

Worklog Error

Last Modified on 01/28/2026 12:59 pm EST

Problem

Error detail:

Could not add/remove/update a worklog

Cause

Possible error responses from Jira on worklog actions:

- the user does not have permission to add the worklog
- the user does not have permission to delete the worklog
- the issue is not found or the user does not have permission to view the issue
- the worklog is not found or the user does not have permission to view it
- time tracking is disabled

Solution

Check if the following Jira settings are configured correctly:

- the Jira Cloud user/Exalate Proxy User on Jira on-premise has the following permissions:
 - *Browse projects* and *Edit issues* [project permission](#) for the project that the issue is in.

If [issue-level security](#) is configured, issue-level security permission is to view the issue.

- [Time Tracking](#) is enabled

[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](#)