

<https://atlassianpartners.atlassian.net/wiki/spaces/resources/pages/203602009/Cloud+Migration+Simulation+Guides>

Cloud Migration Simulation Guides

1. How to restore an EC2 Instance from Backups

-

*Select the Instance to be Restored -EC2

*Select the instance

*Note: You'll need to access the EC2 instance in the AWS console.

Select the instance for which the backup is to be restored.

*Copy the Volume ID

*Copy the Volume ID.

Instance ID, Availability Zone and Device name are to be copied to be used for later steps. We'll use this information later in the process.

The screenshot shows the AWS EC2 Instances page. A specific instance, "jira-dc.20230424-user-339.atlassian.biz" (Instance ID: i-0a2ab94f1295b69f4), is selected and highlighted with a red box. The "Storage" tab is active, showing the root device details: Root device name /dev/xvda and Root device type EBS. Below this, a table lists block devices, with one entry highlighted by a red box: Volume ID vol-0f7804b5e99d66ab, Device name /dev/xvda, Volume size (GiB) 200, Attachment status Attached, Attachment time 2023/04/20 14:57 GMT+3, Encrypted Yes, KMS key ID 640d1f3b-adbf-46c5-ab6d-c35d0c1d4a66, and Delete on termination No. The left sidebar shows the navigation menu for EC2.

*Start EC2 Instance

1. Navigate to the EC2 instance

2. Select the instance to be restored. **Note:** For Instance ID, refer above: *Select the Instance to be Restored*

3. Under **Instance state** drop-down, select **Start instance**.

4. Check Status

In some time, the status changes to **2/2 checks passed**.

5. Access Jira

To verify a successful restore, you can log in to access Jira.

Note: Steps to access Jira include:

1. Copy the **instance name**
2. Paste to the browser address bar

The screenshot shows the AWS CloudWatch Instances console with the search bar set to "Find instance by attribute or tag (case-sensitive)" and the filter set to "Instance state = running". A specific instance, "jira-dc.20230424-user-339.atlassian.biz" (Instance ID: i-0a2ab94f1295b69f4), is selected and highlighted with a red box. The "Storage" tab is active, displaying details about the root device and block devices. The root device is an EBS volume (Volume ID: vol-0f780c4b5e99d66ab, Device name: /dev/xvda). The table also shows a recent root volume replacement task.

Volume ID	Device name	Volume size (GiB)	Attachment status	Attachment time	Encrypted	KMS key ID	Delete on termination
vol-0f780c4b5e99d66ab	/dev/xvda	200	Attached	2023/04/20 14:57 GMT+5	Yes	640d1f5b-ad8f-46c5-ab6d-c35d0c1d4a66	No

AWS and Cloudshare How-to Guide

How to Log in to the Simulation Environment

Step 1: Log in to CloudShare Environment

Actions

*Access the Cloudshare environment by using the **Lab Access URL** provided in the **Lab Credentials and Access** page in the LMS. Note: the link is unique for each class.

Enter your Email

Enter the class passphrase provided in the **Lab Credentials and Access** page in the LMS. Note: the class passphrase is unique for each class.

*Select **Login**. If you are a new user, you may need to enter your first and last name.

Select **Register and Login**.

The screenshot shows a web browser window titled "Class Login". The address bar contains the URL "use.cloudshare.com/Ent/Course.mvc/StudentLogin/COt1VmGjh5MAMgj0xW75A8UQ2". The page has a yellow header bar with the text "CloudShare Training Portal" and "Class Environments". Below the header, there is a sub-header "POWERED BY CloudShare". The main content area is titled "Login" and includes a note "* indicates required field". It features two input fields: "Email: *" and "Class Passphrase: *". Both fields are highlighted with a yellow border. Below the fields is a "Login" button with a blue arrow icon. At the bottom of the page, there is a footer with links: "About CloudShare", "Terms of use", "Support", and "Contact Us".

Step 2 Option A: Log in to AWS Console using Account ID Link

1. Select **Public Clouds** to view the credentials. These credentials are used to sign in to the AWS console.

2. Select the **Account ID** link. The AWS console page opens in a new browser tab.

3. Enter the **IAM username** and **password**.

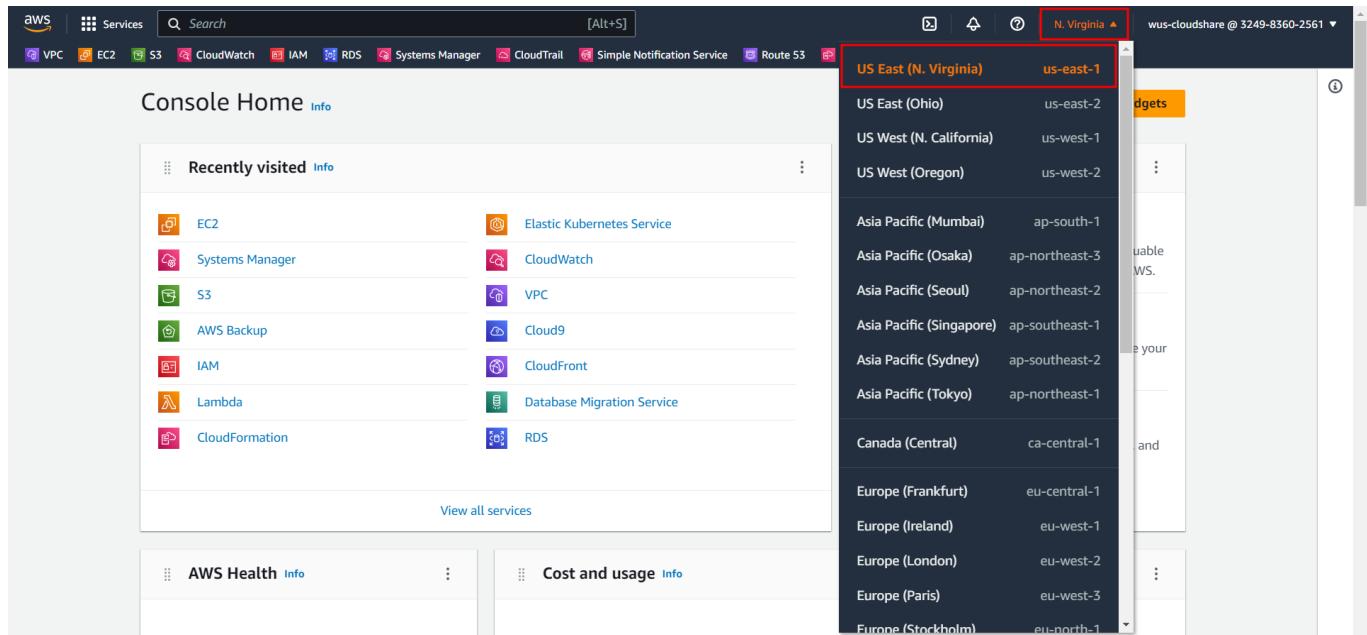
Note that the **Account ID** is auto-populated.

4. Select **Sign in**.

The screenshot shows the Atlassian Cloud Migration interface. On the left, there's a sidebar with 'ATLASSIAN University' and tabs for 'Overview', 'Public Clouds' (which is selected), and 'Connectivity'. The main area has tabs for 'Environment', 'VM List', and 'Environment Actions'. Below these are several links: 'Jira-server.20230424-user-339.atlassian...', 'confluence-dc.20230424-user-339.atlas...', 'confluence-server.20230424-user-339...', and 'Jira-dc.20230424-user-339.atlassian.biz'. On the far right, there are icons for help, cloudshare, and other Atlassian services. A modal window titled 'Public Clouds' is open, showing the 'AWS Credentials' section. It contains fields for 'User' (wus-cloudshare), 'Password' (RvhkFc5WUJxGcsN), and 'Account ID' (324983602561). The 'Account ID' field is highlighted with a red box. Below these fields is a link 'Click to download' for an SSH key. At the bottom of the modal is a blue button 'Go to my VM List →'.

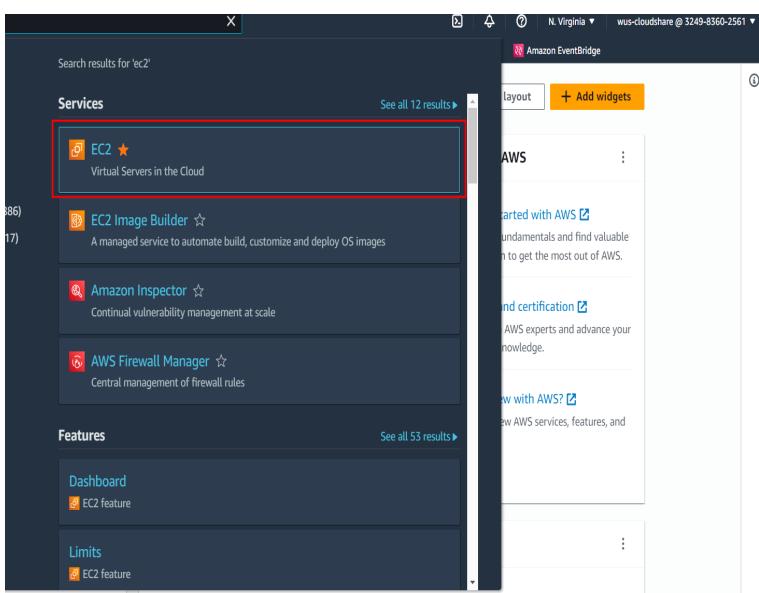
Step 3 Check the Location

1. Check the location on the top-right corner. Your location must be **US East (N. Virginia) (us-east-1)**. If it is not, select the location from this drop-down to make the update.



Step 4 Access the EC2 Instance

1. Select the **Services** drop-down.
2. Search for **EC2**, and select it. You can add this to your Favorites by selecting the star icon beside the instance name.
3. EC2 Dashboard displays.



Step 5 View Active Instances

1. Select **Instances or Instances (running)**. A list of all active instances displays

The screenshot shows the AWS EC2 Dashboard. The left sidebar has sections for EC2 Dashboard, Instances, and Images. The main area shows a summary of resources: Instances (running) 8, Auto Scaling Groups 0, Dedicated Hosts 0, API Error 0. Below this is a launch instance section with a 'Launch instance' button and a 'Migrate a server' link. To the right is a 'Service health' section showing Region US East (N. Virginia). On the far right, there's an 'Account attributes' panel with two error messages: 'An error occurred' (retrieving supported platforms) and 'An error occurred' (checking for a default VPC). A sidebar on the right says 'Explore AWS' with a 'Save up to 90% on EC2 with Spot Instances' offer.

Step 6 Log into EC2 Instances

1. You can log into any EC2 instance by selecting the appropriate checkbox. Note that the instances must be in a running state and must have passed all checks successfully.

The screenshot shows the AWS EC2 Instances page. The left sidebar includes sections for EC2 Dashboard, Instances, and Images. The main table lists 8 instances, all of which are 'Running'. The columns include Name, Instance ID, Instance state, Instance type, Status check, Alarm status, and Avg. The 'Status check' column shows green checkmarks for all instances, indicating they have passed all checks. The 'Alarm status' column shows red error icons for all instances, indicating they have failed alarm checks. The 'Avg' column shows 'US-E' for all instances.

Name	Instance ID	Instance state	Instance type	Status check	Alarm status	Avg
confluence-dc.20230424-user-339.atlassian.biz	i-0ac602ef5b2bada90	Running	t3.2xlarge	2/2 checks passed	User: arn:aws:sia	US-E
jira-dc.20230424-user-339.atlassian.biz	i-0a2ab94f1295b69f4	Running	t3a.2xlarge	2/2 checks passed	User: arn:aws:sia	US-E
jira-server.20230424-user-339.atlassian.biz	i-04845fb5b3da2e2d3b	Running	t3.large	2/2 checks passed	User: arn:aws:sia	US-E
jenkins	i-064edb149f6496512	Running	t3.medium	2/2 checks passed	User: arn:aws:sia	US-E
gerrit	i-01b42d5d4f7a3fbce	Running	t3.medium	2/2 checks passed	User: arn:aws:sia	US-E
confluence-server.20230424-user-339.atlassian.biz	i-0fb16551ac042d84a	Running	t3.large	2/2 checks passed	User: arn:aws:sia	US-E
bitbucket-dc	i-0552756ebddc0f5fd	Running	t3.medium	2/2 checks passed	User: arn:aws:sia	US-E
windows-desktop	i-0a0c84613dae554c3	Running	t3.2xlarge	2/2 checks passed	User: arn:aws:sia	US-E

Username, Password and Instance URLs

Environment	Admin Username	Password	Instance URL
Jira DC	atlassianadmin	sphere123	http://jira-dc.xxxxxxxxxx-user-xxx.atlassian.biz
Confluence DC	atlassianadmin	sphere123	http://confluence-dc.xxxxxxxxxx-user-xxx.atlassian.biz
Jira Server	admin	Charlie!	http://jira-server.xxxxxxxxxx-user-xxx.atlassian.biz
Confluence Server	admin	Charlie!	http://confluence-server.xxxxxxxxxx-user-xxx.atlassian.biz
Bitbucket DC (Out of Scope for this lab)	admin	Charlie!	<a href="http://<bitbucket-dc-public-ip-address>:7990">http://<bitbucket-dc-public-ip-address>:7990
Jenkins (Out of Scope for this lab)	admin	Charlie!	<a href="http://<jenkins-public-ip-address>:8081">http://<jenkins-public-ip-address>:8081
Gerrit (Out of Scope for this lab)	NA	Charlie!	<a href="http://<gerrit-public-ip-address>:8082">http://<gerrit-public-ip-address>:8082

How to Update Base URL?

Step 1: Login into your instance

Step 2: Copy the name of the instance (e.g. <http://jira-dc.xxxxxxxxxx-user-xxx.atlassian.biz>)

Step 3: To access the application, place the name of the instance in the browser. Make sure to use **HTTP** and not **HTTPS** e.g. <http://jira-dc.xxxxxxxxxx-user-xxx.atlassian.biz>

The screenshot shows the AWS CloudWatch Metrics Insights interface. A log stream for the function 'lambda-20230424-1' is displayed. The log message is as follows:

```
2023-04-24T14:23:45+00:00 lambda-20230424-1 ERROR Caused by: java.net.UnknownHostException: jira-dc.20230424-user-339.atlassian.biz
```

Step 2: Update base URL

1. Select **System** from the **Setting** (gear icon) drop-down.
2. Re-login, if required.
3. Select **Edit Settings**.
4. Paste the copied **name of the instance** in **Base URL** field.
5. Select **Update**.

The screenshot shows the JIRA Administration interface. On the left, there's a sidebar with various system configuration options like General configuration, System support, Security, and Audit Log. The main panel is titled 'Settings' under 'General Settings'. It includes fields for Title (Atlassian Biz), Mode (Private), Maximum Authentication Attempts Allowed (3), CAPTCHA on signup (OFF), and Base URL (highlighted with a red box). The 'Edit Settings' button is also highlighted with a red box. The URL in the browser bar is `jira-dc.20230424-user-339.atlassian.biz/secure/admin/ViewApplicationProperties.jspa`.

How to Access the EC2 Instance Terminal?

Step 1 Select EC2 Instance

1. Select the checkbox for the required instance **jira-dc.xxxxxxx-user-xxx.atlassian.biz**. You can select any instance to perform the steps.

2. Select **Connect**. Connect to Instance page displays.

Step 2 Connect via Session Manager

1. Select **Session Manager**.

2. Select **Connect**. The instance terminal opens. You are now operating in the virtual machine.

The screenshot shows the AWS EC2 Connect interface. At the top, there's a navigation bar with icons for VPC, EC2, S3, CloudWatch, IAM, RDS, Systems Manager, CloudTrail, Simple Notification Service, Route 53, CloudFormation, Lambda, and Amazon EventBridge. A search bar and a [Alt+S] keyboard shortcut are also present. On the right, it shows "N. Virginia" and "wus-cloudshare @ 3249-8360-2561". Below the navigation bar, a red error message box says "Failed to describe security groups" and "You are not authorized to perform this operation." The main content area shows a breadcrumb path: EC2 > Instances > i-0a2ab94f1295b69f4 > Connect to instance. The title "Connect to instance" has an "Info" link. Below it, a note says "Connect to your instance i-0a2ab94f1295b69f4 (jira-dc.20230424-user-339.atlassian.biz) using any of these options". There are four tabs: "EC2 Instance Connect" (disabled), "Session Manager" (selected and highlighted with a red box), "SSH client", and "EC2 serial console". Under "Session Manager usage", there's a bulleted list: "Connect to your instance without SSH keys or a bastion host.", "Sessions are secured using an AWS Key Management Service key.", "You can log session commands and details in an Amazon S3 bucket or CloudWatch Logs log group.", and "Configure sessions on the Session Manager Preferences page.". At the bottom of this section are "Cancel" and "Connect" buttons, with "Connect" being orange and highlighted with a red box. At the very bottom of the page, there are links for CloudShell, Feedback, Language, and a footer with copyright information and links for Privacy, Terms, and Cookie preferences.

Step 3 Become EC2 user

1. Type **sudo su - ec2-user**

2. Press **Enter**. (**Note:** EC2-user is the default user.)

The screenshot shows an EC2 terminal session. At the top, there are input fields for "Session ID:" and "Instance ID:", both currently empty. To the right is a "Terminate" button. The terminal window displays the command "sh-4.2\$ sudo su - ec2-user" followed by the output "Last login: Mon May 10 17:47:26 UTC 2021 on pts/0 [ec2-user@ip-172-31-71-96 ~]\$". The terminal window is mostly black with white text.

How to Connect to the Postgres Database from EC2 instance?

