

How to Update an Exalate License Key on Jira

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After installing Exalate for Jira Cloud, you get an evaluation license that is managed by Atlassian. After purchasing an instance or a network license, you get an Exalate license key from us, that you need to update manually. This article describes how to update the license key.

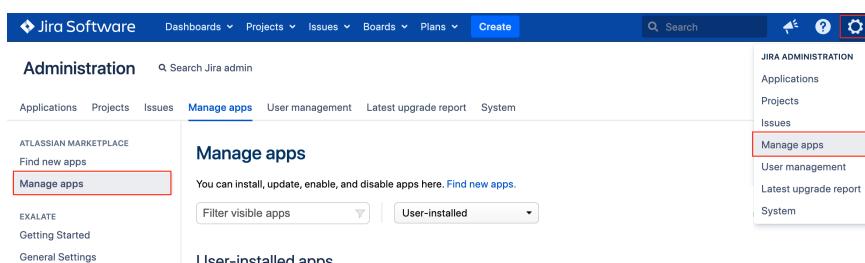
Note: If you purchased Jira from the Atlassian Marketplace, Atlassian provides you the key. For more information, please see this article.

To update an Exalate license key:

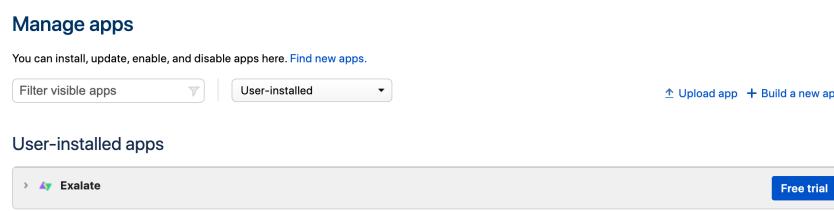
1. Unsubscribe From The Evaluation License

To unsubscribe from Exalate:

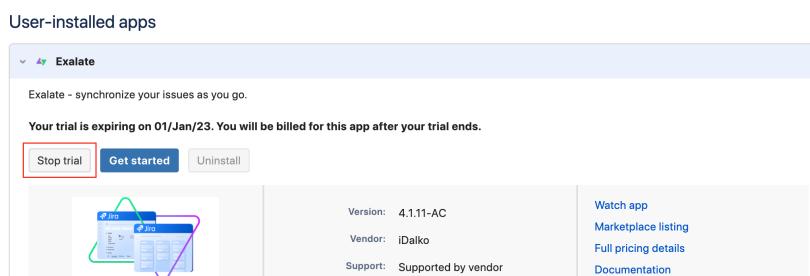
1. Navigate to **Apps -> Manage apps** in Jira Cloud or **Settings -> Manage apps** in Jira on-premise



2. Select **Exalate** in the **User-installed apps** list



3. Click **Stop trial**



4. Click **Unsubscribe**

Unsubscribe from app

Unsubscribing ends your trial. You won't be billed for this app.

Unsubscribing from the app does not:

- delete app data
- remove the access that the app has to your site
- remove outbound webhooks

To delete the app data and prevent further app activity, uninstall the app after unsubscribing.

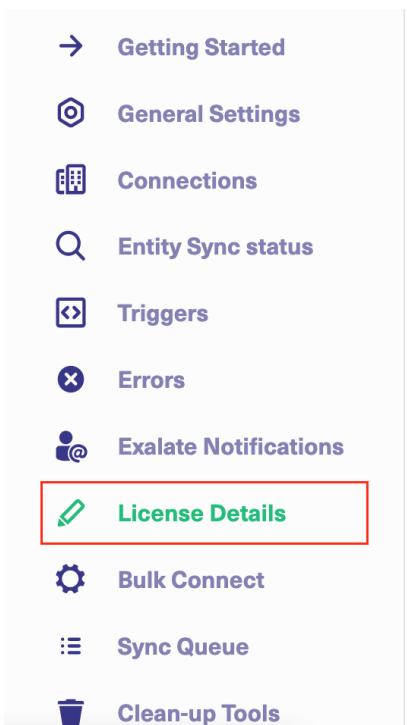
[Unsubscribe](#) [Cancel](#)

2. Update The License Key

You can edit the **License Details** menu only after unsubscribing.

To update the license key:

1. Click **License Details** in the **Exalate Menu Panel**



2. Click **License Key**

3. Paste the license key you got from us.

License Details

With this license you can synchronize entities using basic mode connections only.

Type FREE PLAN

Status ACTIVE

Used synchronizations 0 out of 1000

Next synchronizations available on 2022-12-21

License key

```
6lkFwciAwNSwgMjAyMiAwMDowMDowMCBBTSlsImVuZERhdGUoijNYXigMDksIDlwMjQg  
MDA6MDA6MDAgQU0lCJvcHBvcnR1bml0eS16lkVBU0tMTM0NTUiLCJjb25uZWN0aW9ucy  
i6MTaslNpZ25hdHvYZS16liQyYSQxMiRDaDdnZG5Kbk9uWGIUN24xME1CVUluYIBRcUFmN  
HVSLk9icjhxOWNrbVh4Y2VqYndxbEtjVylsImlzRXZhbdHvh6ZmFsc2UsImlzRnJIZW1pdW  
0iOmZhbHNlCJwYWlyTrVtYmVylotMSwiY2FsZW5kYXJvbml0joiTU9OVhTliwidXNlcGxhbih6  
MHO=
```

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4. Click Update