Entity Sync Status tab in Exalate Admin Console

Exalate includes the **Entity Sync status** tab in the admin panel.

> **Note**: This tab is available in Exalate for Jira Cloud, GitHub, Zendesk, HP ALM/QC, Azure DevOps ServiceNow, and Salesforce.
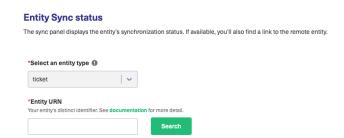
> **Note**: This tab can also be used to manually synchronize entities. So if you want to check if the connection you set up is working correctly or not, use this option.

You can check the synchronization **status** of an entity under this tab and also **Exalate**, **Unexalate,** and **Connect** a specific entity.
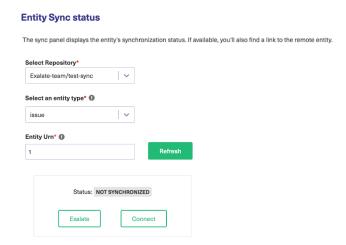
To check on the Sync Status:

1. Select the entity type from the drop-down.
2. Specify the entity URN to get detailed information about a particular issue.
3. Click **Search.**

> **Note**: If there is only one entity type available, the select dropdown menu is disabled.

Entity Sync status

The sync panel displays the entity's synchronization status. If available, you'll also find a link to the remote entity.

*Select an entity type ⓘ

ticket ▾

*Entity URN

Your entity's distinct identifier. See **documentation** for more detail.
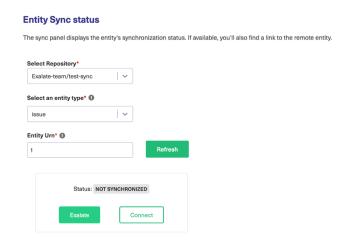
[   ] **Search**

> **Note**: The Exalate app for GitHub requires selecting a repository from the drop-down and then inputting the issue ID to get the sync information about the issue.

Entity Sync status

The sync panel displays the entity's synchronization status. If available, you'll also find a link to the remote entity.

Select Repository*

Exalate-team/test-sync

Select an entity type* ⓘ

issue

Entity Urn* ⓘ

1   Refresh

Status: NOT SYNCHRONIZED

Exalate   Connect

This is how the search result looks in case the issue is not synchronized yet. You can start the synchronization directly from here.

Click the **Exalate** button to synchronize the issue.

Entity Sync status

The sync panel displays the entity's synchronization status. If available, you'll also find a link to the remote entity.

Select Repository*

Exalate-team/test-sync

Select an entity type* ⓘ

issue

Entity Urn* ⓘ

1   Refresh

Status: NOT SYNCHRONIZED

Exalate   Connect

In case the entity is already under synchronization you see the entity status and the remote issue link in case it's available.

Also, you can check the local and remote replicas from here or stop the synchronization using the Unexalate operation.

The **Unexalate** operation helps to stop the synchronization of an issue. It removes all synchronization information, but keeps the original issue and the remote issue untouched.

To Unexalate an entity from the Entity Sync status panel follow the steps listed below:

1. Enter an entity Urn
2. Click **Search**
3. Click **Unexalate**

The status of the entity changes to UNDER CLEANUP while the unexalted operation is in progress.

Entity Sync status

The sync panel displays the entity's synchronization status. If available, you'll also find a link to the remote entity.

Select Repository*

Exalate-team/test-sync ⌄

Select an entity type* ⓘ

issue ⌄

Entity Urn* ⓘ

1   [Refresh]

Connection Svitlana Blue_to_github

Status: `SYNCHRONIZED`

Remote link: **[TEST-30] TESTGITHUB**

[Unexalate]

Show local replica   Show remote replica

Product

About Us ⬈   [Connect]

Release History ⬈

Glossary ⬈

API Reference ⬈

Security ⬈

Pricing and Licensing ⬈

Resources

Academy ⬈

Blog ⬈

YouTube Channel ⬈

Ebooks ⬈

Still need help?

Join our Community ⬈

Visit our Service Desk ⬈

Find a Partner ⬈