



HYCU for Atlassian Jira Service Management

R-Cloud Module Guide

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About the module

With the R-Cloud (formerly HYCU Protégé) module for Atlassian Jira Service Management, you can back up the content of your company's Jira Service Management platform securely and efficiently.

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

When adding the module and while protecting the related SaaS application, the following limitations apply:

- The created or modified timestamps are not preserved during the restore. The timestamps are recreated.
- The object IDs are changed during the restore because they are recreated.

- The following limitations apply because of the API limitations:
 - The request type and current status will be restored as an attachment. You can refer to the request type and assign it to the project from the Settings section.
 - The created and modified timestamps will be restored as issue comments.
 - Forms, Organization, Original estimate, Time tracking and non-standard custom fields cannot be restored.
 - The team-managed Jira Service Management projects will be restored as the company-managed projects.
 - Issue worklogs, history, service level agreements, approvals, and watchers will be restored as attachments to the respective Jira issues.
 - A granular restore of the team-managed project issues will recover all fields. Because of the API limitations, a project-level restore of the team-managed projects will restore only a limited set of fields.
- *Only if you are protecting the Jira Service Management automation rules.*
 - If a custom actor name is defined for an automation rule, the name will be changed to "Automation for Jira" after the restore.
 - The automation rule labels cannot be restored.
 - The audit logs of the automation rules cannot be restored.
- To reduce the impact of rate limiting, only the first five comments are restored by default.
 - 📄 **Note** The number of restored comments is configurable. A higher number of restored comments results in prolonged backups and restore job runtimes. Contact HYCU Customer Support if you plan to change the number of restored comments.
- Setting up automatic policy assignment with labels or tags is not supported.
- The granular restore of the permission scheme is not supported. The permission scheme can be restored as part of the project level restore.

Considerations

Before you add the module as a source, consider the following:

- If the original user is no longer valid when restoring the user fields, the configured service account user is used by default. If multiple service accounts are configured, the details of the first created service account are used.

- Before a project-level restore, disable the notifications. If they remain enabled, the users will be overloaded with the email notifications.
- Only if a project is permanently deleted, the original project name and key will be restored.
- *Only if you are protecting the Jira Service Management automation rules.*
 - After adding the module as a source to R-Cloud, all the automation rules will be discovered and listed in R-Cloud as "Automation Rules:<Organization name>".
 - Automation rules are global for both Jira Software and Jira Service Management. As a result, they will be discovered twice if both modules are configured. You can assign the policy to the automation rules that are related to only one of the modules (either one) to avoid duplicate backups.

Recommendation

While it is mandatory to configure at least one Atlassian service account for a source, it is highly recommended to configure multiple service accounts. This enhances the overall performance of the data protection operations and improves the rate limit management.

Protecting data

R-Cloud starts protecting the data stored in your Jira Service Management after you add the module as a source to R-Cloud 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*.

Backup


After configuring the Jira instance as a source in R-Cloud, all the projects are automatically discovered. You can select which projects should be protected.

For details on how to configure backups for your Jira Service Management projects, see *HYCU R-Cloud Help*.

Restore

R-Cloud allows you to restore the protected Jira Service Management projects at the following levels:

- Project
- [System] Service request with approvals
- [System] Post-incident review
- [System] Change
- [System] Problem
- [System] Incident
- [System] Service request
- Task
- Issue type scheme
- Issue type screen scheme
- Workflow scheme

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

R-Cloud allows you to restore the protected Jira Service Management automation rules at the following levels:

- Full automation rule set
- Specific automation rule

For details on how to configure the restore for your Jira Service Management projects, 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!

