

Sync Panel in the Platform you Use

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On the Sync panel, you can check the status of an issue, which is under synchronization. You can also find a remote issue link there if it's available.

Note: The Sync panel can also be used to [Exalate](#) or put entities under sync (manual sync). Click the Exalate button on the panel for that.

You can also connect existing entities between the platforms by using the [Connect](#) operation.

The **Sync panel** is located on the right sidebar of the issue or work item or Salesforce object view.

Note: You can limit the visibility of the sync panel for Jira Cloud in the [General Settings](#) tab. If the Show sync panel is only for admin users and is turned on, the Sync Status panel is shown only to admin users.

It provides information about the connection and the current sync status.

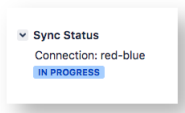
You can display the [remote issue link](#) in the sync panel block.

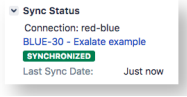
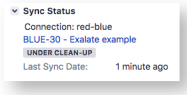
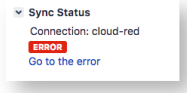
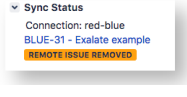
Below you can see how the sync panel looks on different platforms.

Sync Statuses

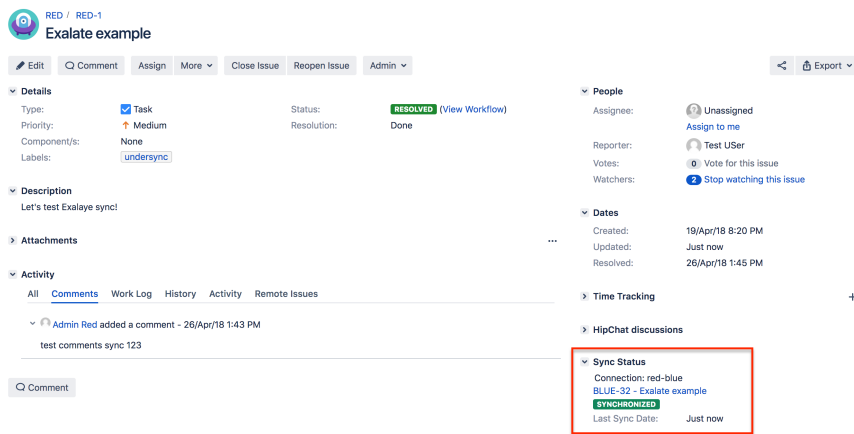
The following are the different statuses:

Sync Statuses

Status	Description	Example
In progress	The sync action is progressed at "your" end, i.e the local instance.	

Status	Description	Example
Waiting for remote	The sync action is progressed at the "other" end, i.e the remote instance.	
Synchronized	The entity has been successfully synchronized.	
Not synchronized	The entity hasn't been synchronized yet.	
Under clean-up	The synchronization is stopped. Updates on the entity won't be applied till the clean-up is in progress.	
Error	There is an error blocking the synchronization. You need to resolve an error to resume and retry the synchronization.	
Remote issue removed	The entity on the other side has been removed.	

Jira on-premise

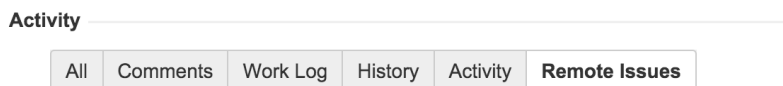


Remote Issue Tab in Jira On-premise

Apart from the Sync Status panel, there is another tab called the **Remote Issues** tab in Jira on-premise.

Note: This tab is visible only to Exalate administrators.

This tab gives details on what information is known about the remote issue.



This tab details out what information has been synchronized from the remote issue

Issue from: Instance B

Key: AC-100
Summary: Synchronizing my first issue
Description: I want to synchronizing my first issue using exalate.
Assignee: admin
Reporter: admin
Project:

Name:	All content
Key:	AC
Lead:	admin
Versions:	1.0 , 1.1 , 2.0

Jira Cloud

Projects / Company / COM-1

Test 1

Attach Create subtask Link issue

Description
Add a description...

Activity
Show: All **Comments** History Work log Newest first

MR Add a comment...
Pro tip: press M to comment

Exalate

Connection qayuratest001_to_qayura...

Status: **SYNCHRONIZED**

Remote link: [KAN1-19] Test 1

Unexalate

Connect

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

Azure DevOps

TASK 1*

1 Work Item Exalate

Unassigned 1 comment Add tag

State: To Do Area: exalate Reason: Added to backlog Iteration: exalate

Description
This is a test description

Discussion

Add a comment. Use # to link a work item, ! to link a pull request, or @ to mention a person.

lintest13 commented just now
one comment

Planning

Priority: 2

Activity

Remaining Work

Exalate

Status: **NOT SYNCHRONIZED**

Exalate Connect

Zendesk

Note: You can limit the visibility of the sync panel for Zendesk in the Setup -> Apps and integrations -> Exalate -> Enable role restrictions.

Test 1
Feb 01, 2022 15:55
from Zendesk Support

Public reply Internal note

Conversations All 1 Public 1

Apps

Exalate

Connection test_to_test1

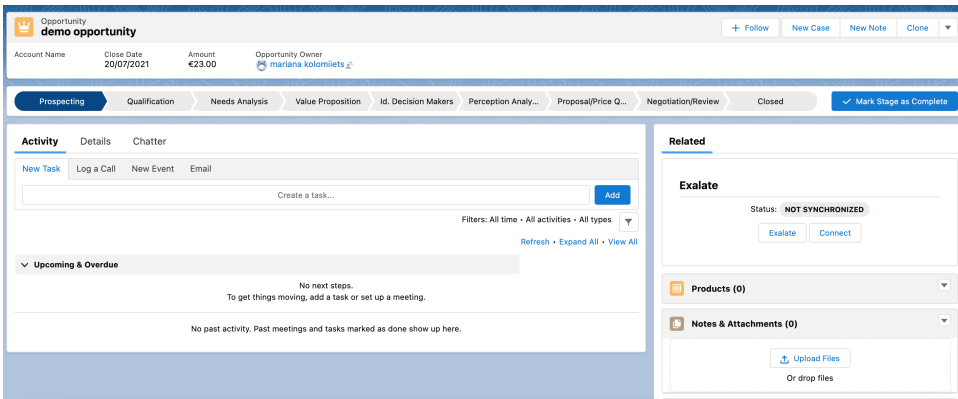
Status: **IN PROGRESS**

Unexalate

Connect

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

Salesforce



Remote Issue Link on the Sync Panel

To configure the remote issue link display navigate to **Connections - edit connection - Sync Rules** tab - **Advanced** and select the **Sync panel link** option. Then **Update** the connection to save changes.

