How to Stop Issue Sync in Jira On-premise

There are certain cases when you need to stop an issue synchronization at some point. Exalate has a built-in feature that helps to stop synchronizing an issue.

A typical use case is 'Move issue from one instance to another' which is actually the sequence:

1. Exalate Issue
2. Unexalate Issue
3. Delete local issue

There are multiple ways to stop issue synchronization:

- Unexalate button
- Post-function
- By using API

Unexalate button

You can use the **_Unexalate operation_** directly on an issue. More details.

> **Important**: Make sure that all synchronization messages have been processed before using Unexalate issue operation.

Post-function

JIRA includes several post functions that can be added to transitions. The Exalate app provides **_Unexalate Now_** post function. You can add it after a certain transition in the workflow on JIRA on-premise.

By using API

> **Note**: This method is applicable only to Jira on-premise.

> **Note**: You can also remove sync data by different criteria like an issue, or a connection, or remove the whole synchronization info using a clean-up tool.

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