

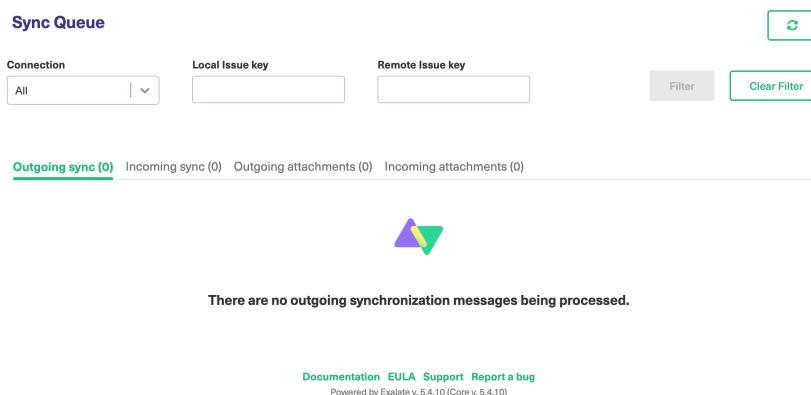
Sync Queue

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Sync
Tags: Queue

The Exalate app provides a **Sync Queue** utility to monitor outgoing and incoming synchronization messages that are in progress. You can find it in the Exalate admin menu as a separate tab.

The tool stores data related to the synchronization that is under processing. You can also track attachment synchronization separately.

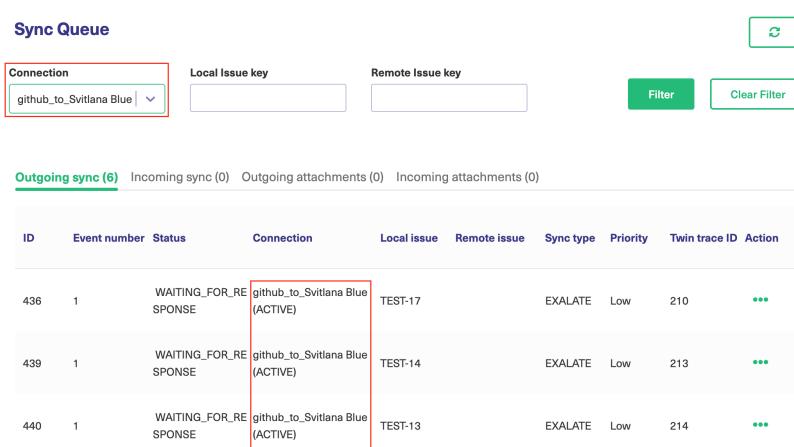


The screenshot shows the 'Sync Queue' interface. At the top, there are filter inputs for 'Connection' (set to 'All'), 'Local Issue key', and 'Remote Issue key', along with 'Filter' and 'Clear Filter' buttons. A green refresh icon is in the top right. Below the filters, a navigation bar has 'Outgoing sync (0)' underlined in green, and other options: 'Incoming sync (0)', 'Outgoing attachments (0)', and 'Incoming attachments (0)'. The main content area displays a purple and green Exalate logo with the text 'There are no outgoing synchronization messages being processed.' Below the logo is a small footer with links to 'Documentation', 'EULA', 'Support', and 'Report a bug', and the text 'Powered by Exalate v. 5.4.10 (Core v. 5.4.10)'.

The Sync Queue can be filtered by **Connection name** or even a particular **Local** or **Remote** entity ID.

You can also click on any of the column headers to sort, in ascending or descending order, **ID**, **Event Number**, **Status**, **Connection**, **Sync type**, and **Twin trace ID**.

This can be really useful when there is a big amount of issues under synchronization and you need to find out the information on something specific.



The screenshot shows the 'Sync Queue' interface with a red box highlighting the 'Connection' filter input which contains 'github_to_Svitlana Blue'. The main content area shows a table with the following data:

| ID | Event number | Status | Connection | Local issue | Remote issue | Sync type | Priority | Twin trace ID | Action |
|-----|--------------|----------------------|----------------------------------|-------------|--------------|-----------|----------|---------------|--------|
| 436 | 1 | WAITING_FOR_RESPONSE | github_to_Svitlana Blue (ACTIVE) | TEST-17 | | EXALATE | Low | 210 | ... |
| 439 | 1 | WAITING_FOR_RESPONSE | github_to_Svitlana Blue (ACTIVE) | TEST-14 | | EXALATE | Low | 213 | ... |
| 440 | 1 | WAITING_FOR_RESPONSE | github_to_Svitlana Blue (ACTIVE) | TEST-13 | | EXALATE | Low | 214 | ... |

The **Outgoing sync** tab displays [outgoing synchronization events](#) queued in the **In progress** status.

Exalate creates a **Sync Event** once the local issue has been updated. You can find all processing sync events under this tab.

The **Incoming sync** tab displays [incoming synchronization requests](#) queued in the **In progress** status.

Exalate creates **Sync Request** once the remote issue was updated. You can see all processing sync requests under this tab.

Outgoing attachments display outgoing sync events of the attachments that are in progress.

Incoming attachments display incoming sync events of the attachments that are in progress.

Usage

- Track all synchronizations that are under processing.
- When you use [Bulk Exalate](#) or [Bulk Connect](#) to sync a big amount of issues at a time you can track the synchronization progress.
- Troubleshooting: you can get details of the queued synchronization events or requests.

Usually, the support engineer requests data from the Sync Queue to get more context of an issue.

Below you can see an example of the outgoing sync event details

Outgoing sync details

[◀ Back to Sync Queue](#)

ID

557

Connection name

jira_to_zendesk

Event number

1

Local ticket

268

Local ticket payload

```
{"version":{"major":1,"minor":14,"patch":0},"hubIssue":{"organization_id":360022251939,"components":[],"attachments":[],"voters":[],"customFields":{},"description":"some comment","watchers":[],"fixVersions":[],"id":268,"key":"268","summary":"sync queue test","creator":{"key":"360701091779","active":false,"email":"svitlana@dalko.com","displayName":"Svitlana Magamedova","username":"Svitlana Magamedova"}, "comments":[],"internalMap":{"organization_id":360022251939}, "reporter":{"key":"360701091779","active":false,"email":"svitlana@dalko.com","displayName":"Svitlana Magamedova","username":"Svitlana Magamedova"}, "priority":{"name":"normal"}, "labels":[],"customKeys":{},"workLogs":[],"issueType":{"name":"task"}, "affectedVersions":{},"entityProperties":{},"status":{"name":"new"}}, "issueUrl":"https://d3v-svitlanatest.zendesk.com/agent/tickets/268"}
```

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