Communication With an Instance is Giving a Network Error after Upgrading to Exalate 5.0

Last Modified on 01/28/2026 1:16 pm EST

Problem

Communication with the instance used to rely on the old authentication method. After Exalate upgrade to version 5.0 a network error occurs.

Cause

The remote user/password feature has been deprecated in Exalate 5.0

Solution

Use the following queries to remove auth for **Jira on-premise**

```
UPDATE "AO_08F1AF_RELATION" SET "REMOTE_USERNAME" = NULL, "ENCRYPTED_REMOTE_PASSWORD" = NULL, "REMOTE_PASSWORD" = NULL, "AUTHENTICATION_REQUIRED" = false;
UPDATE "AO_08F1AF_INSTANCE" SET "REMOTE_USERNAME" = NULL, "ENCRYPTED_REMOTE_PASSWORD" = NULL, "REMOTE_PASSWORD" = NULL, "AUTHENTICATION_REQUIRED" = false;
```

Use the following queries to remove auth for all the **rest of the Exalate platforms**

```
UPDATE relation SET remote_username = NULL, remote_password_encrypted = NULL, authentication_required = false;
UPDATE instance SET remote_username = NULL, remote_password_encrypted = NULL, authentication_required = false;
```

Important: If your Exalate is hosted in exalate.cloud, please contact Exalate Support instead.

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