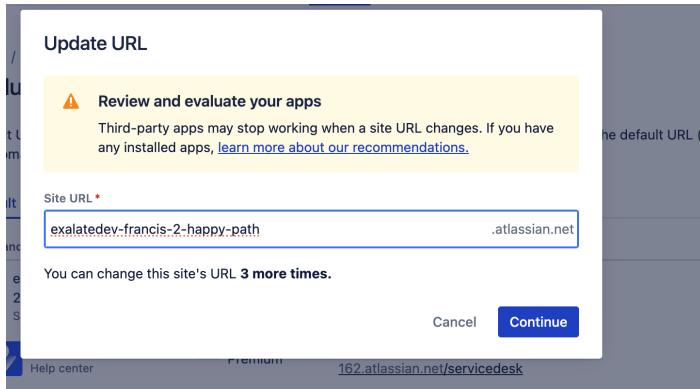


Impact on Exalate Functionality when Jira Site URL Changes

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Problem

After changing the Site URL in Jira Cloud, the Exalate application and its functionalities may experience issues.



Cause

Exalate relies on the original Site URL for its operations in Jira Cloud. When it's changed, it disrupts the connection and functioning of the Exalate application.

Solution

If you have changed your Jira Cloud Site URL and are experiencing problems with Exalate:

Product

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1. Revert the Site URL to its original value, if possible.

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2. If issues still exist or reverting the URL is not an option, contact our support at

support@exalate.com.

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