

Connect Operation Does Not Sync Existing Comments, Attachments and Worklogs

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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

1. Unexalate the issue
 2. Use [Bulk Connect issues](#) to sync issues including existing comments, attachments, and worklogs
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