

Force Unlink

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Overview

The Force Unlink feature allows you to break synchronization links between items in your connected systems and clear their queued transactions. This is useful when you need to stop syncing specific item pairs or entire connections while preserving the underlying items in your systems.

Important: Force Unlink does not delete items from your connected systems—it only removes the synchronization relationship between them.

Accessing Force Unlink

1. Navigate to your workspace in new Exalate console
2. Select the **Troubleshooting** tab
3. Click the **Tools** button

The screenshot shows the Exalate console interface. On the left is a sidebar with navigation links: Workspaces, Users, Settings, and Resources. The main area displays the 'Orlando' workspace, which integrates with ServiceNow. The 'Troubleshooting' tab is selected, showing a table of errors. The table has columns for 'Occurred', 'Error', 'Path', and 'Impact'. There are three error entries, each with a 'Resolve' button and a dropdown menu. The user 'John Doe' is logged in as 'System Admin'.

Occurred	Error	Path	Impact
Just now	Outgoing script error Cannot get property 'value' on null object Error line: 18	Dev Team / DevTeam_to_Support	Connection
25 minutes ago	Script execution failure Cannot get property 'value' on null object	Support / Support_to_CloudOps	Item
1 hour ago	TrackerResetException Cannot get property 'value' on null object	CloudOps / DevTeam_to_CloudOps	System

4. Select **Force Unlink**

The screenshot shows the 'Maintenance Tools' section in the Exalate console. It contains two main options: 'Force Unlink' and 'Relink'. The 'Force Unlink' option is selected and expanded, showing a description, scope, good for, and output. The 'Relink' option is also visible. The user 'John Doe' is logged in as 'System Admin'.

Force Unlink

Break the link and stop future syncs. Clears any queued transactions.

Scope: per item or whole connection

Good for: wrong matches, stuck queues, decommissioning

Output: CSV of unlinked pairs (use with Relink)

Open Force Unlink →

Relink

Bulk link existing items from a CSV so they start syncing under current rules.

Good for: migrations, repairing missing links, after Force Unlink

Input: CSV with sourceId,destinationId (you can use the Force Unlink CSV)

Open Relink →

These actions do not delete the underlying items in your Systems.

Force Unlink Methods

The Force Unlink tool offers two methods for breaking synchronization links:

1. Force Unlink Per Items

Break synchronization links for specific item pairs within a connection.

When to use:

- You need to stop syncing specific items while maintaining other syncs in the connection
- You want granular control over which item pairs to unlink
- You're troubleshooting issues with particular items

Steps:

1. Select the **Per Items** tab
2. Select the connection from the dropdown menu

The screenshot shows the 'Force Unlink' tool interface. At the top, there's a header bar with a back arrow, the title 'Force Unlink', and a close button (X). Below the header, a message states: 'Break the link and stop future syncs. Queued transactions are cleared. Items are not deleted.' The main area has two tabs: 'Per Items' (selected) and 'Entire Connection'. Below the tabs, there's a 'Connection' section with a dropdown menu labeled 'Select a connection'. The dropdown menu is open, showing a list of connections: 'PMs_to_DevTeam', 'CloudOps_to_DevTeam', 'Support_to_DevTeam', and 'Manag_to_DevTeam'. Each connection is preceded by a blue diamond icon and a double-headed arrow. At the bottom right of the interface, there are two buttons: 'Cancel' and 'Force Unlink 3 pairs'.

3. Choose which system to search in (use the radio buttons)
4. Search for an item by:
 - Selecting the entity type (Work Item, Ticket, etc.)
 - Entering the item ID (e.g., EXA-42)

5. Click the search icon
6. Review the displayed item pair showing both connected items
7. Click **Add to selection**
8. The pair appears in the **Selected Pairs** section on the right
9. Repeat steps 4-8 to add more pairs if needed
10. Review all selected pairs in the **Selected Pairs** panel
11. To remove a pair, click the X icon next to it
12. When ready, click **Force Unlink [N] pairs**

Result: The selected item pairs will be unlinked and their queued transactions cleared. The items remain in your systems but will no longer sync with each other.

2. Force Unlink Entire Connection

Break all synchronization links within a connection at once.

When to use:

- You need to stop all syncing for a connection
- You're preparing to reconfigure or rebuild a connection
- You want to clean up a connection that's experiencing widespread issues

Steps:

1. Select the **Entire Connection** tab
2. Select the connection from the dropdown menu
3. Review the warning message showing the total number of pairs that will be unlinked
4. Type **FORCE UNLINK** in the confirmation field
5. Click **Force Unlink [N] pairs**

Force Unlink
Break the link and stop future syncs. Queued transactions are cleared. Items are not deleted.

Per Items Entire Connection

Connection
Support_to_DevTeam

This will unlink 2,417 pairs in the Connection **Support_to_DevTeam** and clear queued transactions.
This does not delete the underlying items in your Systems.

Type "FORCE UNLINK" to confirm

FORCE UNLINK

Cancel Force Unlink 2,417 pairs

Result: All item pairs in the selected connection will be unlinked and their queued transactions cleared. The items remain in your systems but will no longer sync with each other.

Before You Force Unlink

Important Best Practice: Before performing Force Unlink on an entire connection, we strongly recommend downloading the **Entity Key Relations** file for backup purposes. This file can be used with the Relink tool if you need to restore synchronization relationships later.






To download Entity Key Relations:

1. Navigate to the connection's Details page
2. Locate the **Entity Key Relations** section
3. Click **Download** to save the CSV file
4. Store this file safely for future reference
5. The file can be downloaded from any side of the connection



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