

Zendesk - Version 5.0.28

Last Modified on 01/15/2026 11:17 am EST

Released for ZENDESK on Jan 15, 2021

In this release, we implemented lazy comments. We also made various bug fixes and UI updates

In this release

Improvements

| | |
|-------------|---|
| ZENDESK-304 | Implemented lazy comments |
| EXACOMP-982 | JWT token expiration is now logged as WARN |
| EXACOMP-979 | Improved performance by reworking the data storage mechanism |
| EXACOMP-972 | Implemented lazy loading. This improves performance by not overloading memory with data |

Bug fixes

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|--------------|---|
| EASE-6739 | Fixed bug with performance issues in connections between Zendesk and Jira Cloud |
| ZENDESK-301 | Fixed bug with the successful verification screen appearing after refreshing a page |
| ZENDESK-306 | Fixed bug where attachments were duplicated in connections between Zendesk and Jira Cloud |
| JCLOUD-1504 | Fixed bug with visual mode connections being stuck |
| EXACOMP-981 | Fixed bug where expired licenses were shown as valid |
| EXACOMP-922 | Fixed bug with pop-up alignment when going to an error from the Connections tab |
| SNOWNODE-275 | Fixed bug where only one entity was shown as synced in Bulk Connect operations |

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|--------------|---|
| EXAEDIT-1182 | Fixed bug with the filter in Sync Queue working incorrectly |
| EXAEDIT-1186 | Fixed bug with license limitations showing incorrectly in Bulk Exalate |
| EXACOMP-678 | Fixed bug where project name wasn't shown if disabling a Visual mode connection |
| ZENDESK-297 | Fixed bug where accepting permissions took a long time in Visual mode connections |

UI updates

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|--------------|---|
| EXACOMP-285 | Updated the look of the License Details section |
| EXACOMP-787 | Updated the notification after making a Bulk Connect |
| EXACOMP-964 | Bulk Connect and Triggers tabs load faster |
| EXACOMP-621 | Removed the template selection for Script mode connections |
| EXAEDIT-1031 | Fixed alignment of checkboxes in the Add mapping section of Visual mode connections |

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