

[Xray Cloud] Error detected in Health Check

This page only applies if you are experiencing the error below.



Error rendering Web Panel

The Xray health check has detected errors upon installation. Please contact your Jira administrator.

Known Causes



- Errors during installation of Xray.
- An Xray issue type was deleted from the Jira instance.
- Problems with the internal Xray Configuration.

Steps to fix the error

1. Reinstall Xray on your Jira instance, check [\[Xray Cloud\] How to re-install Xray](#) for more information about how to reinstall Xray for Jira Cloud.

If the problem is not fixed after reinstalling Xray please open a support ticket.