

Comment Can't be Created because the Text is Too Long

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

Problem

Comments cannot be created due to the text being too long.

Error detail:

Comment could not be created because null. comment: The entered text is too long. It exceeds the allowed limit of 32767 characters.

Cause

By default, JIRA enforces a character limit for fields such as comments and descriptions. This value can be configured from the Advance Settings under General Configuration.

Solution

There're 2 possible solutions:

1.

Change the comment size limit of your JIRA. You can do that through the General Configuration -> Advance Settings -> change `jira.text.field.character.limit` property. If you set it to 0 then the size will be unlimited.

This solution works only for Jira Server.

You cannot change the ***jira.text.field.character.limit*** on Jira Cloud.

2.

Trim the comment size to a certain limit, you can do that by changing:

```
issue.comments = commentHelper.mergeComments(issue, replica)
```

to

```
issue.comments = commentHelper.mergeComments(issue, replica, {it.body = it.body.take(32700); it})
```

The snippet above helps to sync the comment by limiting its size of the comment without information about the

Or adapt the code such that the length is limited to the maximum available number of characters.

```
issue.comments = commentHelper.mergeComments(  
  issue,  
  replica,  
  { comment ->  
    def maxCommentLength = 32767  
    def template = "[{0}]mailto:{1}" +  
      " commented: \n" +  
      "'{quote}'\n" +  
      "{2};\n" +  
      "'{quote}'\n"  
    def renderedWithoutBody = java.text.MessageFormat.format(  
      template,  
      comment.author.displayName,  
      comment.author.email,  
      ""  
    )  
    def allowedLength = maxCommentLength  
      - renderedWithoutBody.length()  
  
    comment.body = java.text.MessageFormat.format(  
      template,  
      comment.author.displayName,  
      comment.author.email,  
      comment.body.take(allowedLength)  
    )  
  }  
)
```

Product comment;

[About Us](#) ?

[Release History](#) ?

[Glossary](#) ?

[API Reference](#) ?

[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](#) ?