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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 navigation options: OVERVIEW, CONFIGURATION, CHANNELS (with a dropdown arrow), and a list of channels including Email (with a dropdown arrow), Accounts, Templates, Settings (highlighted), Incoming Log, Outgoing Log, Chat, and SMS. The main content area is titled 'Email Settings'. It contains two input fields for file size limits: 'Maximum overall size of an email sent by Deskpro.' set to 30 MB, and 'Maximum collective file size' set to 7 MB. Below these are two toggle switches. The first toggle, 'Disable attachment permalink list at the bottom of email message text.', is turned on and is highlighted with a red rectangular box. Its description states: '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.' The second toggle, 'Email preview', is also turned on, with a description: '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".