

# Cannot Sync the Epic Name Field

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## Problem

When syncing Jira issues with an Epic name field, you might encounter the following error:

### Error detail:

Cannot sync the Epic name field. Please add the Epic name field to the issue screen that is used in the project you are syncing. Check out our documentation for more details.

## Cause

This problem appears because the field configuration for the **Epic name** is not assigned to the configuration screen that is used in the project.

## Solution

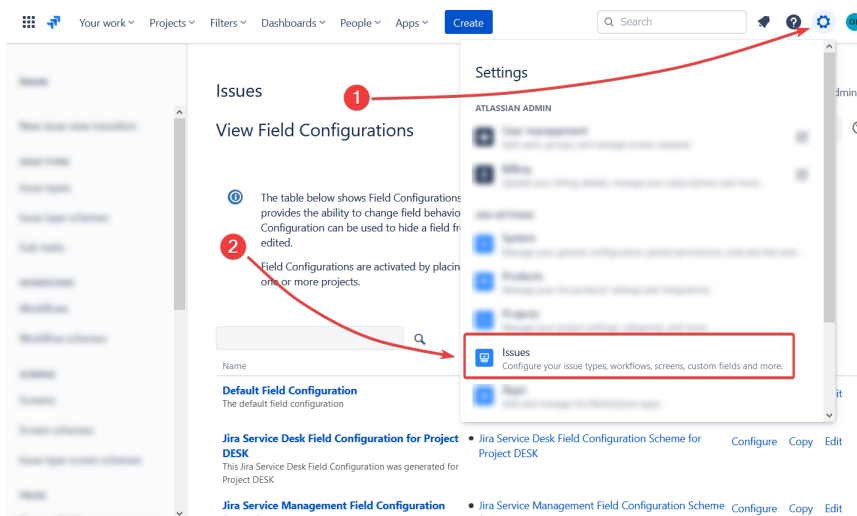
To resolve the problem, assign the **Epic name** field to the issue screen that is used in the project you are syncing.

### Example

If you are syncing the project **P-1** that uses the **Default Screen**, you need to assign the **Epic name** field to the **Default Screen**.

To assign the field to the issue screen:

1. Navigate to **Settings** -> **Issues**.



2. Click **Field configurations**.

The screenshot shows the Jira Issues page with the 'View Field Configurations' view selected. The left sidebar contains a list of navigation items, with 'Field configurations' highlighted in a red box. A red arrow points from this box to the main content area. The main content area has a header 'ISSUES' and a sub-header 'View Field Configurations'. Below the header is an information icon and a paragraph: 'The table below shows Field Configurations and the Field Configuration provides the ability to change field behavior, it essentially tells Jira how a Configuration can be used to hide a field from all input screens and edited. Field Configurations are activated by placing them into Field Configuration one or more projects.' Below this is a search bar and a table with columns 'Name' and 'Field Configuration Scheme'. The table lists three configurations: 'Default Field Configuration', 'Jira Service Desk Field Configuration for Project DESK', and 'Jira Service Management Field Configuration for Project IT'. A red arrow points from the 'Field Configuration Scheme' column header to the 'Default Field Configuration' row.

3. Select the field configuration connected to your project.

This screenshot is similar to the first one, but the 'Field configurations' item in the sidebar is highlighted in a grey box. A red box is drawn around the 'Default Field Configuration' row in the table. A red arrow points from the 'Field Configuration Scheme' column header to the 'Default Field Configuration' row. The rest of the page content, including the header, information icon, and other table rows, is identical to the first screenshot.

4. Click **Screens** next to the **Epic Name** field.

## Issues

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### View Field Configuration

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The table below shows all fields configured in Jira and their properties for **Default Field Configuration**.

You can use this page to make fields required, hide/show fields and specify their description. You can also change the screens the field appears on by using the "Screens" link next to each field.

- [View all field configurations](#)

epic name

Name	Screens	Actions
<b>Epic Name</b> <span>REQUIRED</span> <span>LOCKED</span> [Default Text Renderer] Provide a short name to identify this epic.	<ul style="list-style-type: none"><li>• FIEL: Scrum Default Issue Screen</li><li>• KAN: Kanban Default Issue Screen</li><li>• MARS: Scrum Default Issue Screen</li><li>• SAS: Kanban Default Issue Screen</li><li>• SCRUM: Scrum Default Issue Screen</li></ul>	<a href="#">Screens</a>

### 5. Tick the box next to the necessary screen.

## Issues

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### Associate field Epic Name to screens

Associate the field Epic Name to the appropriate screens. You must associate a field to a screen before it will be displayed. New fields will be added to the end of a tab.

Screen	Tab	Select
DESK: Jira Service Desk Screen	Default	<input type="checkbox"/>
Default Screen	Field Tab	<input checked="" type="checkbox"/>
FIEL: Scrum Bug Screen	Field Tab	<input type="checkbox"/>

### 6. Click **Update**.

Workflow Screen - 6	Field Tab	<input type="checkbox"/>
Workflow Screen - 7	Field Tab	<input type="checkbox"/>
Workflow Screen - 8	Field Tab	<input type="checkbox"/>
<b>Product</b> Workflow Screen - 9	Field Tab	<input type="checkbox"/>
Release History <a href="#">↗</a>		
Glossary <a href="#">↗</a>	<input checked="" type="checkbox"/> Update	Cancel
API Reference <a href="#">↗</a>		

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