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.	 Sync Status Connection: red-blue IN PROGRESS

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.	✓ Sync Status Cannection: red-blue BLUE-30 - Exalte example EVENTED Last Sync Date: Just now
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.	✓ Sync Status Connection: rod-blue BUUE-50 - Exelate example UNER ECENTRY Last Sync Date: 1 minute ago
Error	There is an error blocking the synchronization. You need to resolve an error to resume and retry the synchronization.	Sync Status Connection: cloud-red EBDCB Go to the error
Remote issue removed	The entity on the other side has been removed.	✓ Sync Status Connection: red-blue BLUE-31 - Exalte example REMOTE ISSUE REMOVED

Jira on-premise

Exalate ex	ample					
🖋 Edit 🛛 Q Comme	nt Assign More ~	Close Issue Reopen Issue	Admin 🛩			🖨 Export 👻
 Details 				 People 		
Type: Priority:	✓ Task ↑ Medium	Status: Resolution:	RESOLVED (View Workflow) Done	Assignee:	Our Unassigned Assign to me	
Component/s:	None			Reporter:	Test USer	
Labels:	undersync			Votes:	0 Vote for this issue	
 Description 				Watchers:	Stop watching this	issue
Let's test Exalaye syn	c!			✓ Dates		
> Attachments				 Created: Updated: Resolved:	19/Apr/18 8:20 PM Just now 26/Apr/18 1:45 PM	
 Activity 				nesoned.	20/00/10/14011	
All Comments	Work Log History Act	tivity Remote Issues		Time Tracking		+
 Admin Red ad test comments s 	ded a comment - 26/Apr/18 vnc 123	3 1:43 PM		HipChat discussion	15	
Q Comment	-			 Sync Status Connection: red-blu BLUE-32 - Exalate e SYNCHRONIZED Last Sync Date:	ie ixample Just now	

Remote Issue Tab in Jira On-premise

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

Note: This tab is visible only to Exalate administrators.

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

tivity –						
All	Comments	Work Log	History	Activity	Remote Issues	
This tab I ssue f i	details out wha r om: Instanc	at information :e B	has been	synchroniz	red from the remote issue	
Key:		AC-100				
Summar	y:	Synchronizing my first issue				
Descripti	on:	I want to synchronizing my first issue using exalate.				
Assignee	e:	admin				
Reporter	:	admin				
Project:		Name:		All conte	nt	
		Key:		AC		
		Lead:		admin		
		Versions:		1.0 , 1.1	, 2.0	

Jira Cloud

Projects / 🚺 Company / 🗹 COM-1	≠ [€] ⊚ 1 ⊮ ⊂ ≪ …
Test 1	Exalate
Image: Attach Image: Create subtask Image: Link issue • • Description Add a description	Connection qayuratest001_to_qayura Status: SYNCHRONIZED Remote link: [KAN1-19] Test 1
Activity Show: All Comments History Work log Newest I	Unexalate
Add a comment Pro tip: press M to comment	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 <u>A</u> rea Reason A Added to backlog Iteration	exalate exalate	
Description		Planning
This is a test description		Priority 2 Activity
Add a comment. Use # to link a work iter		Remaining Work
Finiteet12		Exalate
one comment	+@ 🖉 …	Status: NOT SYNCHRONIZED

Zendesk

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



Salesforce

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Prospectin	g Qualification	Needs Analysis	Value Proposition	Id. Decision Makers	Perception Analy	Proposal/Price Q	Negotiation/Review	Closed		✓ Mark Stage	as Complet	te
Activity	Details Chatter						Related					
New Task L	og a Call New Event	Email										
			Create a task			Add	Exalate					
					Filters: All time • All ac Refres	tivities • All types 🕎		Exal	ate Con	nect		
✓ Upcoming 8	Overdue											
		To get thing	No next steps. Is moving, add a task or se	t up a meeting.			Product	ts (0)				*
		No past activity. Past	meetings and tasks marke	ed as done show up here			🚺 Notes 8	Attachments	(0)			Ŧ
								a	Upload File	s		
									Or drop files			

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.

 Advanced Remote Issue Link * 		
Sync panel link 🗸		
Remote issue link		
Both		
About Us 🔽		Back Apply Update
Release History 🗹		
Glossary 🛃	Documentation Support Report a bug	
API Reference 🗹		
Security 🛃		
Pricing and Licensing 🗹		
Resources		
Academy 🛃		
Blog 🛃		
YouTube Channel 🛃		
Ebooks 🛃		
Still need help?		
Join our Community Ґ		
Visit our Service Desk 🗹		
Find a Partner 🛃		