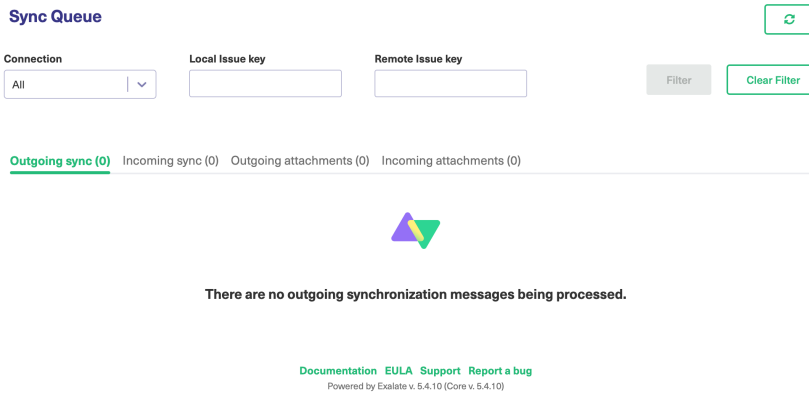# Sync Queue

Last Modified on 07/05/2023 7:01 am EDT

The Exalate app provides a **Sync Queue** utility to monitor outgoing and incoming synchronization messages that are in progress. You can find it in the Exalate admin menu as a separate tab.
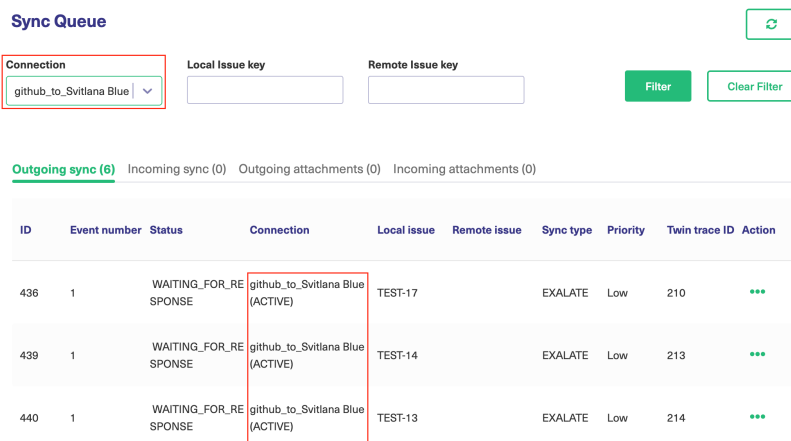
The tool stores data related to the synchronization that is under processing. You can also track attachment synchronization separately.

The Sync Queue can be filtered by **Connection name** or even a particular **Local** or **Remote** entity ID.

You can also click on any of the column headers to sort, in ascending or descending order, **ID**, **Event Number**, **Status**, **Connection**, **Sync type**, and **Twin trace ID**.

This can be really useful when there is a big amount of issues under synchronization and you need to find out the information on something specific.

The **Outgoing sync tab** displays outgoing synchronization events queued in the **In progress** status.

Exalate creates a *Sync Event* once the local issue has been updated. You can find all processing sync events under this tab.

Sync Queue

Connection
All

Local Issue key

Remote Issue key

Filter   Clear Filter

Outgoing sync (1)   Incoming sync (0)   Outgoing attachments (0)   Incoming attachments (0)

ID	Event number	Status	Connection	Local issue	Remote issue	Sync type	Priority	Twin trace ID	Action
436	1	WAITING_FOR_RESPONSE	github_to_Svitlana Blue (ACTIVE)	TEST-17		EXALATE	Low	210	•••

The **Incoming sync tab** displays incoming synchronization requests queued in the **In progress** status.

Exalate creates *Sync Request* once the remote issue was updated. You can see all processing sync requests under this tab.

Sync Queue

Connection
All

Local Issue key

Remote Issue key

Filter   Clear Filter

Outgoing sync (1)   Incoming sync (1)   Outgoing attachments (0)   Incoming attachments (0)

ID	Remote event number	Status	Connection	Local issue	Remote issue	Sync type	Twin trace ID	Action
16963	2	● UPDATE_ISSUE	Forsnow_to_ForZen (ACTIVE)	SN-801	FZ-2628	UPDATE	18217	•••

<   1   >

Outgoing attachments display outgoing sync events of the attachments that are in progress.

Incoming attachments display incoming sync events of the attachments that are in progress.

Usage

- Track all synchronizations that are under processing.
- When you use Bulk Exalate or Bulk Connect to sync a big amount of issues at a time you can track the synchronization progress.
- Troubleshooting: you can get details of the queued synchronization events or requests.

Usually, the support engineer requests data from the Sync Queue to get more context of an issue.

Below you can see an example of the outgoing sync event details

Outgoing sync details

ID

557

Connection name

jira_to_zendesk

Event number

1

Local ticket

268

Local ticket payload

{"version":{"major":1,"minor":14,"patch":0},"hubIssue":{"organization_id":360022251939,"components":[],"attachments":[],"voters":
[],"customFields":{},"description":"some comment","watchers":[],"fixVersions":[],"id":"268","key":"268","summary":"sync queue test","creator":
{"key":"360701091779","active":false,"email":"svitlana@idalko.com","displayName":"Svitlana Magamedova","username":"Svitlana
Magamedova"},"comments":[],"internalMap":{"organization_id":360022251939},"reporter":
{"key":"360701091779","active":false,"email":"svitlana@idalko.com","displayName":"Svitlana Magamedova","username":"Svitlana
Magamedova"},"priority":{"name":"normal"},"labels":[],"customKeys":{},"workLogs":[],"issueType":{"name":"task"},"affectedVersions":
[],"entityProperties":{},"status":{"name":"new"}},"issueUrl":"https://d3v-svitlanatest.zendesk.com/agent/tickets/268"}

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