

# Create Issue Error

Last Modified on 03/04/2024 7:51 am EST

## Problem

### Error detail:

Could not create an issue

## Cause

Trouble when creating an issue in Jira. Check possible responses 400 error responses in [Jira REST API](#).

## Solution

Check the following details on your Jira settings:

- the Exalate User has access permission to the application and creates issue permissions.

Sync Rules Incoming sync for new issues (create processor), because of the following responses:

- is missing the required fields.
- contains invalid field values.
- **Product** contains fields that cannot be set for the issue type.  
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- **is for a subtask** when the option to create subtasks is disabled.  
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