Known Issue: The "Cancel Subscription" modal displays incorrect amount of issues under sync

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Problem

When a user with an active license or subscription navigates to the 'License Details' page and clicks the 'Cancel subscription' button, the 'Cancel subscription' modal appears, displaying an incorrect number of issues currently under sync.

Cause

This is a known issue that could be caused by a minor inconsistency in the Exalate database.

Solution

Product

The Exalate team is aware of this problem. Unfortunately, we cannot provide a solution for this minor issue since it does not impact Exalate's core functionality.

Release History

Glossary

We will keep you updated on the fix.

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