

[Xray Cloud] The Jira Cloud instance URL was changed and Xray is not working

If you have renamed the Jira Cloud instance and Xray stopped working, please do the following steps:

1. Uninstall Xray (*The Xray data will not be removed*)
2. Reinstall Xray

Note - Uninstall Xray

If, for some reason, you need to uninstall Xray, you can do it safely. No relevant data is removed from Jira. This means that Xray issue types, custom fields, Xray settings and all recorded information related with testing is kept.

The Xray reinstallation should fix this issue.

- Related articles
 - [\[Xray Cloud\] How to re-install Xray](#)
 - [Changing the cloud instance URL address or migrating to a new cloud instance](#)