Attachment Sync Fails Because it Takes Too Long

Problem

Syncing large attachments persistently fail and cause time-out errors.

Cause

Exalate for Jira Cloud has a 'time-out' set to 2 minutes. Exalate might time out during large uploads because of the session timeouts.

Solution

To increase a time-out session you need to raise a support request to our Service Desk directly. Or just send can e-mail to support@exalate.com.

About Us ↗

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.

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