Updating Comments or Worklog Doesn't Put Issue under Sync

Problem

When updating worklogs or comments in Jira Cloud the sync does not start automatically.

Solution

To enable worklog and comment webhook processing you need to raise a support request to our Service Desk directly. Or just send an e-mail to support@exalate.com.

This will create an issue on our Jira Service Desk allowing for further tracking. Our support team will configure a variable on the corresponding nodes.