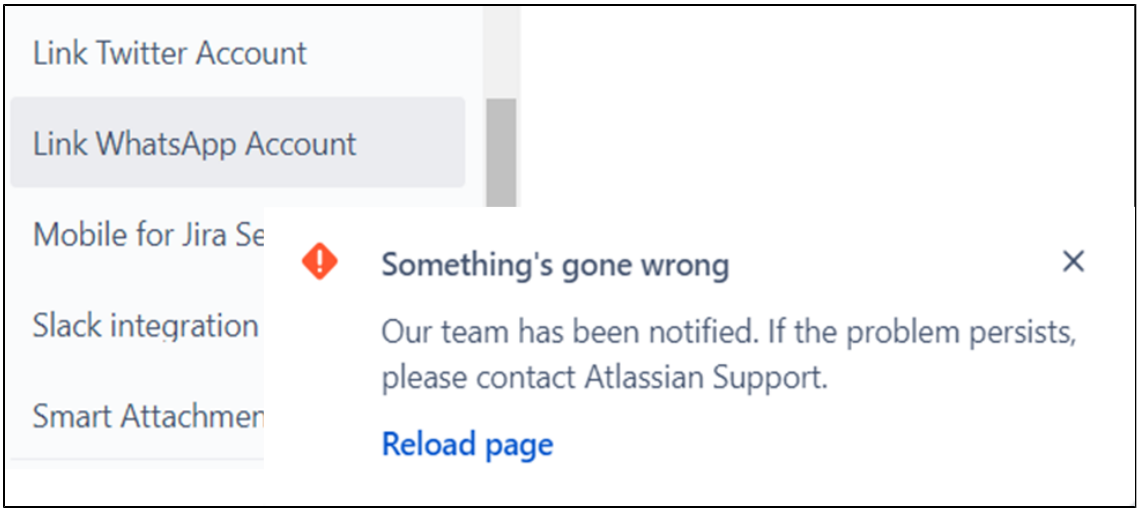
How to solve "Something's gone wrong" error while clicking on "Link WhatsApp Account"

