

# Attachment Sync Fails Because it Takes Too Long

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

## Problem

Syncing large attachments persistently fail and cause time-out errors.

## Cause

Exalate for Jira Cloud has a 'time-out' set to 2 minutes. Exalate might time out during large uploads because of the session timeouts.

## Solution

To increase a time-out session you need to [raise a support request](#) to our Service Desk directly. Or just [send an e-mail](#) to [support@exalate.com](mailto:support@exalate.com).

[Release History](#) 

This [will](#) create an issue on our Jira Service Desk allowing for further tracking. Our support team will [configure](#)  variable on the corresponding nodes.

[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](#) 