Perform the Steps

*Connect to Jira Database

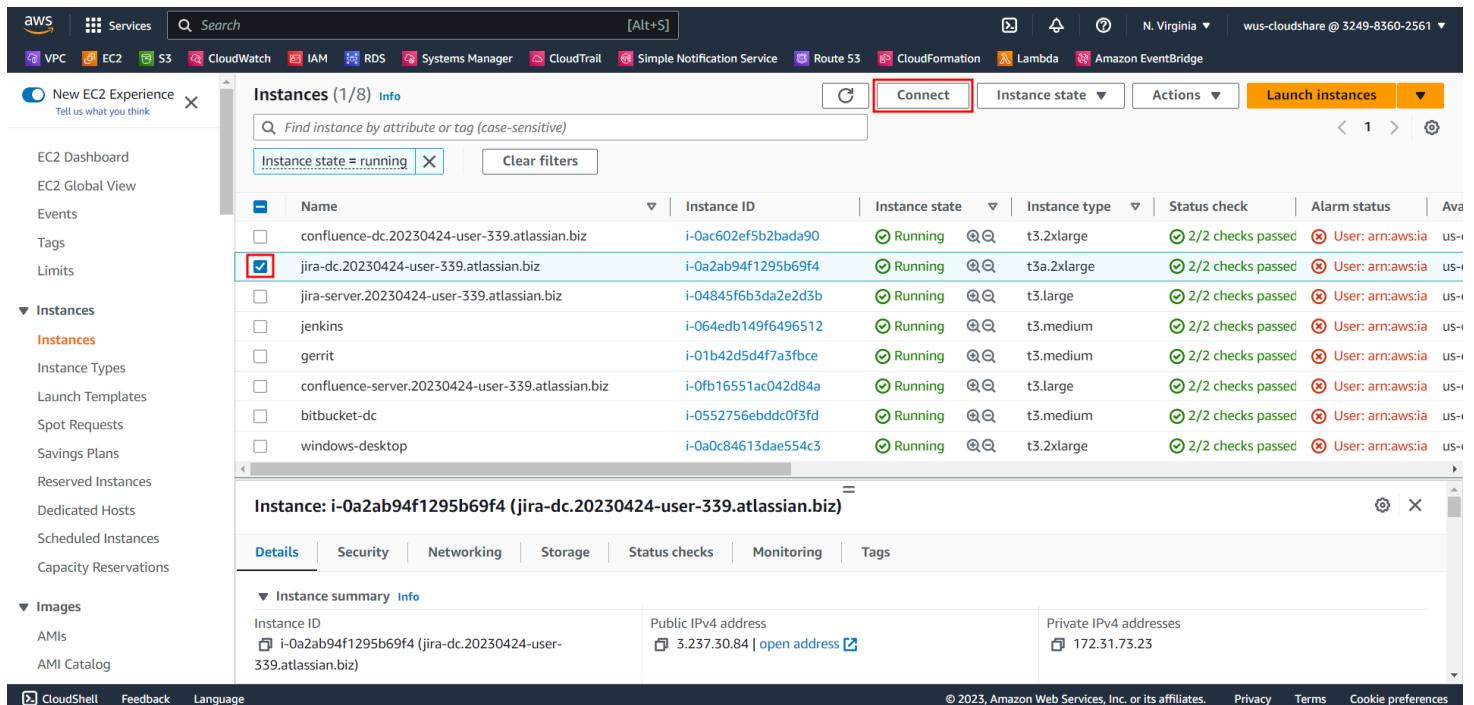
*Connect via SSM Session Manager

*Select EC2 Instance

1.Select the checkbox for the required instance **jira-dc.xxxxxxx-user-xxx.atlassian.biz**

2.You can select any instance to perform the steps

3.Select **Connect**. Connect to Instance page displays.

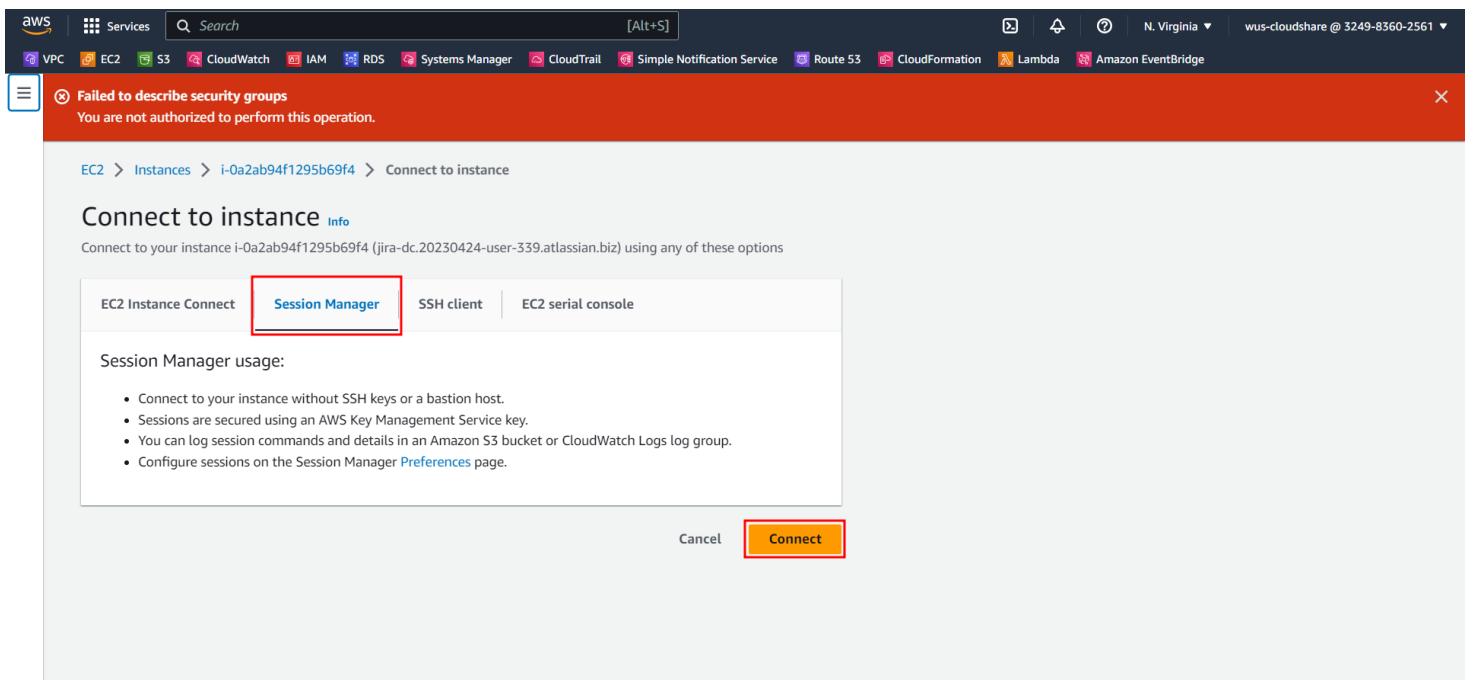


The screenshot shows the AWS EC2 Instances page. On the left, there's a sidebar with various navigation links like EC2 Dashboard, EC2 Global View, Events, Tags, Limits, Instances (with sub-links for Instances, Instance Types, Launch Templates, Spot Requests, Savings Plans, Reserved Instances, Dedicated Hosts, Scheduled Instances, Capacity Reservations), Images (with sub-links for AMIs and AMI Catalog), CloudShell, Feedback, and Language. The main content area has a header 'Instances (1/8) Info' with a search bar and a 'Connect' button highlighted with a red box. Below the header is a table with columns: Name, Instance ID, Instance state, Instance type, Status check, Alarm status, and Avail. There are 8 rows in the table. The first row (confluence-dc) has an unchecked checkbox. The second row (jira-dc, which is selected) has a checked checkbox. The third row (jira-server) has an unchecked checkbox. The fourth row (jenkins) has an unchecked checkbox. The fifth row (gerrit) has an unchecked checkbox. The sixth row (confluence-server) has an unchecked checkbox. The seventh row (bitbucket-dc) has an unchecked checkbox. The eighth row (windows-desktop) has an unchecked checkbox. At the bottom of the table, it says 'Instance: i-0a2ab94f1295b69f4 (jira-dc.20230424-user-339.atlassian.biz)'. Below the table is a 'Details' tab with sub-sections for Instance summary, Instance ID (i-0a2ab94f1295b69f4), Public IPv4 address (3.237.30.84), and Private IPv4 addresses (172.31.73.23). The bottom right corner of the page includes copyright information: '© 2023, Amazon Web Services, Inc. or its affiliates.' and links for Privacy, Terms, and Cookie preferences.

*Connect via Session Manager

1.Select **Session Manager**.

2.Select **Connect**. (The instance terminal opens. You are now operating in the virtual machine)



*Connect to Postgres

1. Type **psql -U postgres -h localhost**

2. Press **Enter**.

The screenshot shows the EC2 Serial Console interface. At the top, there are input fields for 'Session ID:' and 'Instance ID:' and a 'Terminate' button. The main area is a terminal window with the following text:

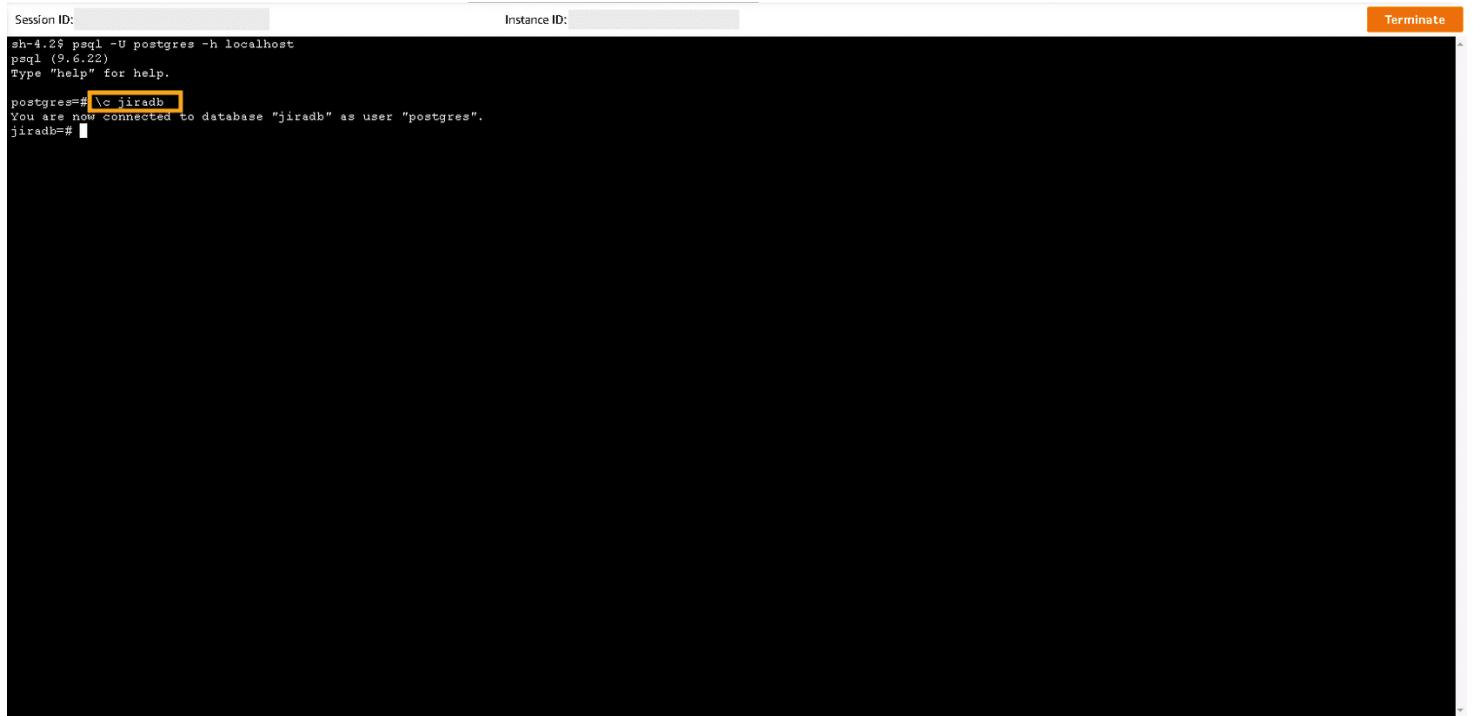
```
Session ID: Instance ID: Terminate
sh-4.2$ psql -U postgres -h localhost
psql (9.6.22)
Type "help" for help.

postgres=#
```

*Connect to Jira Database

1. Type **\c jiradb**

2. Press **Enter**.



The screenshot shows a terminal window with a dark background. At the top, there are two input fields: 'Session ID:' and 'Instance ID:', both currently empty. To the right of these fields is a small orange button labeled 'Terminate'. Below these fields, the terminal prompt 'postgres=#' is visible, followed by the command '\c jiradb'. A yellow box highlights this command. After pressing Enter, the output 'You are now connected to database "jiradb" as user "postgres".' is displayed. The prompt 'jiradb=#' is shown again at the bottom, with a cursor bar indicating where the next command can be typed.

*Connect to Confluence Database

*Connect via SSM Session Manager

Step 1 Select EC2 Instance

1. Select the checkbox for the required instance, such as

confluence-dc.xxxxxxx-user-xxx.atlassian.biz

2. Select **Connect**.

Connect to Instance page displays.

The screenshot shows the AWS EC2 Instances page. On the left, there's a sidebar with various navigation options like EC2 Dashboard, EC2 Global View, Events, Tags, Limits, Instances (selected), Images, AMIs, and AMI Catalog. The main area displays a table of instances with columns for Name, Instance ID, Instance state, Instance type, Status check, and Alarm status. One instance, 'confluence-dc.20230424-user-339.atlassian.biz', is selected and highlighted with a red box around its checkbox. Below the table, a detailed view for this instance is shown with tabs for Details, Security, Networking, Storage, Status checks, Monitoring, and Tags. The 'Details' tab is selected. Under 'Instance summary', it shows the Instance ID (i-0ac602ef5b2bada90), Public IPv4 address (3.229.142.36), and Private IPv4 addresses (172.31.74.3). At the bottom of the page, there's a footer with links for 2023, Amazon Web Services, Inc. or its affiliates, Privacy, Terms, and Cookies.

Step 2 Connect via Session Manager

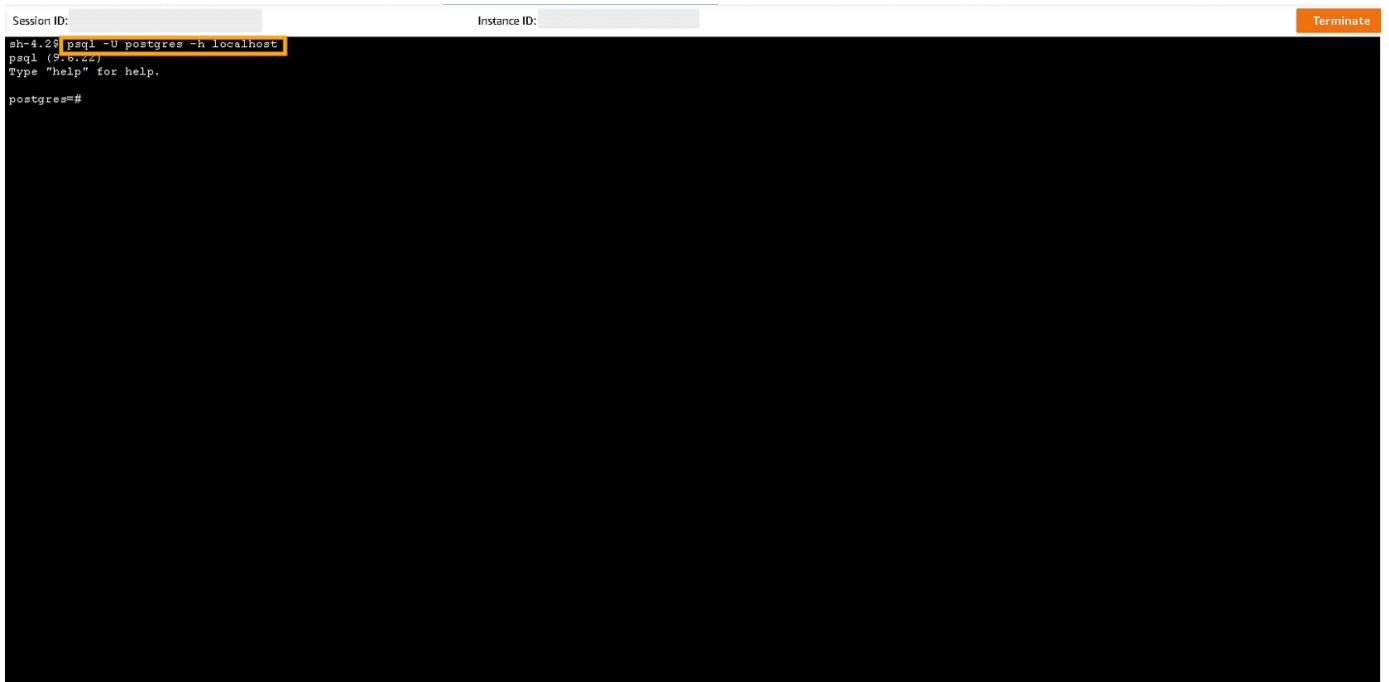
1. Select **Session Manager**.

2. Select **Connect**.

The screenshot shows the 'Connect to instance' dialog box. At the top, there's a message: 'Failed to describe security groups' followed by 'You are not authorized to perform this operation.' Below this, the URL path is shown: EC2 > Instances > i-0ac602ef5b2bada90 > Connect to instance. The main title is 'Connect to instance' with an 'Info' link. It says 'Connect to your instance i-0ac602ef5b2bada90 (confluence-dc.20230424-user-339.atlassian.biz) using any of these options'. There are four tabs: EC2 Instance Connect, Session Manager (highlighted with a red box), SSH client, and EC2 serial console. Under 'Session Manager usage:', there's a list of bullet points: 'Connect to your instance without SSH keys or a bastion host.', 'Sessions are secured using an AWS Key Management Service key.', 'You can log session commands and details in an Amazon S3 bucket or CloudWatch Logs log group.', and 'Configure sessions on the Session Manager Preferences page.' At the bottom, there are 'Cancel' and 'Connect' buttons, with 'Connect' being highlighted with a red box.

*Connect to Postgres

1. Type **psql -U postgres -h localhost**
2. Press **Enter**.



A screenshot of a terminal window titled "Session ID: ab-428" and "Instance ID:". The window shows a psql session connected to the postgres user on localhost. The command entered was "psql -U postgres -h localhost". The response from the database is "psql (9.6.24)" followed by "Type "help" for help." and a prompt "postgres=#". There is a "Terminate" button in the top right corner.

```
Session ID: ab-428 Instance ID: Terminate
ab-428 psql -U postgres -h localhost
psql (9.6.24)
Type "help" for help.

postgres=#
```

*Connect to Confluence Database

1. Type **\c confluence**
2. Press **Enter**.

Session ID: Instance ID: Term

```
[ec2-user@ip-172-31-83-152 ~]$ psql -U postgres -h localhost
psql (9.6.19)
Type "help" for help.

postgres=> \c confluence
You are now connected to database "confluence" as user "postgres".
confluence=>
```

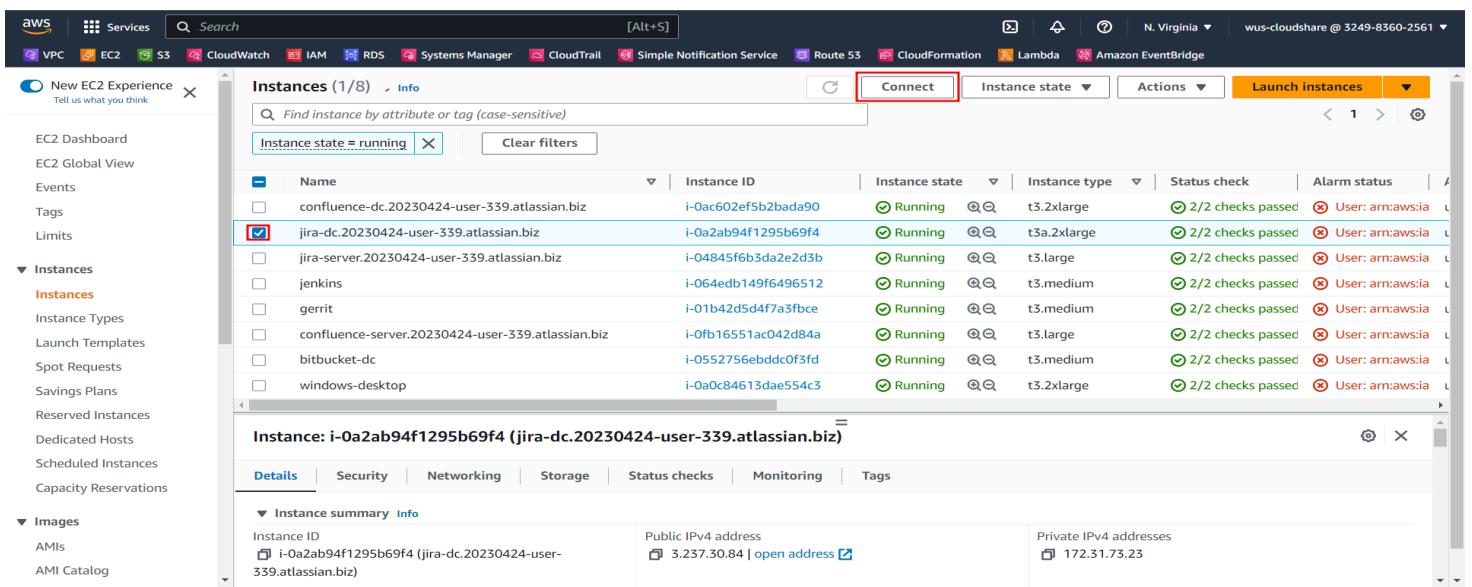
How to Transfer Backup Files from EC2 Instance to S3?

