

Knowledgebase > Deskpro Legacy > How do I view the raw email source for a ticket

How do I view the raw email source for a ticket message? Christopher Nadeau - 2023-08-31 - Comments (0) - Deskpro Legacy

Sometimes it is useful to view the raw message source for a ticket message that arrived via email. Deskpro keeps a copy of raw message sources, which you can view from the agent interface.

Load the ticket in the agent interface and find the message you want to view.

Click on the gear icon in the top-right corner of the message to bring up the context menu, then click View message in a new window.

2	#1 Jethro Vortex <user@example.com> 18 days ago</user@example.com>	\$	
	Please help me. The problem is that Ã, Q<> "'Ç x+q0%ê	View message in a new window	
	yšñ tónñÅ,yá" r0\$HÇv Æ'ssBÊ BÀÃ; ˆ	Quote	
	qîüö:÷Z<Ã <sup>-</sup> Â,ÂúSx6Ã\Âô ü¥Ã3	Forward Message	
	üwÀnÃÞ.ЁœÃèt¨ß § »# ';Ã5 ã:=‰à 4V?Å</th <th>Delete Message</th>	Delete Message	
		Set as agent note	

In the window that opens, click on the **Raw Message** tab or the **Source Code** tab.

Normal Message	Raw Message	Raw Message (Unsanitized)	Source Code					
Please help me, the problem is Luse a lot of waird formatting in my amails								

Please help me - the problem is I use a lot of weird formatting in my emails.

Normal Message	Raw Message	Raw Message (Unsanitized)	Source Code	
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HTML Body:

<div dir="ltr"><span style="font-family:arial,sans-serif;font-size:13px">
i</span><b style="font-family:arial,sans-serif;font-size:13px">s I use</b
family:arial,sans-serif;font-size:13px"> a lot of weird </span><font colo
family:arial,sans-serif;font-size:13px">formatting</font><span style="fon
serif;font-size:13px"> in my </span><i style="font-family:arial,sans-seri
<span style="font-family:arial,sans-serif;font-size:13px">.</span><br/>

</div>

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