

How does Exalate handle sync failures?

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When a synchronization fails, **Exalate logs the error** and displays it in the unified console dashboard, offering detailed insights into what went wrong. This helps you quickly identify the issue and fix it without needing to sift through system logs.

Error logging and visibility in the unified console

The **error view** in the dashboard provides:

- The **connection** where the failure occurred
- The **specific work item** involved
- The **error message** and **line in your script** where the problem happened

This visibility makes troubleshooting more straightforward and saves time in resolving sync failures.

Queuing failed synchronization attempts

Failed sync attempts are not lost—they remain **queued** in the system until the underlying issue is fixed. The affected work items stay in a **pending state**, ensuring no data is lost. Once the cause of the failure (like a script error or connectivity problem) is resolved, you can **retry synchronization** for the affected items.

This queuing mechanism ensures **no data loss**, even during temporary problems preventing successful sync.

Aida's assistance for troubleshooting sync failures

In the **New Exalate experience**, Aida provides **context-aware assistance** for troubleshooting sync failures. When an error occurs, Aida helps by:

- Explaining the problem in an accessible language
- Suggesting **potential solutions** based on the error type and your configuration

For example, if a script tries to access a property that doesn't exist, Aida identifies the missing field and guides you on how to handle it properly.



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Orlando

Integrates with ServiceNow to provide real-time updates on incident status, errors, and deployment progress, enhancing support workflows.

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Occurred Error

Just now **Outgoing script error**
Cannot get property 'value' on null object
Error line: 18

25 minutes ago **Script execution failure**
Cannot get property 'value' on null object

1 hour ago **TrackerResetException**
Cannot get property 'value' on null object

Outgoing script error

Aida Diagnosis

The error message you're seeing indicates a script-related issue: Cannot get property 'value' on null object. This means there's likely an attempt in your script to access a property on an object that doesn't exist or hasn't been initialized....

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Connection

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System Admin

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Outgoing script error

Just now

[Resolve](#)[X](#)

Aida Diagnosis

Error Details

Replicas

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The error "Cannot get property 'value' on null object" in your outgoing sync script means that the script is trying to access a property (like .value) on an object that doesn't exist (it's null). This typically happens when a custom field or property you're referencing isn't present on the issue being synced.

Here's how to fix it:

1. Check your outgoing sync script, especially around line 18 (as mentioned in the stack trace: Script13.groovy:18).
2. Look for any line trying to access .value on a field, such as issue.customFields."SomeField".value.
3. The field "SomeField" may not exist on the issue, meaning issue.customFields."SomeField" is null.

To prevent this error, use Groovy's null-safe operator (?) like this:

```
def fieldValue = issue.customFields."SomeField"?.
```

This ensures that if the field doesn't exist, it won't throw an error.

After updating your script, retry the synchronization. If you want to debug further, you can add a line like:

```
debug.error("Field value is: " + issue.customFields."SomeField")
```

This will help you see what value (if any) is being passed.

Let me know if you need help finding the exact line or want to share your script for a quick review!

Common causes of sync failures

Sync failures can be caused by several factors:

- **Script errors**, such as **null pointer exceptions** or **syntax mistakes**

- **Permission issues**, where Exalate lacks access to the required fields

- **Network connectivity problems**

- **Validation failures**, where incoming data doesn't meet the receiving system's requirements

The error messages provide insight into which category the failure falls under, helping you target your troubleshooting efforts effectively.

Ensuring data integrity during failures

Exalate ensures that other work items continue to sync successfully, even if specific items fail.

One problematic work item (due to a script error or other issue) **won't block** the entire connection from functioning, which means most of your integration continues operating while you address the failure.

Testing fixes with draft versions and Test Run

For persistent errors that affect multiple items, you can create a **draft version** of your configuration and test fixes using the **Test Run** feature. This allows you to try changes in a safe environment and prevent further failures while you work on a solution.

This approach to handling sync failures ensures **continuous synchronization**, effective troubleshooting, and **data integrity** during issues. With Exalate's built-in features, you can quickly resolve issues and keep the integration running smoothly.

You're in draft mode now. You can edit and save and/publish this version.

Workspaces / Orlando / Support Team to Dev Team

Connection: Support Team to Dev Team

Dev Team → Support Team

Version 3 (Draft) Publish version

Triggers

Item type	Query	Status
Issue	Project = EXA	<input checked="" type="checkbox"/> Edit
Sprint	Project = SUP	<input checked="" type="checkbox"/> Edit

Item Sync Monitor >

+ Add Trigger

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Scripts

Outgoing script

From Dev Team

```
1 replica.type = issue.type
2 replica.summary = issue.summary
3 replica.description = issue.description
```

Incoming script

Into Support Team

```
1 if(firstSync){
2   issue.projectKey = nodeHelper.getProjectByKey("DT")
3   // Set issue name from source issue if not found set a default
```

Start test run

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