How to Stop Sync on HP ALM/QC

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EOL NOTE: We are moving Exalate for HP QC/ALM into basic maintenance mode. This transition period lasts until June 2024, after which support is halted completely. For more information, please see https://exalate.com/blog/end-of-support-hp/.

There are certain cases when you need to stop a defect synchronization at some point. Since the Exalate app for HP ALM/QC is installed on a separate server it does not have a built-in feature that helps to stop sync directly on a defect. A typical use case is when you, for example, need to stop one specific project synchronization. This article shows how to stop a defect synchronization. Please follow the steps below to stop the synchronization:

1. Stop the Exalate server for HP ALM/QC

   In order to do that you should execute the query on the physical server where the Exalate server is installed.

   Note : You need to get root access to the host and execute the query as a root user.

```
/etc/init.d/hpqcnode stop
```

2. Uninstall the Exalate for HP QC from the host by running

```
yum remove exalate-hpqcnode-0.9.20.rpm
//replace 0.9.20 with your exalate-hpqcnode version
```

3. Ensure that Exalate does not try to sync anything from Jira to HP ALM/QC

   In order to do that disable the Connection from JIRA instance side: Jira - Administration - Exalate - Connections - edit Connection - toggle the "Active" box to change the status.

4. To dispose of the Exalate's sync panel for the issues, navigate to Support Tools and then clean up sync by Connection.
5. Remove the post-function to Unexalate the issue on JIRA Server.

You can find the list of workflows that use Exalate's post functions by executing an SQL query to your Jira Database.

```
SELECT WORKFLOWNAME FROM JIRAWORKFLOWS WHERE DESCRIPTOR LIKE '%com.exalate%'
```

To find which particular transition is using Exalate's post-functions conditions and validators:

1. Export workflows into ***xml***
2. Open the file in a text editor
3. Find all occurrences of **com.exalate**

4. Find the closest enclosing tag **<action** and you find an id and a name of the transition which uses Exalate post-function is and

In this example the transition id=711 and transition name="Escalate"

```
<action id="711" name="Escalate">
      <meta name="jira.description"></meta>
      <results>
        <unconditional-result old-status="Not Done" status="Done" step="1">
          <post-functions>
            ...
            <function type="class">
              <arg name="full.module.key">com.exalate.jiranodeescalate-now</arg>
              <arg name="RelationID">2</arg>
              <arg name="class.name">com.exalate.trigger.EscalateNow</arg>
            </function>
```