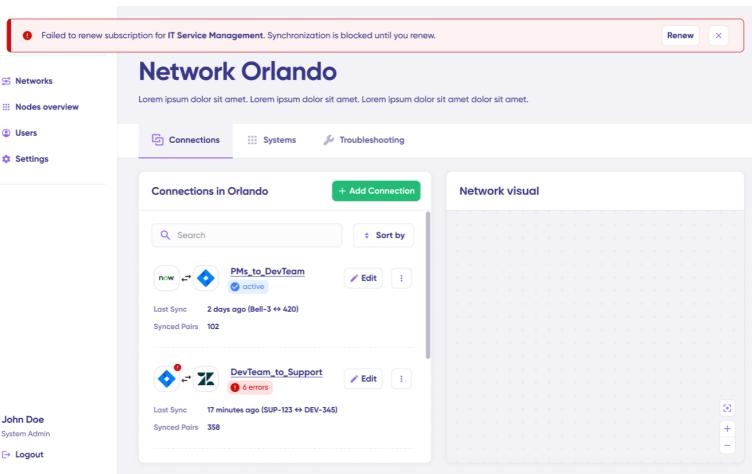


Managing Your Sync Capacity

Last Modified on 01/21/2026 5:21 am EST

Need to make room for new syncs? Here's how to free up capacity in your integration.



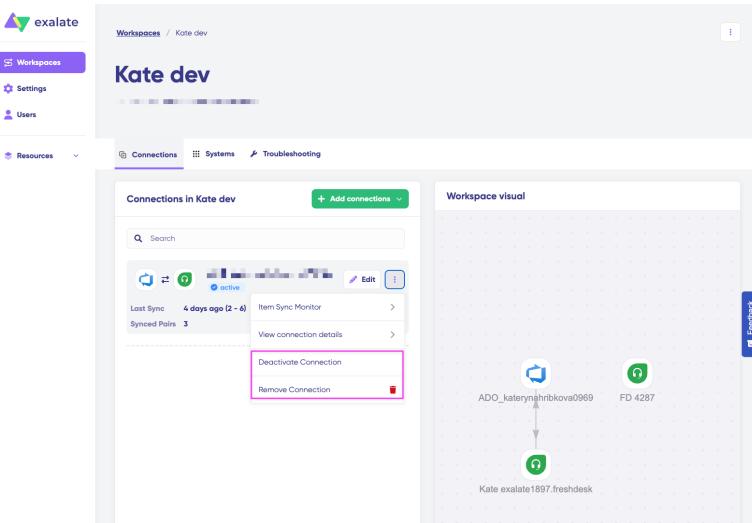
The screenshot shows the 'Network Orlando' interface. At the top, a red error box displays the message: 'Failed to renew subscription for IT Service Management. Synchronization is blocked until you renew.' with a 'Renew' button. The main area is titled 'Network Orlando' with a sub-header 'Connections in Orlando'. It lists two connections: 'PMs_to_DevTeam' (Last Sync: 2 days ago, Synced Pairs: 102) and 'DevTeam_to_Support' (Last Sync: 17 minutes ago, Synced Pairs: 358). A 'Network visual' section is partially visible on the right. The left sidebar includes 'Networks', 'Nodes overview', 'Users', and 'Settings'. The bottom left shows the user 'John Doe' (System Admin) and a 'Logout' link.

Here are Ways to Free Up Capacity

Option 1: Use syncHelper

With [unExalateAfterProcessing](#) syncHelper, you can automatically unlink items when they reach a specific status, such as "Closed" or "Resolved." You'll need to add this rule to your script configuration.

Option 2: Deactivate a Connection



The screenshot shows the 'Kate dev' workspace interface. The 'Connections' tab is selected, displaying 'Connections in Kate dev'. It shows a connection with a status of 'active' (Last Sync: 4 days ago, Synced Pairs: 3). A context menu is open over this connection, with the 'Deactivate Connection' option highlighted. The 'Workspace visual' section on the right shows a network of nodes: ADO_katerynahrirkova0969, FD 4287, and Kate_exalate1897_freshdesk. The left sidebar includes 'Workspaces', 'Settings', 'Users', and 'Resources'.

Temporarily pause an entire connection and free up all its capacity at once.

When to use this:

- You want to pause syncing for a project or team
- You might need to reactivate the connection later

- You want to free up significant capacity quickly

How to do it:

Navigate to your integration in Exalate
Find the connection you want to pause

1. Click **Deactivate Connection**

2. All items in that connection are immediately freed from your capacity

Note: You can reactivate the connection anytime without losing your configuration.

Option 3: Remove a Connection

Permanently remove a connection and free up all its capacity.

When to use this:

- The connection is no longer needed
- You want to free up capacity permanently
- You're cleaning up old or unused integrations

How to do it:

Navigate to your integration in Exalate
Find the connection you want to remove

1. Click **Remove Connection**

2. Confirm the action

⚠ This action cannot be undone. All configurations for this connection will be permanently removed.

Option 4: Unlink Individual Items

Remove specific items you no longer need to sync while keeping your connection active.

When to use this:

- You want to stop syncing completed or archived items
- You need to free up a small amount of capacity
- You want to keep the connection active for other items

How to do it: Follow the steps in our guide: [How to Force Unlink Items](#).

What Happens When You Free Up Capacity

- Your available capacity **increases immediately**
- You can sync new items up to your plan limit
- Previously synced data **remains unchanged** in both systems
- No data is deleted from either system

□ *Coming soon: We're working on a dedicated Unlink Trigger that will let you define unlinking conditions separately from your sync logic - making it easier to manage the full lifecycle of your synced items.*

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