Case

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

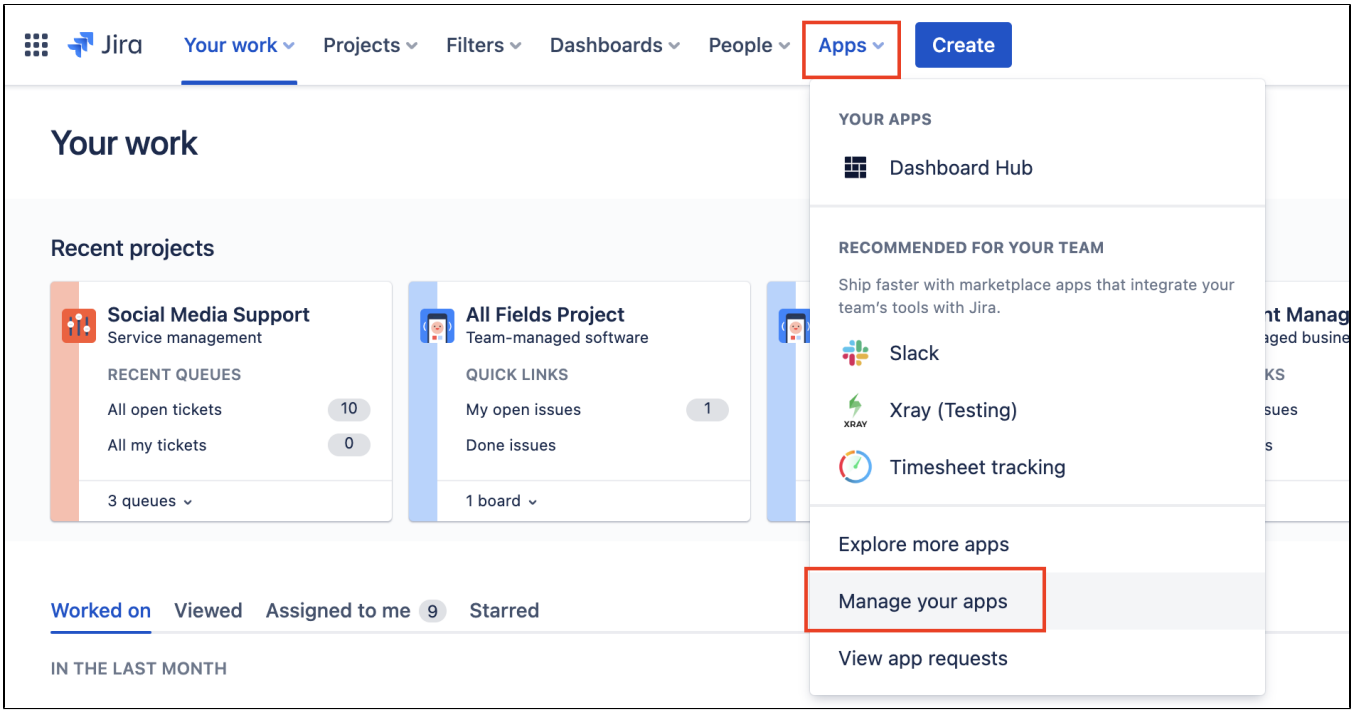


Reason

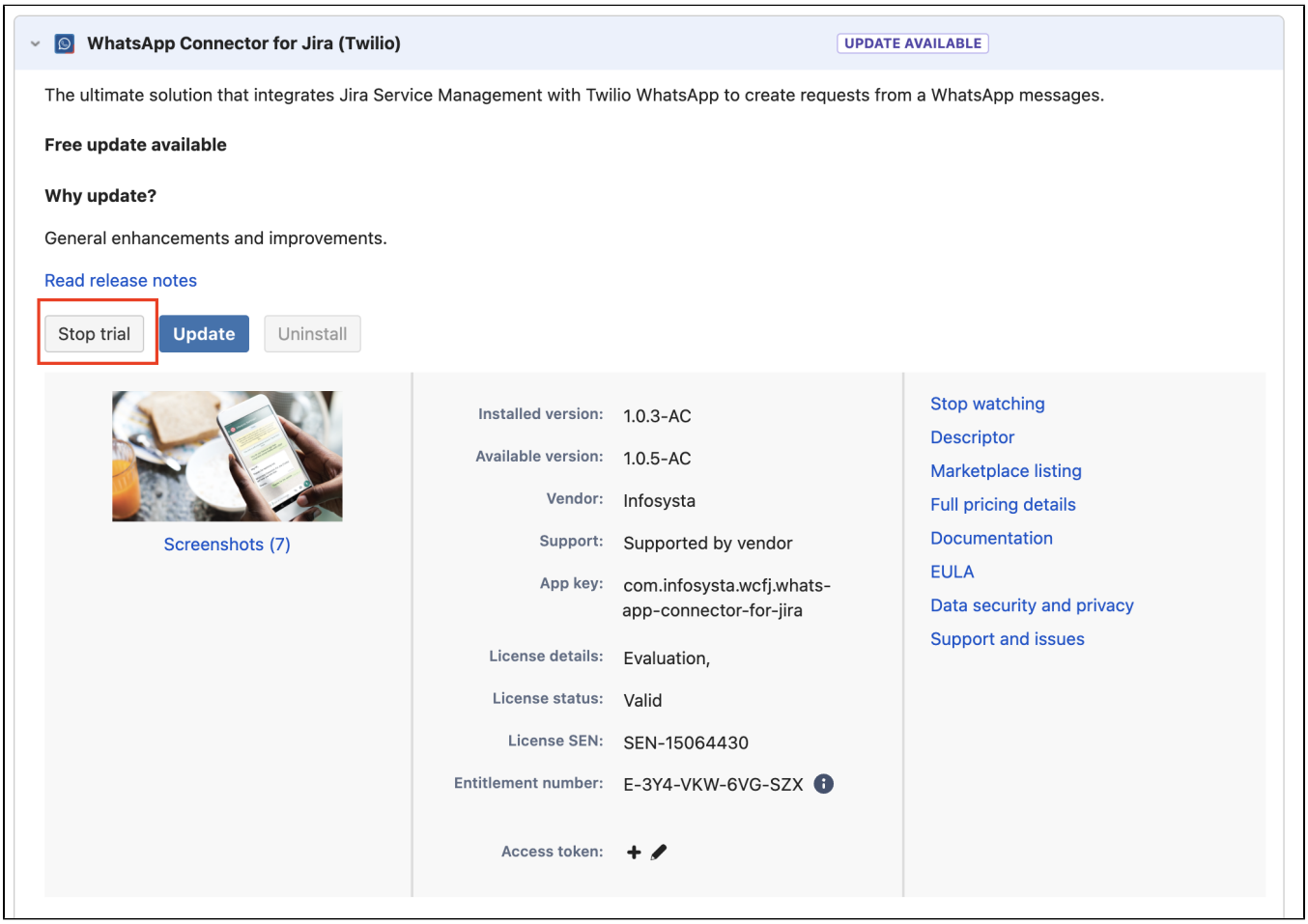
This issue is due to the new changes done by Atlassian on shared secrets that impacts Atlassian Connect apps as described in this link

