## Clean-up Tools

Last Modified on 03/18/2024 11:56 am EDT

Exalate provides a tool that helps to stop issue synchronization and remove synchronization-related metadata on both sides.

The information that has been synchronized from one instance to another is not removed with the cleanup.

You can use Clean-up Tools in both cases:

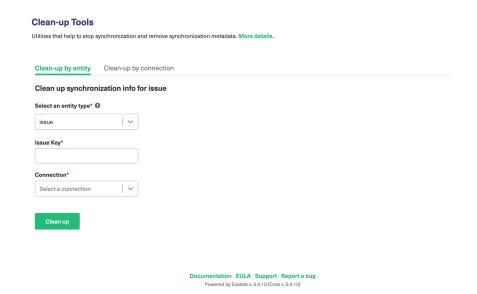
- when you want to stop the issue sync
- when you need to resolve unhandled synchronization problems

For instance, it is possible to remove sync info on both sides by different criteria like an issue or a connection.

The synchronization is stopped immediately without processing sync requests that are in the Sync Oueue.

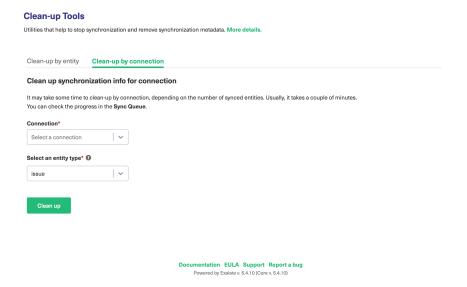
## Cleanup by Issue

You can stop the synchronization on a specific issue using its issue key.



## Cleanup by Connection

You can stop the synchronization on all issues that are synced under a certain connection.



Exalate checks whether you have issues under sync, and shows if there are outgoing or incoming sync events in progress.

## Clean up sync info?

You are about to remove the sync information from both instances for:

• 1 synchronized issue

Are you sure you want to remove the sync info?

Cancel Remove

**Note:** Exalate generates the issue mapping .csv file automatically after you clean-up a connection. The file is located in **{\$JIRA\_HOME}/exports/** directory.

You can recognize the file by its name. It includes connection name, date and time data when it was generated.

Mapping filename template:

connect-\${"ISSUE" or "RELATION" or "INSTANCE"}-\${ \$issueKey or \$connectionName }-\${ \$currentDateTime.for mat("yyyyMMdd\_HHmmss") }.csv

Here but n example of such file: connect-RELATION-A to B-20190425\_122209.csv

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