

[Xporter Server] No exported files are generated

The problem is when it comes to exporting. The user won't be able to export any files.

Possible Cause

Not using a valid locale. On the logs you'll find an error like this:

Log Error

```
2020-01-15 15:16:17,732 (...) [c.x.jiraxporter.workflow.XporterPostFunctionAction] Error performing post
function class
com.aspose.pdf.internal.ms.System.lh: Culture Name: es-ES-ES is not a supported culture
```

Solution

Use this link to see [Implementation Examples](#) and validate in the Jira instance if the locale is still as shown in the link. If yes, then it should be switched to a valid locale (en-US), and Jira Host needs to be restarted.

Also, this can happen when the setenv.sh file is configured within the parameters JVM_SUPPORT_RECOMMENDED_ARGS various attributes, removing those attributes that referenced the language and localization will solve the problem:

-Duser.language=es -Duser.country=ES -Duser.variant=ES -Duser.timezone=Europe/Madrid

Leaving these parameters applied only from the JIRA application itself configured to the locale language it was being used, will fix the problem.