HYCU

HYCU for Atlassian Jira Work Management

R-Cloud Module Guide

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About the module

With the R-Cloud (formerly HYCU Protégé) module for Atlassian Jira Work Management, you can back up the content of your company's Jira Work Management workload 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 issue timestamps will not be preserved during the restore. The 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 Work Management fields are not preserved during the restore: Watch options, Story points, Original estimate, Time tracking, and Worklog.

- 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 statuses Archived or Deleted will have the status changed to Unreleased.

- The granular restore of the permission scheme is not supported. The permission scheme can be restored as part of the project level restore.

- *For the Open access team-managed Jira projects:* A project-level restore of the issues that are reported from or assigned to the user accounts which are not listed under the Jira project's Access tab might fail. To make sure the restore of such issues is successful, check that all the issue reporters and assignees with their respective roles are added under the Access tab.

Protecting data

R-Cloud starts protecting your Atlassian Jira Work Management content 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*.

Backing up data

After configuring the Jira Work Management 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 backups for your Jira Work Management, see *HYCU R-Cloud Help*.

These Jira Work Management objects are supported:

- Project
  - Project versions
  - Project components

  📋**Note** Both company- and team-managed Atlassian Jira Work Management projects are supported.

- Project Configurations
  - Issue type scheme
  - Issue type screen scheme
  - Workflow scheme
  - Permission scheme

- All Work management Project templates:
  - Project management
  - Task tracking
  - New employee onboarding
  - Process control
  - Sales pipeline
  - Go-to-Market.
  - Web design process
  - Document approval
  - Campaign management
  - Recruitment
  - Budget creation
  - Procurement
  - Content management
  - Personal task planner
  - Month-end close

- o   Policy management
- o   Asset creation
- o   Event planning
- o   RFP Process
- o   Email campaign
- o   Lead tracking
- o   IP infringement
- o   Performance review

- IssueTypes

  - o   All Work Management **standard & custom** issue types
  - o   Sub-tasks
    - o   Sub task execution
    - o   Sub task security
    - o   Technical task

- Attachments

  - o   Attachments of all sizes and formats will be supported.

- Comments

Restoring data

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

- Project

- Any Issue level including subtasks

- Attachment & Comments

- Issue type scheme

- Issue type screen scheme

- Workflow scheme

> 📋 Note When restoring your Atlassian Jira Work Management data, all hierarchical relations between the content items are preserved at all levels.

For details on how to configure the restore for your Jira content, 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!

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