Creating an Area Path Filter Fails

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Problem

Sometimes when creating a Connection in Visual Mode in Azure DevOps and specifying the automatic sync method, the sync fails. It happens when you specify an **Area path** filter**.**

Cause

The issue occurs if the Area path specified in the Filters is a **child area** (e.g. 'Area\childarea'). Currently, the Automatic sync works for parent areas only.

Solution

New items that are added to the child area can be synchronized manually. To sync the item manually follow the steps below:

1. Open the Work Item in Azure DevOps.
2. Find the Exalate Sync panel and click **Exalate**.

3. Select a connection and click **Exalate**

All the items that will be added to the parent area should be synced automatically with the correct Area path filter (i.e. 'Area').