

# A New Sync Isn't Scheduled

Last Modified on 01/13/2026 1:46 pm EST

## Problem

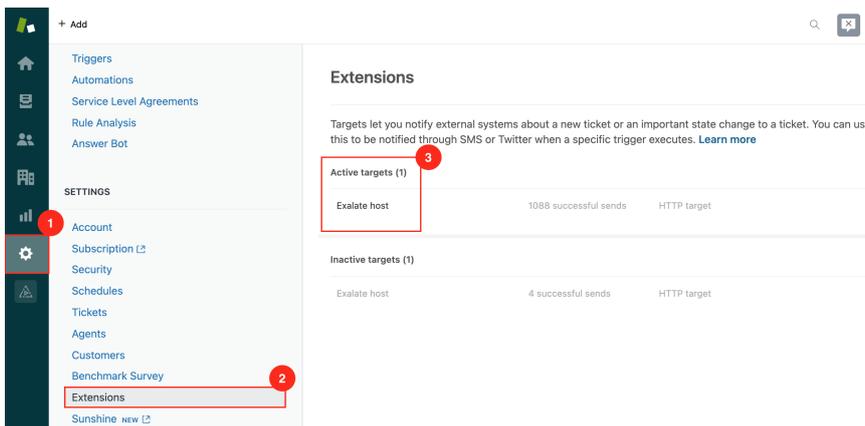
Exalate for Zendesk stops scheduling new sync.

## Cause

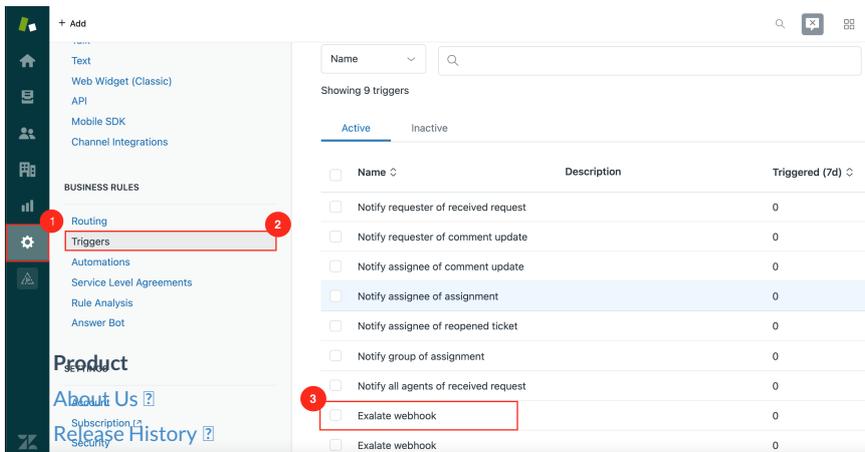
Exalate for Zendesk depends on two configurations to be able to schedule sync. It is common for Zendesk to stop scheduling sync when the webhook deactivates.

## Solution

In your Zendesk dashboard navigate to **Settings > Extension** and check for **Exalate host**:



After that, navigate to **Settings > Triggers** and check for **Exalate webhook**:



Make sure that both endpoints are enabled.

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