

Connect Operation Does Not Sync Existing Comments, Attachments and Worklogs

Last Modified on 01/13/2026 1:42 pm EST

Problem

[Connect Operation](#) does not sync existing comments, attachments, and worklogs.

Cause

Connect operation on JIRA Cloud is available using **Connect issues** button, located on the right sidebar, next to the Exalate button. It does not include the configuration of the advanced connect options directly in the dialog box.

In order to sync existing comments, attachments, and worklogs you should use **Bulk Connect issues** in the Exalate admin menu.

Bulk Connect issues operation works only for issues, that were not synced yet. You have already connected issues, and you want to sync existing comments of the connected/synced issues.

Solution

Product

[About Us](#)

1. [Unexalate the issue](#)

[Release History](#)

2. [Use Bulk Connect issues](#)

[Glossary](#)

[API Reference](#)

[Security](#)

[Pricing and Licensing](#)

Resources

[Subscribe for a weekly Exalate hack](#)

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)

to sync issues including existing comments, attachments, and worklogs