How to Sync Attachments in Freshservice

By default, **attachment synchronization** is **disabled** in Freshservice. This is done to avoid potential errors caused by exceeding the **storage limits** on Freshservice tickets.

Why is Attachment Sync Disabled by Default?

Freshservice imposes a 4**0 MB total size** **limit** for attachments in a ticket. When syncing attachments from another platform (like Jira, GitHub, or ADO), it's possible that the total size of the attachments across multiple tickets could exceed this limit, leading to **storage errors**. To prevent this, attachment synchronization is **disabled by default** in the incoming sync rules on **Freshservice** side:

```
/*
    Syncing attachments is disabled in FreshService due to the 40 MB per ticket limit.
    For more details, check out this documentation page:
    https://docs.exalate.com/docs/how-to-sync-attachments-in-freshservice
    entity.attachments  = attachmentHelper.mergeAttachments(issue, replica)
*/
```

If you wish to **sync attachments** between **Freshservice** and another system, you need to manually enable it. However, **keep in mind** that enabling this feature could lead to errors if the total attachment size per ticket exceeds **Freshservice's** limits.

> ### Known Limitation
>
> The **polling mechanism** in Exalate periodically checks if a ticket has been updated and triggers a sync event if it detects any changes. It uses the `updated_at` field in **Freshservice's** REST API to check for changes.
>
> However, **deleting an attachment from a comment does not update the** `updated_at` **field**. As a result, this action **does not trigger a new sync event**. This is a limitation of the **Freshservice** REST API.

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