

JIRA - Bug # 324: Cant create new issue

Status:	New	Priority:	Normal
Author:	Torbjörn Schön	Category:	
Created:	12 Nov 2013	Assignee:	
Updated:	19 Dec 2013	Due date:	
Subject:	Cant create new issue		
Description:	I've installed the latest build and click on "create a new JIRA issue" and I get this error message. "No projects available We could not fetch the list of JIRA projects. Kindly cross check if you have JIRA projects available."		

History

11/12/2013 06:12 am - Torbjörn Schön

If this is because the Jira is on a https then I need to know what to do to fix it.

11/12/2013 06:28 am - Amarjeet Kaur

Hi Torbjörn,

This error message will come only, if project list is empty.

If you have project list available at JIRA, then please make sure that the settings of JIRA like 'URL to your JIRA installation', username and password are correct.

If you still get the error, then kindly create a ticket at [\[\[https://my.kayako.com/\]\]](https://my.kayako.com/) with username/password of your helpdesk.

Thank you,
Amarjeet Kaur

11/12/2013 06:33 am - Torbjörn Schön

This is the address to JIRA: <https://issues-edu.cambio.se>

I am logged in with my user account and have a default Project when creating a new issue in JIRA.
unfortunately I cant give access to our helpdesk because we are behind company firewalls.

11/12/2013 06:39 am - Amarjeet Kaur

Then please cross check at JIRA site about your role permissions.

It seems, your role have no project permissions.

11/12/2013 07:07 am - Torbjörn Schön

Do you know what permissions I need?

12/16/2013 12:18 am - Michael Smith

Torbjörn Schön wrote:

> Do you know what permissions I need?

I would love to know as well. I am getting the same error.

"We could not fetch the list of JIRA projects. Kindly cross check if you have JIRA projects available."

When trying to create a new Jira issue.

What role does the user who connects need?

your assistance is appreciated.

12/16/2013 12:19 am - Michael Smith

in fact I just tried as my admin user and still the same error.

does this work with OnDemand Jira? (i.e. hosted version)

Thanks

12/16/2013 01:21 am - Amarjeet Kaur

Hi Michael,

The error message "We could not fetch the list of JIRA projects. Kindly cross check if you have JIRA projects available." will come only if system is not able to fetch any project list from JIRA site.

Please make sure, you have projects created at JIRA. And if you have projects at JIRA, then please check that the user have permissions to check those projects at JIRA.

If the issue still persists, then please create a new ticket at [\[\[https://my.kayako.com/\]\]](https://my.kayako.com/) with your helpdesk and JIRA site credentials along with username and password of JIRA App.

Thank you,

Amarjeet Kaur

12/16/2013 06:38 am - Dominic

I get the same thing, Using any user or Any permission or Admin.

12/19/2013 07:02 pm - IT Department

We ran across the same issue on our self hosted Windows Box and found that you need adjust CURL to allow it to accept your jira SSL certificate.

<http://stackoverflow.com/questions/6400300/php-curl-https-causing-exception-ssl-certificate-problem-verify-that-the-ca-cer>

On line 163 of "`_apps\jira\library\JIRA\class.SWIFT_JIRABridge.php`" we adjusted this line.

```
$_Adapter->AddOption('CURLOPT_SSL_VERIFYHOST', 0);
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