

A New Sync Isn't Scheduled

Last Modified on 03/04/2024 10:15 am EST

Problem

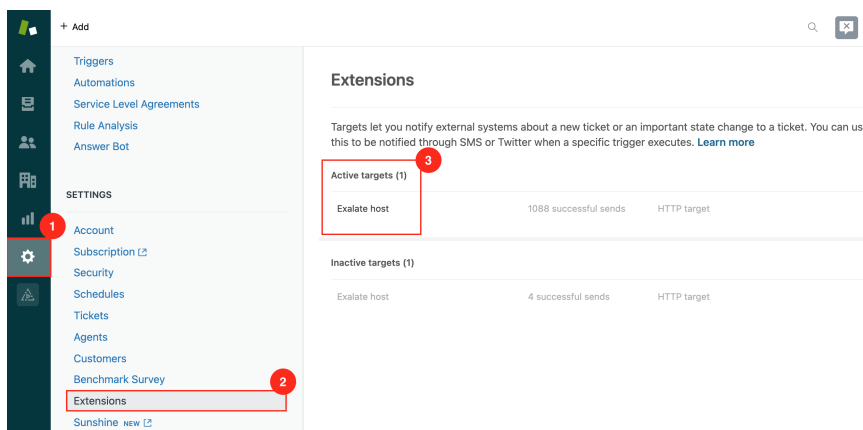
Exalate for Zendesk stops scheduling new sync.

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**:

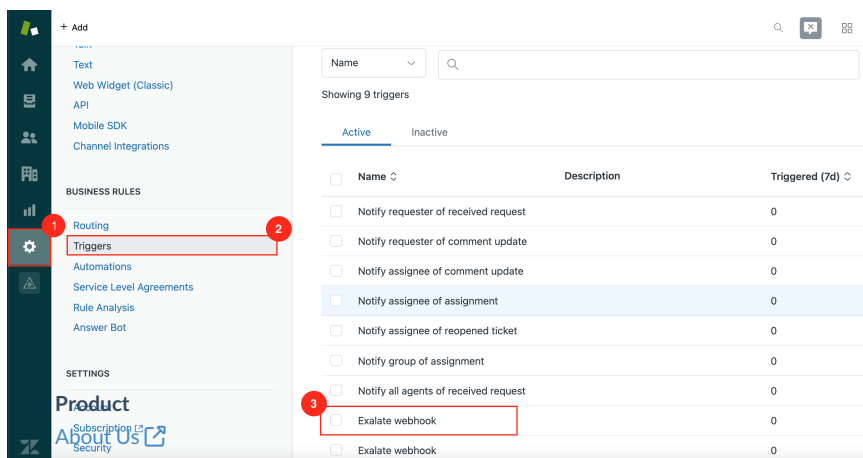


The screenshot shows the Zendesk Settings page for Extensions. The left sidebar has 'Settings' (1) and 'Extensions' (2) highlighted. The main content area shows 'Extensions' with a table of active and inactive targets. 'Exalate host' is listed in both, with 1088 successful sends for active and 4 for inactive (3).

Active targets (1)		
Exalate host	1088 successful sends	HTTP target

Inactive targets (1)		
Exalate host	4 successful sends	HTTP target

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



The screenshot shows the Zendesk Settings page for Triggers. The left sidebar has 'Settings' (1) and 'Triggers' (2) highlighted. The main content area shows 'Triggers' with a table of 9 triggers. 'Exalate webhook' is listed in the table (3).

Name	Description	Triggered (7d)
<input type="checkbox"/> Notify requester of received request		0
<input type="checkbox"/> Notify requester of comment update		0
<input type="checkbox"/> Notify assignee of comment update		0
<input checked="" type="checkbox"/> Notify assignee of assignment		0
<input type="checkbox"/> Notify assignee of reopened ticket		0
<input type="checkbox"/> Notify group of assignment		0
<input type="checkbox"/> Notify all agents of received request		0
<input type="checkbox"/> Exalate webhook		0
<input type="checkbox"/> Exalate webhook		0

Make sure that both endpoints are enabled.

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