*Connect via SSM Session Manager

*Select EC2 Instance

1. Select the checkbox for the required instance **jira-dc.xxxxxxx-user-xxx.atlassian.biz**. You can select any instance to perform the steps.

2. Select **Connect**.



The screenshot shows the AWS EC2 Instances page. On the left, there's a sidebar with various navigation options like EC2 Dashboard, EC2 Global View, Events, Tags, Limits, Instances, Images, AMIs, and AMI Catalog. The main area displays a table of instances. A red box highlights the 'Connect' button in the top right corner of the table header. The table has columns for Name, Instance ID, Instance state, Instance type, Status check, and Alarm status. One instance, 'jira-dc.20230424-user-339.atlassian.biz' (Instance ID: i-0a2ab94f1295b69f4), has its checkbox selected. Below the table, a modal window is open for the selected instance, showing details like Public IPv4 address (3.237.30.84) and Private IPv4 addresses (172.31.73.23).

Name	Instance ID	Instance state	Instance type	Status check	Alarm status
confluence-dc.20230424-user-339.atlassian.biz	i-0ac602ef5b2bada90	Running	t3.2xlarge	2/2 checks passed	User: arn:aws:ia
<input checked="" type="checkbox"/> jira-dc.20230424-user-339.atlassian.biz	i-0a2ab94f1295b69f4	Running	t3a.2xlarge	2/2 checks passed	User: arn:aws:ia
jira-server.20230424-user-339.atlassian.biz	i-04845f6b3da2e2d3b	Running	t3.large	2/2 checks passed	User: arn:aws:ia
jenkins	i-064edb149f6496512	Running	t3.medium	2/2 checks passed	User: arn:aws:ia
gerrit	i-01b42d5d4f7a3fbce	Running	t3.medium	2/2 checks passed	User: arn:aws:ia
confluence-server.20230424-user-339.atlassian.biz	i-0fb16551ac042d84a	Running	t3.large	2/2 checks passed	User: arn:aws:ia
bitbucket-dc	i-0552756ebbdd0f3fd	Running	t3.medium	2/2 checks passed	User: arn:aws:ia
windows-desktop	i-0a0c84613dae554c3	Running	t3.2xlarge	2/2 checks passed	User: arn:aws:ia

*Connect via Session Manager

1.Select **Session Manager**.

2.Select **Connect**.

The screenshot shows the AWS Session Manager Connect interface. At the top, there's a navigation bar with the AWS logo, a search bar, and various service links like VPC, EC2, S3, CloudWatch, IAM, RDS, Systems Manager, CloudTrail, Simple Notification Service, Route 53, CloudFormation, Lambda, and Amazon EventBridge. To the right, it shows "N. Virginia" and a user ID "wus-cloudshare @ 3249-8360-256". Below the navigation bar, a red error banner displays the message: "Failed to describe security groups" and "You are not authorized to perform this operation." The main content area has a breadcrumb trail: EC2 > Instances > i-0a2ab94f1295b69f4 > Connect to instance. It shows a "Connect to instance" button with an "Info" link. Below this, there are four tabs: EC2 Instance Connect, Session Manager (which is selected), SSH client, and EC2 serial console. A section titled "Session Manager usage:" lists the following points:

- Connect to your instance without SSH keys or a bastion host.
- Sessions are secured using an AWS Key Management Service key.
- You can log session commands and details in an Amazon S3 bucket or CloudWatch Logs log group.
- Configure sessions on the Session Manager [Preferences](#) page.

At the bottom right of the main content area are "Cancel" and "Connect" buttons. The footer of the page includes links for CloudShell, Feedback, Language, and a copyright notice: "© 2023, Amazon Web Services, Inc. or its affiliates. Privacy Terms Cookie preferences".

*Become root user

1.Type **sudo su -**

2.Press **Enter**.

*Create a S3 Bucket in the Remote Terminal

***To confirm AWS is installed:**

1. Type **aws --version**
2. Press **Enter**.

```
sh-4.2$ sudo su -  
Last login: Wed Nov 23 07:52:18 -03 2022 on pts/1  
[root@ip-10-224-44-16 ~]#
```

***Create S3 Bucket**

1. To create a bucket name:

Type **aws s3api create-bucket --bucket change-my-name-s3-bucket --region us-east-1**

<Note: Change the bucket name to a unique name by replacing **change-my-name-s3-bucket**>

```
Session ID: [REDACTED] Instance ID: [REDACTED] Terminate  
[ec2-user@ip-172-31-24-227 ~]$ aws s3api create-bucket --bucket change-my-name-s3-bucket --region us-east-1  
{  
    "Location": "/change-my-name-s3-bucket"  
}  
[ec2-user@ip-172-31-24-227 ~]$ █
```

*Upload Files in the S3 Bucket

*Navigate to the Backup File Path

1. Become root user using **sudo su -**
2. Type **cd /var/atlassian/application-data/jira/export/**
3. Press **Enter**
4. Type **ls -l**
5. Copy the *backup file name*.
6. Press **Enter**.

```
Session ID: wus-cloudshare-08d064364239d2e78           Instance ID: i-0a2ab94f1295b69f4
sh-4.2$ sudo su -
Last login: Thu Apr 20 14:08:46 -03 2023 on pts/1
[root@ip-10-224-44-16 ~]# cd /var/atlassian/application-data/jira/export/
[root@ip-10-224-44-16 export]# ll
total 10149440
-rw-r----- 1 jira jira 14733184 Apr 20 13:55 20230420-165527-at1-vertigo--shard-jira-prod-us-mc-26--mig13.atlassian.net-attachments.csv
-rw-r----- 1 jira jira 3782 Apr 20 13:55 20230420-165527-at1-vertigo--shard-jira-prod-us-mc-26--mig13.atlassian.net-avatars.csv
-rw-r----- 1 jira jira 2599806550 Apr 20 13:55 20230420-165527-at1-vertigo--shard-jira-prod-us-mc-26--mig13.atlassian.net-import-enriched.zip
-rw-r--r-- 1 root root 2591810734 Apr 20 13:47 entities.zip
drwxr-xr-x 2 root root 51 Apr 20 10:43 first-backup
-rw-r----- 1 jira jira 2593322995 Apr 20 10:35 first-backup.zip
drwxr-x--- 4 jira jira 68 Oct 27 2021 migration-to-cloud
drwxr-xr-x 2 root root 88 Apr 20 13:48 second-backup
-rw-r----- 1 jira jira 2593318595 Apr 20 13:08 second-backup.zip
drwxr-x--- 4 jira jira 35 Jul 15 2021 softwareplant
-rw-r----- 1 jira jira 1440 Mar 6 09:43 structure-20230306-0943.zip
-rw-r----- 1 jira jira 1436 Mar 21 01:44 structure-20230321-0144.zip
-rw-r----- 1 jira jira 1437 Apr 6 06:51 structure-20230406-0651.zip
-rw-r----- 1 jira jira 1435 Apr 20 09:09 structure-20230420-0909.zip
-rw-r----- 1 jira jira 1447 Apr 21 05:33 structure-20230421-0533.zip
drwxr-x--- 2 jira jira 6 Apr 28 2021 workflowexports
[root@ip-10-224-44-16 export]#
```

*Copy and Upload the File to S3 Bucket

To copy the file to the S3 bucket:

1. Type **aws s3 cp /var/atlassian/application-data/jira/export/<backupfile>.zip s3://<change-my-name-s3-bucket>**
2. **<Note:** Please update **<backupfile>** name & change S3 bucket **<change-my-name-s3-bucket>** name.
3. Press **Enter**. The upload process begins.

Session ID: wus-cloudshare-08d064364239d2e78 Instance ID: i-0a2ab94f1295b69f4

```
[root@ip-10-224-44-16 ~]# aws s3 cp /var/atlassian/application-data/jira/export/20230420-165527-atl-vertigo--shard-jira-prod-us-mc-26--mig13.atlassian.net-import-enriched.zip s3://osita01-s3-bucket
[completed 20.8 MiB/2.4 GiB (37.7 MiB/s) with 1 file(s) remaining]
```

*Download File

1. On the AWS console page, choose the file and select **Download**.

The screenshot shows the AWS S3 console interface. The left sidebar includes links for VPC, EC2, S3, CloudWatch, IAM, RDS, Systems Manager, CloudTrail, Simple Notification Service, Route 53, CloudFormation, Lambda, and Amazon EventBridge. The main navigation bar shows 'Amazon S3 > Buckets > osita01-s3-bucket'. The 'osita01-s3-bucket' page displays one object: '20230420-165527-atl-vertigo--shard-jira-prod-us-mc-26--mig13.atlassian.net-import-enriched.zip'. The 'Objects' tab is selected. Below the object name is a 'Download' button, which is highlighted with a red box. Other buttons include 'Copy S3 URI', 'Copy URL', 'Open', 'Delete', 'Actions', 'Create folder', and 'Upload'. A search bar at the bottom of the object list contains the prefix 'Find objects by prefix'. The object details table has columns for Name, Type, Last modified, Size, and Storage class. The object's name is listed in the table with a checked checkbox next to it.

Name	Type	Last modified	Size	Storage class
20230420-165527-atl-vertigo--shard-jira-prod-us-mc-26--mig13.atlassian.net-import-enriched.zip	zip	April 21, 2023, 16:17:40 (UTC+03:00)	2.4 GB	Standard

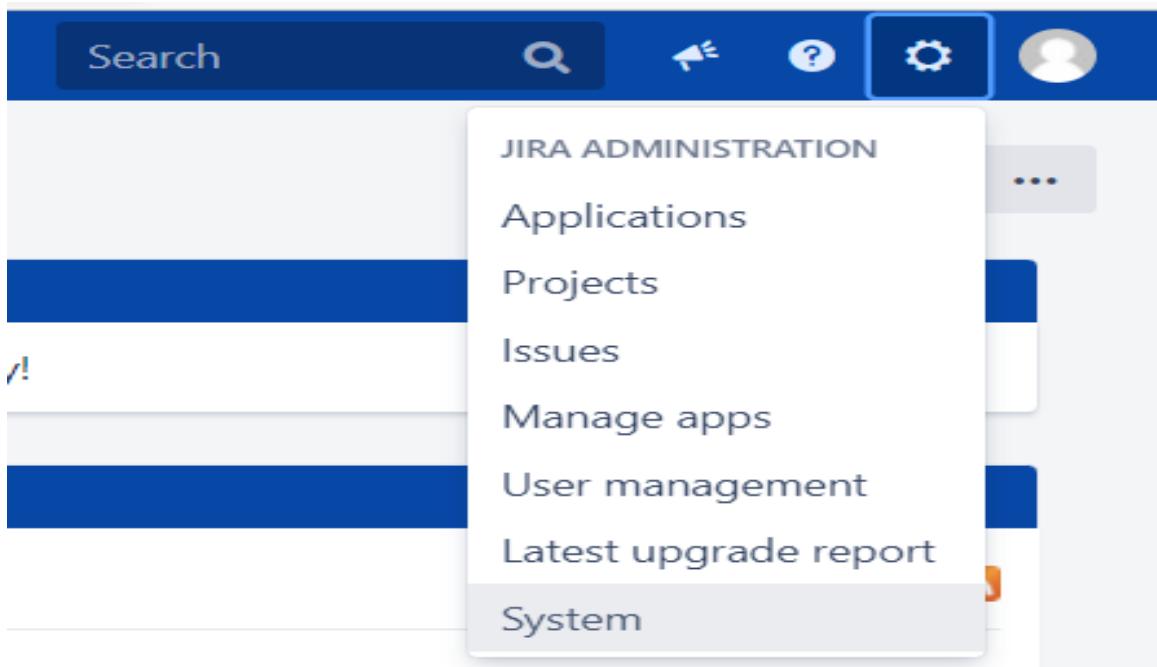
Jira DC Migration Guide

I. Perform Jira DC Pre-migration checks

*Create backup for the pre-migration checklist

Q.How to perform the pre-migration check?

1.Select the gear icon and select System.



2. Under **IMPORT AND EXPORT** section on the left pane, select **Backup system**

The screenshot shows the 'IMPORT AND EXPORT' section of the Jira interface. The 'Backup system' option is highlighted in bold black text, indicating it is selected. Other options listed include 'Restore system', 'Project import', 'External System Import', and 'Migrate to cloud'. The background is white with blue links.

3. Here you can view the location of stored backups. You can create a new one by providing a name for it and selecting Backup.

The screenshot shows the 'Backup JIRA data' dialog box. It includes a description of what a backup does, the backup file location, and a note about attachments. A warning message states that attachments will not be backed up manually. The 'File name' field contains 'first-backup'. There are 'Backup' and 'Cancel' buttons at the bottom. The entire dialog box has a yellow border.

4. After the backup is finished, you need to access the location where backups are stored on your Jira DC server. You can access the folder by using the **sudo su -** command to login as root user. Enter **cd** following command followed by the path where backups are stored. Note that the **ls -l** command will show all the files in the folder.

```
sh-4.2$ sudo su -
Last login: Thu Sep  9 21:22:27 -03 2021 on pts/0
Last failed login: Mon Sep 13 09:24:10 -03 2021 from 230-144-117-154.bitcointernet.co.za on ssh:notty
There were 42 failed login attempts since the last successful login.
[root@ip-10-224-44-16 ~]# cd /var/atlassian/application-data/jira/export
[root@ip-10-224-44-16 export]# ls -l
total 17736552
-rw-r----- 1 jira jira      35502 Apr 28 14:07 2021-Apr-28--1707.zip
-rw-r----- 1 jira jira      67201 Apr 29 02:05 2021-Apr-29--0505.zip
-rw-r----- 1 jira jira      67185 Apr 29 14:05 2021-Apr-29--1705.zip
-rw-r----- 1 jira jira      67243 Apr 30 02:05 2021-Apr-30--0505.zip
-rw-r----- 1 jira jira      67214 Apr 30 14:05 2021-Apr-30--1705.zip
-rw-r----- 1 jira jira      67244 May   1 02:05 2021-May-01--0505.zip
-rw-r----- 1 jira jira      67236 May   1 14:05 2021-May-01--1705.zip
-rw-r----- 1 jira jira 2594738167 Sep   1 11:26 backup0109.zip
-rw-r----- 1 jira jira 2593309868 Sep 13 05:16 first-backup.zip
-rw-r----- 1 jira jira 2594710139 Sep   1 05:32 last_backup0109.zip
-rw-r----- 1 jira jira 2594710172 Sep   1 05:20 last_backup.zip
drwxr-x--- 3 jira jira       20 Sep   1 06:52 migration-to-cloud
-rw-r----- 1 jira jira 2594737148 Sep   1 11:15 new_backup010921.zip
-rw-r----- 1 jira jira 2594737588 Sep   1 09:16 new_backup0109.zip
-rw-r----- 1 jira jira 2594737212 Sep   1 10:54 new_backup0109.zip
drwxr-x--- 4 jira jira       35 Jul 15 15:10 softwareplant
-rw-r----- 1 jira jira      1406 Sep 13 04:21 structure-20210913-0421.zip
drwxr-x--- 2 jira jira        6 Apr 28 14:06 workflowexports
[root@ip-10-224-44-16 export]# []
```

5. The next step is to unzip the folder. You can do it using unzip command with argument **-d** to specify folder (or create a new one).

```
[root@ip-10-224-44-16 export]# unzip first-backup.zip -d first-backup
Archive: first-backup.zip
  inflating: first-backup/entities.xml
  inflating: first-backup/activeobjects.xml
[root@ip-10-224-44-16 export]# cd first-backup
[root@ip-10-224-44-16 first-backup]# ls -l
total 10336636
-rw-r--r-- 1 root root 279133326 Sep 13 05:15 activeobjects.xml
-rw-r--r-- 1 root root 10305580157 Sep 13 04:22 entities.xml
[root@ip-10-224-44-16 first-backup]# [ ]
```

Check Jira Version

1. You can view the Jira version at the bottom of any page in the settings.

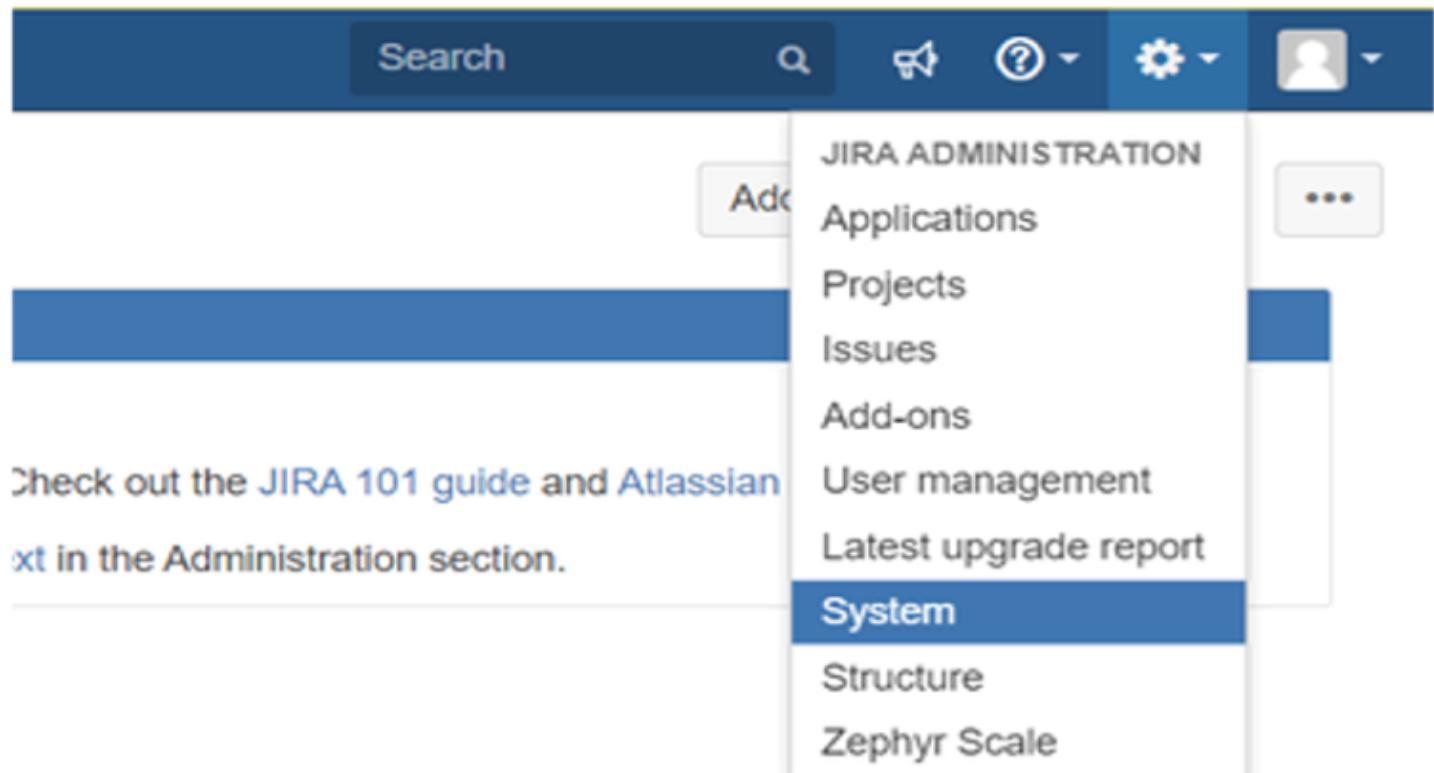
Auto-update search results	ON
Enable HTML in project description	OFF
Enable HTML in custom field descriptions and list item values	ON
Disable empty JQL queries	OFF

Atlassian JIRA Project Management Software (v7.6.11#76013-sha1:0668559) · About JIRA · Report a problem

This JIRA site is for non-production use only.



