

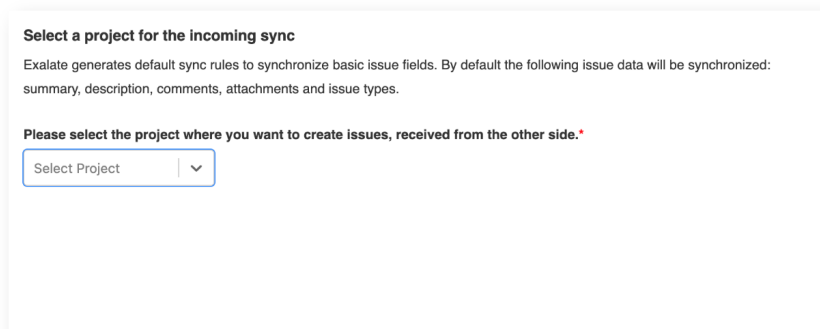
Known issue: Projects List isn't Available during Connection Setup

Last Modified on 11/02/2022 8:00 am EDT

Problem

Sometimes when creating multiple Connections between Jira Cloud and other task management systems, you might bump into an issue where the list of projects is not loading.

It happens rarely, most of the cases occur when setting up 3 or more connections in a row. The issue appears on the **Select a Project** step of the Connection setup flow:



Select a project for the incoming sync

Exalate generates default sync rules to synchronize basic issue fields. By default the following issue data will be synchronized: summary, description, comments, attachments and issue types.

Please select the project where you want to create issues, received from the other side.*

Select Project | ▾

Solution

If you experience this issue after creating several Connections we recommend that you try to clear the cache or start setting up a connection through the Incognito window. This will help resolve the issue.
