

FAQs

Frequently asked questions about configurations, capabilities and functionalities.

Post functions

I can not use the field value updated with a post function in a posterior post function.

Possible cause	Solution
In Jira Cloud, post functions are generally executed asynchronously , that is, they are not executed in the order stated in the transition.	There is no current solution for this, although some JWT post functions like <i>Transition issue</i> can have a delayed execution that can be used to make sure that the post function is executed later.

I try to update a field with the name of the option in the Update fields post function but the field is not updated.

Possible cause	Solution
When Select List fields and fields of the same sort are updated using an expression in our post functions, they can not be updated using the option name.	These fields need to be updated with the option ID instead.

I get the error in the Audit log "Field is not on appropriate screen or unknown".

Possible cause	Solution
The field that needs to be updated is not in the <i>Edit</i> screen.	Add the field to the <i>Edit</i> screen.

Conditions and validators

I want to add a condition or a validator that uses JWT parser expressions.

Possible cause	Solution
This is currently not supported by our app.	Converting the JWT parser expression to a Jira expression if possible.

Migration log

The Migration log indicates that some of my configurations were not migrated correctly.

Possible cause	Solution
Some of the configurations of JWT for Server/Data Center can not be migrated or need to be adjusted in JWT for Cloud.	<p>The configurations that can not be migrated can be found here.</p> <p>The instructions for migrating manually some configurations can be found here. If you need more assistance doing this, please, do not hesitate to contact us via our Support Portal.</p>

If you still have questions, feel free to refer to our [support](#) team.