Basic Authentication Error when Exporting Action Plan to Atlassian JIRA

Problem

When trying to export an Action Plan to JIRA, you see an error message:
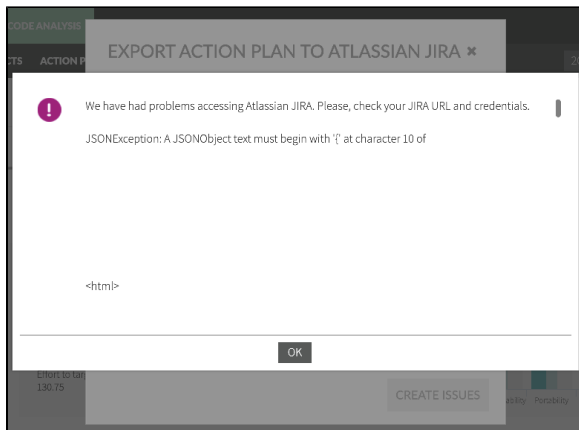
We have had problems accessing Atlassian JIRA. Please, check your JIRA URL and credentials.

JSONException: A JSONObject text must begin with '{' at character 10 of

Solution

Create an API token from your Atlassian account:

1. Log in to https://id.atlassian.com/manage/api-tokens.
2. Click **Create API token**.
3. From the dialog that appears, enter a memorable and concise label for your token and click **Create**.
4. Click **Copy to clipboard**, then paste the token to the password field in **Export Action Plan in Kiuwan**

> For security reasons it isn't possible to view the token after closing the creation dialog; if necessary, create a new token.
> You should store the token securely, just as for any password

Related articles

- SSO - Form-based authentication fails
- SSO - HTTP authentication fails
- SSO - WIA is not working
- SSO - Cannot authenticate with credentials
- Basic Authentication Error when Exporting Action Plan to Atlassian JIRA