



HYCU for Atlassian Jira Asset and Config Management

R-Cloud Module Guide

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About the module

The R-Cloud (formerly HYCU Protégé) module for Atlassian Jira Asset & Config Management enables you to protect the content of your company's Jira asset workloads and configuration management database (CMDB).

Prerequisites

- The API token for the Atlassian account is required.
- To enable the backup and the restore of data, the Atlassian user must be granted the following permissions:
 - Administer Jira (global permission)
 - Browse users and groups (global permission)
 - Add Comments
 - Administer Projects
 - Assign Issues
 - Assignable User
 - Browse Projects
 - Create Attachments
 - Create Issues
 - Edit Issues
 - Link Issues
 - Modify Reporter
 - Manage Watchers
 - Resolve Issues
 - Schedule Issues
 - View Voters and Watchers
 - View All Worklogs

Limitations

- The created or modified timestamps will not be preserved during the restore. The timestamps are recreated.
- The object IDs are changed during the restore due to the Jira API limitations.
- The attachments and comments under the Object activity will not be supported due to the Jira API limitations.

- Roles and permissions will not be supported due to the Jira API limitations.
- The object reference attributes that include the cross object schema references cannot be restored.
- The services schema and service objects are system-managed and cannot be restored.
- Setting up automatic policy assignment with labels or tags is not supported.

Considerations

- If a status type or a reference type is deleted, the granular restore of the related attributes or objects might fail. For details, see [Restoring an object or an attribute after deleting a status or a reference type](#).
- During a granular restore of objects or object types, all the existing linked objects will be mapped accordingly. All the references to the deleted objects will be skipped.

Recommendations

- While it is mandatory to configure at least one Atlassian service account for a source, it is highly recommended to configure a dedicated service account for asset management. This enhances the overall performance of the data protection operations and improves the rate limit management.
- If you want to restore all the object references within an object schema, perform the object-schema level restore.

Protecting data

R-Cloud starts protecting your Jira Asset & Config Management data after you add the module as a source to HYCU Protege and assign a policy to the related SaaS application.

When adding the module as a source, make sure the Organization name in the Sources dialog box matches your Atlassian instance URL prefix.

Example:

If the Atlassian instance URL is `https://orgname.atlassian.net/`, "orgname" should be used as the Organization name in the Sources dialog box.

For details on how to add the module as a source, see *HYCU R-Cloud Help*.

Backing up data

After configuring the Jira Asset & Config Management instance as a source in R-Cloud, the Asset management workspace is automatically discovered.

For details on how to configure the backup for the SaaS application data, see *HYCU R-Cloud Help*.

The supported objects are:

- Workspace
 - Global statuses
 - Global reference types
 - Object schemas
 - Standard templates
 - Blank templates
 - Object schema statuses
 - Object schema reference types
 - Object schema general configurations
 - Object types (all levels of hierarchies and inheritance are supported)
 - Abstract & non-abstract
 - Attributes (own and inherited)
 - Default types
 - User types
 - Project types
 - Status types
 - Object reference types
 - Group types
 - Attribute properties
 - Cardinality
 - Unique flag
 - Regular expressions
 - Objects

- Object configurations
- Object attributes
- Linked objects
 - Inbound references
 - Outbound references

Restoring data

R-Cloud allows you to restore the protected Atlassian Jira Asset & Config Management content at the following levels:

- Workspace
- Global-status
- Global-reference-type
- Object schema
- Object schema general configuration
- Object-schema-status
- Object-schema-reference-type
- Object-type
- Object type attributes
- Objects


 **Note** When restoring your Atlassian Jira Asset & Config Management data, all hierarchical relations between the content items are preserved at all levels.

Restoring an object or an attribute after deleting a status or a reference type

To properly restore an object or an attribute that has a reference to a deleted status type or a reference type, complete the following steps:

1. Restore the status type or the reference type by using one of the following restore levels:
 - Global-status

- Global-reference-type
- Object-schema-status
- Object-schema-reference-type

 **Note** If you are not sure which status type or reference type objects have been deleted, you can also perform a workspace level restore.

2. Perform the respective object-type level restore at the minimum. This will restore all the attributes and the objects, and will also reestablish the links to the restored status types and the reference types.

For details on how to restore the SaaS application data, see *HYCU R-Cloud Help*.

Provide feedback

For any suggestions and comments regarding this product or its documentation, send us an e-mail to:

info@hycu.com

We will be glad to hear from you!

