

Unexalate Operation

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

The Unexalate operation helps to stop the synchronization of an issue. It removes all synchronization information, but keeps the original issue and the remote issue untouched.

The issue data exchanged between these issues are not removed.

Unexalate Issue on Jira On-premise

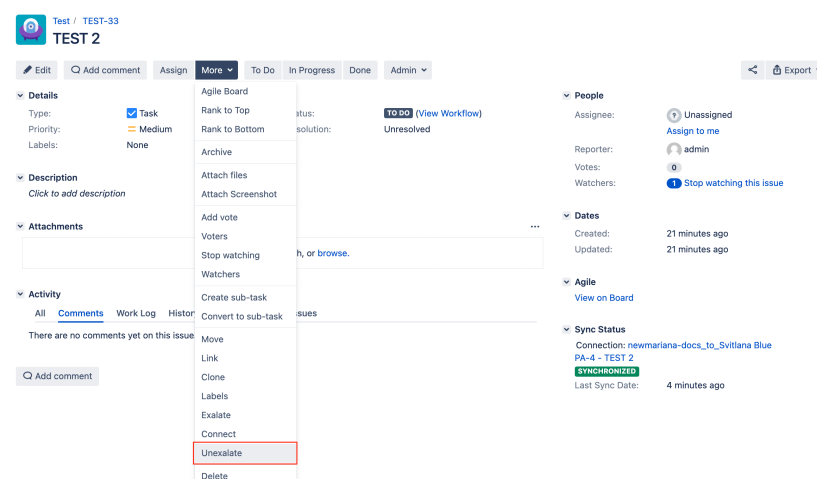
There are different ways to stop an issue synchronization on the Jira server:

- **Unexalate** operation
- **Unexalate Now** workflow post function
- Using API

Unexalate Operation

1. Open an issue you want to Unexalate.
2. Select **More** -> **Unexalate**.

Note: Unexalate operation is available only if the issue was synchronized before! Unexalate operation must be enabled in General Settings.



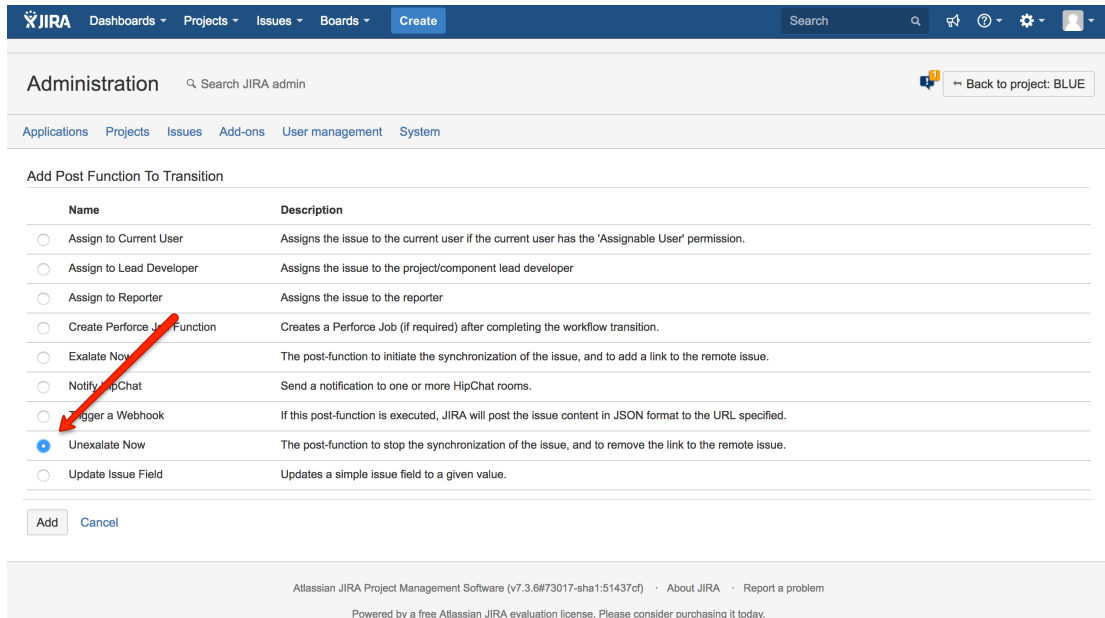
3. The synchronization stops and the sync panel link removes. Issues on both sides remain untouched.

Unexalate Now Workflow Post Function

Post functions carry out any additional processing required after a transition is executed. The Exalate app provides **Unexalate Now** post function.

The steps to add the post function are the following:

1. Navigate to the workflows and select the workflow to edit
2. Select the transition to which you want to add the post function
3. Add Unexalate Now post function



The **Unexalate Now** post-function is executed only once all synchronization messages have been processed.

