

Jira Support / FAQ

[Excel Attachement Issue](#)

Troubleshooting Steps

- Go to Preferences section for FireFox
 - Under the Privacy tab, check if you have chosen to "Use custom settings for History"
If so, make sure that "Accept third-party cookies" has been checked
 - Clear the browsers cache and history
 - Restart the browse

- For chrome Please ensure an exception is added for JIRA following the instructions [HERE](#):

- [Allow or block content settings for certain sites](#)

You can set exceptions to your content settings (like plug-ins, JavaScript and notifications) for specific websites. Find out more about [changing your content settings](#).

Without changing your default settings, you can add an exception to the default for a specific website or domain. For example, by default, Chrome allows cookies to save local data from sites. But if you don't trust a site, you can add an exception to block cookies on only that site.

To add an exception to your content settings, follow these steps:

1. On your computer, open Chrome.
2. At the top-right, click More [blocked URL](#)[blocked URL](#)**Settings**.
3. At the bottom, click **Show advanced settings**.
4. Under "Privacy", click **Content settings**.
5. Under the type of content or permission that you want to update, click **Manage exceptions**.
6. Under "Hostname pattern", enter the web address that you want to create an exception for.
To create exceptions for an entire domain, insert [* .] before the domain name. For example, [* .][google.com](#) will match [drive.google.com](#) and [calendar.google.com](#).
You can also specify an IP address, an IPv6 address or a non-http URL.
7. Under "Behaviour", select **Allow** or **Block**.

You can also remove exceptions that you don't want any more. Point to the site or domain, and then click Remove [blocked URL](#)
[blocked URL](#)**Done**.

- Clear the browsers cache and history

- Restart the browser

If the issue still exists, please ensure your browser is up to date or try an alternate browse