

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.

Administration

Search Jira admin

Applications Projects Issues **Manage apps** User management Latest upgrade report System Configuration Manager

ATLASSIAN MARKETPLACE

Find new apps

Manage apps

Get new apps

Get new apps

Get new apps

Get new apps

Get new apps

Get new apps

EXALATE

Registration

Getting Started

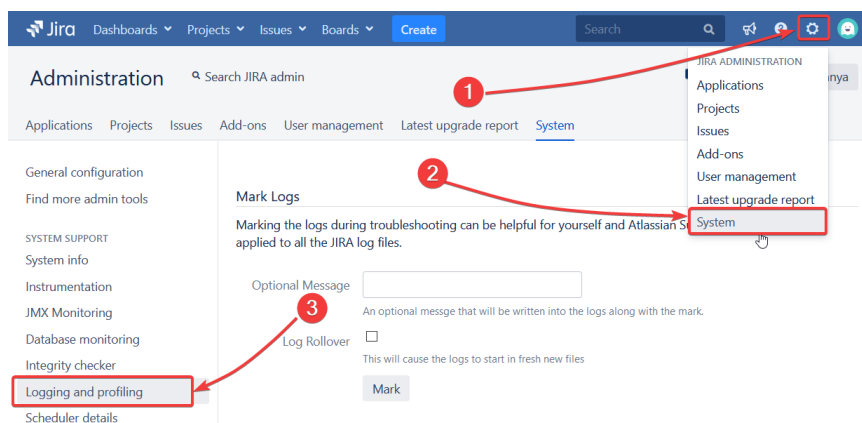
Cause

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**.



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


```
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 Resources](#) ?

[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](#) ?

```
ALTER DATABASE
DATAFILE 'C:\ORACLEXE\APP\ORACLE\ORADATA\XE\JIRA_DATA2.DBF'
AUTOEXTEND ON
MAXSIZE UNLIMITED; -- Or some reasonable cap
```