

# A New Sync Isn't Scheduled

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

## Problem

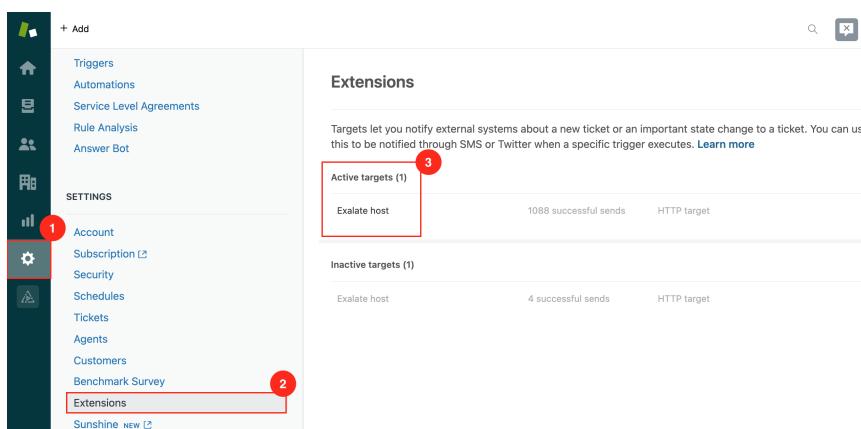
Exalate for Zendesk stops scheduling new sync.

## 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.

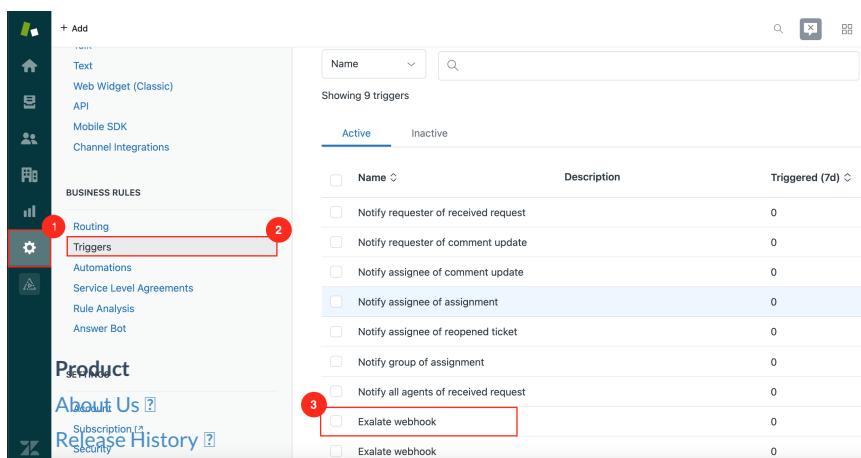
## Solution

In your Zendesk dashboard navigate to **Settings > Extension** and check for **Exalate host**:



The screenshot shows the Zendesk Extensions settings page. The left sidebar is highlighted with red boxes and numbers: 1 points to the 'Extensions' icon, 2 points to the 'Extensions' link in the 'Account' section, and 3 points to the 'Exalate host' target in the 'Active targets (1)' list. The 'Exalate host' target is an 'HTTP target' with 1088 successful sends.

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



The screenshot shows the Zendesk Triggers settings page. The left sidebar is highlighted with red boxes and numbers: 1 points to the 'Triggers' icon, 2 points to the 'Triggers' link in the 'Routing' section, and 3 points to the 'Exalate webhook' trigger in the list. The 'Exalate webhook' trigger is active and triggered 7 days ago.

Make sure that both endpoints are enabled.

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