

How to Move from Exalate to Exalate Bridge on Jira Cloud

Last Modified on 10/13/2026 9:35 am EDT

Key Takeaways

- Install Exalate Bridge before you uninstall Exalate. Both apps can run on the same site, and this order keeps the sync gap short.
- Your connections, sync history, and node license carry over. Synchronization continues on the same connections.
- Workflow post-functions don't carry over. Repoint every Exalate Now and Unexalate Now post-function by hand, right after the install.
- Exalate Bridge writes to Jira as a new app user, so JQL filters, automation rules, and schemes that name the old app user need updating.
- Contact [Exalate Support](#) before you start if your site is also connected to New Exalate.

This guide moves your Jira Cloud site from the Exalate app to the Exalate Bridge app, then removes the old app. Your cross-company sync with Exalate keeps running on the same connections throughout, apart from a short gap during the switch.

It's the page the "How to uninstall Exalate" link in the Exalate Bridge console opens.

What Is Exalate Bridge?

Exalate Bridge is a free Jira Cloud app that takes over synchronization from the Exalate app on your site. It reuses your existing Exalate node, so your connections, sync history, and node license stay in place. It has its own app identity and isn't listed on the Atlassian Marketplace.

You install it from the install link that Exalate sends you. A node is the Exalate instance attached to your Jira site that holds your connections.

What Do You Need Before You Start?

You need Jira site administrator permissions and the Exalate Bridge install link from Exalate. You also need a list of every workflow transition that uses the Exalate Now or Unexalate Now post-functions, because you'll repoint them by hand in Step 4.

Before you install, check these:

- You have Jira site administrator permissions.
- You have the Exalate Bridge install link from Exalate.
- You've listed the workflows and transitions that use the Exalate Now or Unexalate Now post-functions. [PLACEHOLDER: fastest way for admins to find every transition using an Exalate post-function, check with Support]

Contact [Exalate Support](#) before you install Exalate Bridge if either of these is true:

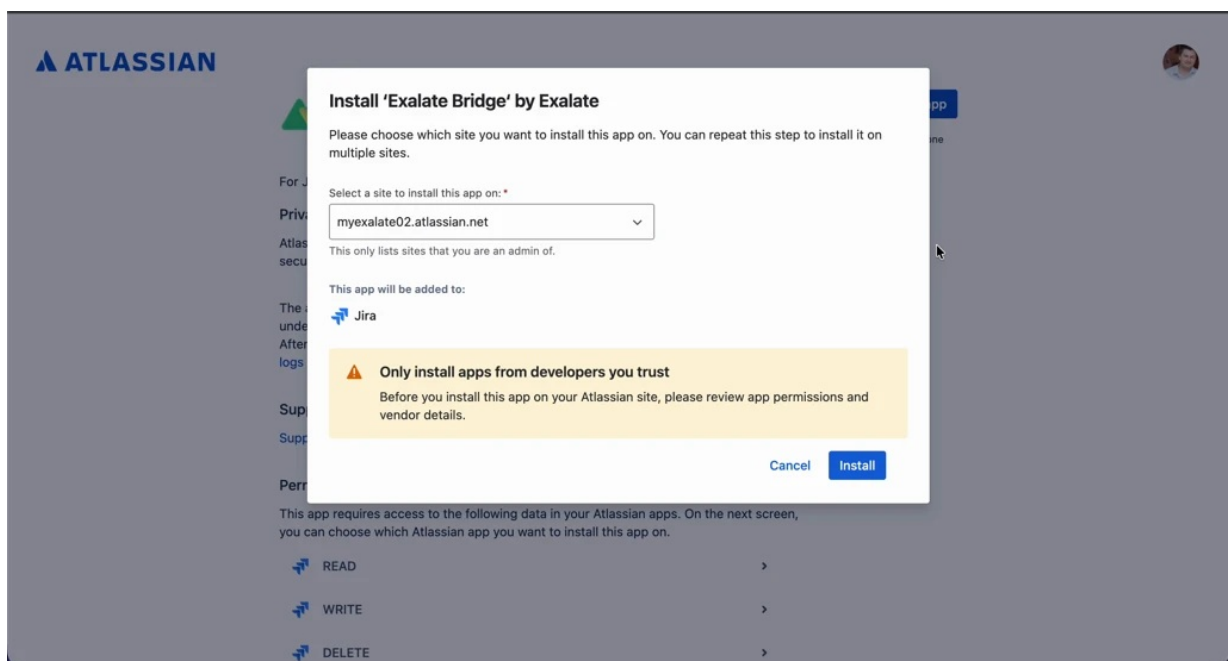
- Your site is also connected to New Exalate.
- You're not sure which license covers your connections.

