

# Force Unlink

Last Modified on 01/15/2026 9:31 am EST

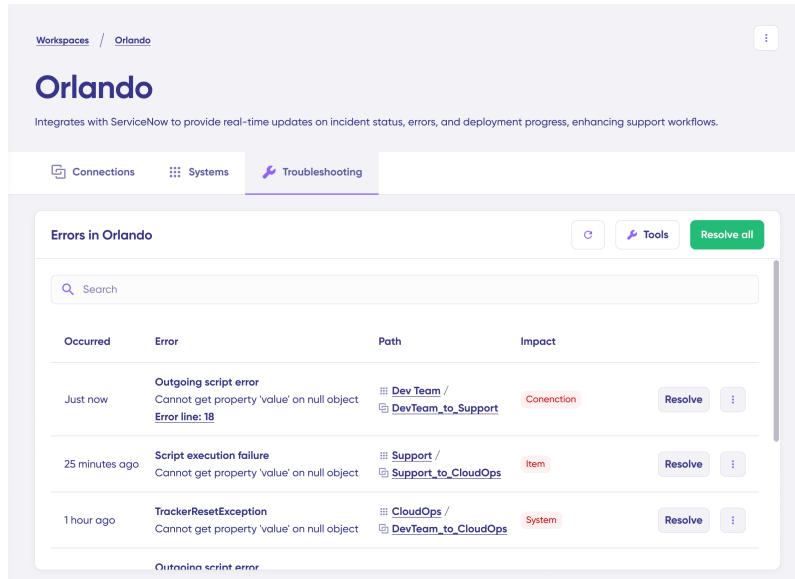
## Overview

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.

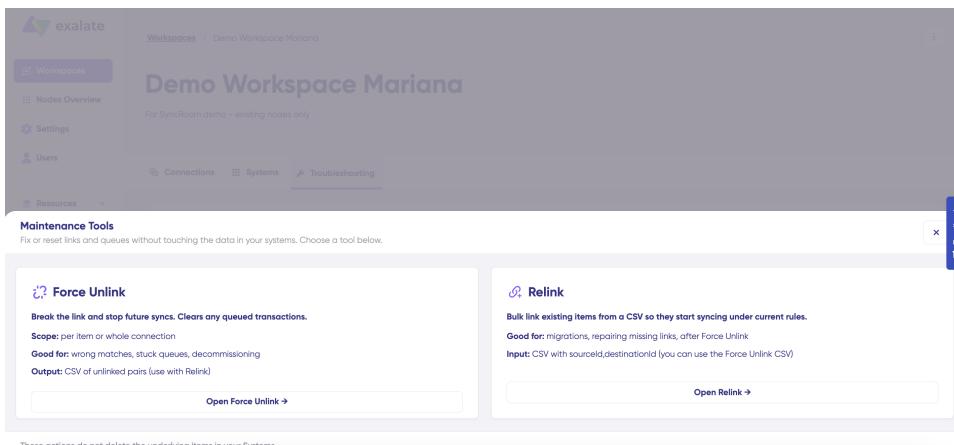
## Accessing Force Unlink

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



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

4. Select **Force Unlink**



**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)

**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)

# Force Unlink Methods

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

## 1. Force Unlink Per Items

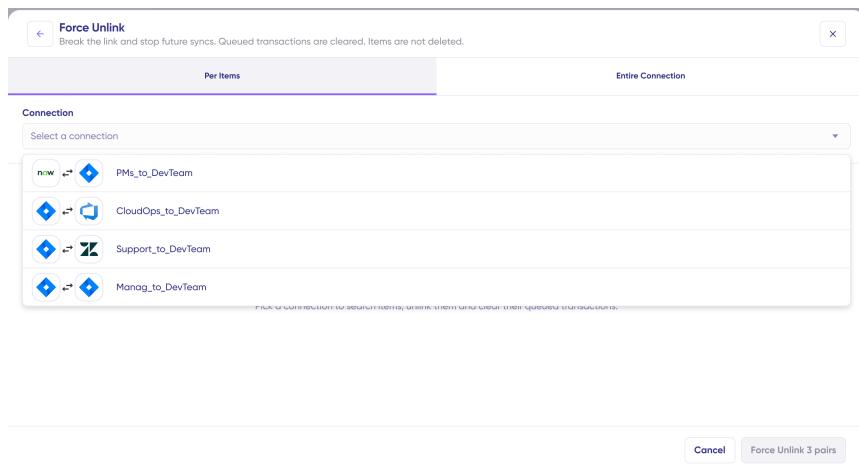
Break synchronization links for specific item pairs within a connection.

