

How to Sync Attachments in Freshdesk

Last Modified on 01/28/2026 9:18 am EST

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

Why is Attachment Sync Disabled by Default?

Freshdesk imposes a **20 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 Freshdesk side:

```
/*
Syncing attachments is disabled in Freshdesk due to the 20 MB per ticket limit.
For more details, check out this documentation page: https://docs.exalate.com/docs/freshdesk-configuration-guides-how-to-sync-attachments-in-freshdesk
entity.attachments = attachmentHelper.mergeAttachments(issue, replica)
*/
```

If you wish to **sync attachments** between Freshdesk 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 Freshdesk'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 Freshdesk'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 Freshdesk REST API.

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