How to Update a License Key in the Exalate Classic Console (Jira Connector)

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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.
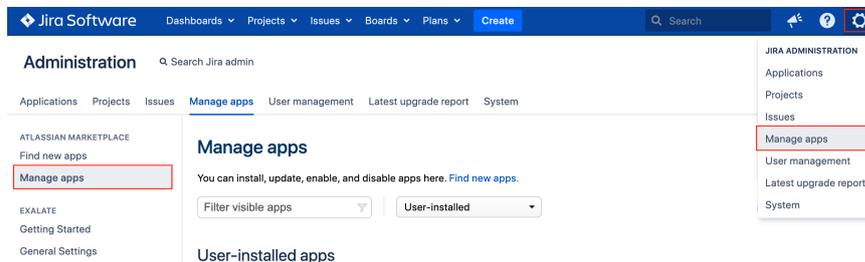
> **Note**: If you purchased Jira from the Atlassian Marketplace, Atlassian provides you the key. For more information, please see this article.
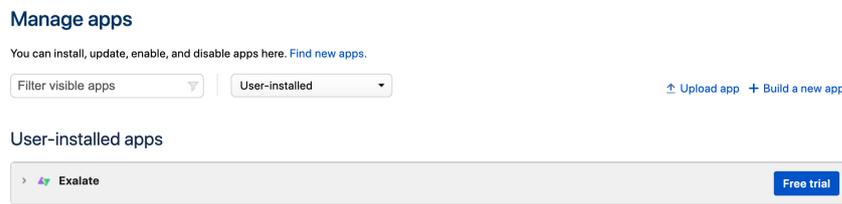
To update an Exalate license key:

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**

User-installed apps

Exalate

Exalate - synchronize your issues as you go.

Your trial is expiring on 01/Jan/23. You will be billed for this app after your trial ends.

Stop trial   Get started   Uninstall

	Version:	4.1.11-AC	Watch app
	Vendor:	iDalko	Marketplace listing
	Support:	Supported by vendor	Full pricing details
			Documentation

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.
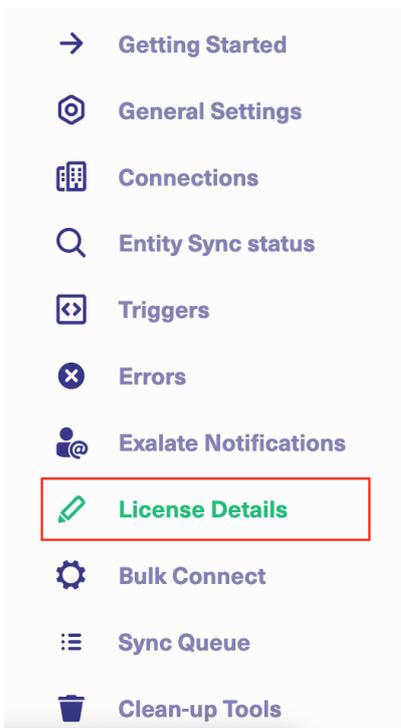
Unsubscribe   Cancel

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**

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

6lkFwciAwNSwgMjAyMiAwMDowMDowMCBBTSIsImVuZERhdGUiOiJNYXIgMDksIDIwMjQg
MDA6MDA6MDAgQU0iLCJvcHBvcnR1bml0eSI6IkVBU0UtMTM0NTUiLCJjb25uZWN0aW9ucy
I6MTAsInNpZ25hdHVyZSI6IiQyYSQxMiRDaDdnZG5Kbk9uWGIUN24xME1CVUIuYlBRcUFmN
HVSLk9icjhxOWNrbVh4Y2VqYndxbEtjVyIsImlzRXZhbHVhdGlvbiI6ZmFsc2UsImlzRnJlZW1pdW
0iOmZhbHNILCJwYWlyTnVtYmVyIjotMSwiY2FsZW5kYXJJbml0IjoiTU9OVEhTIiwidXNlcGxhbiI6
MH0=

Product

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4. Click **Update**

Security ☐

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