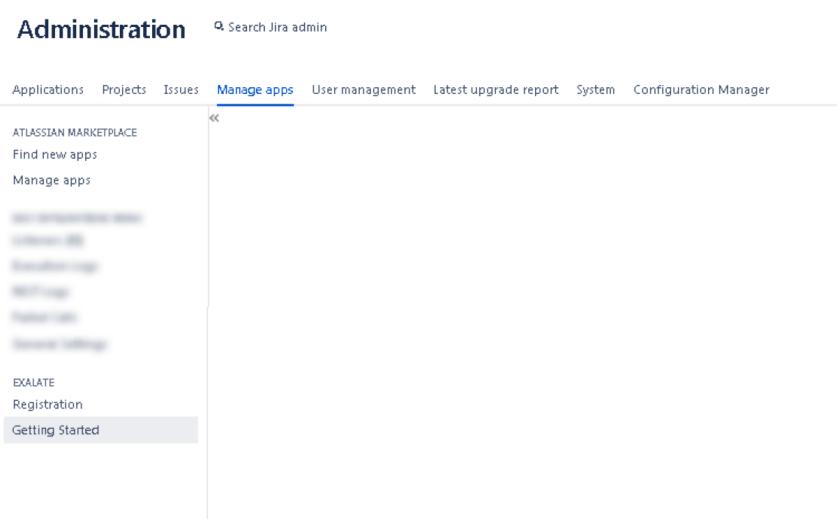


Exalate isn't Loading After an Update

Last Modified on 01/15/2026 3:02 pm EST

Problem

In some cases, Exalate won't load when updated to a newer version.



The screenshot shows the Jira Administration interface with the 'Manage apps' tab selected. On the left, there's a sidebar with sections for ATLASIAN MARKETPLACE and EXALATE. Under EXALATE, 'Registration' and 'Getting Started' are listed. The 'Getting Started' link is highlighted with a grey box.

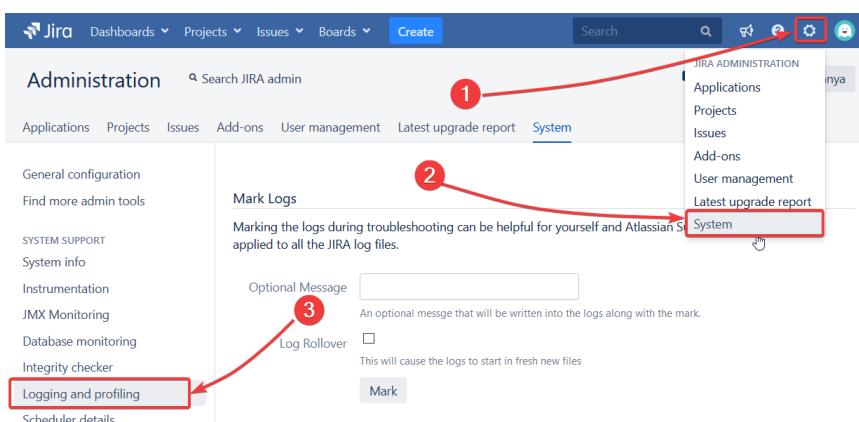
Cause

One of the reasons for this problem is the lack of tablespace in the database. If the **net.java.ao** package is in **DEBUG** level, after re-enabling Exalate, you will see the following message in the logs:

```
ORA-01658: unable to create INITIAL extent for segment in tablespace JIRA_DATA
```

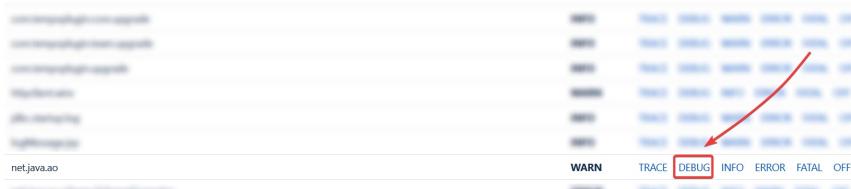
To identify this problem:

