How to Change the Destination Instance URL

Last Modified on 01/15/2026 2:17 pm EST

By default, it is not possible to change the Destination instance URL.

But there are valid scenarios where you might need to change the URL of the Connection with the Destination Instance. For example:

1. When staging the testing environment into production.
2. If the URL of the Destination Instance changed, for example, you've introduced `https`.

Changing the Destination Instance URL:

The procedure to change the URL is different for on-premise and Cloud platforms. You can jump to the relevant section.

For Jira Server

Starting from Exalate 4.x for JIRA Server, we've disabled the possibility to edit the Destination Instance URL to avoid complicated situations.

To change the Connection URL use the following steps:

1. Execute the SQL query below:

```
UPDATE FROM "AO_08F1AF_INSTANCE" SET "URL" = 'new url', "ISSUE_TRACKER_URL"= 'new url' where "URL" =
 'old url';

UPDATE FROM "AO_08F1AF_NODE_INFO" SET "BASE_URL" = 'new url', "ISSUE_TRACKER_URL"= 'new url' where
"BASE_URL" = 'old url';
```

2. Navigate to **edit the Connection** and click **Save**.

> **Note**: To change the destination instance URL in issues that are already synced, update them in your Jira, and they will sync to the new URL.

For Cloud Platforms

For other Cloud platforms like Zendesk, GitHub, Azure DevOps, Jira Cloud & ServiceNow, please send a request to our support portal.

> **Note**: To change the destination instance URL in entities that are already synced, update them in your task management system, and they will sync to the new URL.

ON THIS PAGE

Glossary
API Reference
Security
Changing the Destination Instance URL:
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