

Manual Synchronization in Jira Cloud

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Test your Connection from Jira Cloud

Manual synchronization in Jira Cloud happens via the **Exalate** button in the Sync Status Panel present under the issue view.

Note: The Sync Status Panel is available under the specific entity (i.e issue, work item, tickets, Cases, etc) view in Jira, Zendesk, Azure DevOps, and Salesforce.

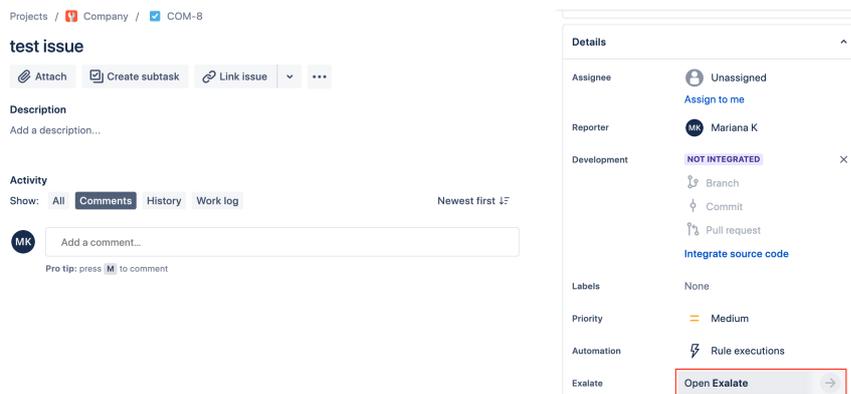
For other platforms like GitHub, ServiceNow, HP ALM/QC including Jira, Zendesk, Azure DevOps, and Salesforce this button is available under the Exalate admin console in the **Entity Sync Status** tab.

Exalate the Issue from Jira

1. **Create** an issue in Jira.

Open the issue.

There is an Exalate Sync Panel under every issue view. Open it.



The screenshot displays a Jira issue view for 'test issue' in project 'COM-8'. The issue is currently 'Unassigned' and reported by 'Mariana K'. The 'Development' status is 'NOT INTEGRATED'. The 'Exalate' section at the bottom of the details panel features an 'Open Exalate' button with a right-pointing arrow, which is highlighted with a red box. Other details include 'Assignee: Unassigned', 'Reporter: Mariana K', and 'Priority: Medium'.

2. **Exalate** the Issue

You can see 2 buttons on the Exalate panel: Exalate and Connect.

Status: **NOT SYNCHRONIZED**

[Exalate](#) [Connect](#)

 **Psst, Exalate is currently synchronizing your tasks. [Find out how](#)** ×

Exalate allows you to synchronize and create a new entity on the destination instance.

Connect allows you to connect 2 existing entities present in both instances.

- 2.1. To Exalate an issue, click the **Exalate** button.
- 2.2. Choose the name of the Connection you have created.
- 2.3. Click **Submit**.

You are about to synchronize the issue COM-8.

Connection*

Select a connection | ▼

Cancel

Exalate

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You can see the progress of the synchronization within the Exalate Sync Status panel. This status is also visible in the Entity Sync status tab on the Exalate admin panel.

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