

## JIRA - Support # 187: Error when creating new Jira issue

<b>Status:</b>	Closed	<b>Priority:</b>	High
<b>Author:</b>	Teo Fountoulakis	<b>Category:</b>	
<b>Created:</b>	29 Mar 2013	<b>Assignee:</b>	
<b>Updated:</b>	15 Apr 2013	<b>Due date:</b>	
<b>Subject:</b>	Error when creating new Jira issue		
<b>Description:</b>	Hello,  I get an error when trying to create a Kayako ticket as new Jira issue, see the attached file  Thank you.		

### History

#### 03/29/2013 08:37 am - Teo Fountoulakis

- File error.png added

The error says: JIRA Error Field 'labels' cannot be set. It is not on the appropriate screen, or unknown.

#### 03/29/2013 09:05 am - Teo Fountoulakis

- File error.png added

The error says: JIRA Error Field 'labels' cannot be set. It is not on the appropriate screen, or unknown.

#### 04/03/2013 02:18 am - Amarjeet Kaur

Hi Teo,

Can you please attach a screenshot of screen\* 'Create a new JIRA Issue'\* for better understanding?

Thank you,  
Amarjeet Kaur

#### 04/03/2013 02:28 am - Teo Fountoulakis

Dear Amarjeet,

I found my problem in Jira server, not in Kayako  
Thank you and please close this issue

#### 04/03/2013 02:30 am - Amarjeet Kaur

- Status changed from New to Closed

#### 04/15/2013 01:21 am - Tobbe

I have the same problem.  
What was the error?

### Files

error.png	3.8 kB	29 Mar 2013	Teo Fountoulakis
error.png	3.8 kB	29 Mar 2013	Teo Fountoulakis