

How to Update a License Key in the Exalate Classic Console (Jira Connector)

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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.

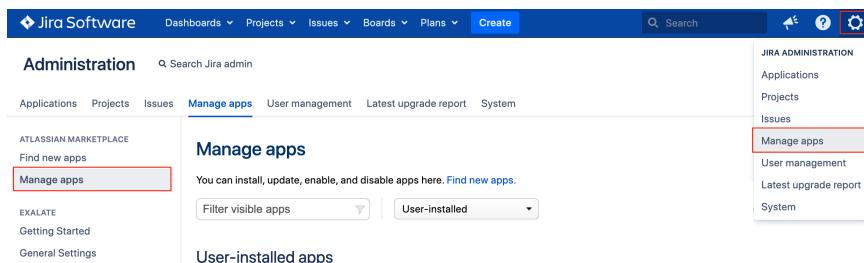
Note: If you purchased Jira from the Atlassian Marketplace, Atlassian provides you the key. For more information, please see this article.

To update an Exalate license key:

1. Unsubscribe From The Evaluation License

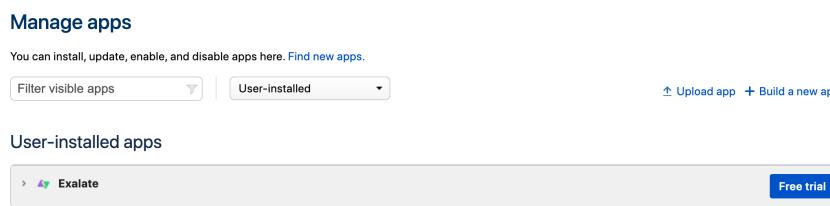
To unsubscribe from Exalate:

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



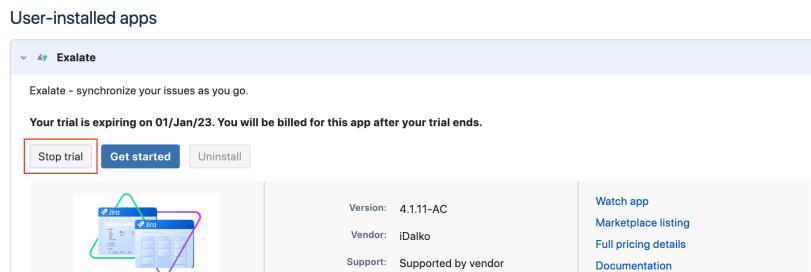
The screenshot shows the Jira Software interface. At the top, there's a navigation bar with links for Dashboards, Projects, Issues, Boards, Plans, and Create. On the right, there are icons for Search, Notifications, Help, and Settings. Below the navigation bar, there's a search bar and a 'JIRA ADMINISTRATION' dropdown menu with options like Applications, Projects, Issues, Manage apps, User management, Latest upgrade report, and System. The 'Manage apps' option is highlighted with a red box. In the main content area, there's a 'Manage apps' section with a sub-section for 'User-installed apps'. A red box highlights the 'Manage apps' button in the left sidebar. The 'User-installed apps' section shows a list with one item: 'Exalate'.

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



The screenshot shows the 'User-installed apps' list. The 'Exalate' app is listed. The 'Stop trial' button, located in the top right corner of the app's card, is highlighted with a red box. The card also includes a 'Free trial' button.

3. Click **Stop trial**



The screenshot shows the details page for the 'Exalate' app. The 'Stop trial' button, located in the top left of the app's card, is highlighted with a red box. The card also includes a 'Get started' button and an 'Uninstall' button. The card displays information about the app, including its version (4.1.11-AC), vendor (iDakko), and support (Supported by vendor). It also includes links for 'Watch app', 'Marketplace listing', 'Full pricing details', and 'Documentation'.

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.

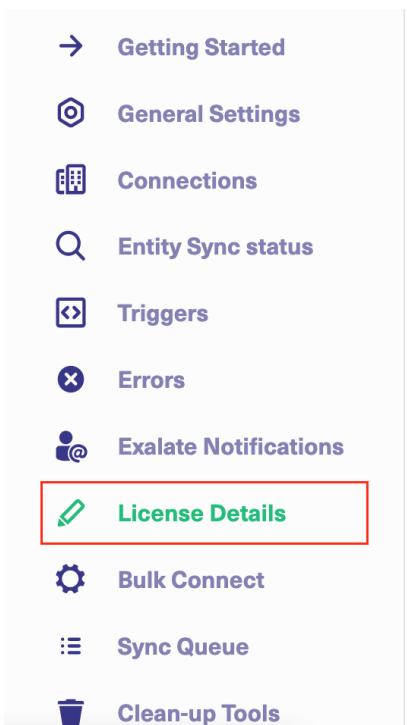
[Unsubscribe](#) [Cancel](#)

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  
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HVSLk9icjhxOWNrbVh4Y2VqYndxbEtjVylsImlzRXZhbdHvh6ZmFsc2UsImlzRnJIZW1pdW  
0iOmZhbHNlCJwYWlyTrVtYmVyljotMSwiY2FsZW5kYXJvbml0joiTU9OVhTliwidXNlcGxhbih6  
MHO=
```

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4. Click Update

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