Exalate Can't Comment on the Jira Issue

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Problem

Exalate reports an error that it has no permission to comment on the issues.

Cause

The problem occurs whenever a Jira administrator sets a
jira.permission.comment.group Workflow property to prevent users from commenting on the issues with a certain status.

Solution

Remove the Workflow property and communicate to all the users that they should not be commenting on the issues with a certain status.