

How to use REST APIs for Monitoring Purposes

Last Modified on 02/11/2026 11:22 am EST

Exalate Cloud - Customer Monitor Endpoint

To request a customer monitor endpoint create a ticket on our [Service Desk](#).

In the ticket, please specify the instances you would like to set up the customer monitor for.

After your ticket is processed you will get:

- A REST endpoint

```
# example rest endpoint
https://jcloudnode.example.exalate.cloud/rest/issuehub/4.0/cmonitor
```

`jcloudnode-example.exalate.cloud` is the Exalate URL of your instance.

- Credentials to access the endpoint.

This endpoint will return a number of errors, that you can check with the

`numErrors` parameter.

```
{"numErrors":0}
```

On-Premise - REST calls

Jira On Premise (Server/Data Center) can be monitored by accessing the rest endpoints.

Sync Events

`/rest/issuehub/4.0/syncevents?limit=0`

Provides the number of outgoing synchronization transactions (sync events)

Request Example

```
curl --user john:doe https://my.jira.com/rest/issuehub/4.0/syncevents?limit=0
```

Response

STATUS 200 - *application/json* Returned if the message has been successfully received.

```
{
  "limit":0,
  "total":20,
  "results":[]
}
```

- Indicates that there are 20 sync transactions in the queue.

- Omitting the `limit=0` parameter from the request will return all the outstanding sync events.

Sync Requests

`/rest/issuehub/4.0/syncrequests?limit=0`

Provides the number of incoming synchronization transactions (sync requests)

Request example

```
curl --user john:doe https://my.jira.com/rest/issuehub/4.0/syncrequests?limit=0
```

Response

STATUS 200 - *application/json* Returned if the message has been successfully received.

```
{
  "limit":0,
  "total":30,
  "results":[]
}
```

- Indicates that there are 30 sync transactions in the queue
- Omitting the `limit=0` parameter from the request will return all the outstanding sync events

Errors

`/rest/issuehub/4.0/errors?limit=0`

Provides the number of errors

Request example

```
curl --user john:doe https://my.jira.com/rest/issuehub/4.0/errors?limit=0
```

Response

STATUS 200 - *application/json* Returned if the message has been successfully received.

```
{
  "limit":0,
  "total":0,
  "results":[]
}
```

- Indicates that there are no logged errors
- Omitting the `limit=0` parameter from the request will return all the error details

Other Platforms

Due to the specific approach for logging into the other platforms, no REST API points have been documented.

Product
ON THIS PAGE

[About Us](#)

[Exalate Cloud](#) [Customer Monitor Endpoint](#)

[Glossary](#)

[On-Premise - REST calls](#)

[API Reference](#)

[Other Platforms](#)

[Security](#)

[Pricing and Licensing](#)

Resources

[Subscribe for a weekly Exalate hack](#)

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)