

Relink Operation

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Overview

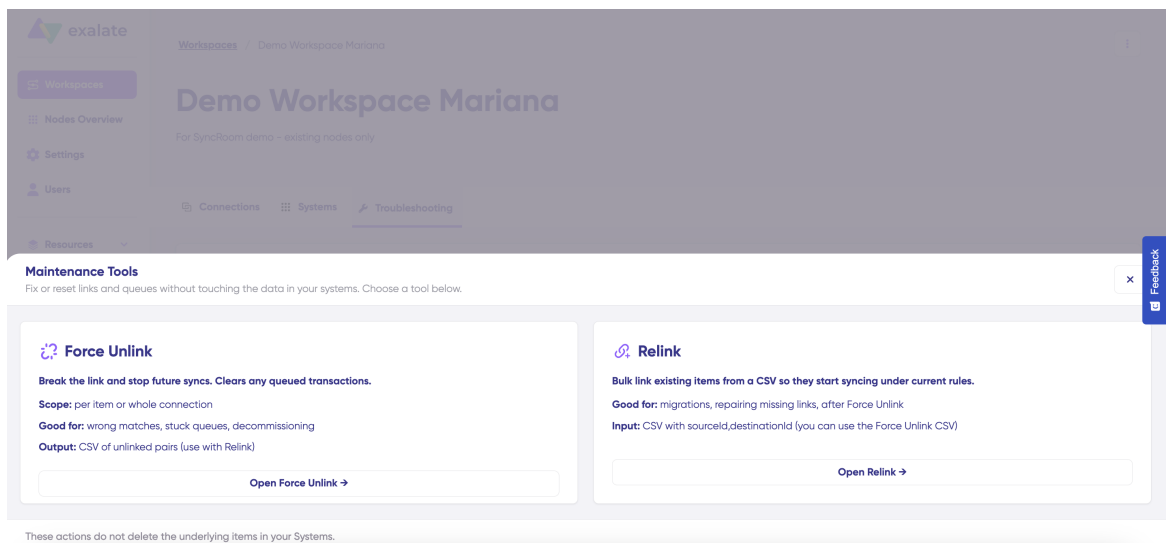
The Relink feature allows you to bulk create or restore synchronization links between items in your connected systems using a CSV file. This is particularly useful after using Force Unlink, during system migrations, or when you need to establish synchronization for multiple existing item pairs efficiently.

Key Use Cases:

- Restoring synchronization relationships after Force Unlink operations
- Migrating existing work items to a new connection
- Bulk linking items that already exist in both systems
- Re-establishing sync after connection reconfiguration

Accessing Relink

1. Navigate to your workspace
2. Select the **Troubleshooting** tab
3. Click the **Tools** button
4. Select **Relink**



How Relink Works

The Relink tool establishes synchronization relationships between items that already exist in both connected systems. It does **not** create new items—it only links existing items so they can begin syncing.

Important: Both items must already exist in their respective systems before you can relink

them.

Relink Process

Step 1: Select Connection

1. Click the **Connection** dropdown
2. Select the connection where you want to relink items
3. The connection must already be configured and active

Relink
Bulk link existing items under a connection using a simple CSV. Ideal after Force Unlink or for migrations.

Connection
Select a connection

Sync direction
Dev Team → PM Team
CSV is interpreted as "item-id" from the source "Dev Team" and "item-id" from the destination "PM Team".

Item mapping CSV
Format: source-item-id, destination-item-id
Click to upload CSV or drop it here
Download template

Cancel Relink

Step 2: Verify Sync Direction

The sync direction display shows:

- **Source system** (left) - Where item IDs in the CSV come from
- **Arrow indicator** - Shows the sync flow direction
- **Destination system** (right) - Where corresponding item IDs map to

The direction is determined by how the connection was originally configured. The helper text below confirms: "CSV is interpreted as 'item-id' from the source '[System Name]' and 'item-id' from the destination '[System Name]'."

Step 3: Prepare Your CSV File

CSV Format Requirements

Your CSV file must follow this exact format:

```
source-item-id,destination-item-id
```

Example:

EXA-200,2834
EXA-358,6372
EXA-420,9525
DEV-101,PM-456

Download Template

To ensure correct formatting:

1. Click **Download template** in the Item mapping CSV section
2. Use the template as a starting point
3. Fill in your item ID pairs following the format
4. Save as CSV format

Step 4: Upload Your CSV

You have two options for uploading:

Option 1: Click to Upload

1. Click the **Click to upload CSV** link in the upload area
2. Browse to your CSV file location
3. Select the file

Option 2: Drag and Drop

1. Drag your CSV file from your file explorer
2. Drop it into the dashed upload area

Step 5: Execute Relink

1. Review your selections:
 - Connection name
 - Sync direction
 - Uploaded CSV file
2. Click the **Relink** button (bottom right)
3. Wait for the operation to complete
4. Review the results notification

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