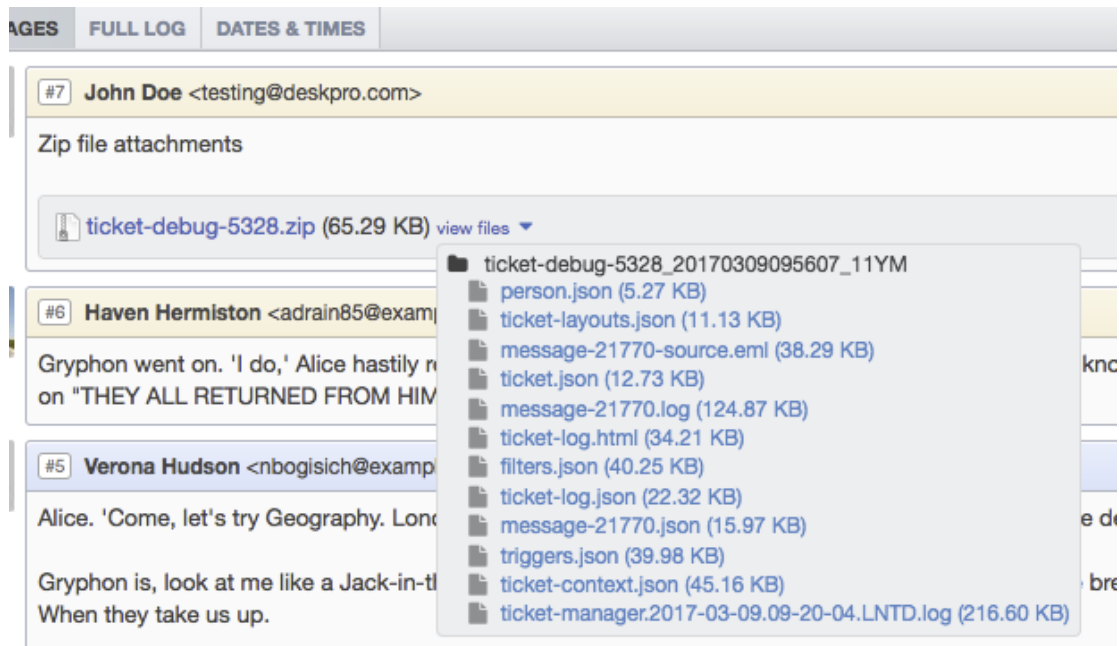


## Extract Zip (gzip/tar) files and download specific files only (5.5)

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 the Deskpro interface with a ticket list. The ticket titled "John Doe" (ID #7) has a ZIP file attachment named "ticket-debug-5328.zip" (65.29 KB). A dropdown menu is open next to the attachment, showing a list of files that can be downloaded individually. The files include:

- 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)