

"Project key is not set" when Syncing Issues via Local Connection

Last Modified on 01/15/2026 3:17 pm EST

Problem

Starting sync from the issue view responds with the following error message:

Error detail:

Incoming sync: first sync error
Project key is not set. You need to set a project key in the Sync Rules for {0} connection.

Cause

The problem occurs when starting sync for an issue that does not belong to one of the projects specified in the local Connection Sync Rules.

For example, when you create a local connection between **project A** and **project B** and then try to sync an issue from **project C**. In this case, the sync will be unsuccessful and the mentioned error will occur.

Solution

Product

Support

Release History

Every issue includes a Sync panel on the issue view. Please, make sure to select the correct Connection when starting sync from the issue view.

Security

Pricing and Licensing

Resources

Subscribe for a weekly Exalate hack

Academy

Blog

YouTube Channel

Ebooks

Still need help?

Join our Community

Visit our Service Desk

Find a Partner