Zendesk - Version 5.0.26

Released for ZENDESK on **Dec 9, 2020**

From now on, you will receive a verification link when registering an instance. This makes it easier to finish the evaluation process and create an Exalate proxy user account. Besides, this feature also improves security. Also, you can set up Exalate to mention a user, who added a specific attachment to a ticket. We also fixed a couple of bugs and made UI improvements

In this release

Improvements

EXE-801	We updated the process of registering an Exalate instance. From now on, you will receive a verification link to your email. This simplifies the process of creating an Exalate admin account and improves security
ZENDESK-294	Exalate can now mention a specific user who added an attachment

Bug fixes

ZENDESK-137	Fixed bug where it was not possible to sync inline attachments
ZENDESK-291	Fixed bug with comments not syncing for reopened issues
EXAEDIT-1168	Fixed bug where it was not possible to verify admin access for Visual mode connections in Safari
EXACOMP-949	Fixed bug with memory chunks being labeled incorrectly

UI updates

EXACOMP-913	Added possibility to connect issues from the Entity Sync status tab

Product EXACOMP-840	You can now save changes in a connection by pressing the following hotkeys:

Product

EXACOMP-840

You can now save changes in a connection by pressing the following hotkeys:

- `Ctrl` + `S` on Windows or Linux
- `Cmd` + `S` on Mac