

Sync Panel in the Platform you Use

Last Modified on 01/15/2026 7:02 pm EST

On the Sync panel, you can check the status of an issue, which is under synchronization. You can also find a remote issue link there if it's available.

Note: The Sync panel can also be used to Exalate or put entities under sync (manual sync). Click the Exalate button on the panel for that.

You can also connect existing entities between the platforms by using the Connect operation.

The **Sync panel** is located on the right sidebar of the issue or work item or Salesforce object view.

Note: You can limit the visibility of the sync panel for Jira Cloud in the [General Settings](#) tab. If the Show sync panel is only for admin users and is turned on, the Sync Status panel is shown only to admin users.

It provides information about the connection and the current sync status.

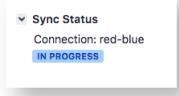
You can display the [remote issue link](#) in the sync panel block.

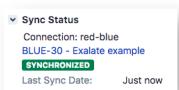
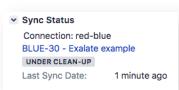
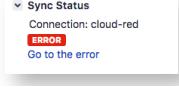
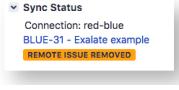
Below you can see how the sync panel looks on different platforms.

Sync Statuses

The following are the different statuses:

Sync Statuses

Status	Description	Example
In progress	The sync action is progressed at "your" end, i.e the local instance.	

Status	Description	Example
Waiting for remote	The sync action is progressed at the "other" end, i.e the remote instance.	
Synchronized	The entity has been successfully synchronized.	 <p>Sync Status Connection: red-blue BLUE-30 - Exalate example SYNCHRONIZED Last Sync Date: Just now</p>
Not synchronized	The entity hasn't been synchronized yet.	
Under clean-up	The synchronization is stopped. Updates on the entity won't be applied till the clean-up is in progress.	 <p>Sync Status Connection: red-blue BLUE-30 - Exalate example UNDER CLEAN-UP Last Sync Date: 1 minute ago</p>
Error	There is an error blocking the synchronization. You need to resolve an error to resume and retry the synchronization.	 <p>Sync Status Connection: cloud-red ERROR Go to the error</p>
Remote issue removed	The entity on the other side has been removed.	 <p>Sync Status Connection: red-blue BLUE-31 - Exalate example REMOTE ISSUE REMOVED</p>

Jira on-premise

RED / RED-1
Exalate example

Edit Comment Assign More Close Issue Reopen Issue Admin

Details

Type: Task Status: **RESOLVED** (View Workflow)
Priority: Medium Resolution: Done
Component/s: None
Labels: undersync

Description
Let's test Exalate sync!

Attachments

Activity

All Comments Work Log History Activity Remote Issues

Admin Red added a comment - 26/Apr/18 1:43 PM
test comments sync 123

People

Assignee: Unassigned
Assign to me
Reporter: Test User
Votes: 0 Vote for this issue
Watchers: 2 Stop watching this issue

Dates

Created: 19/Apr/18 8:20 PM
Updated: Just now
Resolved: 26/Apr/18 1:45 PM

Time Tracking

HipChat discussions

Sync Status

Connection: red-blue
BLUE-32 - Exalate example
Synchronized
Last Sync Date: Just now

Remote Issue Tab in Jira On-premise

Apart from the Sync Status panel, there is another tab called the **Remote Issues** tab in Jira on-premise.

Note: This tab is visible only to Exalate administrators.

This tab gives details on what information is known about the remote issue.

Activity

All Comments Work Log History Activity **Remote Issues**

This tab details out what information has been synchronized from the remote issue

Issue from: Instance B

Key:	AC-100								
Summary:	Synchronizing my first issue								
Description:	I want to synchronize my first issue using exalate.								
Assignee:	admin								
Reporter:	admin								
Project:	<table> <tr> <td>Name:</td> <td>All content</td> </tr> <tr> <td>Key:</td> <td>AC</td> </tr> <tr> <td>Lead:</td> <td>admin</td> </tr> <tr> <td>Versions:</td> <td>1.0 , 1.1 , 2.0</td> </tr> </table>	Name:	All content	Key:	AC	Lead:	admin	Versions:	1.0 , 1.1 , 2.0
Name:	All content								
Key:	AC								
Lead:	admin								
Versions:	1.0 , 1.1 , 2.0								

Jira Cloud

Projects / Company / COM-1

Test 1

Attach Create subtask Link issue ...

Description
Add a description...

Activity
Show: All Comments History Work log Newest first

MK Add a comment...
Pro tip: press M to comment

Exalate

Connection qayuratest001_to_qayura...
Status: SYNCHRONIZED
Remote link: [KAN1-19] Test 1

Unexalate

Connect

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

Azure DevOps

Note: Sync Panel is not available for Azure Devops Server.

TASK 1*

1 Work Item Exalate

Unassigned 1 comment Add tag

State: To Do Area: exalate
Reason: Added to backlog Iteration: exalate

Description
This is a test description

Planning
Priority: 2 Activity: Remaining Work

Discussion
L Add a comment. Use # to link a work item, ! to link a pull request, or @ to mention a person.

L iintest13 commented just now
one comment

Exalate

Status: NOT SYNCHRONIZED

Exalate Connect

Zendesk

Note: You can limit the visibility of the sync panel for Zendesk in the Setup -> Apps and integrations -> Exalate -> Enable role restrictions.

Test 1
Feb 01, 2022 15:55
from Zendesk Support

Public reply Internal note

T ☺ 🎉 🌟

Conversations All 1 Public 1

Exalate

Connection test_to_test1
Status: IN PROGRESS

Unexalate

Connect

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

Salesforce

Remote Issue Link on the Sync Panel

To configure the remote issue link display navigate to **Connections - edit connection - Sync Rules tab - Advanced** and select the **Sync panel link** option. Then **Update** the connection to save changes.