Exalate production is down. How do I ensure all changes are synchronized?

Problem

The Exalate servers were not accessible and the interface claimed that the service is not available. I've noticed that some of the changes were not synchronized, but the synchronization status shows "synchronized".

Solution

1. Go to Administration (gearbox) > **Add-ons** (option) > **Exalate** (section) > **Triggers** (section item)

2. Are you already using triggers?

    2.1. Yes, we are using triggers:

        2.1.1. If you already use triggers, press **Bulk Exalate** and confirm the operation for all enabled triggers.

    2.2. No, we are not using triggers yet:

        2.2.1. If you are not using triggers, click "**Add Trigger**"

            2.2.1.1.

            fill in the JQL query that would find all the issues that you currently synchronize

> **Note**: If you are not certain, which issues in your system are under synchronization, please contact our Support.

            2.2.1.2.

            choose the relation, under which you want to synchronize all of these issues

> **Note**: If your issues are currently synchronized under different relations, you'll have to repeat this process for each relation.
> If you are not sure, which issues are synchronized under which relation, please contact our Support.

            2.2.1.3. switch the activation toggle to the "deactivated" (disabled / off)

	position
Product	