Force Unlink

Last Modified on 11/25/2025 3:02 am EST

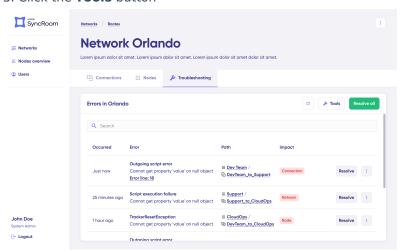
Overview

The Force Unlink feature allows you to break synchronization links between items in your connected systems and clear their queued transactions. This is useful when you need to stop syncing specific item pairs or entire connections while preserving the underlying items in your systems.

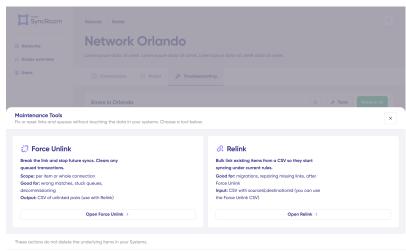
Important: Force Unlink does not delete items from your connected systems—it only removes the synchronization relationship between them.

Accessing Force Unlink

- 1. Navigate to your Network in SyncRoom
- 2. Select the Troubleshooting tab
- 3. Click the **Tools** button



4. Select Force Unlink



Force Unlink Methods

The Force Unlink tool offers two methods for breaking synchronization links:

1. Force Unlink Per Items

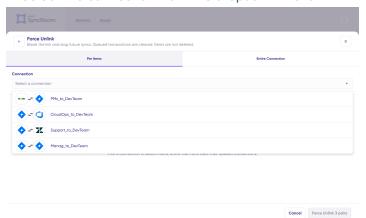
Break synchronization links for specific item pairs within a connection.

When to use:

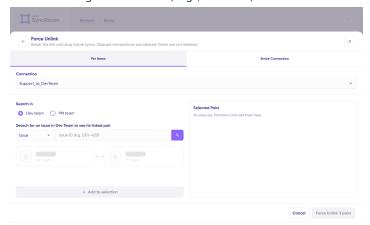
- You need to stop syncing specific items while maintaining other syncs in the connection
- You want granular control over which item pairs to unlink
- You're troubleshooting issues with particular items

Steps:

- 1. Select the **Per Items** tab
- 2. Select the connection from the dropdown menu

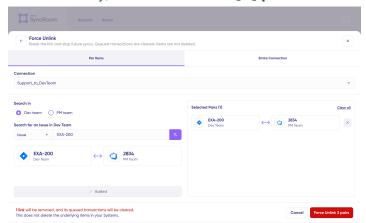


- 3. Choose which system to search in (use the radio buttons)
- 4. Search for an item by:
 - Selecting the entity type (Work Item, Ticket, etc.)
 - Entering the item ID (e.g., EXA-42)



- 5. Click the search icon
- 6. Review the displayed item pair showing both connected items
- 7. Click Add to selection
- 8. The pair appears in the **Selected Pairs** section on the right

- 9. Repeat steps 4-8 to add more pairs if needed
- 10. Review all selected pairs in the **Selected Pairs** panel
- 11. To remove a pair, click the X icon next to it
- 12. When ready, click Force Unlink [N] pairs



Result: The selected item pairs will be unlinked and their queued transactions cleared. The items remain in your systems but will no longer sync with each other.

2. Force Unlink Entire Connection

Break all synchronization links within a connection at once.

When to use:

- You need to stop all syncing for a connection
- You're preparing to reconfigure or rebuild a connection
- You want to clean up a connection that's experiencing widespread issues

Steps:

- 1. Select the Entire Connection tab
- 2. Select the connection from the dropdown menu
- 3. Review the warning message showing the total number of pairs that will be unlinked
- 4. Type **FORCE UNLINK** in the confirmation field
- 5. Click Force Unlink [N] pairs



Result: All item pairs in the selected connection will be unlinked and their queued transactions cleared. The items remain in your systems but will no longer sync with each other.

Before You Force Unlink

Important Best Practice: Before performing Force Unlink on an entire connection, we strongly recommend downloading the **Entity Key Relations** file for backup purposes. This file can be used with the Relink tool if you need to restore synchronization relationships later.

To download Entity Key Relations:

- 1. Navigate to the connection's Details page
- 2. Locate the Entity Key Relations section
- 3. Click **Download** to save the CSV file
- 4. Store this file safely for future reference
- 5. The file can be downloaded from any side of the connection

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