2. Alternatively, you can select the gear icon and select **System**.



3. Under **SYSTEM SUPPORT** on the left pane, select **System info**.

The screenshot shows the Jira navigation sidebar. The 'SYSTEM SUPPORT' section is expanded, and the 'System info' link is highlighted with a red box.

- General configuration
- Find more admin tools
- Jira mobile app
- SYSTEM SUPPORT
 - System info
 - Instrumentation
 - JMX Monitoring
 - Database monitoring
 - Integrity checker
 - Logging and profiling
 - Scheduler details
 - Troubleshooting and support tools
 - Audit Log

4 Under **JIRA Info** section, **Version** is displayed.

The screenshot shows the 'JIRA Info' section of the Jira interface. The 'Version' field is highlighted with a red box.

Indexing	Get more detailed indexing information
Attachments	
Events	
Analytics	
WebHooks	
Listeners	
Services	
Plugin Data Storage	
LexoRank management	
▼ JIRA Info	
Uptime	2 hours, 56 minutes, 48 seconds
Version	7.6.11
Build Number	76013
Build Date	Wed Jan 23 00:00:00 UTC 2019
Build Revision	066855944425f93ed771e9cdfbf124a51fc8164e
Atlassian Partner	
Installation Type	Standalone

Check XML file is valid

To check if the XML file is valid, enter the below commands in the folder (containing the XML file) in the EC2 Terminal.

If no output is displayed, then files are valid.

```
xmlint --noout --huge --stream entities.xml
```

```
xmlint --noout --huge --stream activeobjects.xml
```

```
[root@ip-10-224-44-16 first-backup]# xmlint --noout --huge --stream entities.xml
[root@ip-10-224-44-16 first-backup]# xmlint --noout --huge --stream activeobjects.xml
[root@ip-10-224-44-16 first-backup]# 
```

Check XML file structure

Unzip the archive you've created as a backup and check the structure.

```
1 JIRA-backup-xxxxxx
2   └── activeobjects.xml
3   └── entities.xml
```

Check for failed upgrade tasks

1. To check for failed upgrade tasks, you can use the following command in EC2 Terminal in the folder with entities.xml file:

```
grep '<UpgradeHistory' entities.xml | awk 'BEGIN{ORS="\n"};{print $2}{print $5"\n"}'
```

```
grep '<UpgradeTaskHistory' entities.xml | awk 'BEGIN{ORS="\n"};{print $2}{print $5"\n"}'
```

2. If any upgrade tasks return with "failed", the workaround is to update them to "complete" or remove the failed upgrade tasks altogether. Make sure that the resulting XML structure is **valid** when removing the elements.

```
[root@ip-10-224-44-16 first-backup]# grep '<UpgradeHistory' entities.xml | awk 'BEGIN{ORS="\n"};{print $2}{print $5"\n"}'  
id="10000"  
status="complete"  
  
id="10100"  
status="complete"  
  
id="10101"  
status="complete"  
  
id="10102"  
status="complete"  
  
id="10103"  
status="complete"  
  
id="10104"  
status="complete"  
  
id="10200"  
status="complete"  
  
[root@ip-10-224-44-16 first-backup]#
```

```
[root@ip-10-224-44-16 first-backup]# grep '<upgradeTaskHistory' entities.xml | awk 'BEGIN{ORS="\n"};{print $2}{print $5"\n"}'  
id="10001"  
status="COMPLETED"  
  
id="10002"  
status="COMPLETED"  
  
id="10003"  
status="COMPLETED"  
  
id="10004"  
status="COMPLETED"  
  
id="10005"  
status="COMPLETED"  
  
id="10006"  
status="COMPLETED"  
  
id="10007"  
status="COMPLETED"  
  
id="10008"
```

Check for duplicate and invalid user emails

Run the following command to identify any duplicate emails (the number on the left means the amount of the same email addresses) in EC2 Terminal in the folder with entities.xml file:

```
grep 'lowerEmailAddress="" entities.xml | awk -F\"lowerEmailAddress=\" '{print $2}' | cut -d\" -f1 | sort | uniq -cd
```

Turn off the incoming mail handlers in the cloud during testing

1. On your cloud site, under **JIRA SETTINGS** section, select **System**.

 Search

9+



Settings

ATLASSIAN ADMIN

User management

Add users, groups, and manage access requests.



Billing

Update your billing details, manage your subscriptions and more.



JIRA SETTINGS

System

Manage your general configuration, global permissions, look and feel and more.

Products

Manage your Jira products' settings and integrations.

Projects

Manage your project settings, categories, and more.

Issues

Configure your issue types, workflows, screens, custom fields and more.

Apps

Add and manage Jira Marketplace apps.

Issue

PERSONAL SETTINGS

2 .Select Global Mail Settings on the left pane, and then turn off **Email puller** and **Email processor**.

System

Global Mail Settings

Email puller

The email puller retrieves emails from email accounts (e.g. Gmail and Yahoo Mail) and stores them in the database. Emails received before the accounts are connected to the system are not pulled in.

Off

Email processor

The email processor processes emails retrieved by the puller.

Off

Database cleaner

Processed emails are deleted from the database after days

3. Select Incoming Mail, and then delete all mail servers and handlers.

Note: You don't need to delete "Default Cloud Mail Server".

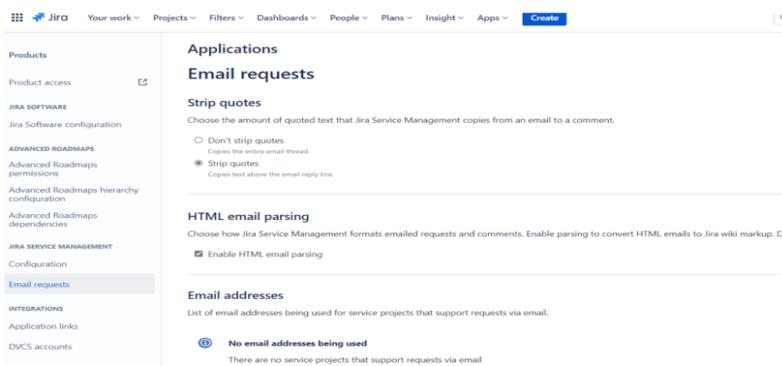
The screenshot shows the Jira System settings interface. The left sidebar has 'Incoming Mail' selected. The main area has two sections:

- Incoming Mail:** A table showing one configured mail server:

Name	Username	Host Name	Authentication Type	Actions
Default Cloud Mail Server	jira@atl-veritgo--shard-jira-prod-us-import-1--vhap0407.atlassian.net			

A link 'Add incoming mail server' is visible below the table.
- Mail Handlers:** A message stating 'You do not currently have any mail handlers configured.' A link 'Add incoming mail handler' is visible below the message.

4 . If you have Jira Service Management, go to **Settings**→
Products → **Email requests**, and make sure the **Email addresses** section is empty.



The screenshot shows the 'Email requests' configuration page in Jira Service Management. On the left, there's a sidebar with various settings like 'Products', 'Email requests' (which is selected and highlighted in grey), and 'Email addresses'. The main panel has sections for 'Strip quotes' (with options for 'Don't strip quotes' and 'Strip quotes'), 'HTML email parsing' (with a checked checkbox for 'Enable HTML email parsing'), and 'Email addresses' (which shows 'No email addresses being used').

Check for any duplicate workflows

1 . Use the following query to make sure all your workflow names are unique:

```
cat entities.xml | grep '<Workflow id=' | cut -d " " -f7- | sort |  
uniq -c
```

```
[root@ip 10 224 44 16 first backup]# cat entities.xml | grep '<Workflow id=' | cut -d " " -f7- | sort | uniq -c
1 name="JIR: Project Management workflow">
1 name="JIR: Project Management Workflow">
1 name="classic default workflow">
1 name="JIR: JIRA Service Desk default workflow">
1 name="USO1: Service Request Fulfilment with Approvals workflow for JIRA Service Desk">
1 name="EX: Project Management Workflow">
1 name="HEL: JIRA Service Desk default workflow">
1 name="HEL: Service Request Fulfilment with Approvals workflow for JIRA Service Desk">
1 name="HRMAN: Process Management workflow">
1 name="JDP: Jira Project workflow-100-14786864755008">
1 name="JDP-workflow-101-14786864755008">
1 name="JDP-workflow-102-14786864755008">
1 name="JDP-workflow-103-14786864755008">
1 name="JDP-workflow-104-14786864755008">
1 name="JDP-workflow-105-14786864755008">
1 name="JDP-workflow-106-14786864755008">
1 name="JDP-workflow-107-14786864755008">
1 name="JDP-workflow-108-14786864755008">
1 name="JDP-workflow-109-14786864755008">
1 name="JDP-workflow-110-14786864755008">
1 name="JDP-workflow-111-14786864755008">
```

2 . You can also use this SQL query in PostgreSQL Database to find all the workflow with the same name even with different casing:

```
SELECT count(lower(workflowname)), lower(workflowname) as lower_workflow_name
FROM jiraworkflows group by lower(workflowname) having
count(lower(workflowname)) > 1;
```

```
jiradb=# SELECT count(lower(workflowname)), lower(workflowname) as lower_workflow_name FROM jiraworkflows group by lower(workflowname) having count(lower(workflowname)) > 1
;
count |      lower workflow name
-----+
 2 | bt: project management workflow
(1 row)

jiradb=#[
```

Check for any duplicate clustered jobs

Use the query below to find any duplicate clustered jobs in EC2 Terminal using PostgreSQL Database:

```
SELECT * FROM clusteredjob WHERE job_id in (SELECT job_id FROM clusteredjob GROUP BY job_id HAVING COUNT(*)>1);
```

```
jiradb=# SELECT * FROM clusteredjob
jiradb-# WHERE job_id in
jiradb-# (SELECT job_id FROM clusteredjob GROUP BY job_id HAVING COUNT(*)>1)
          id | job_id | job_runner_key | sched_type | interval_millis | first_run | cron_expression | time_zone | next_run | version | parameters
-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
(0 rows)
```

Check the length of the attachment filenames

Use the query below to identify attachments with more than 250 characters in EC2 Terminal using PostgreSQL Database:

```
SELECT id, issueid, char_length(filename) FROM fileattachment WHERE
char_length(filename) > 250;
```

```
jiradb=# SELECT id,issueid, char_length(filename)
jiradb-# FROM fileattachment
jiradb-# WHERE char_length(filename) > 250;
          id | issueid | char_length
-----+-----+-----+
(0 rows)
```

Check public access settings

Projects

This will flag any projects that have any permission set to Anyone. You can do it in EC2 Terminal using PostgreSQL Database:

```
SELECT p.id, p.pname, ps.name, sp.permission_key FROM project p INNER JOIN
nodeassociation na ON p.id = na.source_node_id INNER JOIN schemapermissions
sp ON na.sink_node_id = sp.scheme INNER JOIN permissionscheme ps ON
na.sink_node_id = ps.id WHERE na.source_node_entity = 'Project' AND
na.sink_node_entity = 'PermissionScheme' AND sp.perm_type='group' AND
sp.perm_parameter is null;
```

```
jiradb=# SELECT p.id, p.pname, ps.name, sp.permission_key FROM project p
jiradb-# INNER JOIN nodeassociation na ON
jiradb-# p.id = na.source_node_id
jiradb-# INNER JOIN schemapermissions sp ON
jiradb-# na.sink_node_id = sp.scheme
jiradb-# INNER JOIN permissionscheme ps ON
jiradb-# na.sink_node_id = ps.id
jiradb-# WHERE na.source_node_entity = 'Project'
jiradb-# AND na.sink_node_entity = 'PermissionScheme'
jiradb-# AND sp.perm_type='group'
jiradb-# AND sp.perm_parameter is null;
id | pname | name | permission_key
----+-----+-----+
(0 rows)
```

Filters

This will get a list of filters that has a share type as "share with everyone" (i.e. global). You can do it in EC2 Terminal using PostgreSQL Database:

```
SELECT sr.filtername, sp.sharetype AS current_share_state, sr.username AS owner_name, sr.reqcontent AS JQL FROM searchrequest sr INNER JOIN sharepermissions sp ON sp.entityid = sr.id WHERE sp.sharetype='global' and sp.entitytype ='SearchRequest';
```

```
jiradb-4 SELECT sr.filtername, sp.sharetype AS current_share_state, sr.username AS owner_name, sr.reqcontent AS JQL
jiradb + FROM searchrequest sr
jiradb + INNER JOIN sharepermissions sp ON sp.entityid = sr.id
jiradb + WHERE sp.sharetype='global' and sp.entitytype ='SearchRequest';
filtername | current_share_state | owner_name | JQL
-----+-----+-----+-----+
Public    | global           | atlassian_dummy | project = sara and status = resolved
(1 row)
```

Agile Boards

This will get a list of Agile boards which has share type as "share with everyone"
(i.e. global). You can do it in EC2 Terminal using PostgreSQL Database:

```
SELECT DISTINCT "rv"."NAME" as "Board Name", sr.filtername, sp.sharetype AS  
current_share_state, sr.username AS owner_name FROM  
"AO_60DB71_RAPIDVIEW" as rv INNER JOIN searchrequest sr ON sr.id =  
rv."SAVED_FILTER_ID" INNER JOIN sharepermissions sp ON sp.entityid = sr.id  
WHERE sp.sharetype='global' and sp.entitytype ='SearchRequest';
```

```
jiradb# SELECT DISTINCT "rv"."NAME" as "Board Name", sr.filtername, sp.sharetype AS  
jiradb# FROM "AO_60DB71_RAPIDVIEW" as rv  
jiradb# INNER JOIN searchrequest sr ON sr.id = rv."SAVED_FILTER_ID"  
jiradb# INNER JOIN sharepermissions sp ON sp.entityid = sr.id  
jiradb# WHERE sp.sharetype='global' and sp.entitytype ='SearchRequest'  
Board Name | filtername | current_share_state | owner_name  
-----+-----+-----+-----  
(0 rows)
```

Dashboards

This will get a list of Dashboards that has share type as "share with everyone" (i.e. global). You can do it in EC2 Terminal using PostgreSQL Database:

```
SELECT DISTINCT pp.id AS Dashboard_Id, pp.pagename AS Dashboard_name,
sp.sharetype AS current_share_state, pp.username AS owner_name FROM
portalpage pp INNER JOIN sharepermissions sp ON sp.entityid = pp.id WHERE
sp.sharetype='global' and sp.entitytype ='PortalPage' ORDER BY pp.id;
```

```
jiradb# SELECT DISTINCT pp.id AS Dashboard_Id, pp.pagename AS Dashboard_name, sp.sharetype AS current_share_state, pp.username AS owner_name
jiradb# FROM portalpage pp
jiradb# INNER JOIN sharepermissions sp ON sp.entityid = pp.id
jiradb# WHERE sp.sharetype='global' and sp.entitytype ='PortalPage'
jiradb# ORDER BY pp.id;
+-----+-----+-----+
| dashboard_id | dashboard_name | current_share_state | owner_name |
+-----+-----+-----+
| 10000 | System Dashboard | global | |
| 10100 | All issues | global | atlassian_dummy |
+-----+-----+-----+
(2 rows)
```

Fixes to Jira DC Pre-migration checks

Update Jira configuration to fix issue with the timezone

Edit `setenv.sh` file:

1. Begin by stopping Jira – go to `/opt/atlassian/jira/bin` and run `./stop-jira.sh`.

```
[root@ip-10-224-44-16 bin]# cd /opt/atlassian/jira/bin
[root@ip-10-224-44-16 bin]# ./stop-jira.sh
executing using dedicated user
      . . . NMMMD .
. 8MM . $MMN, . . ~MMO .
. ?MM . . . MMM? .

OMMMZ . . , NMMMN~
. IMMMMM . . NMMMN . . MMMMN,
, MMMMMMS . . 3MD . . ZMMMMMM .
=NMMMMM , . . , MMMMMMD .
. MMMMMMM8MMMMMM ,
. ONMMMMMMMMZ .
, NMMMMMM8 .
. : , . $MMMMMM
. IMMM . . NMMMMD .
. 8MMMM : : NMMMN .
. MMMM . . MMNN~ .
. MMNN . . MMNN? .

Atlassian JIRA
Version : 7.6.11
```

If you encounter issues starting or stopping JIRA, please refer to the troubleshooting section.

2. After Jira is stopped, you need to edit setenv.sh file using **vi** or **vim** linux editor command. Before you begin editing, please make sure to create a copy of setenv.sh file for restoration in case of any failures.

Please copy the file as shown from your terminal using **cp** linux command for backup - **cp setenv.sh setenv.sh.bak**

After copy is created for backup purposes, we can start editing **setenv.sh** file with **vi** or **vim** linux editor command - **vi setenv.sh**

If Jira does not start (HTTP 502 Bad Gateway error) or (HTTP 503), please verify if the below steps have been performed successfully. If you fail to start Jira please restore the contents of your **setenv.sh** & raise a support ticket.

