WYSIWYG Editor - Feature # 380: Paste screenshot

Status:	Closed	**Priority:**	Normal
Author:	Torbjörn Schön	**Category:**	
Created:	28 Apr 2014	**Assignee:**	
Updated:	28 Aug 2014	**Due date:**	
Subject:	Paste screenshot		
Description:	Hi. I would like to have the possibility to add screenshots in the editor. I have seen that if I copy/paste a screenshot (or any image) it gets sent to the user but are not saved to the ticket. This is something that we really like to have.		

History

04/28/2014 12:57 am - Torbjörn Schön

When I look at the post detail in the staff-ui i have the imagesource but as it doesn't seem to be saved anywhere it doesn't show.
Here is a code example:

<img
src="data:image/png;base64,iVBORw0KGgoAAAANSUhEUgAAAKcAAABQCAIAAADz4/IaAAAEIEIEQVR4nO2bPavbPBiG8yfPb8h6Bq8ZDvSlQ5aQO
ZxCvQU8JUOmE5oSMNTUdnhT6vYsJmBT2vJ+bIZCOtiWJfkjcuLUynnum3tIJEeSdUmPJOMMjhA9DfpuANSDQDQJ2iQJ2iQJ2iQJ2iMurj5RB+wX77/
i/+K6iTMKhTNKhTNKhTNKhTNKhTNKhTNKhT9EXU58HO90fj5XC8HK1C9/jnzzN88h+bMXjx/2+XerNbX8D8XI4IlI1trs+yKVtFXcySmpQOqbxhcA
fUJ9tiL8bNVy7sF1AvB+B+YqXMyOUgb22gV7rb2cGwvnoMJB3lxX4qJLKuC+i6/rEy9lCWNPHvx/C1vG9wwV9Xmw29rDmb/Z2gzzN70YRRFFw+itV6qG5
ChhRkXo5Sx52w3mA6d4x9ck2nUkcrZm/YSyL4C8Cnvkb3x8JET79eQ312dr0g0kdSkrK7nvDr0Jn0md7+Js+vJDofhQT11trs+yKVtFXcySmpQOqbxhca
fUJ9tiL8bNVy7sF1Avi/INagSj9W9WQutA10nSqqjAFHdaPNenyGsKul8hcRF0es2qV3ozm3WWVP7+6m0/iWpd+rD9R9+EVR3vmk5up2NPeVPeXKI8clN+YpBS
/6QmHam3VN3q18/Tki518jEgp5T632oCdZ0kHPfaPRxMqe/UBOEp6iVsG2j0Ru6LNVm3WVWP7+6m0/iWpd+rD9R9+EQR3vmk5up2NPeVPeVPeXKl8clN+YpBS
/6QmHam3VN3q18/Tki518jEgp5T632oCdZ0kHPfaPRxMqe/UBOp6iVsG2j0PTqn7anoB1KHjMafuqgnUX4jwVgVGF4Q0q6ExdhTrejNZZ13oz2ts7cRz3e29
Qnel4vsq/IN6sX7mui3886absH0+u+/bd6+6pp+Dx70bd5Pmet3d0OIj+fOnzTBnWKBnWKBnWKBnWKBnWKBnWKBnWKBnWKBnWKrqqYOk
RKoUxSoU9RvBuQzOyB6dalAAAAAASUVORK5CYII=" alt="" />

<br

05/21/2014 05:14 am - Gary Mcgrath

- Status changed from New to Closed

Hi there,

you need to ensure that your helpdesk (within settings) has been set to display HTML by default, or images will not display, I put the details for which settings to enable in my reply to you at the forums.

Gary

05/22/2014 01:03 am - Torbjörn Schön

Hi.

I have set the desk to allow html. Is there a setting anywhere else that I am missing?
I have scrolled trough every single line. (I think)

05/22/2014 09:59 am - Gary Mcgrath

- File customtweaksv1-8-2.zip added

Please check the version of customtweaks attached here, it has some changes to enable the display of copy and pasted images.

Gary

05/23/2014 12:42 am - Torbjörn Schön

Hi.

This is really getting somewhere now.

Tested and working.

How big is the pictures in the database? Do you have any clue? for example, a screenshot of 1024*768.

08/28/2014 05:35 am - Torbjörn Schön

I have installed version 2.2.1 and now I am not able to send screenshots anymore.

They doesn't show in Kayako and the mail sent to the client looks like it does above.

I noticed that there are alot of changes between versions.

btw. the swedish language works like a charm. :)

Files

customtweaksv1-8-2.zip	2.4 MB	22 May 2014	Gary Mcgrath