

# Worklog Error

Last Modified on 03/04/2024 7:53 am EST

## Problem

### Error detail:

Could not add/remove/update a worklog

## Cause

Possible error responses from Jira on worklog actions:

- the user does not have permission to add the worklog
- the user does not have permission to delete the worklog
- the issue is not found or the user does not have permission to view the issue
- the worklog is not found or the user does not have permission to view it
- time tracking is disabled

## Solution

Check if the following Jira settings are configured correctly:

- the Jira Cloud user/Exalate Proxy User on Jira on-premise has the following permissions:
  - *Browse projects* and *Edit issues* [project permission](#) for the project that the issue is in.
  - If [issue-level security](#) is configured, issue-level security permission is to view the issue.
- [Product](#) [add/update/remove worklogs](#)
- [About Us](#) [permissions to view worklogs](#)
- [Release History](#) [time tracking is enabled](#)
- [Glossary](#) [API Reference](#)

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