

Connect Operation

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With the **Connect** operation, you can sync 2 existing entities with each other. These entities can be in different projects or instances.

Once you connect issues using the Connect operation, all updates are synchronized automatically according to the sync rules specified in the connection. This article describes how to connect entities from the sync panel.

Note: At the moment, the sync panel is available only for Azure DevOps Service, Jira Cloud, Jira on-premise, Salesforce, and Zendesk. Use the Bulk Connect menu in the Exalate admin console for other platforms. You can also use it to sync entities in bulk in Exalate for Azure DevOps, Jira Cloud, Jira on-premise, Salesforce, Freshdesk, Freshservice and Zendesk. For more information, please read [Bulk Connect](#).

Note: For the Connect operation in ServiceNow and GitHub, use the **Entity Sync Status** on the left side of the screen.

Note: At the moment, there is a security vulnerability related to the Connect operation. To avoid it, we recommend making sure that the proxy user doesn't have access to private projects.

For more information read [Security Vulnerability -- You can access private project data with the Connect operation](#)

Connect Issues in Jira on-premise

There are 2 ways to Connect issues in Exalate for Jira on-premise:

- **Connect** button on the issue view.
- **Bulk Connect** option in the Exalate admin menu.

Important: If the issues you want to connect exist in comments, please use the **Bulk Connect** option in the Exalate admin menu.

To connect issues with the **Connect** button in Jira on-premise:

1. Open an issue you want to connect with an issue on the other side.
2. Select **More-> Connect** from the drop-down.

The screenshot shows a Jira issue detail page for 'Issue 001' in the 'Test / TEST-1' project. The 'More' dropdown menu is open, and the 'Connect' option is highlighted with a red box. The page includes sections for Details, Description, Attachments, Sub-Tasks, and a central workspace with a 'TO DO' list and a 'People' panel.

3. Enter the key of the remote issue you are connecting this issue within the **Remote issue URN** field.

The screenshot shows the 'Connect an issue' dialog box. It includes fields for 'Connection' (set to 'jira8_to_qa4'), 'Remote issue urn', and an 'Advanced Options' section. The 'Advanced Options' section contains checkboxes for 'Send all existing comments', 'Send all existing attachments', 'Send all existing worklogs', and 'Sync back', each with a descriptive subtitle. At the bottom are 'Submit' and 'Cancel' buttons.

4. Set up **Advanced options** if necessary.

This section allows specifying if existing comments, attachments, and work logs should be synced:

▪ **Send all existing comments**

The comments which existed before the issue is connected are sent over to the remote issue. The local data filter or remote change processor behavior is applied. For instance, if the relation specifies that local comments should remain local, then these is not sent over.

▪ **Send all existing attachments**

All attachments that existed before the issue is connected are sent over. The local data filter or remote change processor behavior is applied. For instance, if the

relation specifies that local attachments should remain local, then these are not sent over.

- **Send all existing worklogs**

All existing work logs are sent over. The local data filter or remote change processor behavior is applied. For instance, if the relation specifies that local worklogs should remain local, then these are not sent over.

- **Sync back**

When this option is selected, all information available on the other side is synced back to the local issue.

▼ **Advanced Options**

Send all existing comments	<input type="checkbox"/>	Synchronise existing comments when connecting the issues
Send all existing attachments	<input type="checkbox"/>	Synchronise existing attachments when connecting the issues
Send all existing worklogs	<input type="checkbox"/>	Synchronise existing worklogs when connecting the issues
Sync back	<input type="checkbox"/>	Request remote instance to send all information back

5. Click **Submit** to connect issues.

Note: If you want to sync the existing comments, attachments, or worklogs, make sure you have configured advanced options before submitting.

Connect issues in Jira Cloud

There are 2 ways to Connect issues in Exalate for Jira Cloud:

- **Connect** button on the issue view.
- **Bulk Connect** issues option in the Exalate admin menu.

Important: In case the issues you want to connect have existing comments, please use the **Bulk Connect issues** option in the Exalate admin menu.