1. Navigate to  **Administration > System > Logging and profiling**.

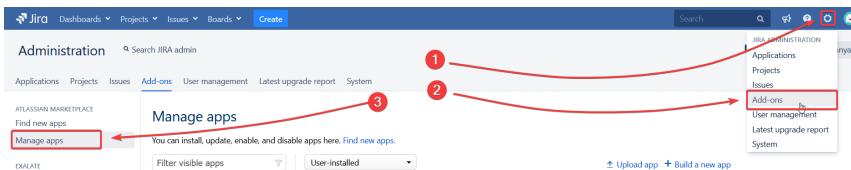


The screenshot shows the 'System' tab in the Jira Administration 'Logging and profiling' section. A red box highlights the 'Logging and profiling' link in the sidebar. A red arrow labeled '1' points to the 'System' tab in the top navigation bar. A red box labeled '2' highlights the 'Mark Logs' section, which contains a note about marking logs for troubleshooting and a 'Mark' button. A red box labeled '3' highlights the 'Log Rollover' section, which contains a note about starting logs in new files and a 'Mark' button.

2. Enable the **DEBUG** level for **net.java.ao** package.

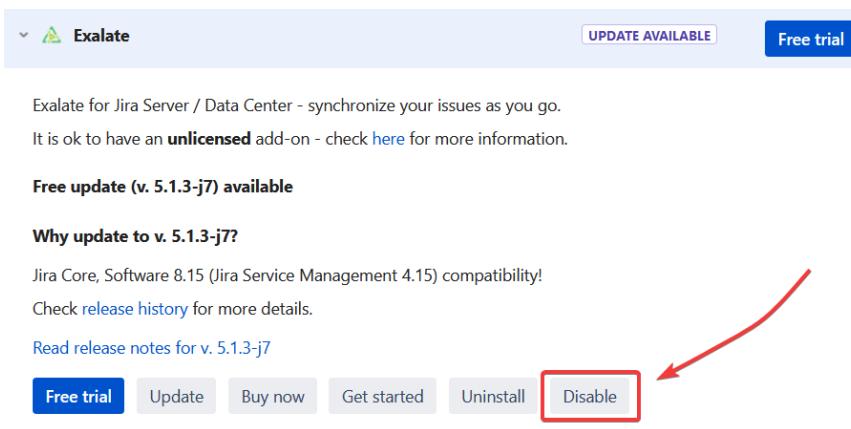


3. Navigate to  **Administration -> Add-ons -> Manage apps.**

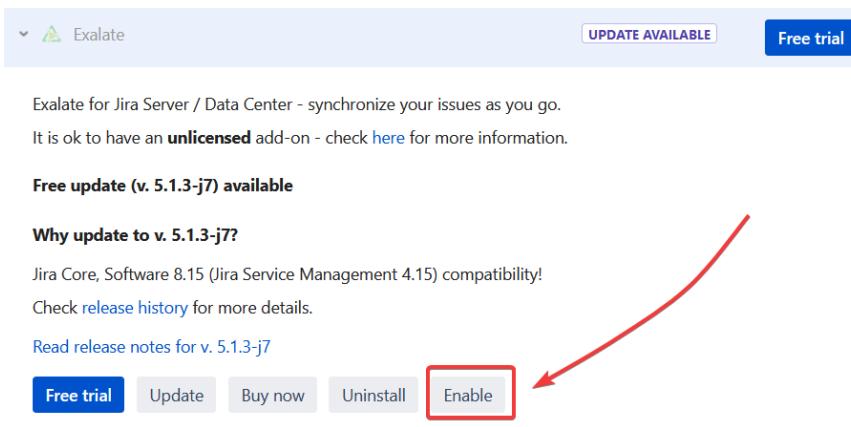


4. Click **Exalate**.

5. Click **Disable**.



6. Click **Enable**.



Solution

You can resolve the issue by extending tablespace in the database with one of these queries:

- Enlarge one of the existing data files:

```
ALTER DATABASE
DATAFILE 'C:\ORACLEXE\APP\ORACLE\ORADATA\XE\JIRA_DATA.DBF'
RESIZE 3000M;
```

- Add a second data file to the tablespace:

```
ALTER TABLESPACE ts_data
ADD DATAFILE 'C:\ORACLEXE\APP\ORACLE\ORADATA\XE\JIRA_DATA2.DBF'
SIZE 1000M;
```

- Allow the datafile to auto-extend:

Product

[About Us](#) 

[Release History](#) 

[Global](#) 

[APM Requests](#) 

[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](#) 