Support confirms that your connections stay covered after the move.

Step 1: Install Exalate Bridge

Install Exalate Bridge while Exalate is still installed. Both apps can sit on the same site at the same time, and this order keeps the gap in synchronization as short as possible.

1. Open the Exalate Bridge install link that Exalate sent you.
2. Select your Jira site.
3. Review the permissions. Exalate Bridge requests the same 6 scopes as Exalate.
4. Select **Install**.

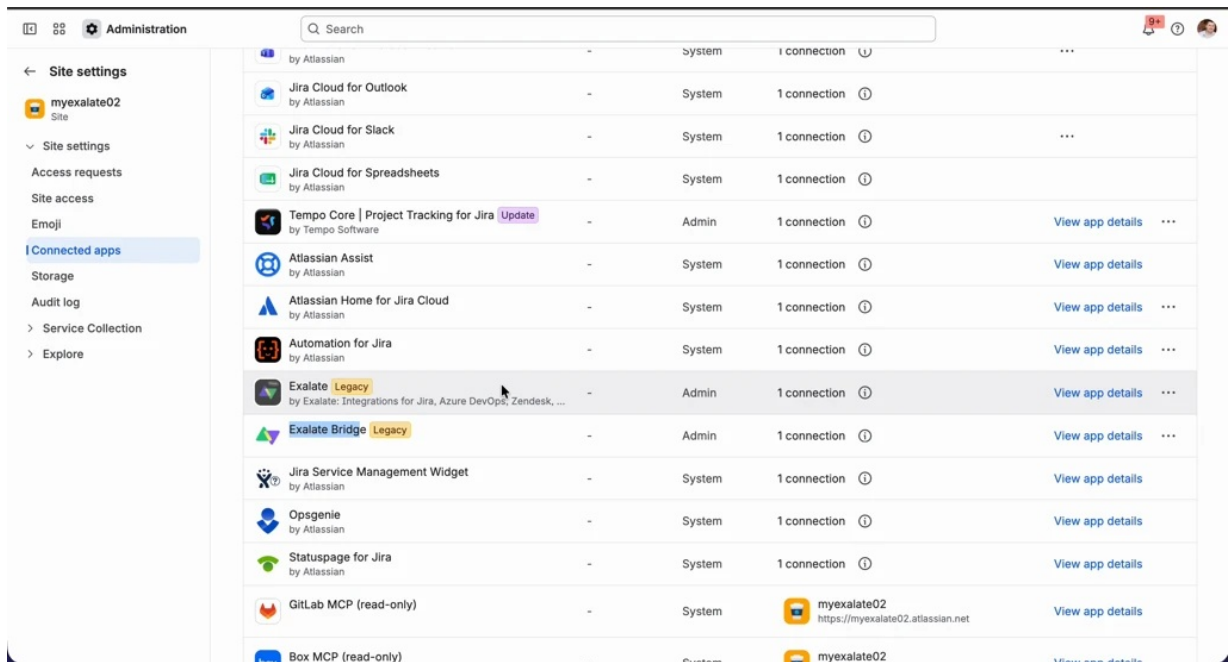


Jira confirms the install when it finishes.

