

Error when Syncing Comments or Attachments in Zendesk

Last Modified on 01/15/2026 2:47 pm EST

Problem

In Exalate for Zendesk, ticket sync could sometimes get stuck with one of the following error messages:

Error detail:

```
Exception evaluating property 'length' for services.node.hubobjects.ZendeskObjectToHubObjectConversionService$$anon$1, Reason: groovy.lang.MissingPropertyException: No such property: length for class: com.exalate.basic.domain.hubobject.v1.BasicHubComment
```

Error detail:

```
Exception evaluating property 'size' for services.node.hubobjects.ZendeskObjectToHubObjectConversionService$$anon$1, Reason: groovy.lang.MissingPropertyException: No such property: length for class: com.exalate.basic.domain.hubobject.v1.BasicHubComment
```

Cause

The problem could appear when you use the following variables in your scripts:

- `issue.comments.length`
- `issue.comments.size`
- `issue.attachments.length`
- `issue.attachments.size`

It appears when Exalate for Zendesk is trying to "lazy load" the comments.

Solution

Use the following scripts to resolve the issue:

- For comments:

```
def commentList = issue.comments.collect{ it }
```

Product

[About Us](#) 

- For attachments:

[Release History](#) 

[Glossary](#) 

[API Reference](#) 

[Security](#) 

[Pricing and Licensing](#) 

[Resources](#) 

[Subscribe for a weekly Exalate recap](#) 

[SUBSCRIBE FOR A WEEKLY LEADERSHIP TALK](#) 

[Academy](#) 

[Blog](#) 

[YouTube Channel](#) 

[Ebooks](#) 

Still need help?

[Join our Community](#) 

[Visit our Service Desk](#) 

[Find a Partner](#) 