

Relink Operation

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Overview

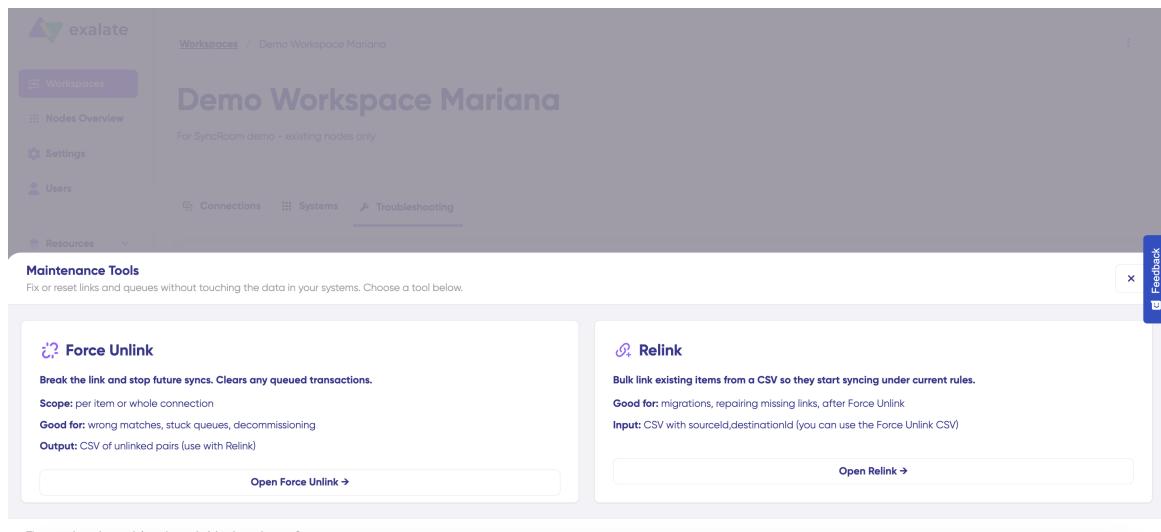
The Relink feature allows you to bulk create or restore synchronization links between items in your connected systems using a CSV file. This is particularly useful after using Force Unlink, during system migrations, or when you need to establish synchronization for multiple existing item pairs efficiently.

Key Use Cases:

- Restoring synchronization relationships after Force Unlink operations
- Migrating existing work items to a new connection
- Bulk linking items that already exist in both systems
- Re-establishing sync after connection reconfiguration

Accessing Relink

1. Navigate to your workspace
2. Select the **Troubleshooting** tab
3. Click the **Tools** button
4. Select **Relink**



How Relink Works

The Relink tool establishes synchronization relationships between items that already exist in both connected systems. It does **not** create new items—it only links existing items so they can begin syncing.

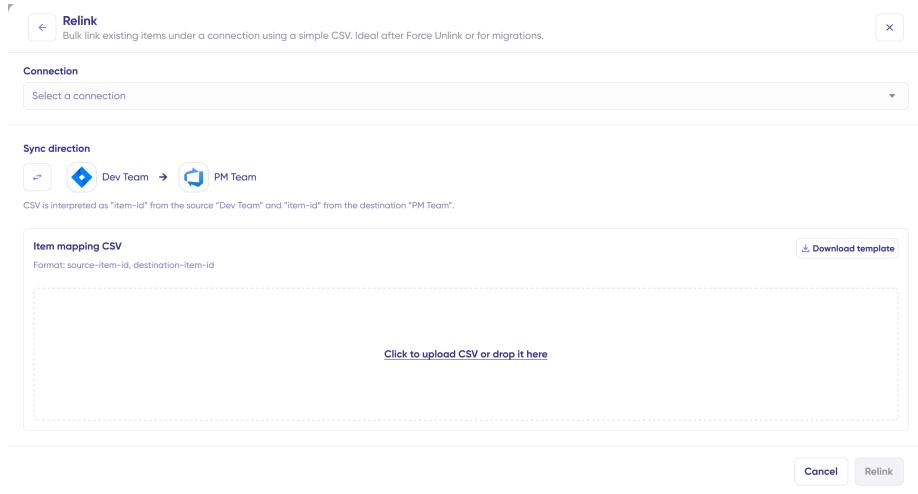
Important: Both items must already exist in their respective systems before you can relink

them.

Relink Process

Step 1: Select Connection

1. Click the **Connection** dropdown
2. Select the connection where you want to relink items
3. The connection must already be configured and active



The screenshot shows the 'Relink' interface. At the top, it says 'Relink' and 'Bulk link existing items under a connection using a simple CSV. Ideal after Force Unlink or for migrations.' Below this is a 'Connection' dropdown labeled 'Select a connection'. Under 'Sync direction', there is a diagram showing 'Dev Team' on the left and 'PM Team' on the right, with an arrow pointing from Dev Team to PM Team. Below the diagram, text states: 'CSV is interpreted as "item-id" from the source "Dev Team" and "item-id" from the destination "PM Team".' A 'Download template' button is available. A large text area for 'Item mapping CSV' is present with the placeholder 'Click to upload CSV or drop it here'. At the bottom are 'Cancel' and 'Relink' buttons.

Step 2: Verify Sync Direction

The sync direction display shows:

- **Source system** (left) - Where item IDs in the CSV come from
- **Arrow indicator** - Shows the sync flow direction
- **Destination system** (right) - Where corresponding item IDs map to

The direction is determined by how the connection was originally configured. The helper text below confirms: "CSV is interpreted as 'item-id' from the source '[System Name]' and 'item-id' from the destination '[System Name]'."

Step 3: Prepare Your CSV File

CSV Format Requirements

Your CSV file must follow this exact format:

```
source-item-id,destination-item-id
```

Example:

EXA-200,2834
EXA-358,6372
EXA-420,9525
DEV-101,PM-456

[Download Template](#)

To ensure correct formatting:

1. Click **Download template** in the Item mapping CSV section
2. Use the template as a starting point
3. Fill in your item ID pairs following the format
4. Save as CSV format

Step 4: Upload Your CSV

You have two options for uploading:

Option 1: Click to Upload

1. Click the **Click to upload CSV** link in the upload area
2. Browse to your CSV file location
3. Select the file

Option 2: Drag and Drop

1. Drag your CSV file from your file explorer
2. Drop it into the dashed upload area

Step 5: Execute Relink

1. Review your selections:
 - Connection name
 - Sync direction
 - Uploaded CSV file
2. Click the **Relink** button (bottom right)
3. Wait for the operation to complete
4. Review the results notification

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