

Issues Not Added to a Structure when Using Links Synchronizer or Import

Question

I'm trying to use Links synchronizer (Import) with link type X but the issues are not added to the structure.

Answer

Link synchronizer's ability to add issues to the structure is controlled by the **Scope** parameter.

- If you'd like to add **all** issues that have a link of type X to the structure, run Import with **Synchronize all issues** turned on.



Note that if you install a synchronizer (rather than run an Import) with **Synchronize all issues** on, it will continuously work both ways - removing issues from the structure will cause links to be removed. If you run a [Resync](#) and choose direction from Structure to Links, then all links of type X between issues that are not in the structure (but from projects enabled for Structure) will be **deleted**. If you Resync an empty structure to links with **Synchronize all issues** on, you'll effectively remove all links of that type.

- If you'd like to add **some** of the linked issues to the structure, you need to first add them via [Search](#) or [Filter Synchronizer](#), and then run Import with **Synchronize issues that are already in the structure** selected. Use **Expand to...** options if you want the synchronizer to add missing sub-issues or parent issues to the structure.

See also: [Links Synchronizer](#)