What is the size limit on attachments within Deskpro?

Ben Henley - 2024-01-22 - Comment (1) - Deskpro Legacy

Question:

We sometimes need to send large attachments to our users. What is the biggest file you can attach to a ticket or upload to the files section of the Help Center?

Answer:

Deskpro Cloud supports attachments up to about 50MB when uploaded by agents and 10MB when uploaded by users.

Attachments above 25MB will not send via email. These can be viewed by the user in the Help Center.

The size limit for Deskpro On-Premise depends on two factors:

1. The Attachments settings you choose in **Setup > Settings**. Note that there are separate limits for users and agents.

2. The maximum file size supported is affected by your server configuration. See **Admin > Server > File Uploads** for details. You may be able to change settings in your PHP configuration to increase the limit.

Note that when attachments are sent via email, the email systems they pass through may have lower size limits, or reject certain types of attachments.

If you want to provide a non-image file to your users, it's more reliable to upload it to the Downloads section of your Help Center, then send a link. Note that you can restrict access to download categories if you don't want to make the file publically available.

Comment (1)

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Jonathan Stanton

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Here is an example of what I am sending. This is creating the entry but not uploading the file POST /api/v2/tickets/1/messages HTTP/1.1 Host: icass4.deskpro.com Authorization: key 1:XXXXXXXXXXXXXXXXXXX Cookie: dp__v=27024140-28NC4BD7-3C5XWCMS-KUHRUC-ACD; dp_last_lang=en Content-Length: 419 Content-Type: multipart/form-data; boundary=----WebKitFormBoundary7MA4YWxkTrZu0gW ----WebKitFormBoundary7MA4YWxkTrZu0gW Content-Disposition: form-data; name="attach[]"; filename="/C:/Users/Jonathan.000/OneDrive/Pictures/face.png" Content-Type: (data) ----

WebKitFormBoundary7MA4YWxkTrZu0gW Content-Disposition: form-data; name="message" Test17 ----WebKitFormBoundary7MA4YWxkTrZu0gW Content-Disposition: form-data; name="is_note" true ----WebKitFormBoundary7MA4YWxkTrZu0gW