

Known Issue: Incompatibility with the Field Security Add On

Last Modified on 01/15/2026 3:02 pm EST

Problem

The field Security Add-on is not compatible with the Exalate App. The symptoms of the incompatibility are stack traces in the logs such as:

```
[2020-10-12 10:13:15,411] <compatibility.CompatibilityService> An exception occurred while trying to call Issue.setComponentObjects with following input parameters: issue (key = null), jiraComponents ([ProjectComponentImpl { name='Manual Fraud', description='', lead='', assigneeType='3', projectId='30107', id='47451', archived='false' }])
```

Cause

Exalate can run into problems whenever the Field Security Add-on is used because it modifies the Jira APIs.

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Disable the Field Security Add-on.

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