

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.
 - [add/update/remove worklogs](#)
 - [permissions to view worklogs](#)
- [time tracking](#) is enabled

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