

Snapshots troubleshooting

As a rule of thumb, you should test-drive your template by previewing it after uploading.

If your template file is incorrect, most likely, you'll get an error message during preview.

Below, we're giving you some advice on troubleshooting of templates. If none of the advices below help, then please send your template file to our [Helpdesk](#)

1) Make sure, you have `#foreach ($issue in $issues)` at the very top of your template file and `#end` at the very bottom before referencing any fields.

If you don't have those constructs added, then your fields will be rendered as placeholders `$issue.fields.summary` instead of a real value.

2) If you modify your Input Field or a Merge Field, use a plain text editor, like Notepad++ to type the quotes ("). Both, OpenOffice Writer and MS Word are using

quotes which break Velocity. To avoid this pitfall, just type your template code which includes quotes in Notepad++ and copy-paste it to your Merge Field /Input Field

3) If you're facing any other issue with template, please send it to our [Helpdesk](#) together with issue key / JQL statement that you've used to test the template