How to Start Issue Sync in Jira On-premise

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In Exalate, there are multiple ways to start syncing issues in Jira:

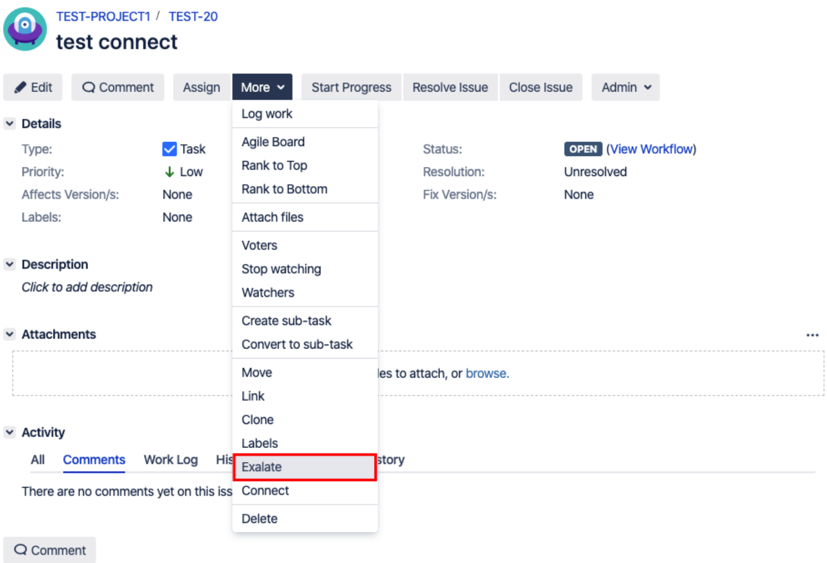
Exalate Button

After you install Exalate, every issue has a new issue action **Exalate**. To start the issue synchronization click the Exalate button, then select a connection that should be used to use to synchronize issues.

> **Note**: If the Exalate button is not available on the issue view you need to enable it in the General Settings.

Jira on-premise

The Exalate issue operation is located under **More** tab on the issue view.



Exalate Now Post Function

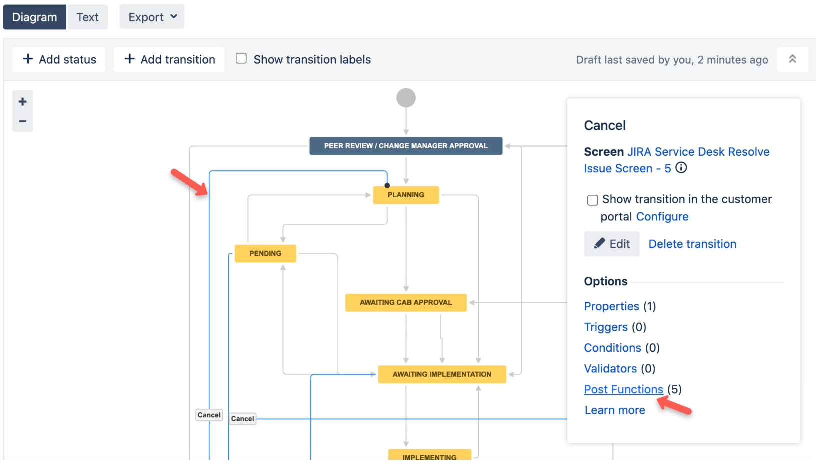
You can start the synchronization automatically with the help of ***Exalate Now*** post function in Jira. Follow the steps below to configure the Exalate Now post-function:

