

# Clean-up Tools

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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 Queue.

## Cleanup by Issue

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

### Clean-up Tools

Utilities that help to stop synchronization and remove synchronization metadata. [More details.](#)

[Clean-up by entity](#) Clean-up by connection

#### Clean up synchronization info for issue

Select an entity type\* 

issue | v

Issue Key\*

Connection\*

Select a connection | v

Clean up

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## Cleanup by Connection

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

## Clean-up Tools

Utilities that help to stop synchronization and remove synchronization metadata. [More details.](#)

Clean-up by entity [Clean-up by connection](#)

### Clean up synchronization info for connection

It may take some time to clean-up by connection, depending on the number of synced entities. Usually, it takes a couple of minutes. You can check the progress in the **Sync Queue**.

Connection\*

Select a connection

Select an entity type\* ⓘ

issue

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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.format("yyyyMMdd_HHmss") }.csv
```

Here is an example of such file: **connect-RELATION-A to B-20190425\_122209.csv**

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