

# Host Returned HTTP Response Code 500 when Installing Exalate App for Jira Cloud

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## Problem

### Error detail:

The add-on host returned HTTP response code 500 when we tried to contact it during installation. Please try again later or contact the add-on vendor.

## Cause

JIRA Cloud is SaaS subscription service and resources are limited, therefore we host the Exalate App for JIRA Cloud applications on our own servers.

Additional resources need to be allocated to the server in order to resolve the error.

## Solution

Product

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Please contact our support at [support@exalate.com](mailto:support@exalate.com) to fix the error.

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