1. Navigate to edit the workflow in Jira admin.

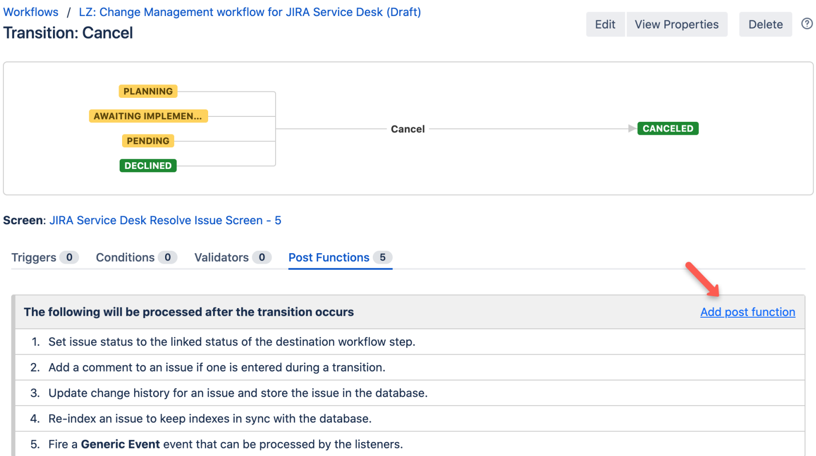
You can edit a Jira workflow under ***-> Issues -> Workflows***

For more information, pleas read advanced workflow configuration in Jira.

2. Click on the transition and select Post Functions.

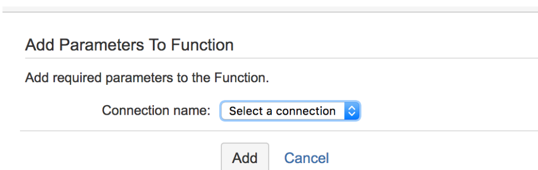


3. Add a post-function to your workflow.



4. Select Exalate Now post function.

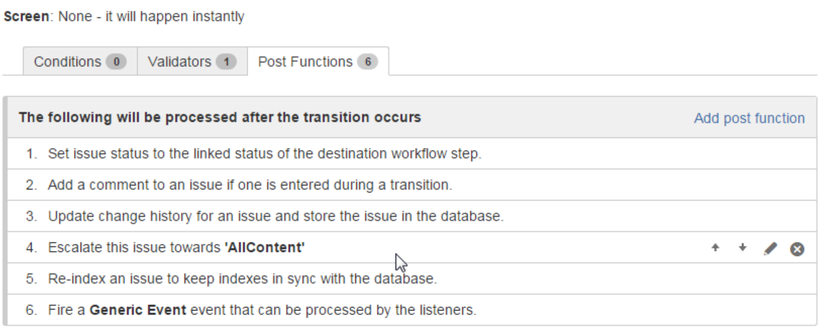
5. Select a connection.



6. Ensure that the Exalate Now post function is in the correct order.

> You need to make sure that the post function is executed once the issue has been updated

otherwise, the issue is transferred to the wrong status.



JQL Trigger

You can start issue synchronization automatically according to a specified search query with the help of a trigger.

If the issue fits a search query it is triggered for synchronization automatically. Once someone updates the issue which is under sync the changes are synchronized automatically. Check the example of the JQL trigger query below.

When you create an issue in **project = BLUE** with **labels = sync** issue is synchronized automatically. Also, the same trigger starts the synchronization if any issue in **project BLUE** has been updated with **label sync.**

Sync issues in project BLUE with label sync

project = BLUE AND labels = sync

Note: You can use JQL saved filters in trigger configuration. Please makes sure that the filter is shared with the proxy user. Filters can be shared with other users via user groups, projects, and project roles. They can also be shared globally. Any filter that is shared is visible to users who have the **Administer Jira** global permission. Use filter ID (***filter = 10500***) or name (***filter = "My filter"***) to configure a trigger

Changes due to compliance with GDPR

JQL query containing user identifiers such as username, display name or email stops working starting from 29th of March due to Atlassian compliance with GDPR. Update your JQL query to use account IDs instead. Find more details in REST API migration guide and deprecation notice - userName and userKey. You can get the user account IDs with the help of JIRA Cloud REST API.

