Error Creating or Updating Issue: Field Can't be Set

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

Problem

Errors when creating or updating an issue.

Possible error detail:

> It is not on the appropriate screen, or unknown.

Cause

The field is not associated with the Create Issue Screen or the Update Issue Screen. You need to associate the field with a screen before it will be displayed. Exalate cannot create or update a local issue if the field is not on the appropriate screen.

Check more details about defining a screen in Jira.

Solution

You need to associate the field with the appropriate screens.

Make sure the field is assigned to the **Create Issue screen** and **Update Issue screen**.

In some cases, this error can also be seen when the workflow status has a property that only allows certain groups to update the issue (as jira.permission.edit.group=jira-administrators) and the Exalate add-on user is not included there.

In that case, you will need to include the property `jira.permission.edit.group=atlassian-addons-admin` .

Check https://confluence.atlassian.com/jirakb/how-to-limit-editing-permission-to-certain-groups-for-a-particular-issue-status-802171723.html for more details on these status properties.