

# Clean-up Tools

Last Modified on 01/15/2026 6:47 pm EST

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.

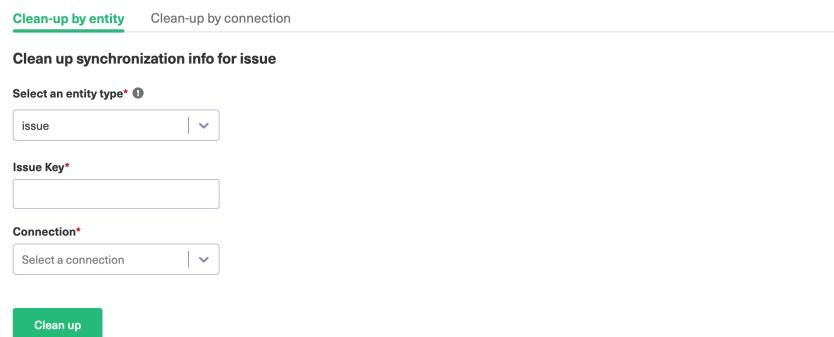
The synchronization is stopped immediately without processing sync requests that are in the Sync Queue.

## 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 synchronization info for issue

Select an entity type\* ⓘ

issue

Issue Key\*

Connection\*

Select a connection

Clean up

[Documentation](#) [EULA](#) [Support](#) [Report a bug](#)  
Powered by Exalate v. 5.4.10 (Core v. 5.4.10)

## 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 | 

Select an entity type\* 

issue | 

[Clean up](#)

[Documentation](#) [EULA](#) [Support](#) [Report a bug](#)

Powered by Exalate v. 5.4.10 (Core v. 5.4.10)

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_HHmmss") }.csv
```

Product

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

[Release History](#) 

[Glossary](#) 

[API Reference](#) 

[Security](#) 

[Pricing and Licensing](#) 

[Resources](#)

[Subscribe for a weekly Exalate hack](#) 

[Academy](#) 

[Blog !\[\]\(cead67df4d82d6c83effe4f8699a7d8f\_img.jpg\)](#)

[YouTube Channel !\[\]\(1d3a1175dd4902218e694b9c098adb83\_img.jpg\)](#)

[Ebooks !\[\]\(c507f772dba2b921f86777f01218e570\_img.jpg\)](#)

**Still need help?**

[Join our Community !\[\]\(cbe80b694ebd74fcfe136a095b608235\_img.jpg\)](#)

[Visit our Service Desk !\[\]\(a03a7eb2f4046e1d3c76772003e549ea\_img.jpg\)](#)

[Find a Partner !\[\]\(cbe2492b119e39e02a1dab2af4a4b296\_img.jpg\)](#)