How to Update an Exalate License Key on Jira

After installing Exalate for Jira Cloud, you get an evaluation license that is managed by Atlassian. After purchasing an instance or a network license, you get an Exalate license key from us, that you need to update manually. This article describes how to update the license key.
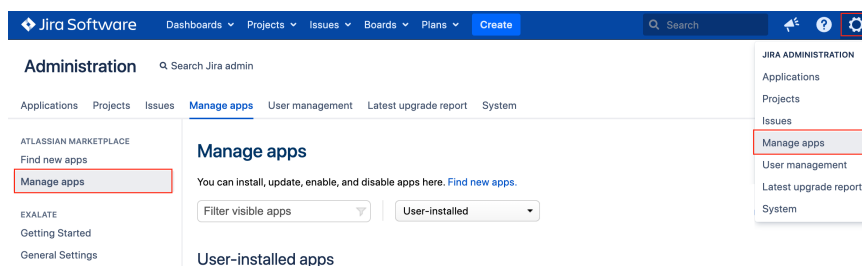
> **Note**: If you purchased Jira from the Atlassian Marketplace, Atlassian provides you the key. For more information, please see this article.

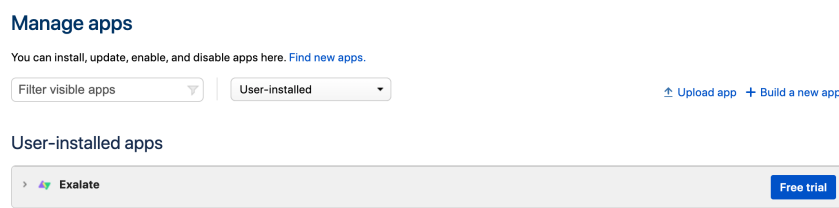To update an Exalate license key:

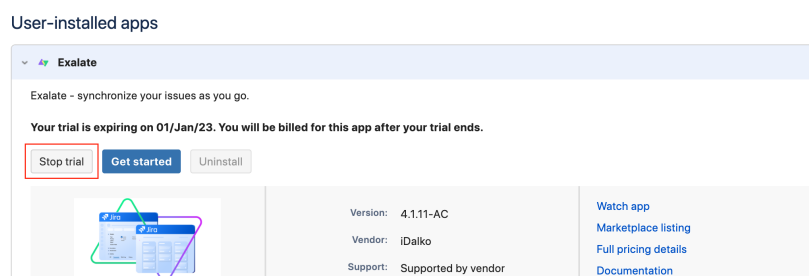## 1. Unsubscribe From The Evaluation License

To unsubscribe from Exalate:

1. Navigate to **Apps** -> **Manage apps** in Jira Cloud or ⚙ **Settings** -> **Manage apps** in Jira on-premise

2. Select **Exalate** in the **User-installed apps** list

3. Click **Stop trial**

4. Click **Unsubscribe**

Unsubscribe from app

Unsubscribing ends your trial. You won't be billed for this app.

Unsubscribing from the app does not:

- delete app data
- remove the access that the app has to your site
- remove outbound webhooks

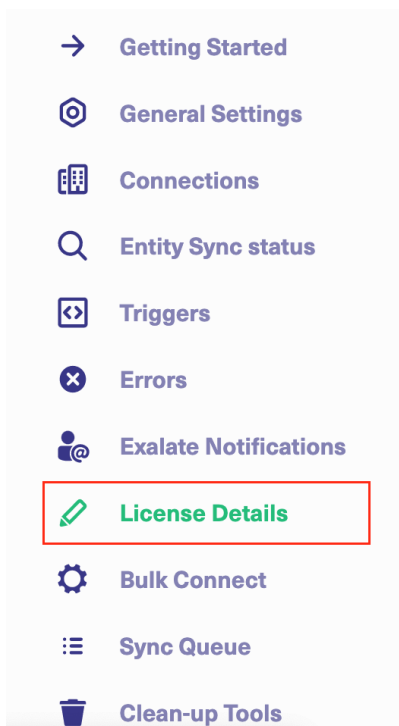To delete the app data and prevent further app activity, uninstall the app after unsubscribing.

Unsubscribe   Cancel

2. Update The License Key

You can edit the **License Details** menu only after unsubscribing.

To update the license key:

1. Click **License Details** in the **Exalate Menu Panel**

→ **Getting Started**

⊙ **General Settings**

⊞ **Connections**

Q **Entity Sync status**

‹› **Triggers**

⊗ **Errors**

▪@ **Exalate Notifications**

✎ **License Details**

⚙ **Bulk Connect**

☰ **Sync Queue**

🗑 **Clean-up Tools**

2. Click **License Key**
3. Paste the license key you got from us.

License Details

With this license you can synchronize entities using basic mode connections only.

Type	FREE PLAN
Status	ACTIVE
Used synchronizations	0 out of 1000
Next synchronizations available on	2022-12-21

License key

6lkFwciAwNSwgMjAyMiAwMDowMDowMCBBTSIslmVuZERhdGUiOiJNYXIgMDksIDIwMjQg
MDA6MDA6MDAgQU0iLCJvcHBvcnR1bml0eSI6IkVBU0UtMTM0NTUiLCJjb25uZWN0aW9ucy
I6MTAslnNpZ25hdHVyZSI6liQyYSQxMiRDaDdnZG5Kbk9uWGlUN24xME1CVUluYlBRcUFmN
HVSLk9icjhxOWNrbVh4Y2VqYndxbEtjVylslmlzRXZhbHVhdGlvbil6ZmFsc2UslmlzRnJlZW1pdW
0iOmZhbHNlLCJwYWlyTnVtYmVyIjotMSwiY2FsZW5kYXJJVbml0ljoiTU9OVEhTIiwidXNlcGxhbiI6
MH0=

Product

Cancel   **Update**

4. Click **Update**

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