

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

Last Modified on 02/02/2026 3:24 am EST


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.

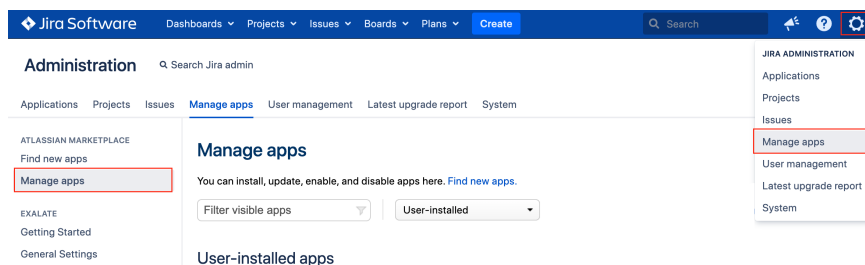
Note: If you purchased Jira from the Atlassian Marketplace, Atlassian provides you the key. For more information, [please see this article](#).

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



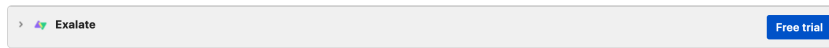
2. Select **Exalate** in the **User-installed apps** list

Manage apps

You can install, update, enable, and disable apps here. [Find new apps](#).

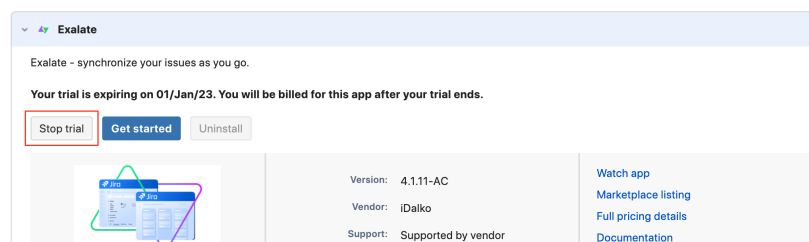
Filter visible apps User-installed

User-installed apps



3. Click **Stop trial**

User-installed apps



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

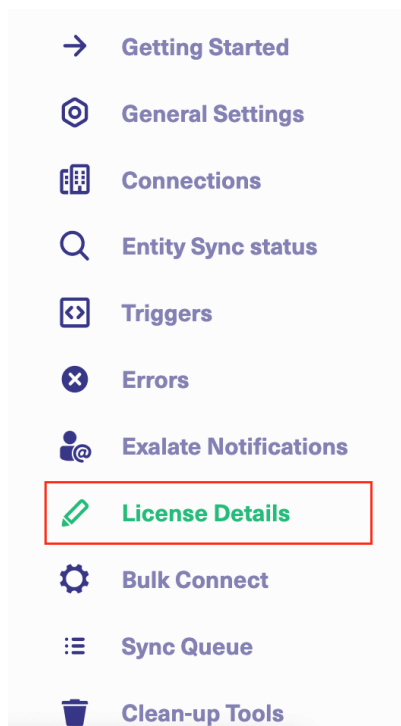
Cancel

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

6IkFwciAwNSwgMjAyMiAwMDowMDowMCBBTSlsImVuZERhdGUlOiJNYXIgMDksIDlwMjQgMDA6MDA6MDAgQU0iLCJvcHBvcnR1bml0eSI6IkVBU0UtMTMONTUilCjpb25uZWNoaW9ucyI6MTAsInNpZ25hdHVyZSI6IlQyYSQxMiRDdDnZG5Kbk9uWGIUN24xME1CVUluYiBRcUFmN HVSLk9icjhxOWNrbVh4Y2Y2VqYndxbEtjVylsImIzRXZhbHVhdGlvbil6ZmFsc2UsImIzRnJlZW1pdW 0iOmZhbnHnILCjwYWlyTnVtYmVyljotMSwiY2FsZW5kYXJvbml0IjoiTU9OVEhTiiwidXNlcGxhbil6 MH0=

Product

About Us ?

Cancel

Update

Release History ?

Glossary ?

API Reference ?

4. Click Update

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 ?