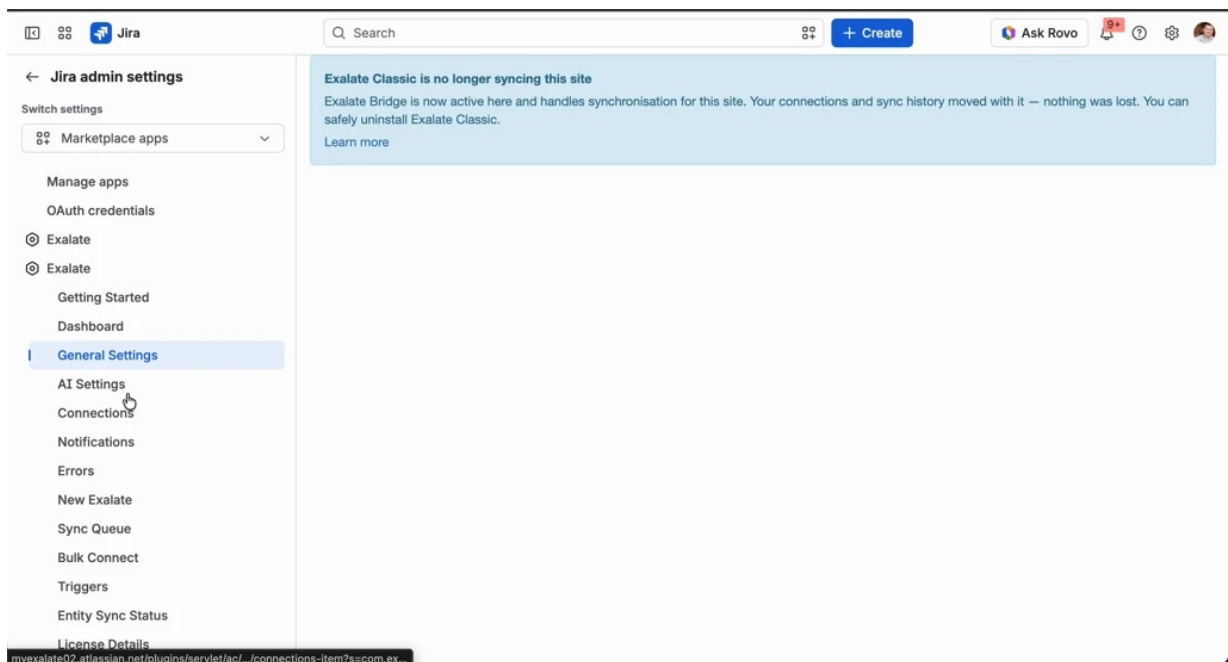
Don't uninstall Exalate yet.

Step 2: Confirm That Exalate Bridge Has Taken Over

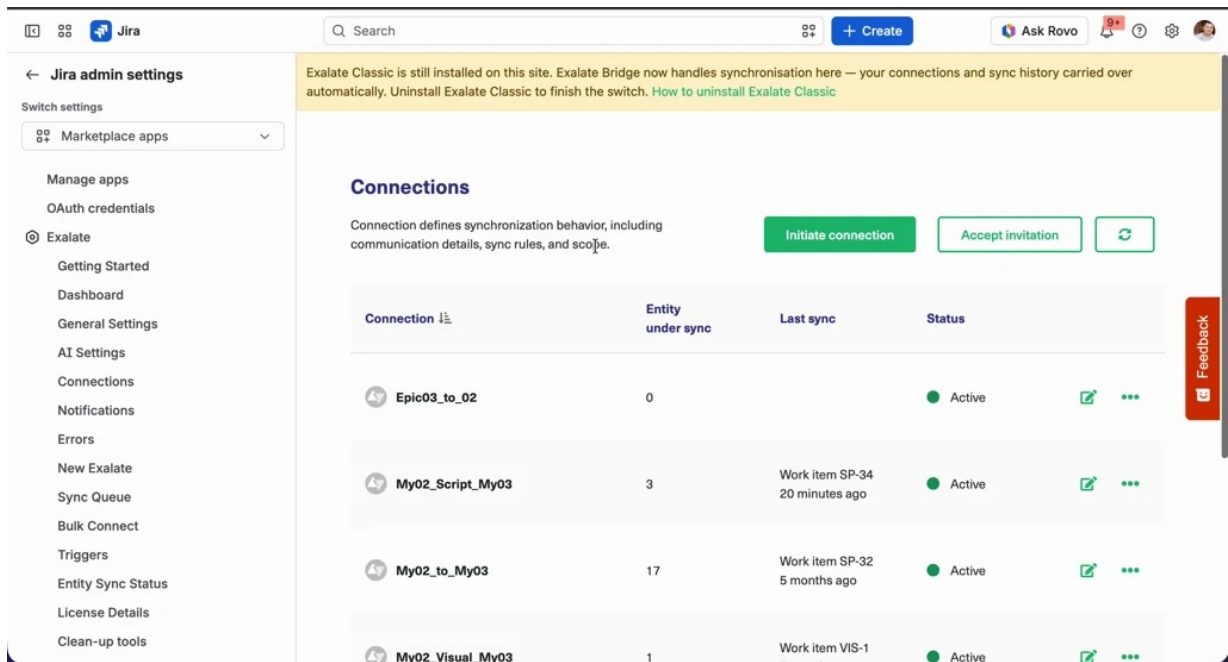
As soon as it's installed, Exalate Bridge takes over synchronization. Both apps now appear in your list of connected apps.



The Exalate app shows this notice: "Exalate Bridge is active on this site. This app no longer synchronizes anything here. Your connections and sync history are kept and continue in Exalate Bridge. This app can be uninstalled."



