

# Project Key is Invalid

Last Modified on 01/28/2026 1:00 pm EST

## Problem

### Error detail:

javax.scripts.ScriptException: com.exalate.api,exception.IssueTrackerException: Project key is invalid.  
Please check your create processor script.

Errors

Resolve all

Error	Impact	Occurred At	Action
<div><div></div><div><b>Issue Tracker Error</b> javax.scripts.ScriptException: com.exalate.api,exception.IssueTrackerException: Project key is invalid. Please check your create processor script.</div></div>	Sync for remote issue SG-7 is blocked	2018-12-05 10:57:54.0	...

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## Cause

Jira requires a project to be selected for creating issues. When you received Incoming sync from the remote side you should specify the project they'll be created in.

This error is usually caused by the project key not being set or not being valid in the create Processor.

## Solution

***Set the project key in the incoming sync script.***

You can do that under **Connections - edit the Connection - Sync Rules tab.**

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