Can't Get Workflow Scheme for Project while Syncing Statuses

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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

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).

Note: 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.