

# Sync Private Jira On-premise to Jira Cloud

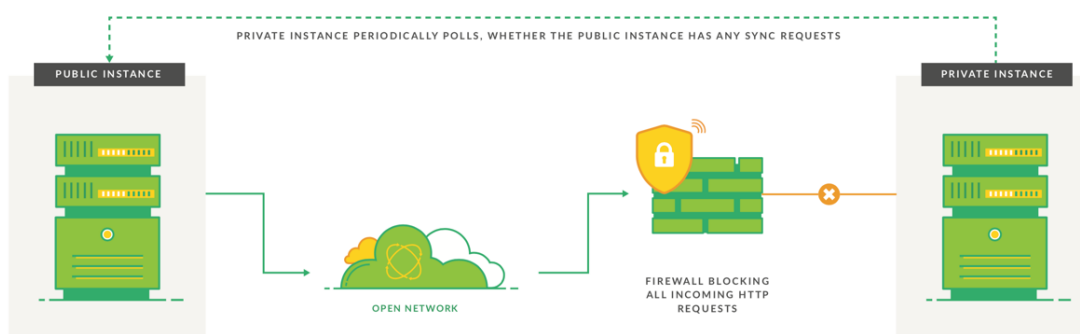
Last Modified on 03/25/2024 10:49 am EDT

Another use case is synchronization between Jira Cloud and Jira on-premise instances, where the Jira on-premise instance is behind the firewall and is not accessible from the outside network.

The Exalate App is able to handle this type of communication between instances and synchronize issues either in a uni- or bi-directional manner.

In such cases, only the private instance can initiate the network traffic to the public one. With the help of the Exalate app, you can sync issues between instances even if one of them is not accessible from the public network.

How is the traffic different between public and private instances?



## Example

You have two Jira instances. One is a private instance (is not accessible from the outside network) and the other is a public instance.

Let's call the private instance **Internal** and the public instance **External**. Only the **Internal instance** can initiate network traffic to the **External instance**.

You want to exchange data between the InternalProject and ExternalProject that are present on the internal and external Jira instances respectively.

Below you can see the configuration steps to set up the synchronization.

## Configuration Steps

1. Set up a Connection from the External Instance.
  - 1.1. Click '**I don't have a URL**'.Exalate suggests available connection types based on the destination instance's version of Exalate.
  - 1.2. Select the proper connection type as shown belowYou can choose between Basic or Script configuration modes, since Visual configuration is only allowed in Public connections.


**Initiate connection**
✕

**Destination instance URL** ⓘ


https://example.exalate.net

I don't have a URL


**Choose the configuration type**

 **Basic** ⓘ

- Automatic configuration of basic fields
- Sync rules cannot be edited
- Only Issues can be synced
- Recommended for use cases of basic complexity

 **Visual** ⓘ

- Low-code, visual interface
- Configure both sides of the connection using a single interface
- Recommended for use cases of basic to intermediate complexity

 **Script**

- Groovy-based scripting
- Configure each side of the connection separately
- Recommended for use cases of basic to advanced complexity

Next

- 1.3. Complete other steps from the connection wizard.
2. Send an Invitation to the Destination Instance.
3. Make sure the Destination side has accepted the invitation.
4. Synchronize issues.

For more information, please read the [getting started guide](#).

**Product**

**ON THIS PAGE**

- [About Us](#) ⓘ
- [Release History](#) ⓘ
- [Example](#) ⓘ
- [Glossary](#) ⓘ
- [Configuration Steps](#) ⓘ
- [Security](#) ⓘ
- [Pricing and Licensing](#) ⓘ
- Resources**
- [Academy](#) ⓘ
- [Blog](#) ⓘ
- [YouTube Channel](#) ⓘ
- [Ebooks](#) ⓘ
- Still need help?**
- [Join our Community](#) ⓘ
- [Visit our Service Desk](#) ⓘ
- [Find a Partner](#) ⓘ