Our Team has been Notified

Last Modified on 11/17/2022 2:56 am EST

Problem

The Exalate App doesn't load in your Jira Cloud instance and you see the error message below:

Error Details:

Something's gone wrong

Our team has been notified. If the problem persists, please contact Atlassian Support.

🏭 👎 Jira	Your work ~	Projects 🛩	Filters 🜱	Dashboards 🛩	People 🗸	Apps 🛩
Apps						
ATLASSIAN MARKET	PLACE					
Find new apps						
Manage apps						
App requests						
Promotions						
OAuth credentials	BETA					
EXALATE						
Getting Started						_ /
General Settings						
Connections						
Exalate Notificatio	ns					
Errors						
Sync Queue						
Bulk Connect						
Triggers						
Entity Syn		_				
License De	Something's		d. If the pro	× blem persists,		
Clean-up 1	please contac			aren peranaa		
TABLE GR	Reload page					

Cause

This problem is usually caused by the Exalate App loading too long. The error is generated by the Atlassian Jira Cloud instance as it does not wait for a response from the application.

Solution

Try refreshing the page with the application and clearing the cache. If it doesn't work please contact Exalate support, so we can help you to fix this issue.