

Zendesk - Version 5.0.29

Last Modified on 01/15/2026 11:07 am EST

Released for ZENDESK on **Feb 1, 2021**

We improved the sync of different formats in Visual mode connections. Also, we made a bunch of bug fixes and UI updates

In this release

Improvements

ADNODE-296	Improved multi text format sync in Visual mode connections
EXACOMP-1006	Exalate will now send fewer emails
SNOWNODE-224	Entity type is now required when adding triggers

Bug fixes

JCLOUD-1516	Fixed bug where the reporter was synced incorrectly in a local Visual mode connection
ZENDESK-312	Fixed bug where the list of connections wasn't shown in the ticket view
EXACOMP-981	Fixed bug where expired licenses were shown as valid
ADNODE-278	Fixed bug where it was necessary to refresh the page to get the full list of custom fields
EXACOMP-973	Fixed bug with 2 Connect buttons appearing in the Entity Sync panel
EXACOMP-902	Fixed bug with the message suggesting to refresh the page not showing

UI updates

EXAEDIT-982	Added on-screen tips for mapping users in Visual mode connections
ZENDESK-299	Fixed alignment of the Add trigger button
EXAEDIT-1183	Fixed icon formatting and button alignment for the Initiate connection and Accept invitation screens in Safari
ZENDESK-288	Fixed alignment of the Go to remote button in the Initiate connection screen
ADNODE-285	Fixed alignment of the Sync existing option
Product EXACOMP-639 About Us  Release History 	Fixed issue where the connection wasn't shown fully in the issue view
Glossary  EXACOMP-1008 API Reference  Security 	Updated the look of various buttons, tooltips, and screens

[Pricing and Licensing](#) 

Resources

[Subscribe for a weekly Exalate hack](#) 

[Academy](#) 

[Blog](#) 

[YouTube Channel](#) 

[Ebooks](#) 

Still need help?

[Join our Community](#) 

[Visit our Service Desk](#) 

[Find a Partner](#) 