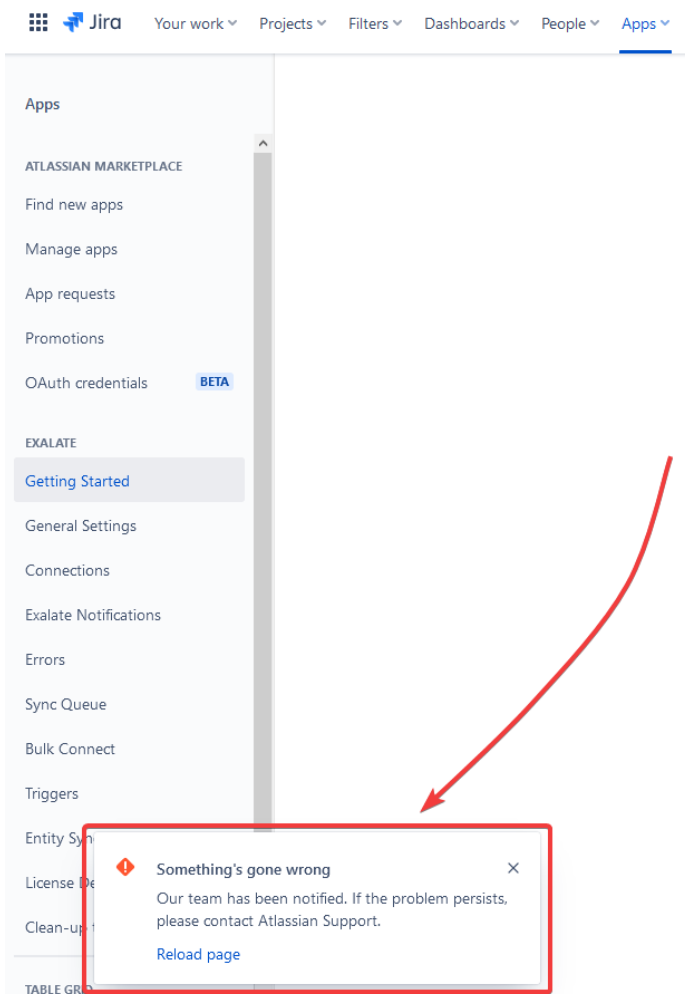# Our Team has been Notified

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.

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.