Example

JQL with userNames

```
issuetype = Bug AND assignee in (mia) AND reporter in (alana) order by lastViewed DESC
```

JQL with account IDs

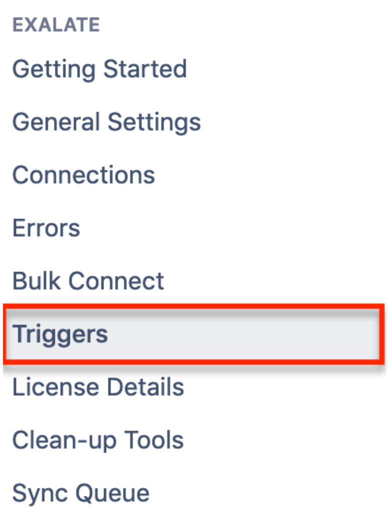
```
issuetype = Bug AND assignee in (abcde-12345) AND reporter in (abc551-c4e99) order by lastViewed DESC
```

Bulk Exalate

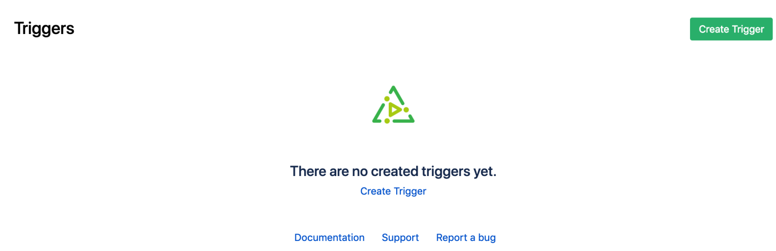
Bulk Exalate allows you to synchronize a set of issues at a time.

Note: Before doing any bulk operation it is recommended you validate the configuration. You can test it by syncing one issue before you do Bulk Exalate to make sure the configuration works as expected.

1. Navigate to the **Triggers** tab in the Exalate admin menu.



2. Click **Create Trigger.**

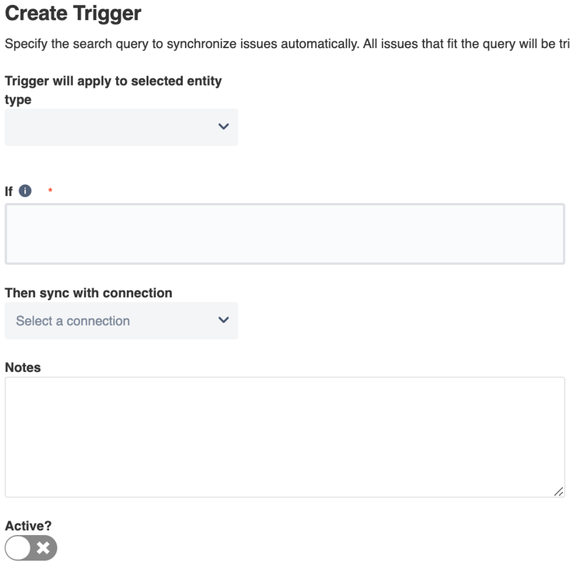


3. Select the type of entity you want to synchronize.

If you want to synchronize multiple entities, create separate triggers for every entity type.

4. In the **If** field, enter the desired filter to decide which issues get automatically synced to the other side.

Use the platform search syntax to specify the filter query.



5. Select the Connection you want to sync with in **Then sync with connection** list.

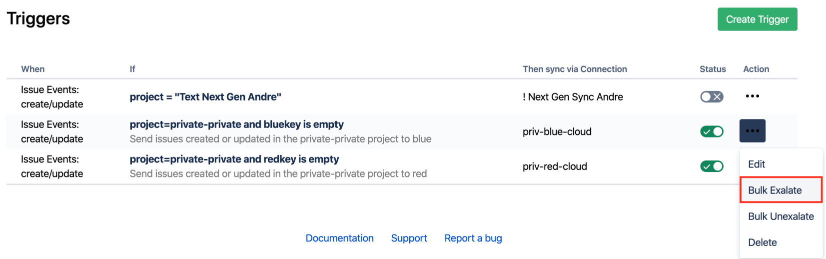
6. Optionally, input information to keep a reference for the trigger in the **Notes** field.

7. **Enable** the toggle to activate the trigger. In case the toggle is disabled, the trigger won't work.

8. **Create** trigger.

9. Click **Bulk Exalate.**

Exalate starts the synchronization of all issues that fit the search query specified in this trigger.



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