

How to Use Sync Control To Decide When Your Exalate Sync Workers Start?

Last Modified on 01/15/2026 2:12 pm EST

Control Unintended Syncs Between Production and Staging

Exalate now offers enhanced control over your synchronization processes, specifically designed to prevent unintended interactions between your production and staging environments during setup or restarts. This new feature ensures that your cloned staging instances remain isolated from your live production environment until you explicitly activate them.

This feature is currently available for Jira on-premise only.

The Challenge with Cloned Staging Environments

Previously, when cloning a production instance to create a staging environment, synchronization workers would be active by default. This means your sync would always be active by default. This could lead to:

- **Unintended Syncs:** Your staging instance might inadvertently process synchronization requests meant for the production instance.
- **Data Conflicts:** This could result in data corruption, inconsistencies, or unwanted data exchange between your environments.

Introducing Sync Control For Jira On-premise

To address these challenges, Exalate now provides a control mechanism: sync workers are deactivated by default on the production and staging instances and are configured to remain inactive until manually started. This feature helps you prevent accidental synchronization, especially in critical production and staging scenarios.

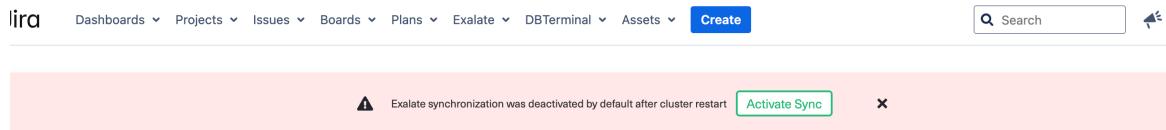
This means that even if an Exalate node is cloned from a production instance or cluster restart, it will not start synchronizing automatically and you'll need to activate it manually.

How to Activate the Sync Control Feature

This functionality is integrated into the latest Exalate build and does not require additional configuration.

Activation Steps:

Following a cluster restart or the cloning of a production node, an Exalate administrator should proceed to the Exalate console and activate synchronization by clicking the "**Activate sync**" button.



A screenshot of a Jira interface. At the top, there is a navigation bar with links: Dashboards, Projects, Issues, Boards, Plans, Exalate, DBTerminal, Assets, and a blue 'Create' button. To the right of the navigation is a search bar and a user icon. Below the navigation, a pink banner spans the width of the page. The banner contains a warning icon, the text 'Exalate synchronization was deactivated by default after cluster restart', a green 'Activate Sync' button, and a close 'X' button. The main content area below the banner is white.

After performing the activation steps, refresh your browser page. The activation banner will no longer be visible, which confirms that Exalate has been successfully activated on your system.

What Happens if Sync Workers Are Inactive?

Even when sync workers aren't active, Exalate still detects changes that would normally trigger a synchronization. Any issues that would have been synchronized during this inactive period are listed in the **Sync Queue**. Once you manually activate synchronization by clicking the "**Activate sync**" button, all issues in the Sync Queue will then be processed.

Please note that it may take a few minutes for the processing to start.

How to Disable Sync Control ?

If you do **not** want to use the "Sync Control" feature, you should follow the steps:

1. Find the `setenv.sh` file on your Jira instance. Usually it's located under the path `<JIRA_INSTALL>/bin`. You can find the installation path by running the following command `echo $JIRA_INSTALL`. This will output the path, which typically looks like `/opt/atlassian/jira/install`, and then your `setenv.sh` will be in `/opt/atlassian/jira/install/bin`
2. Once you've located the file `setenv.sh`, open it with a text editor. Find the line that starts with `JVM_SUPPORT_RECOMMENDED_ARGS` and update it, it should look like this:

```
JVM_SUPPORT_RECOMMENDED_ARGS="-Dcom.exalate.sync.disabled=false"
```

Note: In case there are already other parameters, simply add the new parameter with a space between them, ensuring all parameters are inside the double quotes:

Product
[About Us](#) [Release History](#) [Glossary](#) [API Reference](#) [Changes](#) [Security](#)
[Pricing and Licensing](#) [Resources](#)
[Subscribe for a weekly Exalate hack](#) [Academy](#) [Blog](#) [YouTube Channel](#) [Ebooks](#)
Still need help?
[Join our Community](#) [Visit our Service Desk](#)

[Find a Partner](#) 