To restore the contents of **setenv.sh** file:

1. Copy **setenv.sh.bak** to **setenv.sh** - **cp setenv.sh.bak to setenv.sh**
2. Start Jira **./start-jira.sh** or run **/etc/init.d/jira start**

3. We will now start inserting changes. To enter the insert mode, move the cursor to the line that needs to be changed and press **i** (Insert) key. You should see the --
INSERT -- appear at the bottom.

```
export CATALINA_PID
if [ -z "$CATALINA_BASE" ]; then
  if [ -z "$CATALINA_HOME" ]; then
    LOGBASE=$PRGDIR
    LOGTAIL=..
  else
    LOGBASE=$CATALINA_HOME
    LOGTAIL=..
  fi
else
  LOGBASE=$CATALINA_BASE
  LOGTAIL=..
fi

PUSHED_DIR=`pwd`
cd $LOGBASE
cd $LOGTAIL
LOGBASEABS=`pwd`
cd $PUSHED_DIR

echo ""
echo "Server startup logs are located in $LOGBASEABS/logs/catalina.out"

# Set the JVM arguments used to start JIRA. For a description of the options, see
# http://www.oracle.com/technetwork/java/javase/tech/vmoptions-jsp-140102.html

#-----#
# This allows us to actually debug GC related issues by correlating timestamps
# with other parts of the application logs.
#-----#
GC_JVM_PARAMETERS="-XX:+UseGC -XX:+ExplicitGCInvokesConcurrent"
GC_JVM_PARAMETERS="-XX:+PrintGCDetails -XX:+PrintGCDetailsStamps -XX:+PrintGCTimeStamps -XX:+PrintGCCause ${GC_JVM_PARAMETERS}"
GC_JVM_PARAMETERS="-Xloggc:$LOGBASEABS/logs/atlassian-jira-gc-%t.log -XX:+UseGCLogFileRotation -XX:NumberOfGCLogFiles=5 -XX:GCLogFileSize=20M ${GC_JVM_PARAMETERS}"

CATALINA_OPTS="${GC_JVM_PARAMETERS} ${CATALINA_OPTS}"
export CATALINA_OPTS
-- INSERT --
```

110,16

4. Copy the following & paste it towards the end of the file by changing the
property value of **CATALINA_OPTS** to **CATALINA_OPTS="-Duser.timezone=UTC
\${CATALINA_OPTS}"**

```

#!/bin/sh CATALINA_PID
if [ -z "$CATALINA_HOME" ]; then
    if [ -z "$CATALINA_HOME" ]; then
        LOGBASE=$PWD/..
        LOGTAIL=..
    else
        LOGBASE=$CATALINA_HOME
        LOGTAIL=.
    fi
else
    LOGBASE=$CATALINA_BASE
    LOGTAIL=.
fi
PUSHED_DIR=$(pwd)
cd $LOGBASE
cd $LOGTAIL
cd ..
cd ..
cd ..
cd ..
cd ..
cd ..
who ""
echo "Server startup logs are located in $LOGBASE/Logs/catalina.out"
# Set the JVM arguments used to start JIRA. For a description of the options, see
# http://www.oracle.com/technetwork/java/javase/tech/vmoptions-jsp-1410102.html
# This allows us to actually debug GC related issues by correlating timestamps
# with other parts of the application logs.
-----+
XX_JVM_PARAMETERS="-XX:+HeapDumpOnOutOfMemoryError"
XX_JVM_PARAMETERS="-XX:+PrintGCDetails -XX:+PrintGCDateStamps -XX:+PrintGCTimeStamp -XX:+PrintGCause ${GC_JVM_PARAMETERS}"
XX_JVM_PARAMETERS="-Xloggc:$LOGBASE/Logs/Atlassian-jira-gc.log -XX:+UseGCLogFileRotation -XX:NumberOfGCLogFiles=5 -XX:GCLogFileSize=20M ${GC_JVM_PARAMETERS}"
CATALINA_OPTS="$CATALINA_OPTS -Duser.timezone=UTC ${CATALINA_OPTS}"
-- INHERIT -- CATALINA_OPTS
-- INHERIT --
110,53 Bot

```

5. To save above changes and exit **vi** or **vim** linux editor. Press **Esc** & Type :**wq!**
followed by **Enter/ Return**

```

# One way to set the JIRA HOME path is here via this variable. Simply uncomment it and set a valid path like /jira/home. You can
# terminal. That will also work.
#JIRA_HOME=""

# Occasionally Atlassian Support may recommend that you set some specific JVM arguments. You can use this variable below to do that.

# The following 2 settings control the minimum and maximum given to the JIRA Java virtual machine. In larger JIRA instances, the memory
# requirements are higher than the default values.
#VM_MINIMUM_MEMORY="8192m"
#VM_MAXIMUM_MEMORY="8192m"

# The following are the required arguments for JIRA.
#JVM_REQUIRED_ARGS="-Djava.awt.headless=true -Datlassian.standalone=JIRA -Dorg.apache.jasper.runtime.BodyContentImpl.LIMIT_BUFFER=true
#-Dorg.dom4j.factory=com.atlassian.core.xml.InterningDocumentFactory"

# Uncomment this setting if you want to import data without notifications
#DISABLE_NOTIFICATIONS="" -Datlassian.mail.senddisabled=true -Datlassian.mail.fetchdisabled=true -Datlassian.mail.popdisabled=true

# In general don't make changes below here
#-----+
# Prevents the JVM from suppressing stack traces if a given type of exception
# occurs frequently, which could make it harder for support to diagnose a problem.
#WTF!

```

6. After saving the file you need to start Jira:

Either go to **/opt/atlassian/jira/bin** and run **./start-jira.sh** or run **/etc/init.d/jira start**

Jira has now started successfully.

```
[root@ip-10-224-44-16 bin]# /etc/init.d/jira start
To run JIRA in the foreground, start the server with start-jira.sh -fg
executing using dedicated user: jira
.....
.....NMMMD. ...
.8MMM. $MMN,...MMMO.
.7MMM. .MMM?.

OMMMZ. ....NNMMN-
.IMMMMMM. .NNMMN. .MMMMMN.
,MMMMMS. .3MD. .ZMMMMMM.
=NMNMNMNM,,.,MMNMNM.
.MMMNMNMNMNMNMNMNMNM,
.ONMNMNMNMNMNMNMNM,
.NNMNMNMNMNMNMNM,
.., SNMNMNMNM,
.TMMNM. .NMNMND.
.8MMNM: .NMNMNM.
.MMNMNM. .MMNMNM-.
.MMNMNM. .MMNMNM.

Atlassian JIRA
Version : 7.6.11

If you encounter issues starting or stopping JIRA, please see the Troubleshooting guide at http://confluence.atlassian.com/display/JIRA/Installation+Troubleshooting+Guide

Server startup logs are located in /opt/atlassian/jira/logs/catalina.out
Using CATALINA_BASE: /opt/atlassian/jira
Using CATALINA_HOME: /opt/atlassian/jira
Using CATALINA_TMPDIR: /opt/atlassian/jira/temp
Using JRE_HOME: /opt/atlassian/jira/jre/
Using CLASSPATH: /opt/atlassian/jira/bin/bootstrap.jar:/opt/atlassian/jira/bin/tomcat-juli.jar
Using CATALINA_PID: /opt/atlassian/jira/work/catalina.pid
Tomcat started.
```

Fix Users Without Email Address

How to perform fix

To find users without email address, run this query:

```
select id, directory_id, user_name, email_address from cwd_user where email_address
= '';
```

```
jiradb=# select id, directory_id, user_name, email_address from cwd_user where email_address = '';
   id | directory_id | user_name | email_address
-----+-----+-----+
 110500 |      10000 | Administrator |
 110501 |      10000 | Guest |
 110502 |      10000 | krbtgt |
(3 rows)
```

To change the email, use this query:

```
update cwd_user set lower_email_address = <user email address>, email_address =
<user email address> where id = <user id>;
```

```

jiradb=# update cwd_user set lower_email_address = 'administrator@atlassian.biz',
jiradb-# email_address = 'administrator@atlassian.biz'
jiradb-# where id = 110500;
UPDATE 1
jiradb=# update cwd_user set lower_email_address = 'guest@atlassian.biz',
jiradb-# email_address = 'guest@atlassian.biz'
jiradb-# where id = 110501;
UPDATE 1
jiradb=# update cwd_user set lower_email_address = 'krbtgt@atlassian.biz',
jiradb-# email_address = 'krbtgt@atlassian.biz'
jiradb-# where id = 110502;
UPDATE 1
jiradb=# select id, directory_id, user_name, email_address from cwd_user where email_address = '';
 id | directory_id | user_name | email_address
-----+-----+-----+
(0 rows)

```

Fix Duplicate Users

Migrate users with JCMA

1. Before user migration, you need to remove duplicate external users from the database. To do it go to your database and run this query:

```

delete from cwd_user where id in (select id from cwd_user where
directory_id=<External Application ID> and user_name in (select user_name from
cwd_user where directory_id=<Jira Internal ID>));

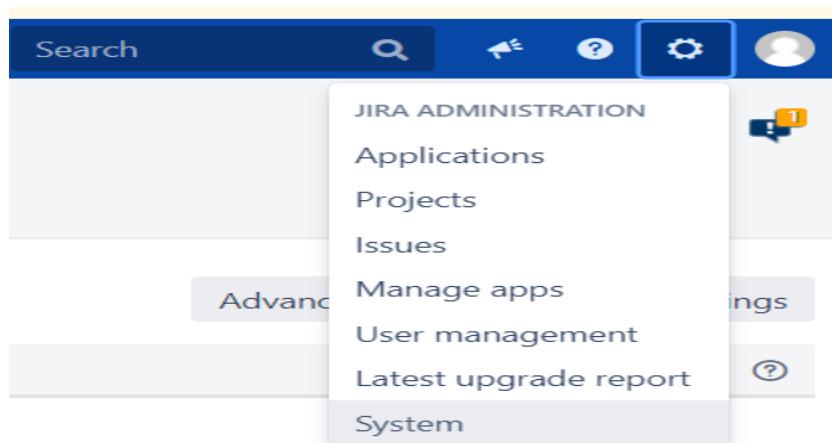
```

```

jiradb=# delete from cwd_user where id in (select id from cwd_user where directory_id=10000 and user_name in (select user_name from cwd_user where directory_id=1));
DELETE 103
jiradb=

```

2. Select the gear icon and select **System**.



3. Under **IMPORT AND EXPORT** section on the left pane, select **Migrate to cloud**. Then select **Review all email domains**.

The screenshot shows the Jira Cloud Migration Assistant home page. On the left, there's a sidebar with various system management options like General configuration, System info, and Security. The main area is titled "Migration Assistant home" and contains three main steps: "Assess your apps", "Prepare your apps", and "Review all email domains". The third step, "Review all email domains", is highlighted with a red box around its "Review" button. To the right, there's a summary of the product status with counts for Groups, Users, Customers, Projects, Issues, Attachments, and Apps. At the bottom right, there's a link to "Preparation for migration".

IMPORT AND EXPORT

Backup system

Restore system

Project import

External System Import

Migrate to cloud

Applications Projects Issues Add-ons User management Latest upgrade report **System** Structure Zephyr Scale

Give feedback Need help? ▾

Migration Assistant home

This tool will help you assess and create your migration plan. You'll then be able to test and migrate to a cloud-hosted site.

ASSESS

Assess your apps

Assess and select the apps you need to migrate to Cloud. You must complete this app assessment before continuing to prepare your apps for migration.

Begin assessing I don't need to migrate apps

PREPARE

Prepare your apps

Connect to a cloud site, install your apps and consent to app data migration before you migrate to cloud.

Begin preparation

Review all email domains

Review all the email domains found in your user base and trust them to be able to migrate users to the Cloud. This will improve the security of your Cloud site. You must complete this review before migrating your data.

Review

ABOUT YOUR PRODUCT

1819 Groups
3278 Users
0 Customers
757 Projects
500417 Issues
2 GB Attachments
4 Apps

ADDITIONAL RESOURCES

Preparing for migration

View our best practice guides for more information on app migration security, migration testing, and preparation.

Jira Cloud Migration Assistant

4. Choose Trusted Domain for all of them and select Done.

The screenshot shows a table of email domains with their user counts and current status. A dropdown menu is open over the third row, showing options: 'Trusted domain' (selected), 'Not trusted domain', and 'No decision made'. The 'Trusted domain' option is highlighted with a red box. At the bottom right of the page, there is a 'Done' button with a red box around it.

Domains	User count	Decision	Action
atlassian.biz	3164	Trusted domain	—
atlassian.com	1	Trusted domain	—
localhost.com	1	Trusted domain	—

Rows per page: 10

100% COMPLETE 3 of 3 domains trusted Last saved just now **Done**

5. Select Create a migration.

The screenshot shows the migration setup interface. On the left, a sidebar lists various migration-related settings. The main area is divided into sections: PREPARE, REVIEW, and MIGRATE. In the PREPARE section, there is a 'Prepare your apps' step with a 'Begin preparation' button. In the REVIEW section, there is a 'Review all email domains' step with a 'View trusted domains' button. In the MIGRATE section, there is a 'Migrate your data' step with a 'Create a migration' button, which is highlighted with a red box. To the right, there are statistics for the migration: 3278 Users, 0 Customers, 757 Projects, 500417 Issues, 2 GB Attachments, and 4 Apps. Below these, there are links for 'Preparing for migration' and 'Jira Cloud Migration Assistant'.

Scheduler details
Troubleshooting and support tools
Audit Log

SECURITY
Project roles
Global permissions
Password Policy
User sessions
Remember my login
Whitelist

Issue collectors

USER INTERFACE
Default user preferences
System dashboard
Look and feel
Announcement banner
Rich text editor

IMPORT AND EXPORT
Backup system
Restore system
Project import
External System Import
Migrate to cloud

MAIL
Global Mail Settings
Outgoing Mail
Incoming Mail

PREPARE

Prepare your apps
Connect to a cloud site, install your apps and consent to app data migration before you migrate to cloud.
Begin preparation

REVIEW

Review all email domains
Review all the email domains found in your user base and trust them to be able to migrate users to the Cloud. This will improve the security of your Cloud site. You must complete this review before migrating your data.
View trusted domains

MIGRATE

Migrate your data
Migrate users, groups, projects and apps to Jira Cloud in stages, or all at once.
Create a migration Manage your migrations

3278 Users
0 Customers
757 Projects
500417 Issues
2 GB Attachments
4 Apps

ADDITIONAL RESOURCES

Preparing for migration
View our best practice guides for more information on app migration security, migration testing, and preparation.

Jira Cloud Migration Assistant
View our guides and learn how to prepare your move.

6. Select Connect to cloud.

How it works

Visit the [Cloud Migration Center](#) to understand more about compliance and compatibility, and read the [server to cloud migration guide](#) to prepare for the move.

- 1. Connect to cloud**
Connect to a new or existing Atlassian cloud site.
- 2. Choose what to migrate**
You can migrate everything at once or break it up into different stages.
- 3. Check for errors**
We'll check for any errors or conflicts so you can resolve them before you migrate.
- 4. Review**
Review what you're planning to migrate.
- 5. Migrate now or later**
Run your migration straight away or save it to run later.

Back **Connect to cloud**

7. Select Choose cloud site.

Connect Choose Check Review Migrate

Connect to your cloud site

Name your migration *

Choose your destination cloud site *

Choose cloud site **Get Jira Cloud trial**

8. If you are signed in as the Site Administrator for the Atlassian cloud site it will open a page for you to enter the URL address of your server and to choose the cloud instance you want to migrate to. After checking Allow Atlassian to access migrations data and clicking **Confirm** you will be redirected back to the previous page to enter the name of your migration. Enter the name and click **Choose migration options**.

Choose your destination cloud site

You must be signed in as the **Site Administrator** for the Atlassian cloud site you're migrating to.

Atlassian Cloud with admin access for your cloud site

 Vladyslav Muzyka  vmuzyka@atlassian.com

[Change account](#)

Migrate from *

Enter the base URL of your server instance. To locate the **Base URL**, go to [System > General configuration](#).

Migrate to *

Allow Atlassian to access migrations data*
To migrate your data, Atlassian needs permission to copy it from your server instance and transfer it to your linked cloud site.
By choosing **Allow** you also agree to Atlassian's [Privacy Policy](#) and [Customer Agreement](#).

[Cancel](#) **Confirm**

9. Select Choose what to migrate. On the next page select **Skip** for Roadmaps and Projects. Click on **Select** for **Users and Groups**.

X Close

Give feedback Need help? ▾

Connect Choose Check Review Migrate

Migration options

You can use our [server to cloud migration guide](#) to help you plan your migration.

Migrate all data at once ALPHA

Migrate all data in a single migration. This doesn't include app data. This option is only available when no projects exist in your Cloud site.

This option allows you to migrate:

- ✓ Users, groups, and customers
- ✓ Projects and attachments
- ✗ Apps

Choose what to migrate

You have the flexibility to choose what you want to migrate. This includes options to pre-migrate users and attachments.

This option allows you to migrate:

- ✓ Users, groups, and customers
- ✓ Projects and attachments
- ✓ Apps

Migrate all data

Choose what to migrate

Back

Choose your migration options

Tell us what you want to migrate. You can use our [server to cloud migration guide](#) to help you plan your migration.

Advanced Roadmaps plans

0 plans
You haven't selected any plans.

Edit

Projects

0 Jira projects
0 issues and 0 KB of attachments.

0 Jira Service Management projects
0 issues and 0 KB of attachments.

Edit

Users and groups

No users, groups, or group membership selected

Select

Customers

No customers selected

Back

Run pre-migration checks

10. Choose **All users and groups from the Jira directory** and **Preserve group membership**. Select **Add to migration**.

Select **All Jira Service Management customers** for **Customers** and **None** for **Apps**.

Select **Run pre-migration checks**.

The screenshot shows the 'Choose' step of the Jira Migration Assistant. At the top, there are five tabs: 'Connect' (blue), 'Choose' (blue), 'Check' (grey), 'Review' (grey), and 'Migrate' (grey). A 'Give feedback' button is in the top right. Below the tabs, the title 'Select users and groups' is displayed. A note says 'We won't notify users when they're migrated to Cloud.' and a link 'Learn more about migrating users and groups'. Under 'Users and groups', two options are shown: 'Only users and groups related to the selected projects' (grey) and 'All users and groups from the Jira directory' (blue, with a red box around it). A detailed description follows: 'All users and groups from active directories including admins, agents and other collaborators. Any users referenced in content from inactive directories will be migrated as Former User. See more details about what is and isn't migrated.' In the 'Group membership' section, two options are shown: 'Migrate users and groups separately' (grey) and 'Preserve group membership' (blue, with a red box around it). A detailed description follows: 'Preserving group membership could grant some users product access, and they will be added to your cloud license. We won't send your users any emails or invitations as part of the migration. Learn more'.

Choose your migration options

Tell us what you want to migrate. You can use our [server to cloud migration guide](#) to help you plan your migration.

Advanced Roadmaps plans

0 plans

You haven't selected any plans.

[Edit](#)

Projects

0 Jira projects

0 issues and 0 KB of attachments.

0 Jira Service Management projects

0 issues and 0 KB of attachments.

[Edit](#)

Users and groups

All users and groups from the Jira directory

Currently, users and groups.

Preserve group memberships

Users will get product access and will be added to your cloud license.

[Edit](#)

Customers

All customers from the Jira directory

Currently, 0 customers.

[Edit](#)

Apps BETA

0 apps

No apps to be migrated

[Edit](#)

[Back](#)

[Run pre-migration checks](#)

11. Select **Review migration**. On the next page select **Run**

Pre-migration checks

We've run some checks and here's what we found. You can continue but you'll need to resolve any errors before you can migrate.

System Last checked just now

- The Cloud Migration Assistant is up to date
- Jira Service Management is available on your cloud site
- Jira Work Management is available on your cloud site
- Jira Software is available on your cloud site
- Your cloud token is active
- All URLs required for migration are authorized

Users and groups Last checked just now

- You trust all your email domains
- All users have valid email addresses
- All users have unique email addresses
- There are no conflicting group names
- Jira Service Management agents are within the cloud plan agent limit
- Jira Software users are within the cloud plan user limit
- Jira Work Management users are within the cloud plan user limit

Customers Last checked just now

- All customers have valid email addresses
- All customers have unique email addresses

[Back](#) [Refresh all](#) [Review migration](#)

Review your migration

You can run your migration now or save and come back later. You won't be able to add or remove projects after you have saved so if you'd like to make any changes, do them now.