The Exalate Bridge console shows a banner on every page: "Exalate is still installed on this site. Exalate Bridge now handles synchronization here, so you can uninstall Exalate." The banner's **How to uninstall Exalate** link opens this page.



Step 3: Verify That Sync Still Works

Check the sync before you remove anything. If something's wrong, Exalate is still on the site, and Support can look at both apps.

1. Open the Exalate Bridge console.
2. Go to **Connections**. Your existing connections should be listed as Active.
3. Pick an issue that synchronized before the move and change a synced field.
4. Check that the change arrives on the other side of the connection.
5. Change the synced issue on the other side and check that the change comes back.

Step 4: Repoint Your Workflow Post-Functions

From the moment Exalate Bridge is installed, transitions that use the Exalate post-functions stop exalating and unexalating issues. There's no automatic rewire, so do this right after Step 1.

For each transition on your list:

1. Open the workflow in edit mode.
2. Open the transition and go to its post-functions. [PLACEHOLDER: exact Jira Cloud workflow editor path, check current Jira UI]
3. Note the configuration of the Exalate post-function.
4. Remove the Exalate post-function.
5. Add the Exalate Bridge post-function. (`com.exalate.jiranode.bridge`).
6. Enter the same configuration the old post-function had.
7. Publish the workflow.

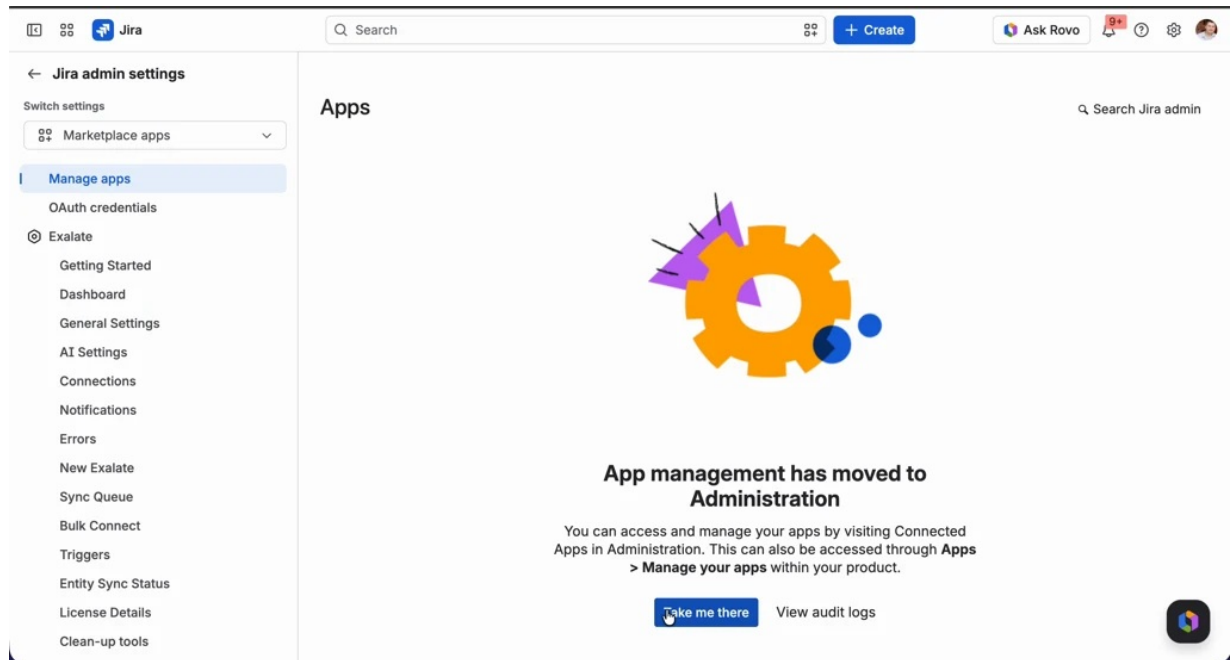
Run the transition on a test issue afterward. The issue should start (or stop) synchronizing the

same way it did before the move.

Step 5: Uninstall Exalate

Once the sync checks out and your post-functions point to Exalate Bridge, remove the old app. Uninstalling Exalate doesn't affect Exalate Bridge.

1. In Jira, go to **Apps > Manage apps**. Jira tells you app management has moved to Administration.
2. Select **Take me there**.

