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 URLblocked 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