

Our Team has been Notified

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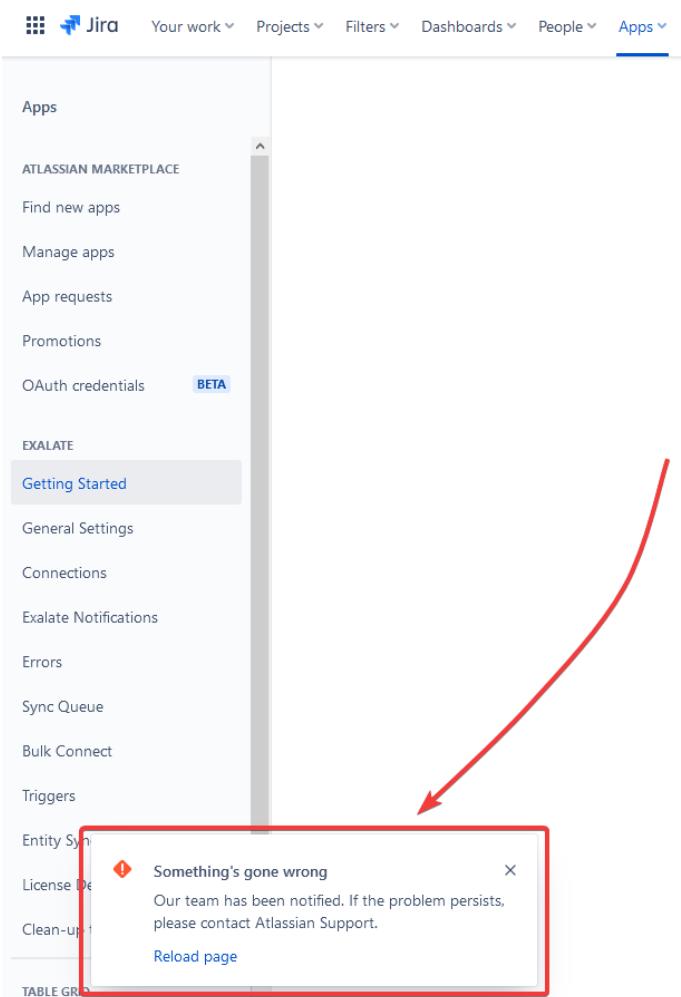
Problem

The Exalate App doesn't load in your Jira Cloud instance and you see the error message below:

Error Details:

Something's gone wrong

Our team has been notified. If the problem persists, please contact Atlassian Support.



The screenshot shows the Jira Cloud interface with the 'Apps' tab selected in the top navigation bar. On the left, a sidebar lists various Jira features like 'ATLASSIAN MARKETPLACE', 'EXALATE' (which is currently selected and highlighted in grey), and 'TABLE GRID'. The 'EXALATE' section contains links for 'Getting Started', 'General Settings', 'Connections', 'Exalate Notifications', 'Errors', 'Sync Queue', 'Bulk Connect', 'Triggers', and 'Entity Sync'. A red arrow points from the 'Entity Sync' link down to a modal window. The modal has a red border and contains the following text: 'Something's gone wrong' with an exclamation mark icon, 'Our team has been notified. If the problem persists, please contact Atlassian Support.', and a 'Reload page' button. The entire modal is highlighted with a red box.

Cause

This problem is usually caused by the Exalate App loading too long. The error is generated by the Atlassian Jira Cloud instance as it does not wait for a response from the application.

Solution

Product
About Us

Release History

Try [refreshing](#) the page with the application and clearing the cache. If it doesn't work please [contact Exalate support](#), so we can help you to fix this issue.

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