

# A New Sync Isn't Scheduled

Last Modified on 07/29/2024 10:54 am EDT

## Problem

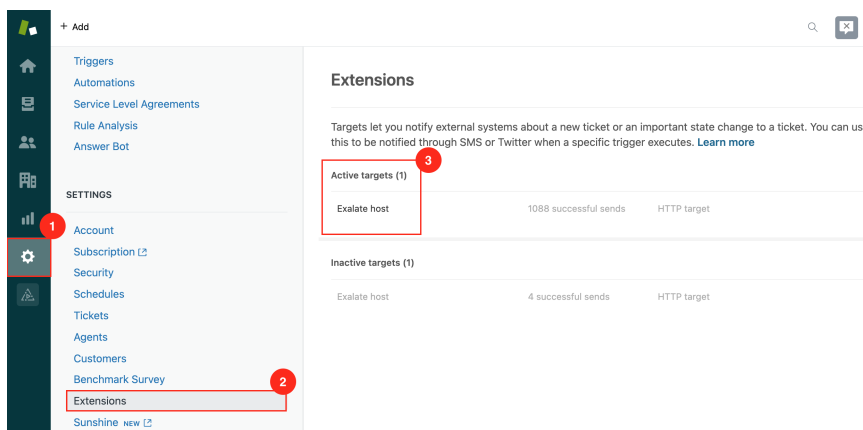
Exalate for Zendesk stops scheduling new sync.

## Cause

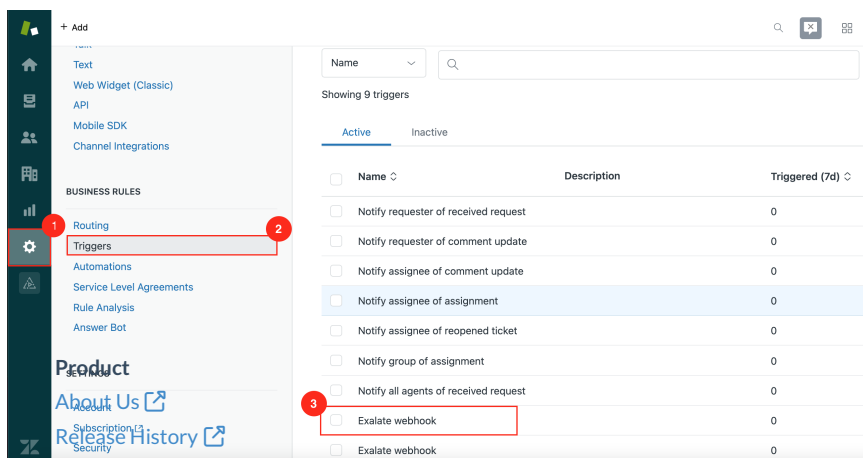
Exalate for Zendesk depends on two configurations to be able to schedule sync. It is common for Zendesk to stop scheduling sync when the webhook deactivates.

## 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.

[Security](#)

[Pricing and Licensing](#)

**Resources**

[Subscribe for a weekly Exalate hack](#)

[Academy](#) 

[Blog](#) 

[YouTube Channel](#) 

[Ebooks](#) 

**Still need help?**

[Join our Community](#) 

[Visit our Service Desk](#) 

[Find a Partner](#) 