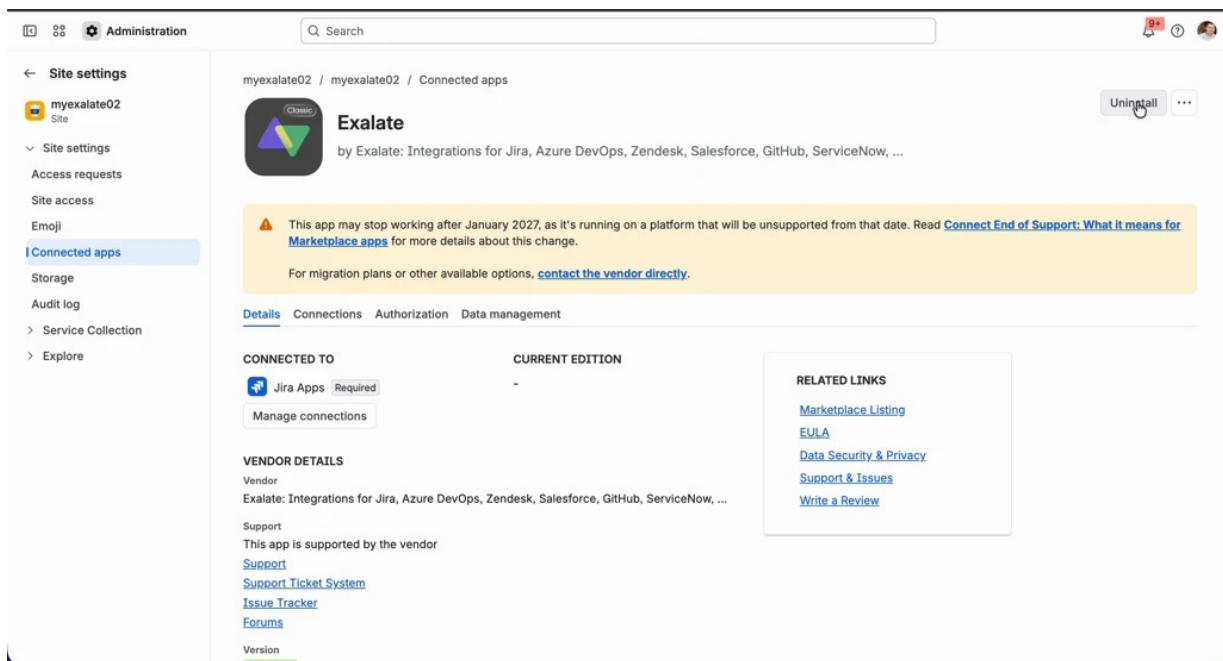


In **Connected apps**, find Exalate and open its app details.

- Select **Uninstall**.

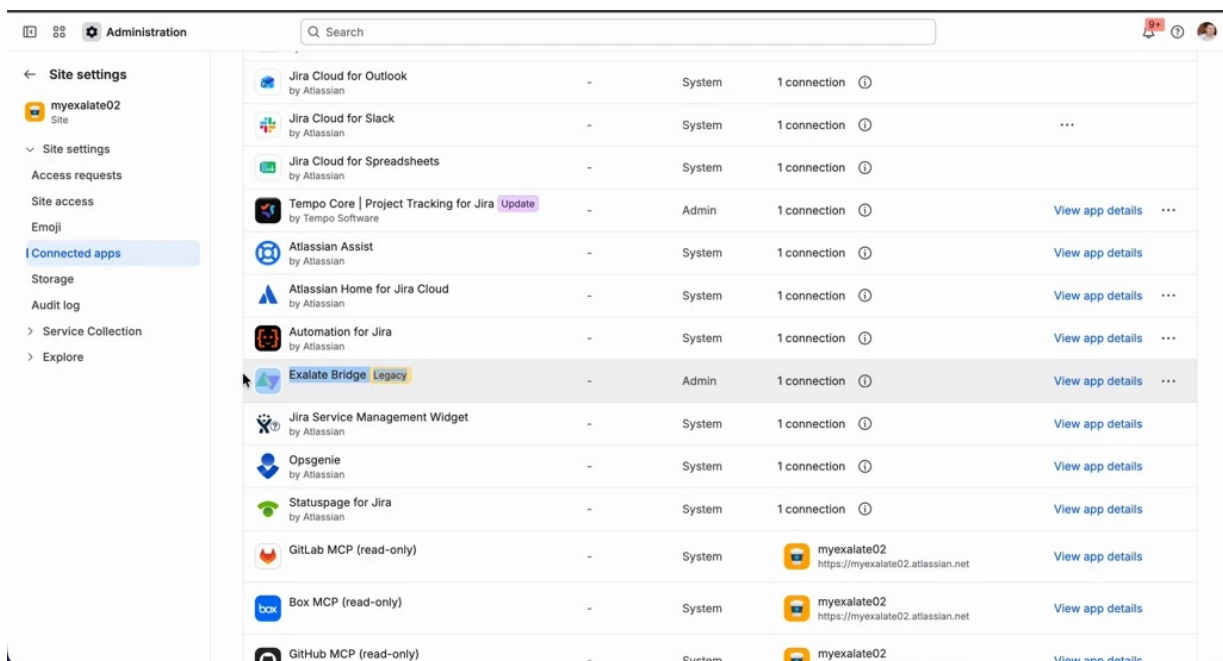
Jira asks, "Uninstall 'Exalate' now?".

