

Error when Syncing Comments or Attachments in Zendesk

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Problem

In Exalate for Zendesk, ticket sync could sometimes get stuck with one of the following error messages:

Error detail:

```
Exception evaluating property 'length' for services.node.hubobjects.ZendeskObjectToHubObjectConversionService$$anon$1, Reason: groovy.lang.MissingPropertyException: No such property: length for class: com.exalate.basic.domain.hubobject.v1.BasicHubComment
```

Error detail:

```
Exception evaluating property 'size' for services.node.hubobjects.ZendeskObjectToHubObjectConversionService$$anon$1, Reason: groovy.lang.MissingPropertyException: No such property: length for class: com.exalate.basic.domain.hubobject.v1.BasicHubComment
```

Cause

The problem could appear when you use the following variables in your scripts:

- `issue.comments.length`
- `issue.comments.size`
- `issue.attachments.length`
- `issue.attachments.size`

It appears when Exalate for Zendesk is trying to "lazy load" the comments.

Solution

Use the following scripts to resolve the issue:

- For comments:

```
def commentList = issue.comments.collect{ it }
```

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