

How to Change the Error Impact

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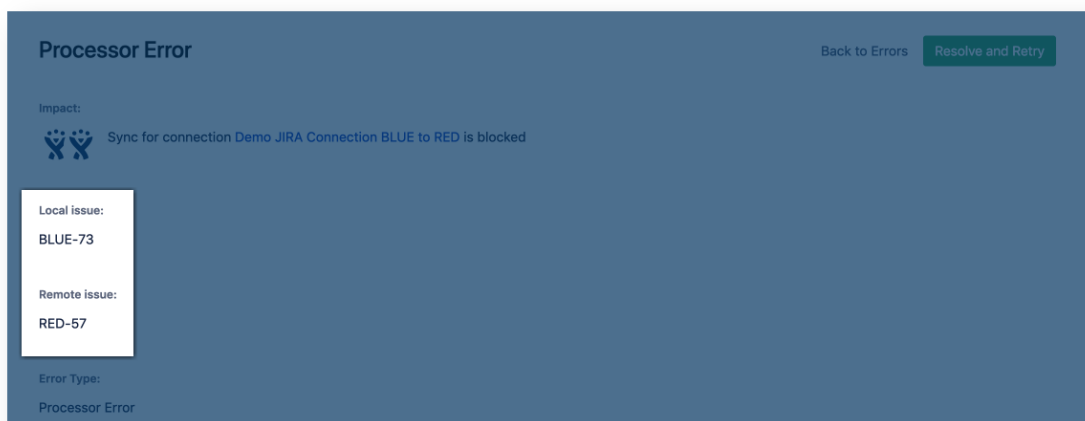
Tags: error impact

This article shows how to change the impact level of a synchronization error.

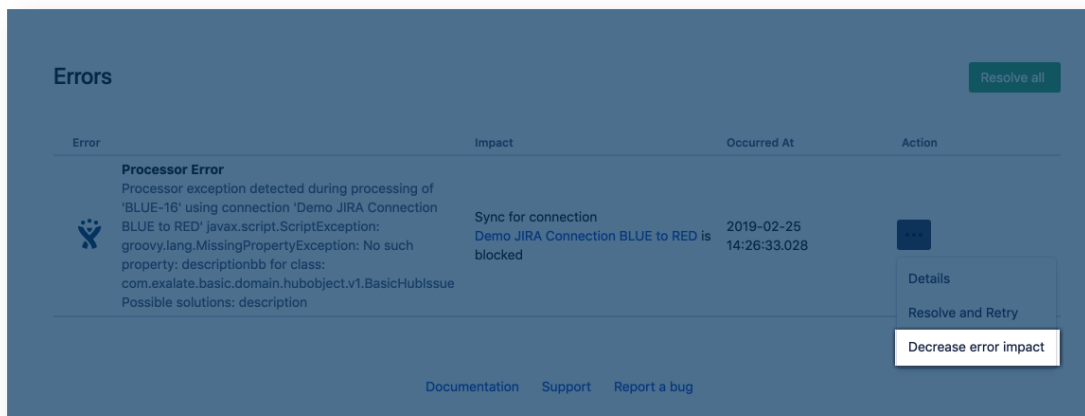
In some cases, Exalate allows you to change the error impact level and unblock the synchronization.

In case the error does not affect all issues that are under sync, you may change the error impact to the issue level. The synchronization will be blocked only for this specific issue.

You can decrease the error impact to the issue level in case the error details include information about a local issue or remote issue.



To decrease the error impact, navigate to the **Errors** tab in the Exalate admin menu. A **decrease error impact** button is available in the Action menu.



Once the error impact has been changed, you will get the notification.

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Error	Impact	Occurred At	Action
<div><div>Processor Error</div><div>Processor exception detected during processing of 'BLUE-73' using connection 'Demo JIRA Connection BLUE to RED' javax.script.ScriptException: groovy.lang.MissingPropertyException: No such property: summaryrftgre for class: com.exalate.basic.domain.hubobject.v1.BasicHubIssue</div></div>	Sync for issue BLUE-73 is blocked	2019-02-25 15:32:10.123	...

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Error impact decreased to ISSUE.

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