Solution

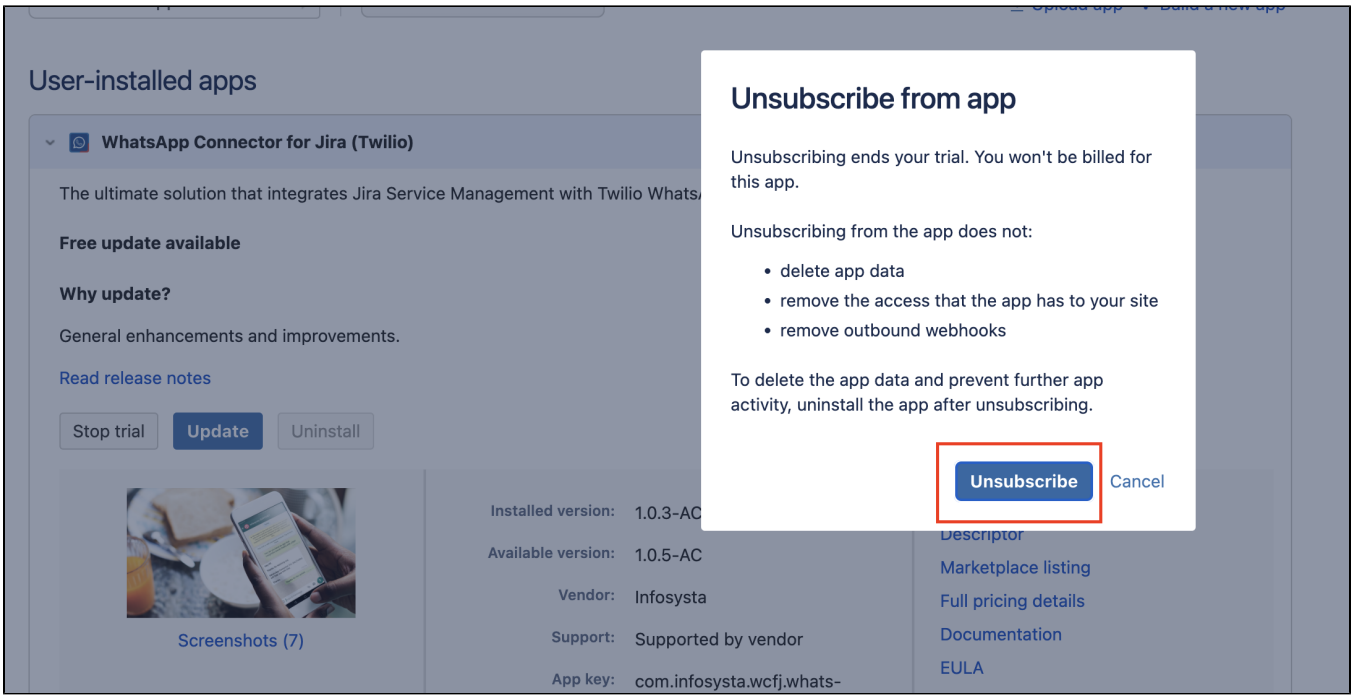
- From your Jira Cloud instance select **Apps** and choose **Manage your apps**



