

How to Change the Error Impact

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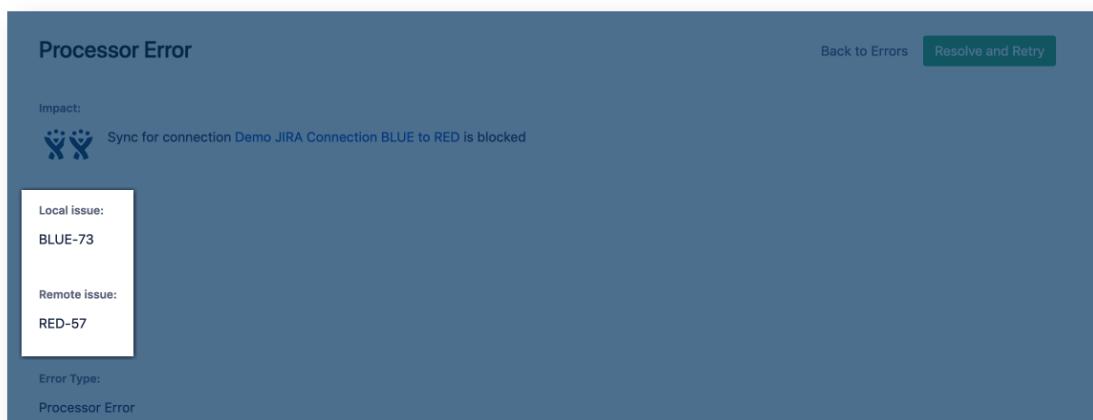
Tags: error impact

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.

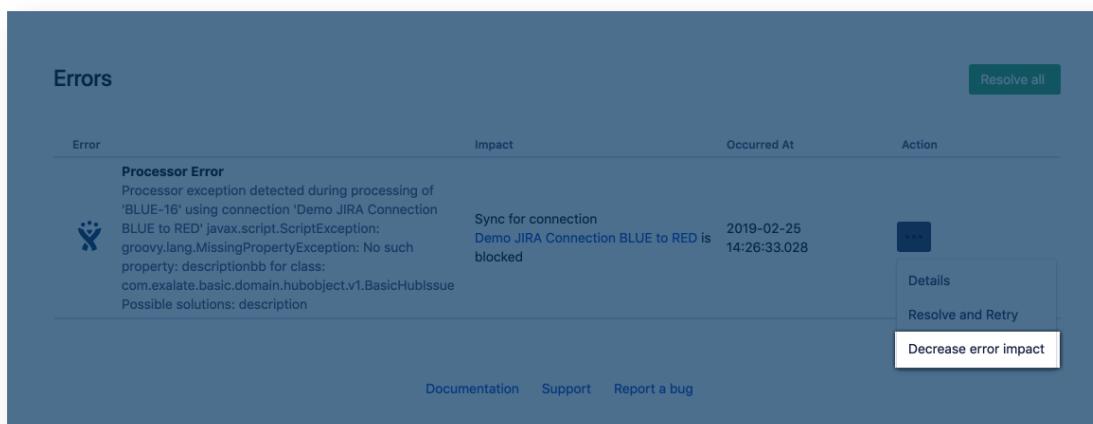
In case the error does not affect all issues that are under sync, you may change the error impact to the issue level. The synchronization will be blocked only for this specific issue.

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



The screenshot shows a 'Processor Error' detail page. At the top, there are buttons for 'Back to Errors' and 'Resolve and Retry'. Below that, the 'Impact' section shows a 'Sync for connection Demo JIRA Connection BLUE to RED is blocked' with a 'Sync' icon. A large white box contains 'Local issue: BLUE-73' and 'Remote issue: RED-57'. At the bottom, 'Error Type: Processor Error' is listed.

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.



The screenshot shows the 'Errors' list page. A table lists an error entry: 'Processor Error' with the message 'Processor exception detected during processing of 'BLUE-16' using connection 'Demo JIRA Connection BLUE to RED''. It details 'Impact: Sync for connection Demo JIRA Connection BLUE to RED is blocked', 'Occurred At: 2019-02-25 14:26:33.028', and an 'Action' menu. The 'Action' menu includes 'Details', 'Resolve and Retry', and a highlighted 'Decrease error impact' button.

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

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