

Error 'Content is not allowed in prolog'

This article applies to: JIRA Client

Problem

When running a query or synchronizing with JIRA, JIRA Client shows an error like

Cannot run query (Cannot understand the remote server (Error on line 1: Content is not allowed in prolog.))

Evaluation

The "content not allowed in prolog" is actually an error from XML parser. It means that an XML document was expected, but something else has been received.

Solution

This effect can be caused by a number of potential problems. Please look for a suitable solution in the articles listed below, or write to support if no solution can be found.

- [JIRA with Apache Coyote sending compressed reply without Content-Encoding header](#)