

Outlook attachments references management

Jira uses to manage the comments come from **Outlook** the following way:

- it automatically collects all images to the issue attachments
- it replaces the image with the **[cid:]** reference in the comment

That's why you can see something like that in the comment:

[cid:image001.png@01D4BCAA.2A872870]

[cid:image006.png@01D4BCAA.82E05870]

[cid:image007.png@01D4BCAA.C4BDEAF0]

[cid:image008.png@01D4BCAA.C4BDEAF0]

If you would like to avoid such attachment references to be created in the comments, tick the **Turn on filtering of [cid:] messages from comments** checkbox in *Jira Administration > HelpDesk > Access*:

Access settings

HelpDesk Super User

Change

- ☒ Allow Public Sign up
- ☒ Change JIRA login to HD
- ☐ Sign up captcha
- ☐ Show captcha on user sign-in after failed login attempts
- ☒ Show warning message before entering HelpDesk from Jira
- ☐ Hide Company field on Sign up form
- ☐ Allow to set attachments visibility
- ☐ Log user actions with issues views and attachments downloads
- ☐ Turn on dynamic update of SLA fields
- ☒ Turn on filtering of [cid:] messages from comments

Source field

Export encoding