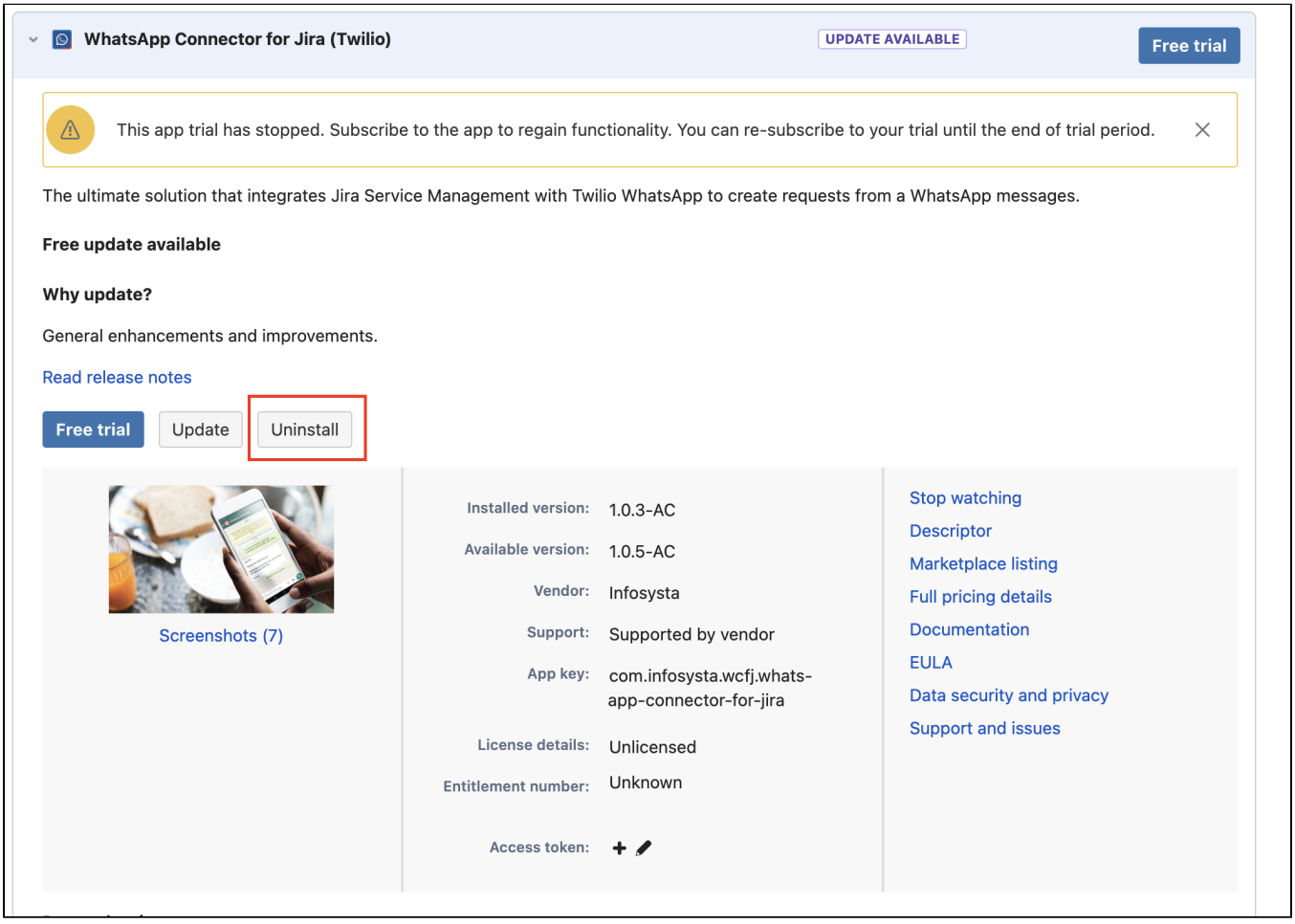
- Search for the add-on you're trying to manage in our case its **WhatsApp Connector for Jira (Twilio)** and click on **Stop trial**



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



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



- 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