

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

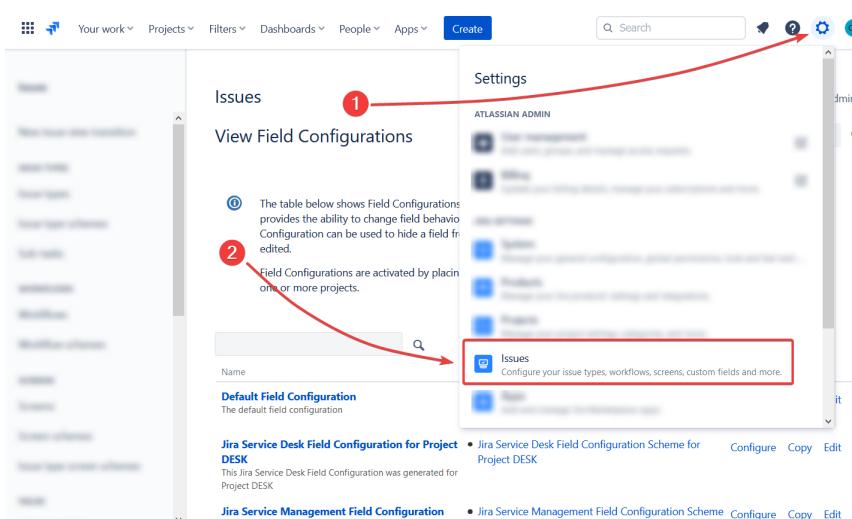
To resolve the problem, assign the **Epic name** field to the issue screen that is used in the project you are syncing.

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**.

Screenshots of the Jira Field Configurations page:

The page title is "View Field Configurations". A sidebar on the left lists "Issues", "Screen schemes", "FIELDS", "Custom fields", and "Field configurations". The "Field configurations" item is highlighted with a red box and a red arrow points to it from the text "Field Configurations are activated by placing them into **Field Configuration Schemes** one or more projects.".

The main content area shows a table with the following data:

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

3. Select the field configuration connected to your project.

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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](#)

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 Screen• KAN: Kanban Default Issue Screen• MARS: Scrum Default Issue Screen• SAS: Kanban Default Issue Screen• SCRUM: Scrum Default Issue Screen	Screens

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"/>
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	Field Tab	<input type="checkbox"/>
Glossary	Update	Cancel

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