Loading Configuration

When a new connection is added Deskzilla downloads its configuration (version, workflow, products, components, etc). Every 12 hours Deskzilla reloads configuration from the server to get the latest updates.

You may need to reload configuration manually. For example, you know that the configuration was changed and you need to work with those changes (for example, a new version of the product was added). To reload Bugzilla configuration, select the connection to update and select **Reload Configuration** from the **Connection** menu or press **CTRL + F5**. This will download both configuration updates and bug changes.