### When to use:

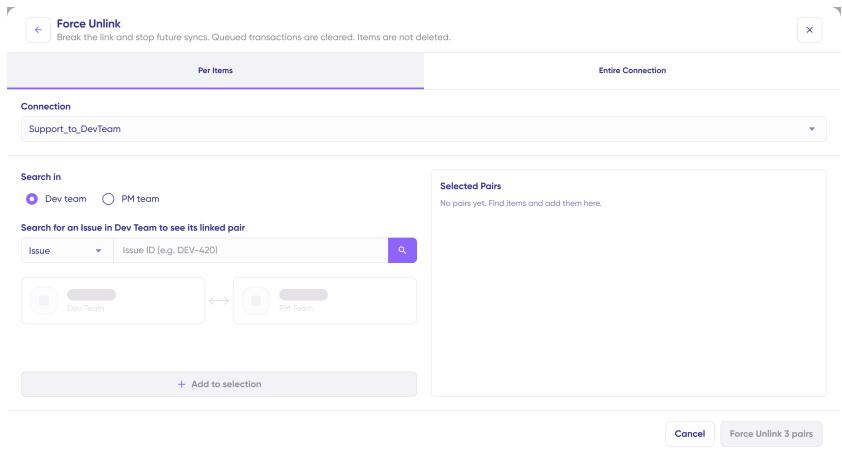
- You need to stop syncing specific items while maintaining other syncs in the connection
- You want granular control over which item pairs to unlink
- You're troubleshooting issues with particular items

### Steps:

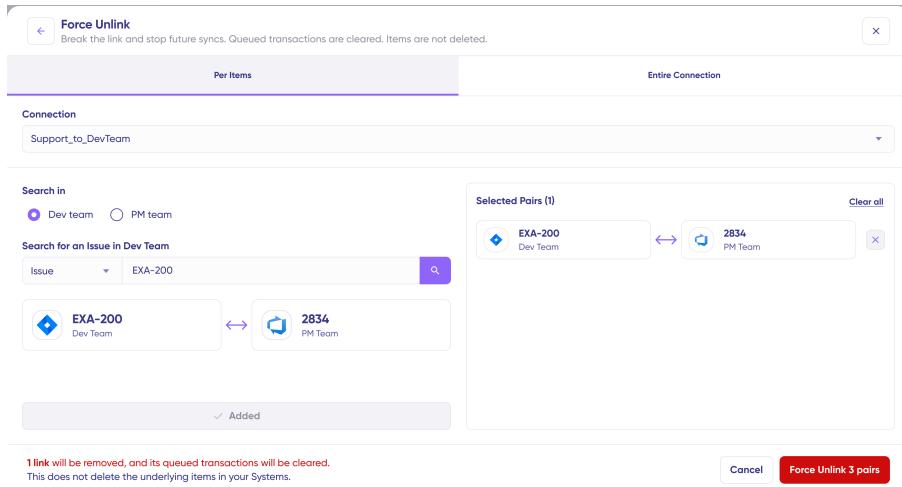
1. Select the **Per Items** tab
2. Select the connection from the dropdown menu



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

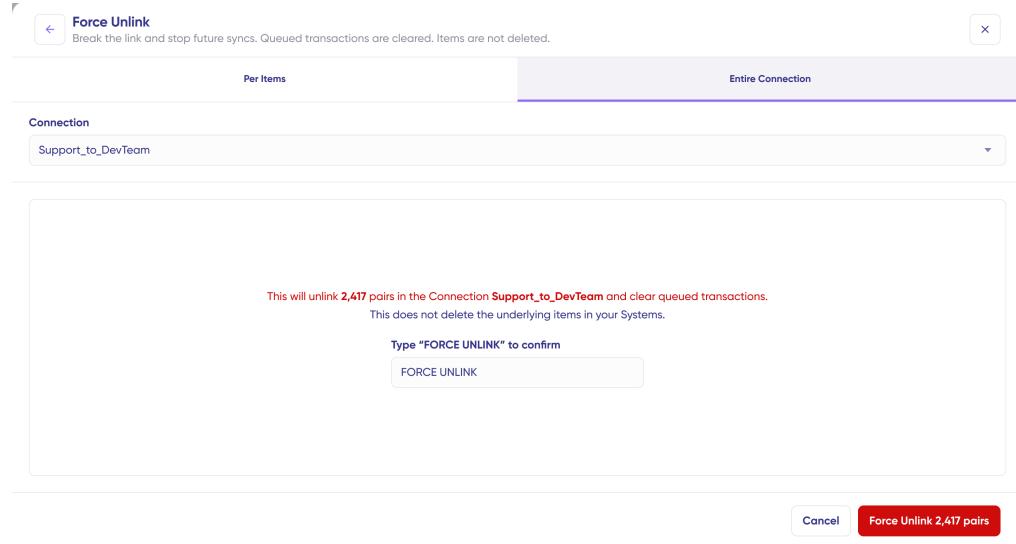
Break all synchronization links within a connection at once.

### 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**



**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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