Unexalate Using API

```
// UNEXALATE SETTINGS

final def issueToBeUnexalated = "FOO-1"

// END UNEXALATE SETTINGS

import com.atlassian.jira.component.ComponentAccessor
/*
** Access the Sync Init Service which allows to
*/
def exaPlugin = ComponentAccessor.getPluginAccessor().getEnabledPlugin("com.exalate.jiranode") as OsgiPlugin
def exaCl = exaPlugin.classLoader
def exaCa = exaPlugin.containerAccessor
def syncInitServClass = exaCl.loadClass("com.exalate.api.trigger.ISyncInitiationService")
def syncInitServ = exaCa.getBeansOfType(syncInitServClass).first()

/*
** effect an unexalate on a particular issue
*/

def targetIssue = ComponentAccessor.getIssueManager().getIssueObject(issueToBeUnexalated)
if (targetIssue) {
    syncInitServ.unexalate(targetIssue.id)
}
```

Unexalate Issue on Jira Cloud

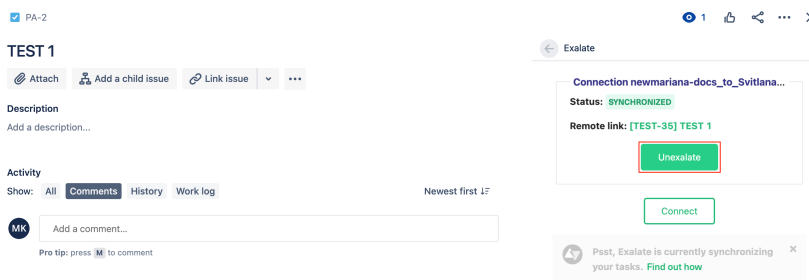
There are 2 ways to stop an issue synchronization on JIRA Cloud:

- Unexalate button on the issue view
- Unexalate Now workflow post function

Unexalate Button on the Issue View

1. Open an issue you want to connect with another issue
2. Use **Unexalate** button on the right sidebar

Note: Unexalate operation is available only if the issue was synchronized before!



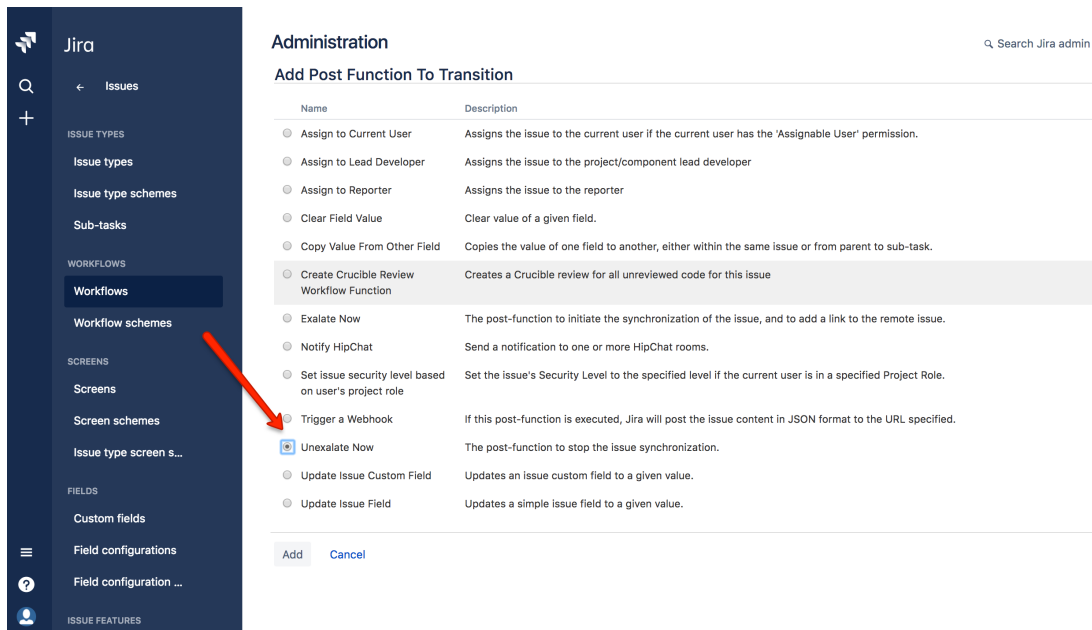
3. The synchronization stops and the sync panel link removes. Issues on both sides remain untouched.

'Unexalate Now' Workflow Post Function

Post functions carry out any additional processing required after a transition is executed. The exalate app provides **Unexalate Now** post function.

The steps to add the post function are the following:

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Unexalate Operation on Other Platforms

You can stop the synchronization from the [entity sync status tab](#) on the Exalate admin menu.

To find the issue you need to specify its ID.

Entity Sync status

The sync panel provides a view on the status of the entity, which is under synchronization. You can also find a remote entity link in there if it is available.

Select an entity type* ⓘ

issue ▼

Entity Urm* ⓘ

PA-2

Refresh

Connection newmariana-docs_to_Svitlana ...

Status: **SYNCHRONIZED**

Remote link: **[TEST-35] TEST 1**

Unexalate

Show local replica Show remote replica

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