

# Can't install Exalate by Uploading .Jar File

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## Problem

### Error detail:

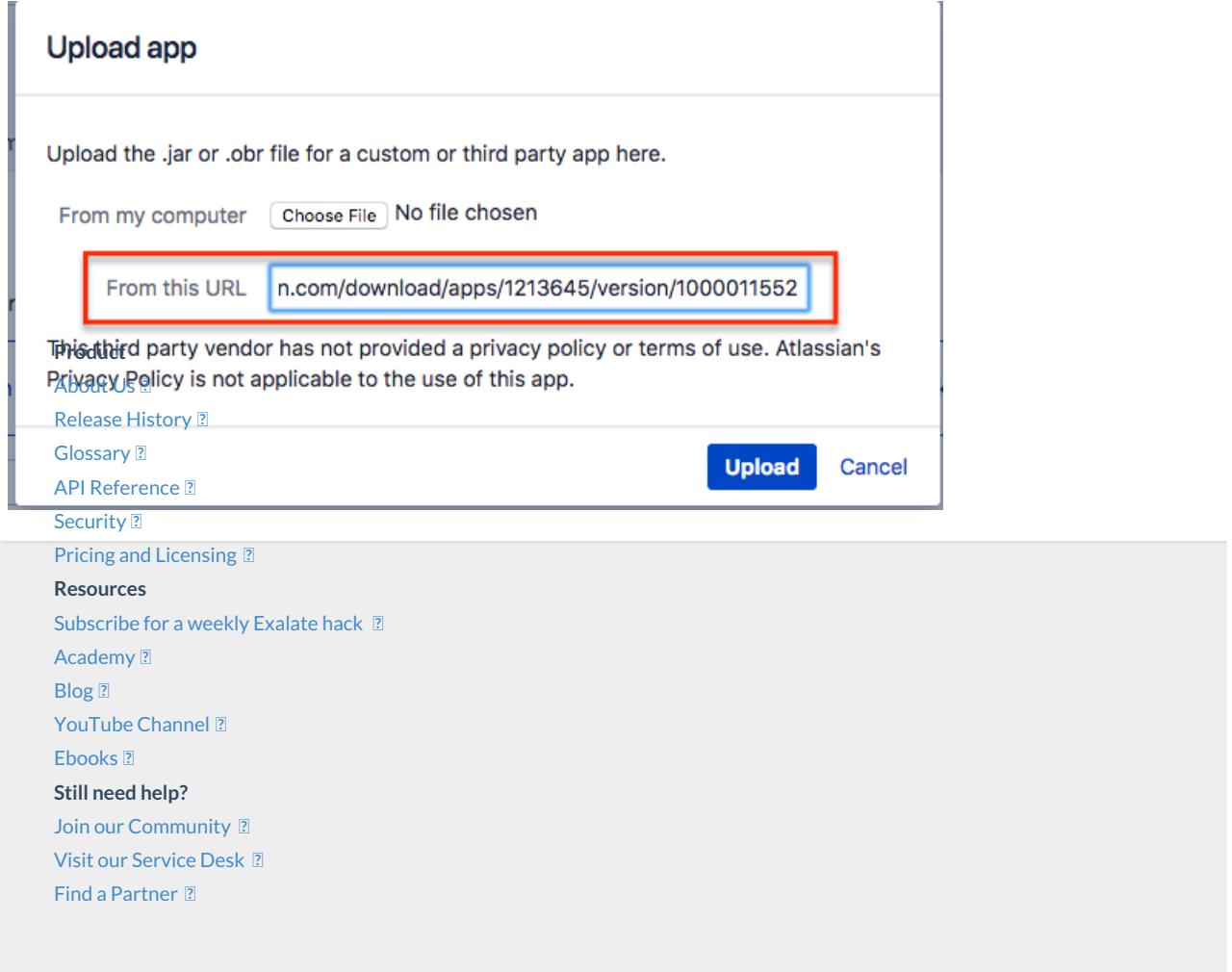
An unexpected error occurred. Refer to the logs for more information

## Cause

The .jar file size is too big.

## Solution

Copy the Download link address and install the app by pasting this link in the **Upload app - From this URL** field.



The screenshot shows the 'Upload app' interface. At the top, it says 'Upload app'. Below that, it says 'Upload the .jar or .obr file for a custom or third party app here.' There are two input fields: 'From my computer' (with a 'Choose File' button and 'No file chosen' text) and 'From this URL' (with a text input field containing 'n.com/download/apps/1213645/version/1000011552'). Below these fields, a note says 'This third party vendor has not provided a privacy policy or terms of use. Atlassian's Privacy Policy is not applicable to the use of this app.' At the bottom right, there are 'Upload' and 'Cancel' buttons. On the left side of the main form, there is a sidebar with links: 'About Atlassian', 'Release History', 'Glossary', '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', and 'Find a Partner'.