

Exalate for Jira - Forge Extension

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Overview

Exalate Forge Extension is an optional add-on that enhances your Jira Cloud integration with advanced synchronization capabilities. This extension works alongside your existing Exalate connection to unlock features.

What Does the Forge Extension Enable?

Installing the Forge extension provides access to advanced features including:

- **Comment Impersonation:** Synchronized comments appear with the original author's name instead of appearing as "Exalate" (starting v3.1)
- **Work Log Impersonation:** Synchronized work logs appear with the original author's name instead of appearing as "Exalate" (starting v3.2)
- **Broader Webhooks** for enhanced sync capabilities

Known Limitation for Jira Cloud Exalate Connector with Forge App Extension:

If you are using the Jira Cloud connector with the Forge app extension, the `getUserByEmail` helper method will not work due to current technical limitations. Instead, use the `getUserByFullName` method to retrieve users by their full name. This is a known issue and is planned to be resolved in upcoming releases.

Prerequisites

Before installing the Forge extension, you should:

1. Have an active Exalate account in `exalate.app`
2. Have already created and configured a Jira Cloud connection in the Exalate app

Note: Only users with **Jira Administrator** permissions can install the Forge extension. If you don't have admin access, you can share the [installation link](#) with your Jira Administrator. Once installed, all Exalate users in your organization can benefit from the advanced features.

Installation

For Jira Administrators:

In the Exalate App:

1. Navigate to **Systems** in the Exalate app
 2. Select the **Jira system** where the Forge app needs to be installed
 3. Click on the **three dots (⋮)** menu
 4. Select **System Properties**
 5. If you are Jira Administrator
 - In the System Properties modal, click the "**Install Forge App**" link
 - You'll be redirected to the Forge app installation page
 - Review and click "**Get App**"
 - Return to Exalate - your advanced features will now be available
 6. If you are Non-Admin User in Jira
 - In the System Properties modal, copy the "**Install Forge App**" link
 - Share this [link](#) with your Jira Administrator
 - Ask them to install the extension
 - Once installed, advanced features will be automatically enabled for your integration
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Understanding Permissions & Access

Broader Access Scope

The Exalate Forge Extension requires broader permissions than a regular Jira user account. This is necessary to enable advanced features like comment impersonation.

Note: The Exalate Forge Extension is distributed exclusively through the Exalate application and is not available on the Atlassian Marketplace.

Limiting Forge App Access (Optional)

If your organization has security policies that require limiting app access to specific projects, you can configure **App Access Rules** in Jira using Atlassian Guard.

Organizations with Atlassian Guard Standard or Enterprise plans can restrict which projects the Forge app can access:

Steps to Configure App Access Rules:

1. Go to **admin.atlassian.com**
2. Navigate to **Security** → **Data Protection** → **Data Security Policies**
3. Click **Create Policy** for Exalate Forge Extension
 - 3.1. Select coverage: **Space & Projects**
 - 3.2. Select workspaces that **should not** be accessed by Forge for Exalate App
- 3.3. Add rule: **block list** and select Forge for Exalate App

[4 Save and Activate your policy](#)

[Glossary](#)

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