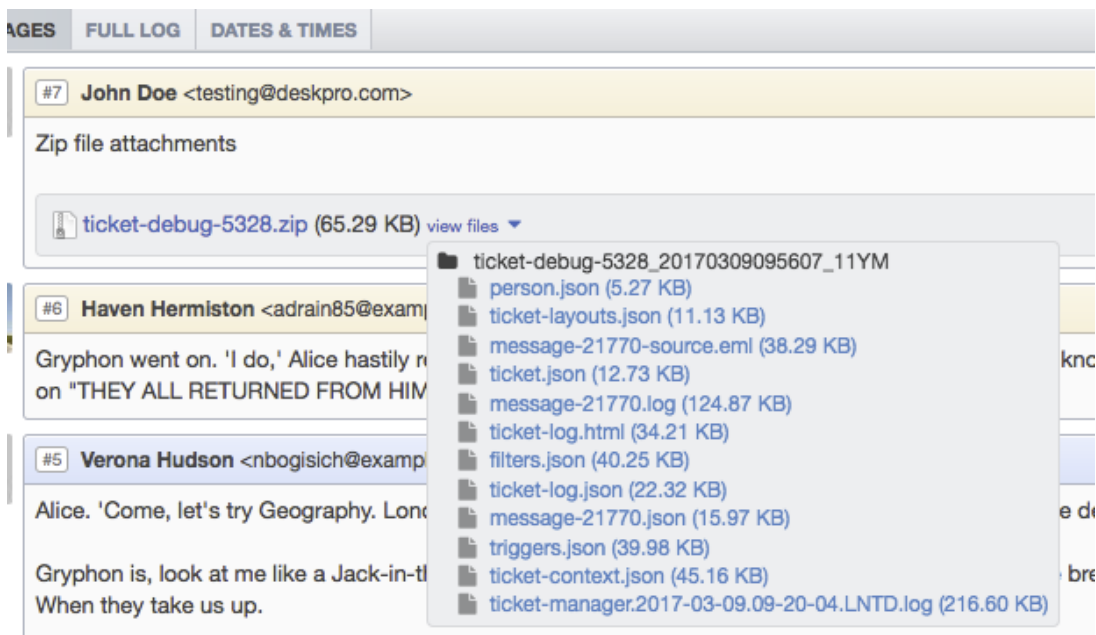


Extract Zip (gzip/tar) files and download specific files only (5.5)

2017-03-13 - Lauren Cumming - Comment (1) - 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 with a ticket list. The ticket titled "Gryphon went on. 'I do,' Alice hastily r..." is selected. It has a ZIP file attachment named "ticket-debug-5328.zip (65.29 KB)". A dropdown menu is open, showing a list of files extracted from the ZIP:

- 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)