Your migration is ready to run

No errors or warnings were found.

Checks: No warnings or errors

Estimated time: 1 - 2 h (estimated time at 16 Mbps)

Last checked: 1 minute ago

Configuration

- Migration name: user migration
- Migration stage: Not specified
- Destination: <https://atl-veritgo-shard-jira-prod-us-mc-26-vlad0418.atlassian.net>
- Advanced Roadmaps: 0 plan
- Cloud plans: Jira Software Cloud Premium plan
Jira Service Management Cloud Premium plan
- Users and groups: You have chosen to migrate all users and groups from the Jira directory
- Group membership: Group membership will be preserved. Users will get product access and will be added to your cloud license.
- Customers: All customers from the Jira directory

This migration includes Logs and reports

Back Save **Run**

12. Don't forget to select "I've migrated user data using Jira Cloud Migration Assistant" when importing Jira backup to Cloud.

System

Look and feel

Announcement banner

IMPORT AND EXPORT

Backup manager

External System Import

Import Jira Cloud

Import Jira Server

Migrate cloud site **BETA**

Choose what to do with imported user data:

User migration options are no longer available

We've discontinued user migration options for Server to Cloud migrations using Site Import:

- Merge with existing cloud users
- Overwrite existing cloud users

Use the Jira Cloud Migration Assistant to migrate users. [Learn how to migrate users and groups with Jira Cloud Migration Assistant](#)

For any technical concerns with this change, [contact us](#).

I've migrated user data using the Jira Cloud Migration Assistant ⓘ

Your backup file may be outdated

We recommend taking a fresh backup of your Jira server after migrating your user data, to ensure that your backup file is up to date.

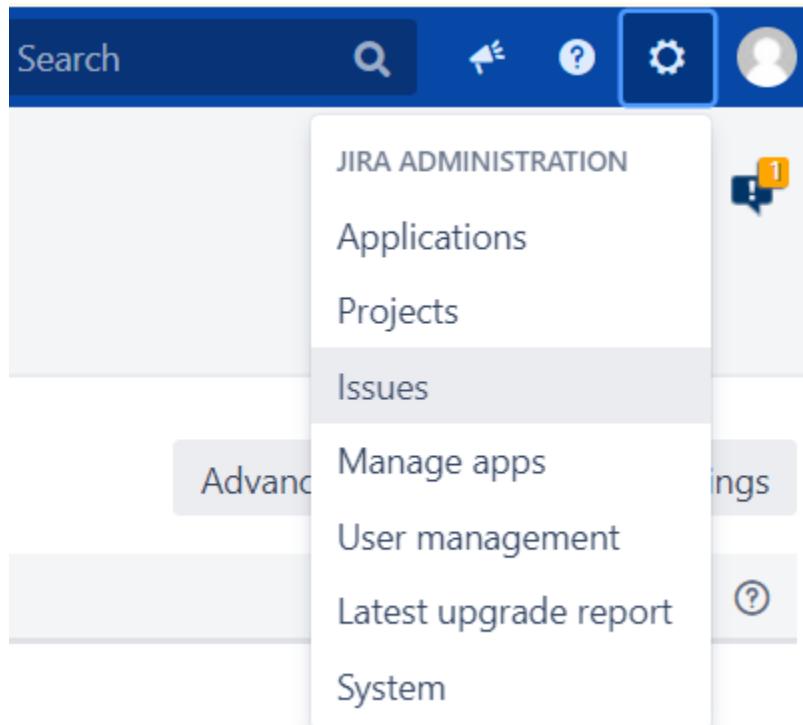
Choose your import file type ⓘ

Import data

Import media

Fix Duplicate Workflows

1. Select the gear icon and select **Issues**.



2. Under **WORKFLOWS** section on the left pane, select **Workflows**.

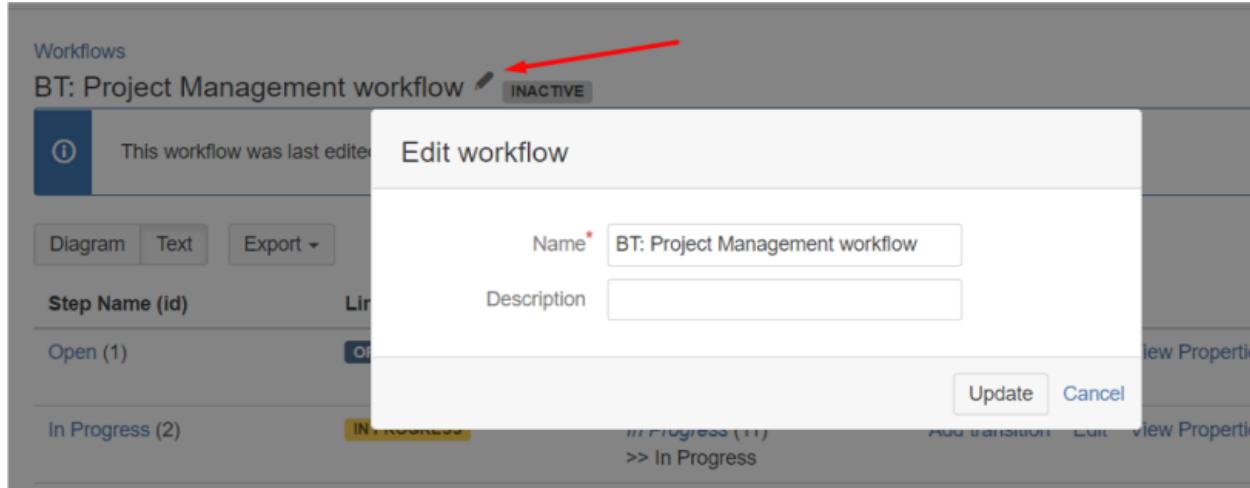
A screenshot of the JIRA Administration interface. At the top, it says 'Administration' and has a search bar. Below the header, there is a navigation bar with tabs: Applications, Projects, **Issues** (selected and highlighted with a blue underline), Add-ons, User management, Latest upgrade report, System, and Settings. On the left side, there is a sidebar with two sections: 'ISSUE TYPES' containing 'Issue types', 'Issue type schemes', and 'Sub-tasks'; and 'WORKFLOWS' containing 'Workflows' (which is underlined in red) and 'Workflow schemes'. The main content area is titled 'Issue types' and lists three items:

Name	Type
Bug A problem which impairs or prevents the functions of the product.	Standard
Epic Created by Jira Software - do not edit or delete. Issue type for a big user story that needs to be broken down.	Standard
IT Help	Standard

3. Locate the workflow with duplicate name. Select **Edit** to change its name.

Inactive				
Name	Last modified	Assigned Schemes	Steps	Actions
BT: Project Management workflow	03/May/21 Atlassian Admin		3	Edit Copy Delete

4. Also, you can select the pencil icon to change the workflow's name to a unique one.



The screenshot shows the 'Edit workflow' interface for a workflow named 'BT: Project Management workflow'. The workflow is currently marked as 'INACTIVE'. On the left, there are tabs for 'Diagram', 'Text', and 'Export'. Below them, a table lists workflow steps: 'Open (1)' and 'In Progress (2)'. The 'In Progress' step has a status of 'IN PROGRESS'. On the right, there are fields for 'Name*' (set to 'BT: Project Management workflow') and 'Description'. At the bottom right are 'Update' and 'Cancel' buttons.

Fix Public Access

Filters

1.

Go to Issues → Manage Filters

The screenshot shows the Jira Administration interface. On the left, there's a sidebar with sections like 'Administration', 'Issue types', 'Workflows', and 'Screens'. The main area is titled 'RECENT ISSUES' with a list of items like 'ZYK-355 Cud Goodrich computer...', 'ZYK-404 σ, α, ϖ, δ, β, ω, ζ...', and 'ZYK-401 Lambskins shrines Cupi...'. Below this is a section for 'Default Permission Scheme' with a list of items like 'Business Test', 'DragonSlayerProject01', and 'Example'. A red box highlights the 'Manage filters' button at the bottom of the sidebar.

2. Select Search and enter the filter name that is shared with the public.

The screenshot shows the 'Manage Filters' page. On the left, there's a sidebar with 'Search' selected. The main area is titled 'Search Filters' with a search bar containing 'public'. Below it are fields for 'Owner' and 'Shared With' (set to 'Anyone'). A table lists a single filter: 'Public' (Owned by Atlassian Admin, Shared With: Shared with the public, Subscriptions: None - Subscribe, Popularity: 1).

3. Select Details → Edit permissions.

The screenshot shows the 'Public' filter details page. It has tabs for 'Save as', 'Details', and 'Edit permissions' (which is underlined). The 'Details' tab is active. It shows the filter is owned by 'Atlassian Admin' and is visible to 'Public'. There are sections for 'Permissions' (with a note it's visible to Public) and 'Subscriptions' (with a note it has no subscriptions). A sidebar on the right says 'found to match your search'.

4. Select the Delete icon and select Save.

Edit Current Filter [?](#)

Name *

Description

Favorite

Shares Shared with the public

Add Shares [+ Add](#)

Shared with everyone in the 'jira-administrators' group

Dashboards

1.

Select Dashboards → Manage Dashboards



2. Select Search and enter name of the dashboard that is shared with the public.

You click on its name, then Ellipsis → Edit Dashboard.

Manage Dashboards

Create new dashboard | Restore Defaults

Favorites
My
Popular
Search

Search Dashboards

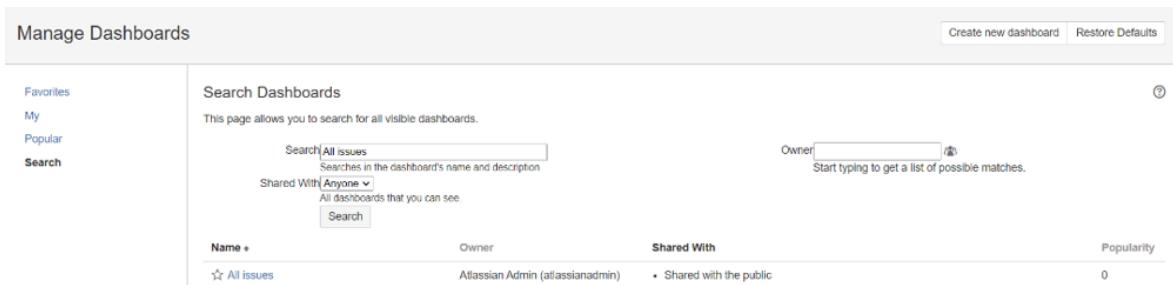
This page allows you to search for all visible dashboards.

Search All issues Searches in the dashboard's name and description
Shared With Anyone All dashboards that you can see
Name + Owner Shared With Popularity
All issues Atlassian Admin (atlassianadmin) Shared with the public 0

Owner Start typing to get a list of possible matches.

Search

?



All issues

Filter Results: Public
No matching issues found.

Average Age Chart: Public

Days

No Data Available

Add gadget | Edit layout | ...
Copy Dashboard
Edit Dashboard
Share Dashboard
Delete Dashboard
Find Dashboards
Create Dashboard
View as wallboard
Set up wallboard slideshow



3. Select the Delete icon.

Edit and Share Dashboard

Name* All issues

Description

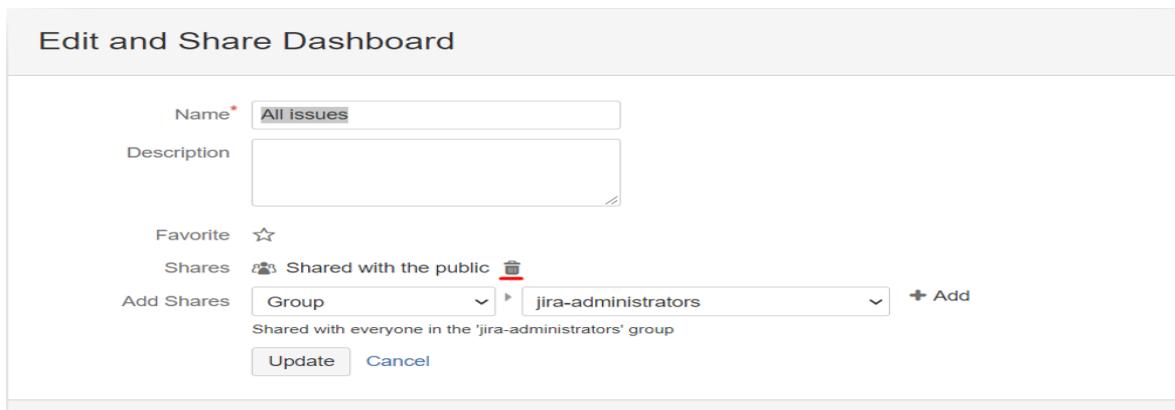
Favorite 

Shares Shared with the public 

Add Shares Group jira-administrators 

Shared with everyone in the 'jira-administrators' group

Update Cancel

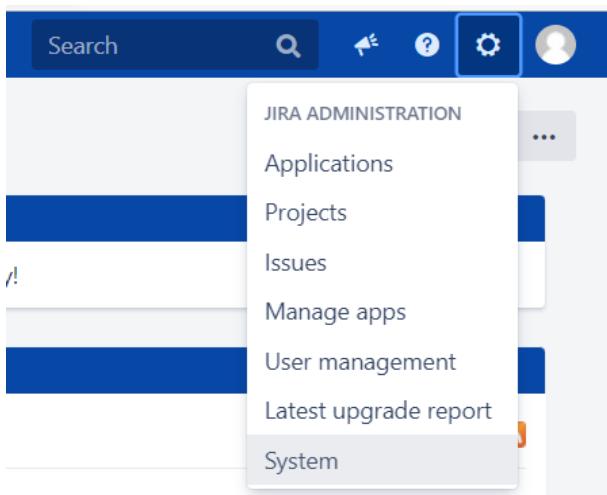


Create a Jira DC backup file

How to create a backup file?

1.

Go to the System Settings → Backup system. System Settings can be found by clicking the gear icon and selecting System.



2. Navigate to IMPORT AND EXPORT on the left pane. Select Backup system.

RICH TEXT EDITOR

IMPORT AND EXPORT

Backup system

Restore system

Project import

External System Import

Migrate to cloud

3. Here you can find the place where backups are stored and create a new one by entering a name for it. Select Backup.

Backup JIRA data

This will backup the contents of the database in a portable XML format.

You can use this backup to move JIRA between different databases if required, as well as creating a backup that you can use if something goes wrong. To backup to a file on the server, enter the filename below.

The backup file will be placed here: `/var/atlassian/application-data/jira/export`

⚠ Attachments will not be backed up. This needs to be done manually.
XML generation is complex so there might be a delay before it completes!

File name

4. After the backup is complete, you need to navigate to where backups are stored on your Jira DC server. You can do it using the command sudo su - to log in as root user. Next, enter cd and the path from the previous step where backups are stored. Command ls -l will show all the files in the folder.

```
sh-4.2$ sudo su -
Last login: Thu Sep  9 21:22:27 -03 2021 on pts/0
Last failed login: Mon Sep 13 09:24:10 -03 2021 from 230-144-117-154.bitcointernet.co.za on ssh:notty
There were 42 failed login attempts since the last successful login.
[root@ip-10-224-44-16 ~]# cd /var/atlassian/application-data/jira/export
[root@ip-10-224-44-16 export]# ls -l
total 17736552
-rw-r----- 1 jira jira      35502 Apr 28 14:07 2021-Apr-28--1707.zip
-rw-r----- 1 jira jira      67201 Apr 29 02:05 2021-Apr-29--0505.zip
-rw-r----- 1 jira jira      67185 Apr 29 14:05 2021-Apr-29--1705.zip
-rw-r----- 1 jira jira      67243 Apr 30 02:05 2021-Apr-30--0505.zip
-rw-r----- 1 jira jira      67214 Apr 30 14:05 2021-Apr-30--1705.zip
-rw-r----- 1 jira jira      67244 May  1 02:05 2021-May-01--0505.zip
-rw-r----- 1 jira jira      67236 May  1 14:05 2021-May-01--1705.zip
-rw-r----- 1 jira jira 2594738167 Sep  1 11:26 backup0109.zip
-rw-r----- 1 jira jira 2593309860 Sep 13 05:16 first-backup.zip
-rw-r----- 1 jira jira 2594710139 Sep  1 05:32 last_backup0109.zip
-rw-r----- 1 jira jira 2594710172 Sep  1 05:20 last_backup.zip
drwxr-x--- 3 jira jira       20 Sep  1 06:52 migration-to-cloud
-rw-r----- 1 jira jira 2594737148 Sep  1 11:15 new_backup010921.zip
-rw-r----- 1 jira jira 2594737588 Sep  1 09:16 new_backup0109.zip
-rw-r----- 1 jira jira 2594737212 Sep  1 10:54 new_backup0109.zip
drwxr-x--- 4 jira jira       35 Jul 15 15:10 softwareplant
-rw-r----- 1 jira jira      1406 Sep 13 04:21 structure-20210913-0421.zip
drwxr-x--- 2 jira jira       6 Apr 28 14:06 workflowexports
[root@ip-10-224-44-16 export]#
```

1. After creating a backup you need to run the tool to clean it from the invalid characters. Head to the backup folder.

```
cd /var/atlassian/application-data/jira/export
```

```
sh-4.2$ sudo su -
Last login: Wed May 11 11:31:55 -03 2022 on pts/0
[root@ip-10-224-44-16 ~]# cd /var/atlassian/application-data/jira/export
[root@ip-10-224-44-16 export]#
```

2. Unzip the backup archive you've created previously into the folder.

```
unzip <backupname>.zip -d backup
```

```
[root@ip-10-224-44-16 export]# unzip backup0109.zip -d backup
Archive: backup0109.zip
  inflating: backup/entities.xml
  inflating: backup/activeobjects.xml
```

3. Head to this folder:

```
cd backup
```

```
wget
```

<https://confluence.atlassian.com/jira/files/12079/242614279/1/1307570821061/atlassian-xml-cleaner-0.1.jar>

In case you want to download it to your system (you need to have Java installed):

```
atlassian-xml-cleaner-0.1.jar
```

```
[root@ip-10-224-44-16 export]# cd backup
[root@ip-10-224-44-16 backup]# wget https://confluence.atlassian.com/jira/files/12079/242614279/1/1307570821061/atlassian-xml-cleaner-0.1.jar
--2022-05-11 11:31:21-- https://confluence.atlassian.com/jira/files/12079/242614279/1/1307570821061/atlassian-xml-cleaner-0.1.jar
Resolving confluence.atlassian.com (confluence.atlassian.com)... 18.67.76.129, 18.67.76.12, 18.67.76.74, ...
Connecting to confluence.atlassian.com (confluence.atlassian.com)|18.67.76.129|:443... connected.
HTTP request sent, awaiting response... 200 OK
Length: unspecified [application/x-java-archive]
Saving to: 'atlassian-xml-cleaner-0.1.jar'

[ =>>
2022-05-11 11:31:21 (276 MB/s) - 'atlassian-xml-cleaner-0.1.jar' saved [12472]
```

4. Run the following query:

```
java -jar atlassian-xml-cleaner-0.1.jar entities.xml > entities-clean.xml
```

```
java -jar atlassian-xml-cleaner-0.1.jar activeobjects.xml > activeobjects-clean.xml
```

This will create a copy of entities.xml as entities-clean.xml with the invalid characters replaced with a replacement character ♦.

```
[root@ip-10-224-44-16 backup]# java -jar atlassian-xml-cleaner-0.1.jar activeobjects.xml > activeobjects-clean.xml  
[root@ip-10-224-44-16 backup]# java -jar atlassian-xml-cleaner-0.1.jar entities.xml > entities-clean.xml
```

5. Delete old files:

```
rm activeobjects.xml
```

```
rm entities.xml
```

```
[root@ip-10-224-44-16 backup]# rm activeobjects.xml  
rm: remove regular file 'activeobjects.xml'? y  
[root@ip-10-224-44-16 backup]# rm entities.xml  
rm: remove regular file 'entities.xml'? y
```

6. Rename the files:

```
mv activeobjects-clean.xml activeobjects.xml
```

```
mv entities-clean.xml entities.xml
```

```
[root@ip-10-224-44-16 backup]# mv activeobjects-clean.xml activeobjects.xml  
[root@ip-10-224-44-16 backup]# mv entities-clean.xml entities.xml
```

7. Create a new archive with this files:

```
zip entities entities.xml activeobjects.xml
```

```
[root@ip-10-224-44-16 backup]# zip entities entities.xml activeobjects.xml  
adding: entities.xml (deflated 75%)  
adding: activeobjects.xml (deflated 97%)
```

8. Move the fixed backup back to the export folder:

```
mv entities.zip /var/atlassian/application-data/jira/export
```

```
[root@ip-10-224-44-16 backup]# mv entities.zip /var/atlassian/application-data/jira/export/  
[root@ip-10-224-44-16 backup]# █
```

It's an important step as we need to enrich the backup file with attachment links before uploading it to the cloud.

