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## Remove links to attachments in ticket emails

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Go to Admin > Channels > Email > Settings > Disable attachment permalink list

The screenshot shows the Deskpro Admin interface. On the left is a sidebar with a blue header and a list of navigation items: OVERVIEW, CONFIGURATION, CHANNELS (with a dropdown arrow), Email (with a dropdown arrow), Accounts, Templates, Settings (highlighted with a grey background), Incoming Log, Outgoing Log, Chat, and SMS. The main content area is titled 'Email Settings'. It contains two sections: 'Maximum overall size of an email sent by Deskpro.' with a value of 30 MB, and 'Maximum collective file size' with a value of 7 MB. Below these is a red-bordered box containing a toggle switch labeled 'Disable attachment permalink list at the bottom of email message text.' which is currently turned on. The text below the toggle explains: 'This means users will not be able to download files that were not sent as attachments in the email itself. For example, if an attachment exceeds the max outgoing size limit above (resulting in the file not being sent in the email), then the user will have no way to access it.' Below this box is another toggle switch labeled 'Email preview' which is also turned on, with the text 'When enabled preview text will appear in user's email client.'

### Warning

Note that if you disable links to file attachments, then for a user to receive an attachment, it must be small enough to send as a normal email attachment. The max filesize of attachments is defined under Admin > Channels > Email > Settings > "Maximum collective file size" and "Maximum email size".