

Can't Get Workflow Scheme for Project while Syncing Statuses

Last Modified on 01/15/2026 3:12 pm EST

Problem

You're syncing statuses with the Jira Cloud instance and you've got an error that mapping cannot be found.

Error Details:

```
javax.script.ScriptException: com.exalate.api.exception.IssueTrackerException:  
Can not get workflow scheme for project 'TEST'. Known projects / workflow schemes: '[:] Please contact Exalate Support.  
Also failed to get it through REST API: Request: GET /rest/projectconfig/1/workflowscheme/TEST
```

Issue Tracker Error

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Impact:

⚠ Sync for remote issue PURLE-1 is blocked

Remote issue:

PURLE-1

Error Type:

Issue Tracker Error

Error Creation Time:

2019-01-18 11:31:43

Error Detail Message:

```
javax.script.ScriptException: com.exalate.api.exception.IssueTrackerException: Can not get workflow scheme for project 'TEST'. Known projects / workflow schemes: '[:] Please contact Exalate Support. Also failed to get it through REST API: Request: GET /rest/projectconfig/1/workflowscheme/TEST Auth: user Response:
```

(1) Standard Supporting Mapping - The Intuitive Sync Rule Configurator - iDalko

Unauthorized (401)

⚠ Encountered a "401 - Unauthorized" error while loading this page.

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Error Stack Trace:

```
com.exalate.api.exception.IssueTrackerException: javax.script.ScriptException: com.exalate.api.exception.IssueTrackerException: Can not get workflow scheme for project 'TEST'. Known projects / workflow schemes: '[:] Please contact Exalate Support. Also failed to get it through REST API: Request: GET /rest/projectconfig/1/workflowscheme/TEST Auth: user Response:
```

Unauthorized (401)

Cause

If the statuses don't have global transitions Exalate cannot get the status mapping.

Unfortunately, [Jira Cloud REST API](#) does not allow getting **all statuses** from a **workflow** of an issue.

Solution

There is an unofficial REST API provided by Jira's project-config plugin you can use to get the

required data.

You need to retrieve the workflow scheme in order to configure additional mapping with the workflow scheme details:

- map project key to the workflow scheme ID.
- workflow scheme ID to workflow details(all workflow details and configuration settings).
- workflow name to workflow details(all workflow details and configuration settings).

Product

[About Us](#)  [The error message helps to get the REST request Oath by detecting the workflow name and the project key from the previously retrieved workflow scheme.](#)
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