1. Open an issue you want to connect to another issue.
2. Use the **Connect** button on the right sidebar (the operation is available only if the issue was not synchronized before).

The screenshot shows a work item titled 'test issue' in the Exalate interface. The 'Connect' button is highlighted with a red box. The status bar at the top right shows 'Status: NOT SYNCHRONIZED'.

3. Select a **Connection** from the drop-down.
4. Specify the key of the remote issue you are connecting with.
5. Activate additional sync options if necessary.

The screenshot shows the 'Connect' dialog box. It contains fields for 'Connection*', 'Remote Issue Urn*', and sync options for comments and attachments. The 'Connect' button is at the bottom right.

6. Click the **Connect** button to connect issues.

Connect Work Items in Azure DevOps

Note: Sync Panel is not available for Azure DevOps Server.

There are 2 ways to connect work items in Exalate for Azure DevOps:

- **Connect** button on the work item view.
- **Bulk Connect** issues option in the Exalate admin menu.

You can connect Azure DevOps work items directly from the work item view.

To connect work items with the **Connect** button:

1. Open a work item you want to connect.
2. Select the **Exalate** dropdown in the **Details** tab.

1509 Test node

Yuri 1 comment Add tag

State: To Do Area: Panama
Reason: Added to backlog Iteration: Panama

Description
test update

Planning
Priority: 2 Activity:

Discussion
YK Add a comment. Use # to link a work item, ! to link a pull request, or @ to mention a person.

Exalate

3. Click **Connect**.

Description
test update

Planning
Priority: 2 Activity:

Discussion
YK Add a comment. Use # to link a work item, ! to link a pull request, or @ to mention a person.

Exalate

Status: NOT SYNCHRONIZED

Connect

4. Select a **Connection** from the dropdown.

Discussion
YK Add a comment. Use # to link a work item, ! to link a pull request, or @ to mention a person.

Exalate

You are about to connect the issue 1509.

Connection*
Select a connection

Remote Issue Urn*

5. Enter the key of the remote issue you are connecting to in the **Remote Issue URN** field.

Description
test update

Planning
Priority: 2 Activity:

Discussion
YK Add a comment. Use # to link a work item, ! to link a pull request, or @ to mention a person.

Exalate

Connection*
Aqa002_to_Azure3

Remote Issue Urn*

6. Specify advanced options if necessary.

- **Connect and sync data**

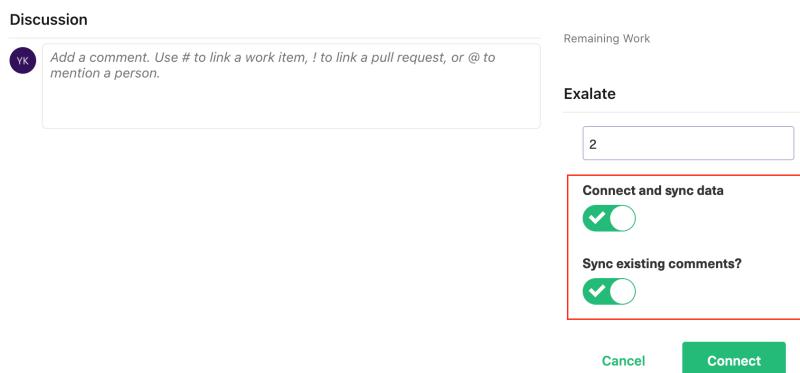
If enabled, the local issue data is sent to the destination instance during sync.

- **Sync existing comments?**

If enabled, all existing comments are sent over. The source data filter or destination change processor behavior is applied. For instance, if the connection specifies that source comments should remain local, then these are not sent over.

- **Sync existing attachments?**

If enabled, all existing attachments are sent over. The source data filter or destination change processor behavior is applied. For instance, if the connection specifies that source attachments should remain local, then these are not sent over.



