

# How to Sync Inline Images in Freshservice

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## Synchronizing Inline Images in Freshservice Using Exalate

This article explains how to synchronize inline images in comments (public/ private) for Freshservice with Exalate. With Exalate, you have full control over how inline images are synced between systems.

**Note:** This functionality only supports image files. Other file types or extensions are not supported.

### Source Side (Freshservice)

#### Supported Image Formats

Only the following image formats can be synchronized as inline images:

- .jpeg
- .png
- .img  
(and similar image formats)

**Note:** This functionality is available for both descriptions and comments.

### Outgoing Sync

To send inline images from Freshservice to the destination system, use the following script:

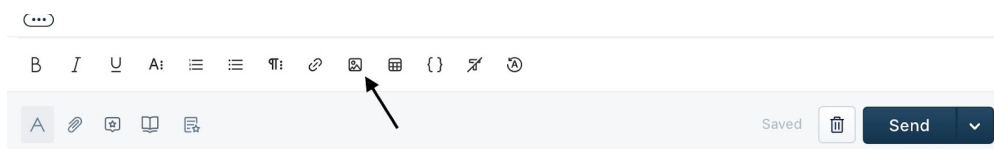
```
replica.attachments = entity.attachments
```

#### Uploading Inline Images in Freshservice

There are two ways to add inline images to a note or summary:

##### 1. Using the Image Attachment Icon

- In the Freshservice text editor, click the image attachment icon.



- A pop-up will appear, allowing you to upload an image.

## 2. Copy and Paste

- Simply use Cmd + C → Cmd + V (on Mac) or Ctrl + C → Ctrl + V (on Windows) to paste an image into the editor.

- *Images uploaded from your device or pasted directly (via clipboard) will be synced.*
- *Images added via URL links will also be synchronized.*

## Destination Side

### Incoming Sync

To receive inline images from the destination side, define the following in your incoming script configuration:

```
entity.attachments = attachmentHelper.mergeAttachments(entity, replica)
```

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