

Clean-up Tools

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Exalate provides a tool that helps to stop issue synchronization and remove synchronization-related metadata on both sides.

The information that has been synchronized from one instance to another is not removed with the cleanup.

You can use Clean-up Tools in both cases:

- when you want to stop the issue sync
- when you need to resolve unhandled synchronization problems

For instance, it is possible to remove sync info on both sides by different criteria like an issue or a connection.

The synchronization is stopped immediately without processing sync requests that are in the Sync Queue.

Cleanup by Issue

You can stop the synchronization on a specific issue using its issue key.

Clean-up Tools

Utilities that help to stop synchronization and remove synchronization metadata. [More details.](#)

[Clean-up by entity](#) [Clean-up by connection](#)

Clean up synchronization info for issue

Select an entity type* ⓘ

issue | ▾

Issue Key*

Connection*

Select a connection | ▾

Clean up

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Cleanup by Connection

You can stop the synchronization on all issues that are synced under a certain connection.

Clean-up Tools

Utilities that help to stop synchronization and remove synchronization metadata. [More details.](#)

Clean-up by entity [Clean-up by connection](#)

Clean up synchronization info for connection

It may take some time to clean-up by connection, depending on the number of synced entities. Usually, it takes a couple of minutes. You can check the progress in the [Sync Queue](#).

Connection*

Select a connection | v

Select an entity type* ⓘ

issue | v

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Exalate checks whether you have issues under sync, and shows if there are outgoing or incoming sync events in progress.

Clean up sync info?

You are about to remove the sync information from both instances for:

- 1 synchronized issue

Are you sure you want to remove the sync info?

Cancel

Remove

Note: Exalate generates the issue mapping .csv file automatically after you clean-up a connection. The file is located in **{ \$JIRA_HOME }/exports/** directory.

You can recognize the file by its name. It includes connection name, date and time data when it was generated.

Mapping filename template:

```
connect-{"ISSUE" or "RELATION" or "INSTANCE"}-{" $issueKey or $connectionName }-{" $currentDateTime.format("yyyyMMdd_HH:mm:ss") }.csv
```

Product

Here's an example of such file: ***connect-RELATION-A to B-20190425_122209.csv***

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