7. Click **Connect**.

Connect issues to GitHub

Important: When connecting entities to GitHub issues, please keep in mind that if the GitHub organization has more than one repository, the format to be used from the external instance should be: org/repoName-issue#, for example, exalate/public-43. In this example "43" is the entity URN.

TIP: How to find the Issue Number/Entity URN

Let's use this repository as an example. The OstapTest repository has 1 issue. Note that the FullRepositoryName is Exalate-Staging/OstapTest.

github.com/orgs/Exalate-Staging/repositories

Exalate Help Cent... Site Home - Exala... Artifacts - artifact... Required Exalate... Change Python V... All open Java Date Time ...

Exalate-Staging

Overview Repositories 4 Projects Packages Teams People 7 Settings

Repositories

All

Search repositories

4 repositories

avisi-test-1 Private

OstapTest Public

btrepoprivate Private

btrepo Public

When you click on the issue, you see:

github.com/Exalate-Staging/OstapTest/issues

Exalate Help Cent... Site Home - Exala... Artifacts - artifact... Required Exalate... Change Python V... All open Java Date Time ...

Exalate-Staging / OstapTest

Code Issues 1 Pull requests Actions Projects Wiki Security Insights Settings

Filters is:issue is:open

1 Open 0 Closed

The test issue title #1 opened 4 minutes ago by ostapkrutsko

ProTip! Click a checkbox on the left to...

Click a second time to get more details. In this example the URN is "1".

github.com/Exalate-Staging/OstapTest/issues/1

Exalate Help Cent... Site Home - Exala... Artifacts - artifact... Required Exalate... Change Python V... All open Java Date Time ...

Exalate-Staging / OstapTest

Code Issues 1 Pull requests Actions Projects Wiki Security Insights Settings

The test issue title #1

Open ostapkrutsko opened this issue 6 minutes ago - 0 comments

ostapkrutsko commented 6 minutes ago

Do something...

Add a comment

Write Preview

Add your comment here...

Markdown is supported Paste, drop, or click to add files

Close issue Comment

Remember, contributions to this repository should follow our [GitHub Community Guidelines](#).

Assignees None—assign yourself

Labels None yet

Projects None yet

Milestone No milestone

Development Create a branch for this issue or link a pull request.

Notifications Customize

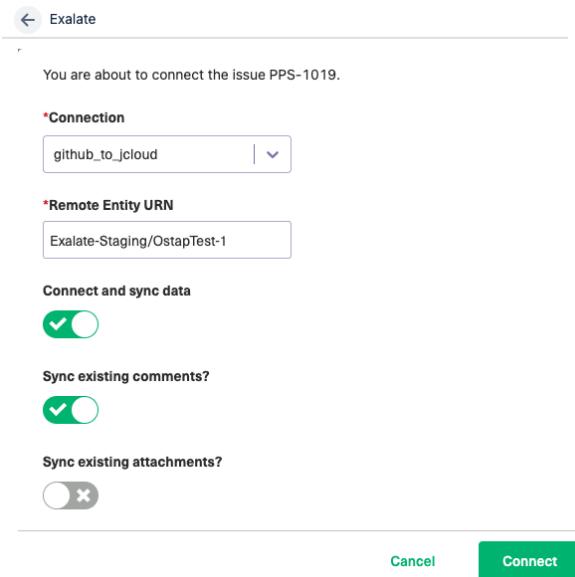
Unsubscribe

You're receiving notifications because you authored the thread.

1 participant

So, to make a connection from GitHub to Jira Cloud, for example (could be another connector),

you need to append the URN (1) to the repository name, as shown below:



The screenshot shows the 'Exalate' connection configuration dialog. At the top, it says 'You are about to connect the issue PPS-1019.' Below that, the 'Connection' field is set to 'github_to_jcloud'. The 'Remote Entity URN' field contains 'Exalate-Staging/OstapTest-1'. Under 'Connect and sync data', the 'Sync existing comments?' and 'Sync existing attachments?' checkboxes are checked. The 'Cancel' and 'Connect' buttons are at the bottom.

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