

Custom Fields Don't Sync

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Problem

Custom fields do not sync the values.

Cause

The issue may occur if the custom field you are trying to sync is not available on the Issue View screen. The sync usually goes without any specific errors but the custom field values may not be properly synced.

Solution

Product

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To sync custom fields Exalate requires the custom field to be added to the Issue View screen.

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Check out how to [Add a custom field to a screen](#) for more information.

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