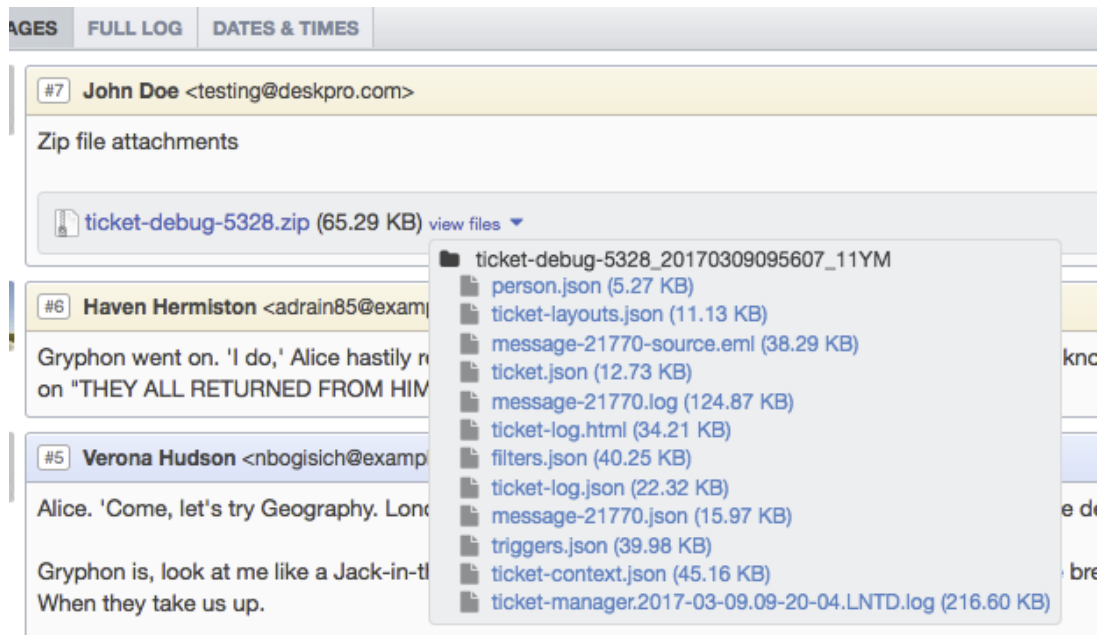


Extract Zip (gzip/tar) files and download specific files only (5.5)

2017-03-13 - Lauren Cumming - Comments (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 shows a ticket interface with a navigation bar at the top containing 'PAGES', 'FULL LOG', and 'DATES & TIMES'. The main content area displays a ticket conversation:

- #7 John Doe** <testing@deskpro.com>
- Zip file attachments**
- ticket-debug-5328.zip** (65.29 KB) [view files](#) ▼

A dropdown menu is open, listing the following 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)

Below the zip attachment, the ticket history shows:

- #6 Haven Hermiston** <adrain85@exam...>>: Gryphon went on. 'I do,' Alice hastily r... on "THEY ALL RETURNED FROM HIM
- #5 Verona Hudson** <nbogisich@examp...>>: Alice. 'Come, let's try Geography. Lonc... Gryphon is, look at me like a Jack-in-t... When they take us up.