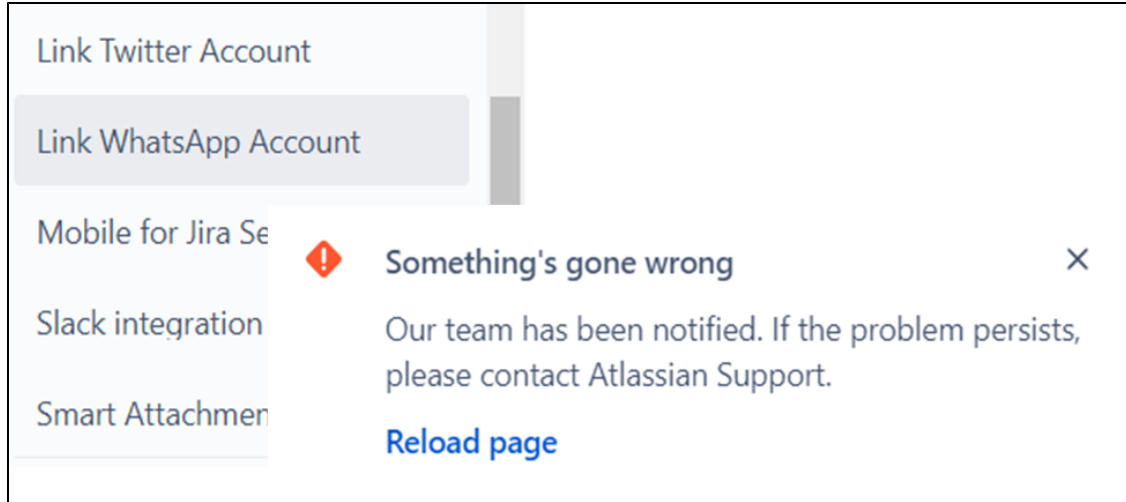


How to solve "Something's gone wrong" error while clicking on "Link WhatsApp Account"

Case

Some Jira Cloud users are facing "Something's gone wrong" error while loading "Link WhatsApp Account" page

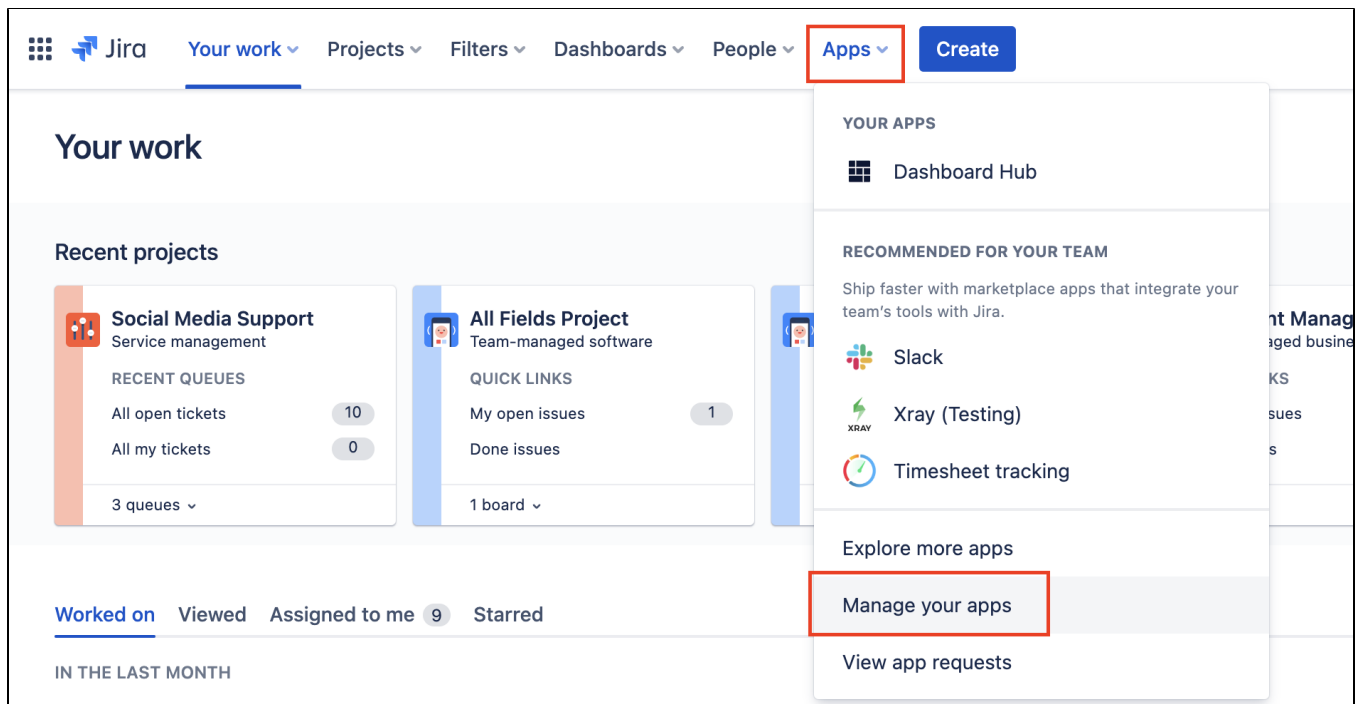


Reason

This issue is due to the new changes done by Atlassian on shared secrets that impacts Atlassian Connect apps as described in this [link](#)

