

# [Xporter Server] Disabled after install or upgrade

## Problem

After install or update, Xporter is disabled on Jira

## Symptom

The following stack trace is found in the Jira log:

```
Caused by: org.springframework.beans.factory.BeanCreationException: Error creating bean with name
'xporterCloudMigrationAccessor' defined in URL [bundle:///260.0:0/META-INF/spring/atlassian-plugins-components.
xml]: Initialization of bean failed; nested exception is org.springframework.beans.factory.
BeanCreationException: Error creating bean with name 'com.atlassian.migration.app.tracker.
CloudMigrationAccessor': Bean instantiation via constructor failed; nested exception is org.springframework.
beans.BeanInstantiationException: Failed to instantiate [com.atlassian.migration.app.tracker.
CloudMigrationAccessor]: Constructor threw exception; nested exception is java.lang.NoClassDefFoundError: com
/atlassian/migration/app/BaseAppCloudMigrationListener
at org.springframework.beans.factory.support.AbstractAutowireCapableBeanFactory.doCreateBean
(AbstractAutowireCapableBeanFactory.java:600)
...
Caused by: org.springframework.beans.factory.BeanCreationException: Error creating bean with name 'com.
atlassian.migration.app.tracker.CloudMigrationAccessor': Bean instantiation via constructor failed; nested
exception is org.springframework.beans.BeanInstantiationException: Failed to instantiate [com.atlassian.
migration.app.tracker.CloudMigrationAccessor]: Constructor threw exception; nested exception is java.lang.
NoClassDefFoundError: com/atlassian/migration/app/BaseAppCloudMigrationListener
at org.springframework.beans.factory.support.ConstructorResolver.instantiate(ConstructorResolver.java:304)
...
Caused by: org.springframework.beans.BeanInstantiationException: Failed to instantiate [com.atlassian.migration.
app.tracker.CloudMigrationAccessor]: Constructor threw exception; nested exception is java.lang.
NoClassDefFoundError: com/atlassian/migration/app/BaseAppCloudMigrationListener
at org.springframework.beans.BeanUtils.instantiateClass(BeansUtils.java:187)
...
Caused by: java.lang.NoClassDefFoundError: com/atlassian/migration/app/BaseAppCloudMigrationListener
at org.osgi.util.tracker.ServiceTracker$Tracked.customizerAdding(ServiceTracker.java:941)
...
Caused by: java.lang.ClassNotFoundException: com.atlassian.migration.app.BaseAppCloudMigrationListener not
found by com.atlassian.jira.migration.jira-migration-plugin [93]
at org.apache.felix.framework.BundleWiringImpl.findClassOrResourceByDelegation(BundleWiringImpl.java:1639)
...
```

## Solution

This happens because the Jira Cloud Migration Assistant app needs to be updated.

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## Manage apps

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### User-installed apps

No apps in this category match your filter.

### Application components

These apps are integral parts of your JIRA application(s). They cannot be disabled or uninstalled. You may uninstall applications from the [Versions & licenses](#) page.

No apps in this category match your filter.

### System apps

These apps are integral parts of your JIRA system. They cannot be uninstalled. Disabling them will have serious effects, and could make JIRA inoperable. Only make changes here if instructed by Atlassian Support.

Jira Cloud Migration Assistant

INCOMPATIBLE - UPDATE REQUESTED

The Jira Cloud Migration Assistant allows you to migrate projects from server to cloud one by one. Select the projects you want to migrate to cloud, start migrating at your convenience, and monitor the progress of each project as they migrate.

This app is not compatible with your JIRA instance. An update for this app has already been requested from the vendor.

Disable

1. Please update the app, select All apps and search for Jira Cloud Migration Assistant,
2. Click on update request and wait for the request to be accepted,
3. While the request is not accepted, you can disable the Jira Cloud Migration Assistant app and activate Xporter

Xporter is compatible with Jira Cloud Migration Assistant 1.5.1

## Related articles

- [\[Xray Cloud\] Which IP addresses need to be whitelisted in order to use Xray?](#)
- [\[Xray Cloud\] Not Xray configured project shows Xray Options like Test Coverage in some Issue Types](#)
- [\[Xray Cloud\] Single user can't see the Tests within the folder view in Test Repository](#)
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- [\[Xray\] Why some Tests show as N/A status and with no Test Runs in the Test Coverage section of the Requirement Issue?](#)