- Select **Uninstall**.



Jira confirms that Exalate has been uninstalled.

Exalate Bridge is now the only Exalate app in your list of connected apps, and the banner in the Exalate Bridge console disappears.



What Happens If You Uninstall Exalate Bridge by Mistake?

If you uninstall Exalate Bridge while Exalate is still installed, Exalate becomes active again and keeps synchronizing. You don't need to repair anything. Reinstall Exalate Bridge from the same install link when you're ready, then repeat Step 4 for your post-functions.

Can You Uninstall Exalate Before You Install Exalate Bridge?

Yes, but only use this order if you can't run both apps side by side. Nothing synchronizes, and no

post-function fires, from the uninstall until you finish Step 4. The Exalate Bridge install reuses your existing node and connections, and sync resumes on the same connections.

Plan this order for a quiet period, and have your post-function list ready before you start.

What Changes After You Move to Exalate Bridge?

Exalate Bridge is a new Jira app, so anything that refers to the Exalate app itself doesn't carry over automatically. Your connections, sync history, and node license stay the same. The app user, the post-functions, and the authorization belong to the new app.

Item	What happens	What you do
Connections and sync history	Kept, sync continues on the same connections	Nothing
Authorization	You accept the Exalate Bridge consent screen during the install	Nothing more
App user	Exalate Bridge writes to Jira as the user "Exalate Bridge"	Update anything that names the old app user
Workflow post-functions	Old post-functions stop firing	Repoint them (Step 4)
License	Exalate Bridge is free and has no Marketplace license	Nothing, your Exalate node license applies

Update References to the Old App User

Issues and comments written by synchronization now show Exalate Bridge, not the Exalate app user. Anything that names the old app user stops matching Exalate Bridge activity.

Point these to the Exalate Bridge user:

- JQL filters and the dashboards built on them
- Automation rules with an initiator or actor condition on the app user
- Watcher and notification exclusions
- Permission scheme and notification scheme entries that name the app user

Check Your License

Open **License Details** in Exalate Bridge. Your node license should show as Active.

How Does the Move Work If Your Site Is Also Connected to New Exalate?

Contact [Exalate Support](#) before you move. Your site counts as connected to New Exalate if you imported your Classic node into New Exalate, or if you installed the New Exalate Jira app on the same site. Support confirms license coverage first, and the move steps depend on which case

applies.

You imported your Classic node into New Exalate. The move works the same way. Your New Exalate connections keep working without a re-import or a new access approval.

Support first confirms that each connection is covered by a direct Exalate license or a New Exalate subscription. After the move, any further New Exalate access approvals happen in the Classic console, which you open from the Exalate Bridge app.

You installed the New Exalate Jira app on the same site. Your site then has 2 nodes. Support helps you decide whether to move the Classic node to Exalate Bridge or retire it.

How Do You Fix Problems During the Move?

Most problems during the move need [Exalate Support](#), because they involve the node behind your Jira site. Send Support your Jira site URL and the symptom you see.

Symptom	What to do
The install page keeps loading and never finishes	Contact Exalate Support . The install can stall when the node needs an upgrade first.
Sync stops with a 401 error after the move	Contact Exalate Support .
A transition no longer starts or stops sync on an issue	Check that the transition uses the Exalate Bridge post-function (Step 4).
A JQL filter or automation rule stopped matching sync activity	Update it to the Exalate Bridge app user.

What's Next

With only Exalate Bridge left, run your saved JQL filters and check your automation audit log for rules that still reference the old Exalate app user. If anything doesn't add up, contact [Exalate Support](#) with your Jira site URL.

[Glossary](#) 

[API Reference](#) 

ON THIS PAGE

[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](#) 