

Manual Synchronization in Jira Cloud

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Test your Connection from Jira Cloud

Manual synchronization in Jira Cloud happens via the **Exalate** button in the Sync Status Panel present under the issue view.

Note: The Sync Status Panel is available under the specific entity (i.e issue, work item, tickets, Cases, etc) view in Jira, Zendesk, Azure DevOps, and Salesforce.

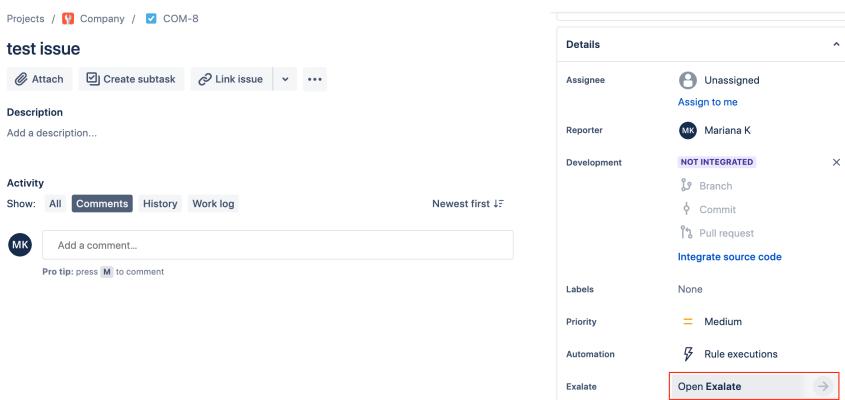
For other platforms like GitHub, ServiceNow, HP ALM/QC including Jira, Zendesk, Azure DevOps, and Salesforce this button is available under the Exalate admin console in the **Entity Sync Status** tab.

Exalate the Issue from Jira

1. **Create** an issue in Jira.

Open the issue.

There is an Exalate Sync Panel under every issue view. Open it.



The screenshot shows a Jira issue view for 'test issue' (COM-8). On the right, a vertical 'Details' panel is open, showing the following fields:

- Assignee:** Unassigned (button to 'Assign to me')
- Reporter:** Mariana K (button to 'NOT INTEGRATED')
- Development:** NOT INTEGRATED (links to Branch, Commit, Pull request, and 'Integrate source code')
- Labels:** None
- Priority:** Medium
- Automation:** Rule executions
- Exalate:** A button labeled 'Open Exalate' with a red border.

2. **Exalate** the Issue

You can see 2 buttons on the Exalate panel: Exalate and Connect.



Exalate

Status: NOT SYNCHRONIZED

Exalate

Connect



Psst, Exalate is currently
synchronizing your tasks. [Find out
how](#)



Exalate allows you to synchronize and create a new entity on the destination instance.

Connect allows you to connect 2 existing entities present in both instances.

- 2.1. To Exalate an issue, click the **Exalate** button.
- 2.2. Choose the name of the Connection you have created.
- 2.3. Click **Submit**.

You are about to synchronize the issue COM-8.

Connection*

Select a connection



Product

Cancel

Exalate

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You [can see](#) the progress of the synchronization within the Exalate Sync Status panel. This status is also [visible](#) in the Entity Sync status tab on the Exalate admin panel.

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