

Updating Comments or Worklog Doesn't Put Issue under Sync

Last Modified on 01/15/2026 3:17 pm EST

Problem

When updating worklogs or comments in Jira Cloud the sync does not start automatically.

Solution

To enable worklog and comment webhook processing you need to [raise a support request](#) to our Service Desk directly. Or just send an e-mail to support@exalate.com.

[Release History](#) ?

[Wiki](#) ?

This will create an issue on our Jira Service Desk allowing for further tracking. Our support team will configure a variable on the corresponding nodes.

[API Reference](#) ?

[Security](#) ?

[Pricing and Licensing](#) ?

Resources

[Subscribe for a weekly Exalate hack](#) ?

[Academy](#) ?

[Blog](#) ?

[YouTube Channel](#) ?

[Ebooks](#) ?

Still need help?

[Join our Community](#) ?

[Visit our Service Desk](#) ?

[Find a Partner](#) ?