Manual Synchronization in Jira On-premise

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Test your Connection from Jira On-premise

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

Note: If the Exalate button is not available on the issue view you need to enable it in the General Settings.

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.

2. The Exalate issue operation is located under **More** tab on the issue view

3. **Exalate** the Issue

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

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.

3.1. To Exalate an issue, click the **Exalate** button.

3.2. Choose the name of the Connection you have created.

3.3. Click **Submit**.

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

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