Enrich backup with attachment links

How to perform the fix

Navigate to URL: <Jira_URL>/secure/admin/SiteDarkFeatures!default.jspa

The screenshot shows the JIRA Administration interface under the 'System' tab. On the left, there's a sidebar with links like General configuration, System support, Security, and Project roles. The main content area has two sections: 'Site Wide Dark Features' and 'System Property Dark Features'. Both sections contain lists of dark features that are enabled for all users or via system properties respectively. A note at the bottom of each section says to add the dark feature administration to the JIRA menus.

Site Wide Dark Features

- com.atlassian.jira.agile.darkfeature.edit.closed.sprint.enabled (Disable)
- com.atlassian.jira.agile.darkfeature.kanplan.enabled (Disable)
- com.atlassian.jira.agile.darkfeature.kanplan.epics.and.versions.enabled (Disable)
- com.atlassian.jira.agile.darkfeature.splitissue (Disable)
- com.atlassian.jira.agile.darkfeature.sprint.goal.enabled (Disable)
- com.atlassian.jira.migration.jsm.enabled (Disable)
- com.atlassian.jira.projects.ProjectCentricNavigation.Switch (Disable)
- com.atlassian.jira.projects.IssueNavigator (Disable)
- sd.canned.responses.enabled (Disable)
- sd.internal.base.off.thread.on.completion.events.enabled (Disable)
- sd.sla.improved.rendering.enabled (Disable)
- sd.slavemode.record.updated.date.enabled (Disable)

To add the dark features administration to the JIRA menus enable the following feature.

- jira.site.darkfeature.admin (Enable)
- jira.user.darkfeature.admin (Enable)

Enable dark feature Add

System Property Dark Features

- app-switcher.new
- atlassian.aul.raphael.disabled
- atlassian.rest.xsrf.legacy.enabled
- com.atlassian.feedback.feedback-button-move-to-header-enable
- com.atlassian.jira.agile.darkfeature.editable.detailsview
- com.atlassian.jira.config.BIG_PIPE
- com.atlassian.jira.config.CoreFeatures.LICENSE_ROLES_ENABLED
- com.atlassian.jira.config.PDL
- com.atlassian.jira.config.ProjectConfig MENU
- com.atlassian.jira.projects.sidebar.DEFER_RESOURCES
- frother.assignee.field
- jira.export.csv.enabled
- jira.frother.reporter.field
- jira.issue.status.lozenge
- jira.onboarding.cyoa
- jira.plugin.devstatus.phasetwo
- jira.plugin.devstatus.phasetwo.enabled
- jira.zdu.admin-updates-ui
- jira.zdu.admin-updates-state

Add a dark feature: com.atlassian.jira.migration.enable.site-import-enricher

Select Add.

If you want to migrate project avatars, add dark feature:

com.atlassian.jira.migration.avatar-migration.feature

The screenshot shows the 'Administration' section of the JIRA interface. The top navigation bar includes links for Applications, Projects, Issues, Add-ons, User management, Latest upgrade report, System, Structure, and Zephyr Scale. The 'System' tab is selected. On the left, a sidebar lists various administration categories like General configuration, System support, Security, and Project roles. The main content area is divided into two sections: 'Site Wide Dark Features' and 'System Property Dark Features'. The 'Site Wide Dark Features' section contains a list of dark features enabled for all users, such as com.atlassian.jira.agile.darkfeature.edit.closed sprint.enabled (Disable). Below this is a note about enabling features via JIRA menus. The 'System Property Dark Features' section contains a list of system properties or entries in jira-features.properties, such as app-switcher.new. A red box highlights the 'Add' button next to the 'Enable dark feature' input field.

Site Wide Dark Features

These dark features are enabled for all users and cannot be disabled other than via this screen.

- com.atlassian.jira.agile.darkfeature.edit.closed sprint.enabled (Disable)
- com.atlassian.jira.agile.darkfeature.kanban.enabled (Disable)
- com.atlassian.jira.agile.darkfeature.kanban.epics.and.versions.enabled (Disable)
- com.atlassian.jira.agile.darkfeature.splitIssue (Disable)
- com.atlassian.jira.agile.darkfeature.sprint.goal.enabled (Disable)
- com.atlassian.jira.migration.jsm.enabled (Disable)
- com.atlassian.jira.projects.ProjectCentricNavigation.Switch (Disable)
- com.atlassian.jira.projects.issuenavigator (Disable)
- sd.canned.responses.enabled (Disable)
- sd.internal.base.of.thread.on.completion.events.enabled (Disable)
- sd.sla.improved.rendering.enabled (Disable)
- sd.slave.value.record.updated.date.enabled (Disable)

To add the dark features administration to the JIRA menus enable the following feature.

- jira.site.darkfeature.admin (Enable)
- jira.user.darkfeature.admin (Enable)

Enable dark feature: com.atlassian.jira.migration.enable site

System Property Dark Features

These dark features are enabled via system properties or entries in jira-features.properties and cannot be disabled here. You must restart the server without the properties to disable these features.

- app-switcher.new
- atlassian.ui.raphael.disabled
- atlassian.rest.xsrf.legacy.enabled
- com.atlassian.feedback.feedback-button-move-to-header-enable
- com.atlassian.jira.agile.darkfeature.editable.detailsview
- com.atlassian.jira.config.BIG_PIPE
- com.atlassian.jira.config.CoreFeatures.LICENSE_ROLES_ENABLED
- com.atlassian.jira.config.PDL
- com.atlassian.jira.config.ProjectConfig.MENU
- com.atlassian.jira.projects.sidebar.DEFER_RESOURCES
- frother.assignee.field
- jira.export.csv.enabled
- jira.frother.reporter.field
- jira.issue.status.lozenge
- jira.onboarding.cyoa
- jira.plugin.devstatus.phasetwo
- jira.plugin.devstatus.phasetwo.enabled
- jira.zdu.admin-updates-ui
- jira.zdu.cluster-upgrade-state
- jira.zdu.jmx-monitoring
- nps.survey.inline.dialog
- sd.new.settings.sidebar.location.disabled

Go to admin.atlassian.com

Select the cloud instance you are going to migrate to.

The screenshot shows the 'Admin' section of the Atlassian interface. The top navigation bar includes links for Applications, Projects, Issues, Add-ons, User management, Latest upgrade report, System, Structure, and Zephyr Scale. The 'System' tab is selected. The main content area displays a list of available cloud instances, each with a small icon and a 'Select' button. One instance, 'atl-veritgo-shard-jira-prod-us-import-1-vlad0630', has its 'Select' button highlighted with a red box.

- atl-veritgo-shard-jira-prod-us-import-1-vlad0630
- test-scriptrunner-ss
- atl-veritgo-shard-jira-prod-us-import-1-vlad0328
- hannah-testriglab
- atl-veritgo-shard-jira-prod-us-mc-26-vlad0406
- atl-veritgo-shard-jira-prod-us-import-1-vlad0227
- atl-veritgo-shard-jira-prod-us-import-1-vlad0102
- demo-ss-ps

Click on the Products in the top main menu and select Manage access for Jira Software.

The screenshot shows the Atlassian Admin interface with the 'Products' tab selected. The left sidebar includes sections for Products, User access settings, Product URLs, Release management, and Sites and products. The main content area displays a table of products with columns for Product, Plan, Users, and Actions. The Jira Software row is highlighted, and its 'Manage access' button is enclosed in a red box.

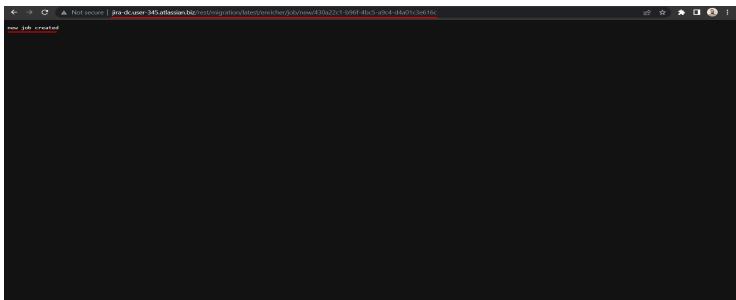
Product	Plan	Users	Actions
Confluence	Premium	1	Manage access
Jira Administration	Premium	1	Manage access
Jira Service Management	Premium	1	Manage access
Jira Software	Premium	1	Manage access
Jira Work Management	Standard	0	Manage access

Copy the Cloud ID of Jira Software Cloud Site.

The screenshot shows the Atlassian Admin interface with the 'Settings' tab selected. The left sidebar includes sections for Products, User access settings, Product URLs, Release management, and Sites and products. The main content area shows the settings for the Jira Software product, including its plan (Premium), licensed users (1), and a group named 'jira-software-users-atl-vertigo-shard-jira-prod-us-mc-26-vlad0406'. The URL bar at the top of the browser window shows the full URL: https://atl-vertigo-shard-jira-prod-us-mc-26-vlad0406.atlassian.net.

Navigate to URL: <Jira_URL>/rest/migration/latest/enricher/job/new/<cloud ID>

You will see “new job created”



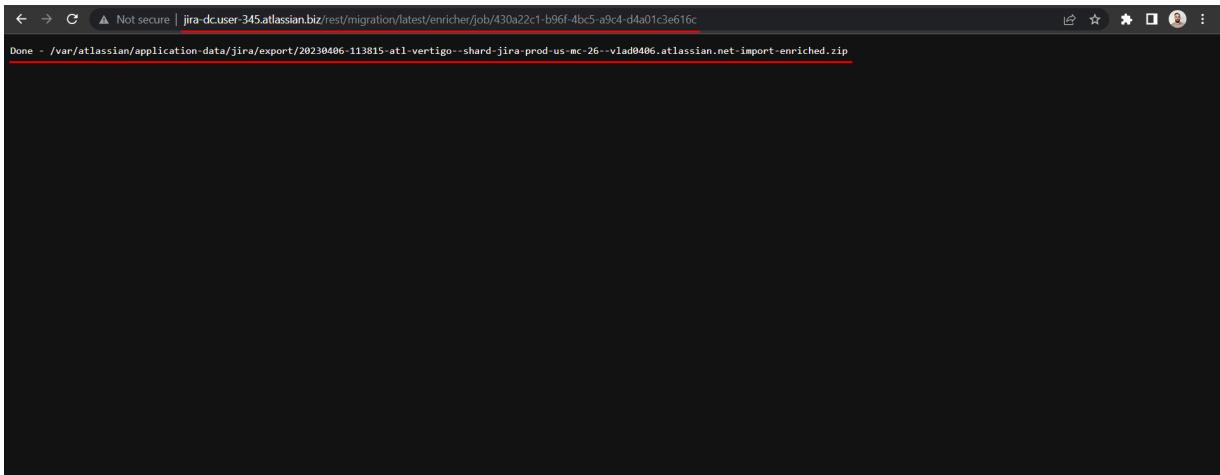
After a few minutes the enrichment process is finsihed.

Go to <Jira_URL>/rest/migration/latest/enricher/job/<cloud ID> to see the status.

The response shoud be like:

Done -

**/var/atlassian/application-data/jira/export/20230406-113815-atl-vertigo
--shard-jira-prod-us-mc-26--vlad0406.atlassian.net-import-enriched.zip**



Now you can upload this enriched backup file to S3 bucket and use it for site import.

The name of the enriched backup file should be like:

**20230406-113815-atl-vertigo--shard-jira-prod-us-mc-26--vlad0406.atlassian
.net-import-enriched.zip**

Jira Server Migration

1. Check jira version

System→ System info→ Under jira info section, Version is displayed

Check for duplicate and invalid user emails for Jira Server

1. Enter the below database,
`select lower_email_address, count(lower_email_address),
array_agg(user_name) as "Users with Dupe E-Mail"from cwd_user group by
lower_email_address having count(lower_email_address) > 1;`

Check for conflict with group names

Make sure the groups in your cloud site don't have the same name as any groups in your server site unless you're intentionally trying to merge them. JCMA will warn you when you'll start migration if there are any.

Users and groups

Last checked just now



All users have valid email addresses

All users have unique email addresses

Some groups already exist in your cloud site

2 ^

Users from groups on server will be merged into the groups on cloud with the same name, and will inherit their permissions. You can continue, but if you want to prevent this, make sure all groups across server and cloud have unique names. [Learn more](#)

Group name on server and cloud

jira-administrators

jira-users

Check public access settings for Jira Server

1. Projects

```
SELECT p.id, p.pname, ps.name, sp.permission_key FROM project p INNER JOIN
nodeassociation na ON p.id = na.source_node_id INNER JOIN
schemepermissions sp ON na.sink_node_id = sp.scheme INNER JOIN
permissionscheme ps ON na.sink_node_id = ps.id WHERE
na.source_node_entity = 'Project' AND na.sink_node_entity =
'PermissionScheme' AND sp.perm_type='group' AND sp.perm_parameter is null;
```

```
jiradb=# SELECT p.id, p.pname, ps.name FROM project p
jiradb-# INNER JOIN nodeassociation na ON
jiradb-# p.id = na.source_node_id
jiradb-# INNER JOIN schemepermissions sp ON
jiradb-# na.sink_node_id = sp.scheme
jiradb-# INNER JOIN permissionscheme ps ON
jiradb-# na.sink_node_id = ps.id
jiradb-# WHERE na.source_node_entity = 'Project'
jiradb-# AND na.sink_node_entity = 'PermissionScheme'
jiradb-# AND sp.permission_key='BROWSE_PROJECTS'
jiradb-# AND sp.perm_type='group'
jiradb-# AND sp.perm_parameter is null;
   id |  pname  |  name
-----+-----+-----
(0 rows)

jiradb=# █
```

2. Filters

```
SELECT sr.filtername, sp.sharetype AS current_share_state, sr.username AS owner_name, sr.reqcontent AS JQL FROM searchrequest sr INNER JOIN sharepermissions sp ON sp.entityid = sr.id WHERE sp.sharetype='global' and sp.entitytype ='SearchRequest';
```

```
jiradb=# SELECT sr.filtername, sp.sharetype AS current_share_state, sr.username AS owner_name, sr.reqcontent AS JQL
jiradb-# FROM searchrequest sr
jiradb-# INNER JOIN sharepermissions sp ON sp.entityid = sr.id
jiradb-# WHERE sp.sharetype='global' and sp.entitytype ='SearchRequest';
      filtername      | current_share_state | owner_name |          JQL
-----+-----+-----+-----+
 All issues for Teams in Space | global           | admin     | project = "Teams in Space"
 All open issues for Teams in Space | global           | admin     | project = "Teams in Space" AND resolution is EMPTY
 Alana: Deals and Offers | global           | agrant   | project = TIS AND component = "Deals and Offers"
 Legal Document Review - Last Updated | global           | agrant   | project = LDR and updated < 7d ORDER BY updated
(4 rows)
```

3. Agile Boards

```
SELECT DISTINCT "rv"."NAME" as "Board Name", sr.filtername, sp.sharetype AS current_share_state, sr.username AS owner_name FROM "AO_60DB71_RAPIDVIEW" as rv INNER JOIN searchrequest sr ON sr.id = rv."SAVED_FILTER_ID" INNER JOIN sharepermissions sp ON sp.entityid = sr.id WHERE sp.sharetype='global' and sp.entitytype ='SearchRequest';
```

```
jiradb=# SELECT DISTINCT "rv"."NAME" as "Board Name", sr.filtername, sp.sharetype AS current_share_state, sr.username AS owner_name
jiradb-# FROM "AO_60DB71_RAPIDVIEW" as rv
jiradb-# INNER JOIN searchrequest sr ON sr.id = rv."SAVED_FILTER_ID"
jiradb-# INNER JOIN sharepermissions sp ON sp.entityid = sr.id
jiradb-# WHERE sp.sharetype='global' and sp.entitytype ='SearchRequest';
      Board Name | filtername | current_share_state | owner_name
-----+-----+-----+-----+
(0 rows)
```

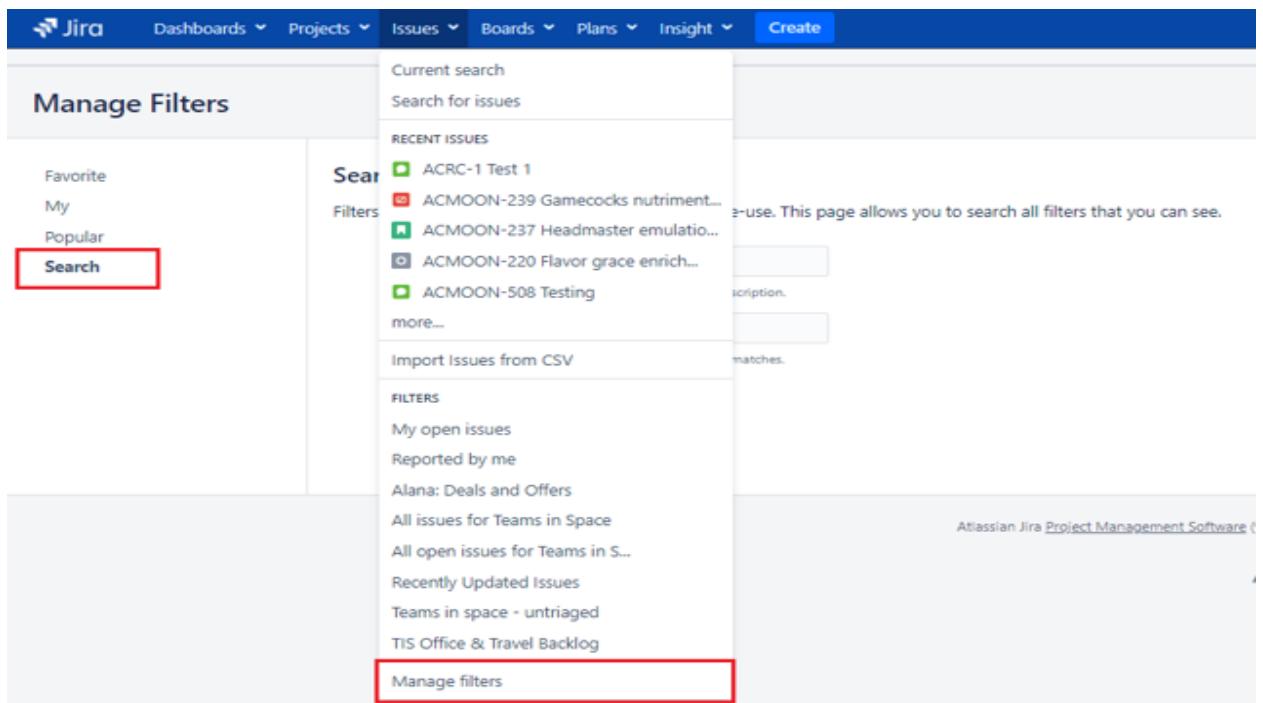
4. Dashboards

```
SELECT DISTINCT pp.id as Dashboard_Id, pp.pagename AS Dashboard_name,
sp.sharetype AS current_share_state, pp.username AS owner_name FROM
portalpage pp INNER JOIN sharepermissions sp ON sp.entityid = pp.id WHERE
sp.sharetype='global' and sp.entitytype ='PortalPage' ORDER BY pp.id;
```

```
jiradb=# SELECT DISTINCT pp.id as Dashboard_Id, pp.pagename AS Dashboard_name, sp.sharetype AS current_share_state, pp.username AS owner_name
jiradb# FROM portalpage pp
jiradb# INNER JOIN sharepermissions sp ON sp.entityid = pp.id
jiradb# WHERE sp.sharetype='global' and sp.entitytype ='PortalPage'
jiradb# ORDER BY pp.id;
+-----+-----+-----+
| dashboard_id | dashboard_name | current_share_state | owner_name |
+-----+-----+-----+
| 10000 | System Dashboard | global | 
| 10101 | Teams in Space Dashboard | global | mdavis
+-----+-----+-----+
(2 rows)
```

Perform fixes to Jira Server pre-migration checks

1. To remove public access to your filters you need to head to **Issues → Manage Filters → Search**.



2. Find filters that are shared with anyone on the web and click on its name → **Details** → **Edit permissions** and remove '*permission shared with anyone on the web*'.

