How to ensure Exalate does not synchronize when staging a production environment into test

Last Modified on 05/01/2024 5:56 am EDT

JIRA ON-PREMISE

Warning: If you did not disable Exalate, issues are synchronized to the staging environment. Make sure you disable Exalate to avoid synchronization errors.

When staging a production environment into test, it is important that no synchronization happens.

To make sure that Exalate does not synchronize from the staging environment to the production environment, do one of the following to disable Exalate:

- Add the following startup parameter **-Dcom.exalate.sync.disabled=true** as described here.

Note: Depending on your operating system, add the startup parameter appropriately. For more information, please refer to JIRA documentation.

- Disable the **Exalate** add-on in your application:

    1. As a user with administrative privileges, click the **Manage add-ons** link in the administration menu.

    2. Find the add-on you want to disable in the installed add-on list by searching or browsing to the add-on.

    3. Click **Disable**.

- Uninstall the **Exalate** add-on:

    1. As a user with administrative privileges, click the **Manage add-ons** link in the administration menu.

    2. Find the add-on you want to disable in the installed add-on list by searching or browsing to the add-on.

    3. Click **Uninstall**.

Note: Uninstalling does not remove any data.

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 ⤴