

Known Issue: Incompatibility with the Field Security Add On

Last Modified on 03/04/2024 9:16 am EST

Problem

The field Security Add-on is not compatible with the Exalate App. The symptoms of the incompatibility are stack traces in the logs such as:

```
[2020-10-12 10:13:15,411] <compatibility.CompatibilityService> An exception occurred while trying to call Issue.setComponentObjects with following input parameters: issue (key = null), jiraComponents ([ProjectComponentImpl { name='Manual Fraud', description='', lead='', assigneeType='3', projectId='30107', id='47451', archived='false' }])
```

Cause

Exalate can run into problems whenever the Field Security Add-on is used because it modifies the Jira APIs.

Solution

Product

[About Us](#)

[Release History](#)

[Support](#)

Disable the Field Security Add-on.

[API Reference](#)

[Security](#)

[Pricing and Licensing](#)

Resources

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)