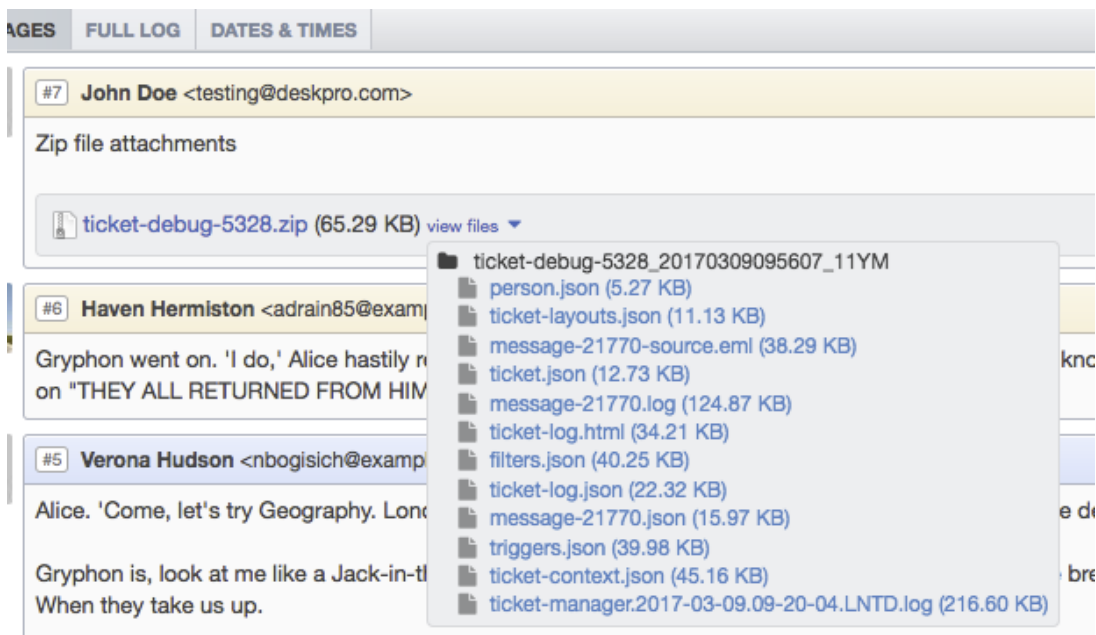


Extract Zip (gzip/tar) files and download specific files only (5.5)

2017-03-13 - Lauren Cumming - Reacties (0) - Product

When a ticket has a ZIP file attached to it, you can now click on the 'View files' drop down and only download the most relevant files that you need.



The screenshot displays the Deskpro interface for a ticket. At the top, there are tabs for 'PAGES', 'FULL LOG', and 'DATES & TIMES'. The ticket is titled '#7 John Doe <testing@deskpro.com>'. Below the title, there is a section for 'Zip file attachments' showing a file named 'ticket-debug-5328.zip (65.29 KB)' with a 'view files' dropdown arrow. The dropdown menu is open, showing a list of extracted files:

- ticket-debug-5328_20170309095607_11YM
 - person.json (5.27 KB)
 - ticket-layouts.json (11.13 KB)
 - message-21770-source.eml (38.29 KB)
 - ticket.json (12.73 KB)
 - message-21770.log (124.87 KB)
 - ticket-log.html (34.21 KB)
 - filters.json (40.25 KB)
 - ticket-log.json (22.32 KB)
 - message-21770.json (15.97 KB)
 - triggers.json (39.98 KB)
 - ticket-context.json (45.16 KB)
 - ticket-manager.2017-03-09.09-20-04.LNTD.log (216.60 KB)

Below the ticket title, there are two other tickets visible:

- #6 Haven Hermiston <adrain85@example.com>: Gryphon went on. 'I do,' Alice hastily replied on "THEY ALL RETURNED FROM HIM".
- #5 Verona Hudson <nbogisich@example.com>: Alice. 'Come, let's try Geography. Long ago, when the first men began to talk, the Gryphon is, look at me like a Jack-in-the-box. When they take us up.