How to Stop Issue Sync in Jira Cloud

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There are certain cases when you need to stop an issue synchronization at some point. The Exalate app has a built-in feature that helps to stop synchronizing an issue.

A typical use case is 'Move issue from one instance to another' which is actually the sequence:

1. Exalate Issue
2. Unexalate Issue
3. Delete local issue

There are multiple ways to stop issue synchronization:

- Unexalate button
- Post-function

Unexalate Button

You can use the **_Unexalate operation_** directly on an issue. More details.

Important: Make sure that all synchronization messages have been processed before using the Unexalate issue operation.

Post-function

JIRA includes several post functions that can be added to transitions. The Exalate app provides **_Unexalate Now_** post function. You can add it after a certain transition in the workflow on Jira Cloud.

Note: You can also remove sync data by different criteria like an issue, a connection, or remove the whole synchronization info using a clean-up tool.

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