Solution

- From your Jira Cloud instance select **Apps** and choose **Manage your apps**



- Search for the add-on you're trying to manage in our case its **WhatsApp Connector for Jira (Twilio)** and click on **Stop trial**

WhatsApp Connector for Jira (Twilio)

UPDATE AVAILABLE

The ultimate solution that integrates Jira Service Management with Twilio WhatsApp to create requests from a WhatsApp messages.

Free update available

Why update?


General enhancements and improvements.

[Read release notes](#)

Stop trial

Update

Uninstall



[Screenshots \(7\)](#)

Installed version: 1.0.3-AC

Available version: 1.0.5-AC

Vendor: Infosysta

Support: Supported by vendor

App key: com.infosysta.wcfj.whats-app-connector-for-jira

License details: Evaluation,

License status: Valid

License SEN: SEN-15064430

Entitlement number: E-3Y4-VKW-6VG-SZX ⓘ

Access token: + ✎

[Stop watching](#)

[Descriptor](#)

[Marketplace listing](#)

[Full pricing details](#)

[Documentation](#)

[EULA](#)

[Data security and privacy](#)

[Support and issues](#)

- Once the **Unsubscribe from app** dialog appears, click on **Unsubscribe**

User-installed apps

WhatsApp Connector for Jira (Twilio)

The ultimate solution that integrates Jira Service Management with Twilio WhatsApp.

Free update available

Why update?

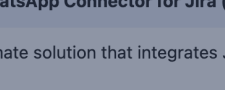
General enhancements and improvements.

[Read release notes](#)

Stop trial

Update

Uninstall



Screenshots (7)

Installed version: 1.0.3-AC

Available version: 1.0.5-AC

Vendor: Infosys

Support: Supported by vendor

App key: com.infosys.wcfj.whats-

Unsubscribe from app

Unsubscribing ends your trial. You won't be billed for this app.

Unsubscribing from the app does not:

- delete app data
- remove the access that the app has to your site
- remove outbound webhooks

To delete the app data and prevent further app activity, uninstall the app after unsubscribing.

Unsubscribe

Cancel

- Once the unsubscribe process is done, click on **Uninstall**

WhatsApp Connector for Jira (Twilio)

UPDATE AVAILABLE

Free trial

This app trial has stopped. Subscribe to the app to regain functionality. You can re-subscribe to your trial until the end of trial period.

The ultimate solution that integrates Jira Service Management with Twilio WhatsApp to create requests from a WhatsApp messages.

Free update available

Why update?


General enhancements and improvements.

[Read release notes](#)

Free trial

Update

Uninstall



Screenshots (7)

Installed version: 1.0.3-AC

Available version: 1.0.5-AC


Vendor: Infosysta

Support: Supported by vendor

App key: com.infosysta.wcfj.whats-app-connector-for-jira

License details: Unlicensed

Entitlement number: Unknown

Access token: + 

[Stop watching](#)

[Descriptor](#)

[Marketplace listing](#)

[Full pricing details](#)

[Documentation](#)

[EULA](#)

[Data security and privacy](#)

[Support and issues](#)

- Stop watching
- Descriptor
- Marketplace listing
- Full pricing details
- Documentation
- EULA
- Data security and privacy
- Support and issues

- Through that the app is totally removed from your instance
- Install the app again through these [steps](#)



Note that in case you applied this solution, your data related to the addon will not be removed, so any info you have before will be reserved

Related Pages

- [How to send CSAT using custom notification when status is Resolved?](#)
- [Where to Find Your Webhook](#)
- [How much Twilio service costs?](#)
- [Do I need to have a phone number?](#)
- [Buy and configure a Twilio Phone number](#)
- [Attachments are not loading ?](#)
- [Can several agents use it with a single phone number?](#)
- [You're not receiving tickets after connecting your Twilio account?](#)
- [Custom Request types don't show up in the addon setup](#)
- [You're receiving Whatsapp tickets in your project from different users](#)
- [Do I need to be subscribe to Jira Service Management?](#)
- [Resolution status](#)
- [Where to find your sandbox Join code](#)
- [How to solve "Something's gone wrong" error while clicking on "Link WhatsApp Account"](#)
- [Why there isn't request type to select?](#)
- [Where to find your WhatsApp phone number?](#)
- [Where to Find Your Twilio Credentials](#)