



# HYCU for Atlassian Jira Software

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**R-Cloud Module Guide**

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# About the module

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

## Prerequisites

Before you add the module to R-Cloud as a source, the following prerequisites must be fulfilled:

- 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 will not be preserved during the restore. Timestamps are recreated.
- The object IDs are changed during the restore because they are recreated.
- The provided API token will be used to recreate the resources. Hence, the original author information will not be retained.
- Setting up automatic policy assignment with labels or tags is not supported.
- If there are issues that include links to the epics in other projects, these cross-project links will not be preserved during the restore.
- The following Jira Software fields are not preserved during the restore: Assignee, Watch options, Story points, Original estimate, Time tracking, Worklog, and Sprints.
- After a restore, the emojis in the ticket descriptions and comments appear with a slightly different look and feel.
- After a restore, the project versions with the statuses Archived or Deleted will have the status changed to Unreleased.
- When an issue is restored, only the first five comments are restored due to the throttling limits.
- The granular restore of the permission scheme is not supported. The permission scheme can be restored as part of the project level restore.
- *Only if you are protecting the Jira Software 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.
  - 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.

## Consideration

*Only if you are protecting the Jira Software 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".

## Recommendation

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

## Protecting data

R-Cloud starts protecting your Jira Software content once you add the module as a source.

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


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

## Restoring data

R-Cloud allows you to restore the protected Jira content at the following levels:

- Any custom issue type
- Attachment
- Bug
- Epic

- Issue type scheme
- Issue type screen scheme
- Project
- Story
- Sub-task
- Task
- Workflow scheme

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

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

- Full automation rule set
- Specific automation rule

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](mailto:info@hycu.com)

We will be glad to hear from you!



