

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

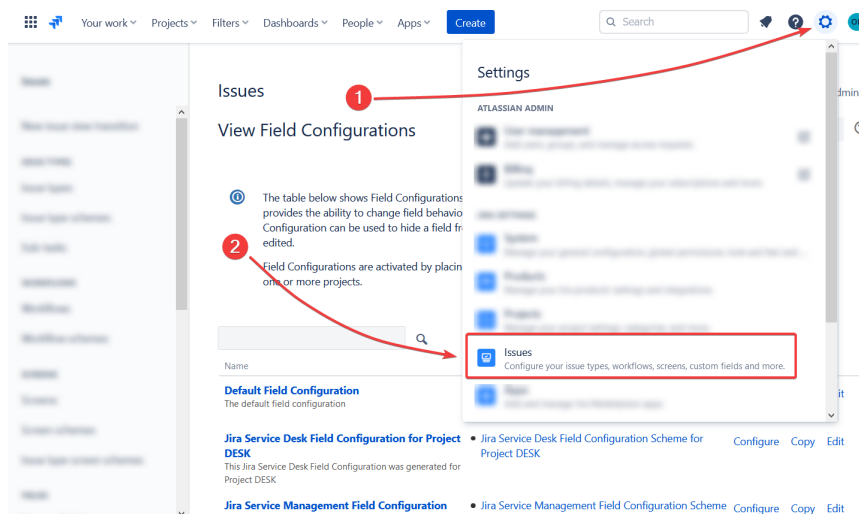
To resolve the problem, assign the **Epic name** field to the issue screen that is used in the project you are syncing.

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. The left sidebar has a red box around 'Field configurations'. The main content area is titled 'View Field Configurations'. It contains an information icon and text explaining field configurations. Below this is a search bar and a table with the following data:

Name	Field Co
Default Field Configuration The default field configuration	
Jira Service Desk Field Configuration for Project DESK This Jira Service Desk Field Configuration was generated for Project DESK	• Jira S Proj
Jira Service Management Field Configuration for Project IT This Jira Service Management Field Configuration was generated for Project IT	• Jira S for P

3. Select the field configuration connected to your project.

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Name	Field Configuration Scheme
Default Field Configuration The default field configuration	
Jira Service Desk Field Configuration for Project DESK This Jira Service Desk Field Configuration was generated for Project DESK	• Jira Service Desk Fie Project DESK
Jira Service Management Field Configuration for Project IT This Jira Service Management Field Configuration was generated for Project IT	• Jira Service Manage for Project IT

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

Issues

Search Jira admin

View Field Configuration

SHARED BY 5 PROJECTS

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	Q	
Name	Screens	Actions
Epic Name REQUIRED LOCKED [Default Text Renderer] Provide a short name to identify this epic.	<ul style="list-style-type: none">FIEL: Scrum Default Issue ScreenKAN: Kanban Default Issue ScreenMARS: Scrum Default Issue ScreenSAS: Kanban Default Issue ScreenSCRUM: Scrum Default Issue Screen	Screens

5. Tick the box next to the necessary screen.

Issues

Search Jira admin

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"/>
Product	Field Tab	<input type="checkbox"/>
Workflow Screen - 8	Field Tab	<input type="checkbox"/>
About Us ?	Field Tab	<input type="checkbox"/>
Workflow Screen - 9	Field Tab	<input type="checkbox"/>
Release History ?		
Glossary ?		
API Reference ?		
Security ?		
Pricing and Licensing ?		
Resources		
Subscribe for a weekly Exalate hack ?		
Academy ?		
Blog ?		
YouTube Channel ?		
Ebooks ?		
Still need help?		
Join our Community ?		
Visit our Service Desk ?		
Find a Partner ?		