Edit Current Filter [?](#)

Name* Alana: Deals and Offers

Description

Favorite [★](#)

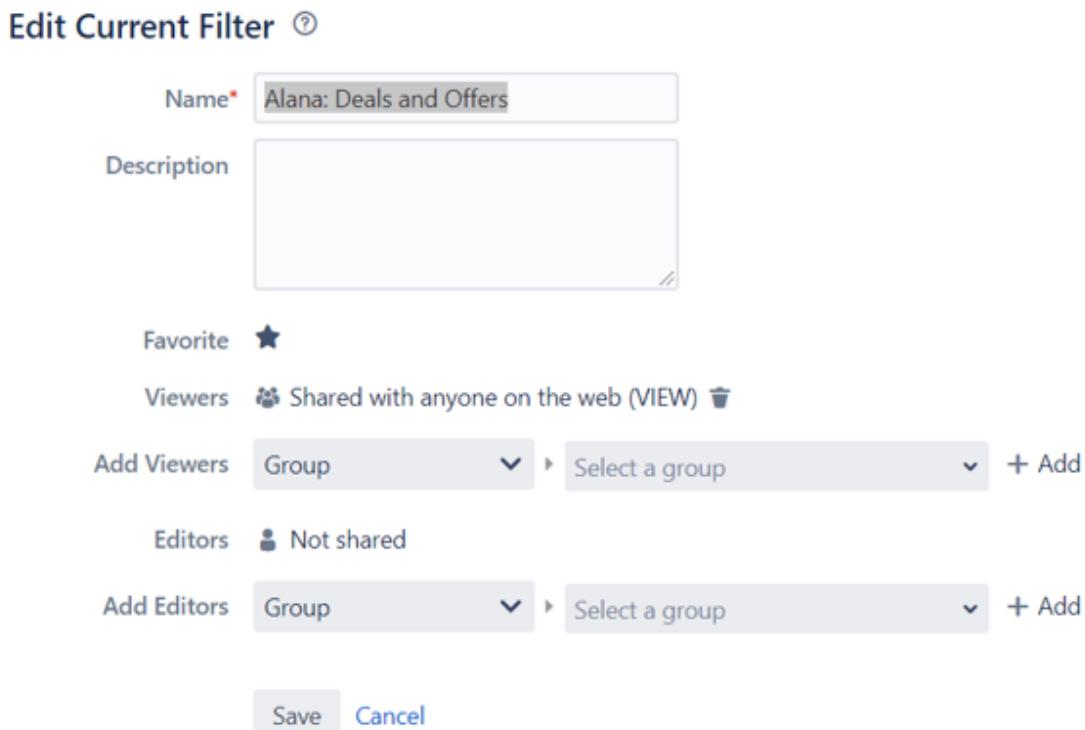
Viewers [Shared with anyone on the web \(VIEW\)](#) [Edit](#)

Add Viewers Group [Select a group](#) [+ Add](#)

Editors [Not shared](#)

Add Editors Group [Select a group](#) [+ Add](#)

[Save](#) [Cancel](#)



Use JCMA to Migrate Jira Server instance

1. After all the fixes we can start migration. To start migration via JCMA you need to head to

Settings → System

2. Select **Migrate to cloud** on the left pane in the section **IMPORT AND EXPORT**
3. Select **Review** under **Review all email domains**.
4. Select **Trusted domain** for all domains and select **Done**.
5. Click on **Create a migration**
6. Click **Connect to cloud**
7. Click on **Choose cloud site**
8. After checking Allow Atlassian to access migrations data and clicking **Confirm** you will be redirected back to the previous page to enter the name of your migration. Enter the name and click **Choose migration options**.

9. Select **Choose what to migrate**. Skip Advanced Roadmaps plans, select all projects, choose **All users and groups from the Jira directory** and **Preserve group memberships for Users and Groups, All customers from the Jira directory** for **Customers**, and **None** for **Apps**. After it's done click **Check for errors**.
10. If everything is good you can click **Review migration**. After reviewing click **Run** and the migration will start. You can track progress at **Manage your migration → View Details**.

Confluence Server Migration Guide

Check for any duplicate email addresses/usernames for Confluence Server

1. Use the following query to find users with duplicate emails:

```
select lower_email_address, count(lower_email_address),
array_agg(user_name) as "Users with Dupe E-Mail" from cwd_user group by
lower_email_address having count(lower_email_address) > 1;
```

```
confluence=# select lower_email_address, count(lower_email_address), array_agg(user_name) as "Users with Dupe E-Mail"
confluence-# from cwd_user group by lower_email_address having count(lower_email_address) > 1;
lower_email_address | count | Users with Dupe E-Mail
-----+-----+-----
(0 rows)
```

2. Use the following query to find users with duplicate usernames:

```
select lower_user_name, count(lower_user_name)from cwd_user group by
lower_user_name having count(lower_email_address) > 1;
```

Check public access settings for Confluence Server

1. Use this query to find spaces with public access :

```
select spaces.spacekey, spaces.spaceid, spacepermissions.permtype from
public.spacepermissions inner join public.spaces on spacepermissions.spaceid
= spaces.spaceid where spacepermissions.permtype = 'VIEWSPACE' and
spacepermissions.permgroupname is null and
spacepermissions.permusername is null;
```

```
confluence=# select spaces.spacekey, spaces.spaceid, spacepermissions.permtype from public.spacepermissions
confluence-# inner join public.spaces on spacepermissions.spaceid = spaces.spaceid where spacepermissions.permtype = 'VIEWSPACE'
confluence-# and spacepermissions.permgroupname is null and spacepermissions.permusername is null;
+-----+-----+-----+
| spacekey | spaceid | permtype |
+-----+-----+-----+
| IRB     | 9502721 | VIEWSPACE
| CS      | 17858561 | VIEWSPACE
| CS      | 17858561 | VIEWSPACE
| TIS     | 1179649  | VIEWSPACE
| AC311KB | 25067521 | VIEWSPACE
| IS      | 16416769 | VIEWSPACE
| IS      | 16416769 | VIEWSPACE
| TRS    | 20283396 | VIEWSPACE
+-----+-----+-----+
(8 rows)
```

Fixes to Confluence Pre-migration checks

1. Go to **Spaces → Space Directory**
2. Select **<Name of the space with public access> → Space Tools → Permissions**
3. Select **Edit this permission**.
4. Select **Disable**. You will be able to enable it after migration if needed.
5. Some spaces have Anonymous Access. At the bottom, scroll to **Anonymous Access**, select **Edit Permissions**, deselect all for Anonymous Access, and **Save**.

Anonymous Access

Grant permissions to anonymous users (people who are not logged in). We recommend limiting this to viewing and commenting. Per even if your administrator has turned off anonymous access for this site.

	All	Pages		Blog		Attachments		Comments
	View	Delete	Own	Add	Delete	Add	Delete	Add
Anonymous	Select All	<input type="checkbox"/>						

Save all **Cancel**

Use CCMA to migrate Confluence server instances

1. Select **Settings → General Configuration**
2. Navigate to the left panel. Under section **ATLASSIAN CLOUD**, select **Migration Assistant**.
3. Select **REVIEW ALL EMAIL DOMAINS**
4. Choose **Trusted domain** for all domains and select **Done**

X Close

Review all email domains

This screen lists all the email domains found in your user base. Review and mark email domains as trusted so that you migrate users with only email domains you trust. This is required to improve the security of your Cloud site.

The domains you select here will be applied to all your future migrations.
[Learn more about how to review email domains for migration.](#)

Domains	User count	Action	—
atlassian.com	1	Trusted domain	—
atlassian.studio	12	Trusted domain	—
live.fr	1	Trusted domain	—

Rows per page: 10

100% COMPLETE | 3 of 3 domains trusted

Last saved just now

Done

5. Select **MIGRATE YOUR DATA**
6. Select **Create new migration**
7. Select **Connect to cloud**
8. Select **Choose cloud site**
9. Select:
 - Under Users and Groups, **All users and groups from the Confluence directory**
 - Under Spaces, **Select spaces**
10. Select **Next** and select all the spaces that you want to migrate. Select **Add to migration** when you're ready.

11. Review the selections you've made.

We've run some checks and here's what we found. You can continue but you'll need to resolve any errors before you can migrate.

App version

Last checked just now



The Cloud Migration Assistant is up to date

Users and groups

Last checked just now



All users have valid email addresses

All users have unique email addresses

Some groups already exist in your cloud site

11 ▾

Spaces

Last checked just now



There are no conflicting space keys

No space settings allow public access

No missing attachments

12. Select **Review migration**

13. Select **Run now**

Confluence DC Migration

1. Select the gear icon and select **General configuration** .
2. Under **USERS & SECURITY** on the left pane, select **User Directories**
3. Enable external directory by selecting **Enable** for **dc.atlassian.biz**

Check for any duplicate email addresses/usernames

1. Use the following query to find users with duplicate emails:

```
select lower_email_address, count(lower_email_address),
array_agg(user_name) as "Users with Dupe E-Mail" from cwd_user group by
lower_email_address having count(lower_email_address) > 1;
```

```
confluence=# select lower_email_address, count(lower_email_address), array_agg(user_name) as "Users with Dupe E-Mail"
confluence-# from cwd_user group by lower_email_address having count(lower_email_address) > 1;
-----+-----+-----+-----+-----+-----+-----+-----+
lower_email_address | count | Users with Dupe E-Mail
-----+-----+-----+-----+-----+-----+-----+-----+
abbmqijib@atlassian.biz | 2 | {abbmqijib,abbmqijib2}
(2 rows)
```

2. Use the following query to find users with duplicate usernames:

```
select lower_user_name, count(lower_user_name)from cwd_user group by
lower_user_name having count(lower_email_address) > 1;
```

```
confluence=# select lower_user_name, count(lower_user_name)
confluence-# from cwd_user group by lower_user_name having count(lower_email_address) > 1;
-----+-----+-----+-----+-----+-----+-----+-----+
lower_user_name | count
-----+-----+-----+-----+-----+-----+-----+-----+
admin | 2
(1 row)
```

Fixes to Confluence DC Pre-migration checks

Fix users with invalid/duplicate email addresses

1. To find users without email address, run this query:

```
select * from cwd_user where lower_email_address=";
```

2. To change the email, use this query:

```
update cwd_user set lower_email_address = <email  
address>,email_address = <email address> where id = <user id>;  
  
(Note: Use single quotes for email addresses.)
```

3. For the users with the same email, you can change one's email to a different one (in the same way you did earlier)

```
update cwd_user set lower_email_address = <email  
address>,email_address = <email address> where user_name =  
<user_name>;
```

Check public access settings for Confluence DC

1. Use this query to find spaces with public access :

```
select spaces.spacekey, spaces.spaceid, spacepermissions.permtype  
from public.spacepermissions inner join public.spaces on  
spacepermissions.spaceid = spaces.spaceid where  
spacepermissions.permtype = 'VIEWSPACE' and  
spacepermissions.permgroupname is null and  
spacepermissions.permusername is null;
```

```
confluence=# select spaces.spacekey, spaces.spaceid, spacepermissions.permtype from public.spacepermissions  
confluence=# inner join public.spaces on spacepermissions.spaceid = spaces.spaceid where spacepermissions.permtype = 'VIEWSPACE'  
confluence=# and spacepermissions.permgroupname is null and spacepermissions.permusername is null;  
spacekey | spaceid | permtype  
-----+-----+-----  
TEST    | 98306 | VIEWSPACE  
(1 row)
```

Check for any duplicate email addresses/usernames for Confluence Server

1. select lower_email_address, count(lower_email_address), array_agg(user_name) as "Users with Dupe E-Mail" from cwd_user group by lower_email_address having count(lower_email_address) > 1;

```
confluence=# select lower_email_address, count(lower_email_address), array_agg(user_name) as "Users with Dupe E-Mail"
confluence-# from cwd_user group by lower_email_address having count(lower_email_address) > 1;
lower_email_address | count | Users with Dupe E-Mail
-----+-----+
(0 rows)
```

2. Use the following query to find users with duplicate usernames:

```
select lower_user_name, count(lower_user_name)from cwd_user group by
lower_user_name having count(lower_email_address) > 1;
```

Check public access settings for Confluence Server

1. Use this query to find spaces with public access :

```
select spaces.spacekey, spaces.spaceid, spacepermissions.permtype from
public.spacepermissions inner join public.spaces on spacepermissions.spaceid
= spaces.spaceid where spacepermissions.permtype = 'VIEWSPACE' and
spacepermissions.permgroupname is null and
spacepermissions.permusername is null;
```

Fixes to Confluence Pre-migration checks

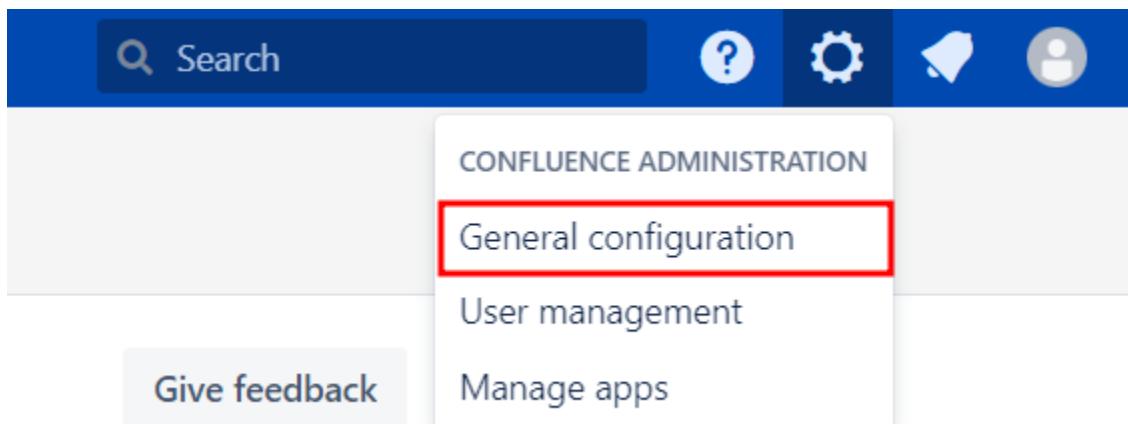
Make it the same as a confluence server pre-migration check....

Use CCMA to migrate Confluence server instances

Make it the same as a confluence server pre-migration check....

How to migrate Confluence Server using CCMA?

1. Select **Settings → General Configuration**



2. . Navigate to left panel. Under section **ATLASSIAN CLOUD**, select **Migration Assistant**.

tools

Clustering

ATLASSIAN CLOUD

Migration Assistant

Comala Document
Management Migration
Assessment

3. Select REVIEW ALL EMAIL DOMAINS

The screenshot shows the Confluence administration interface with the 'Migration Assistant home' page selected. On the left, there's a sidebar with various configuration options. The main area has sections for 'ASSESS' (with 'ASSESS YOUR APPS') and 'PREPARE' (with 'PREPARE YOUR APPS'). The 'REVIEW ALL EMAIL DOMAINS' section is highlighted with a red box. It contains a shield icon and text about reviewing email domains for migration security. To the right, there's an 'ABOUT YOUR PRODUCT' summary and an 'ADDITIONAL RESOURCES' section.

4. Choose Trusted domain for all domains and select Done

The screenshot shows the 'Review all email domains' dialog. It lists three domains: 'atlassian.com', 'atlassian.studio', and 'live.fr'. For each domain, there's a dropdown menu under 'Decision' set to 'Trusted domain'. A red box highlights the dropdown for 'live.fr'. A modal window is open over the list, showing three options: 'Trusted domain' (selected), 'Not trusted domain', and 'No decision made'. At the bottom, there's a progress bar indicating '100% COMPLETE' with '3 of 3 domains trusted', a note that it was 'Last saved just now', and a blue 'Done' button which is also highlighted with a red box.

5. Select MIGRATE YOUR DATA

CONFIGURATION
General Configuration
Further Configuration
Backup Administration
Languages
Shortcut Links
External Gadgets
Global Templates and Blueprints
Recommended Updates Email
Mail Servers
User Macros
In-app Notifications
Spam Prevention
PDF Export Language Support
Configure Code Macro
Office Connector
WebDAV Configuration
Webhooks

ATLASSIAN MARKETPLACE
Find new apps
Manage apps

GIFFY PLUGIN
Configuration
All Gliffy Diagrams
Batch Converter
..

Migration Assistant home

This tool will help you assess and create your migration plan. You'll then be able to test and migrate to a cloud-hosted site.

Give feedback Need help? ▾

ASSESS

ASSESS YOUR APPS
Decide which apps you need to bring to cloud. The assessment must be 100% complete before you can migrate your app data.

PREPARE

PREPARE YOUR APPS
Connect to a cloud site and install your apps before you migrate to cloud.

REVIEW ALL EMAIL DOMAINS
Review all the email domains found in your user base and trust them to be able to migrate users to the Cloud. This will improve the security of your Cloud site. You must complete this review before migrating your data.

MIGRATE

MIGRATE YOUR DATA
Migrate users, groups, spaces and apps to Confluence Cloud in stages, or all at once.

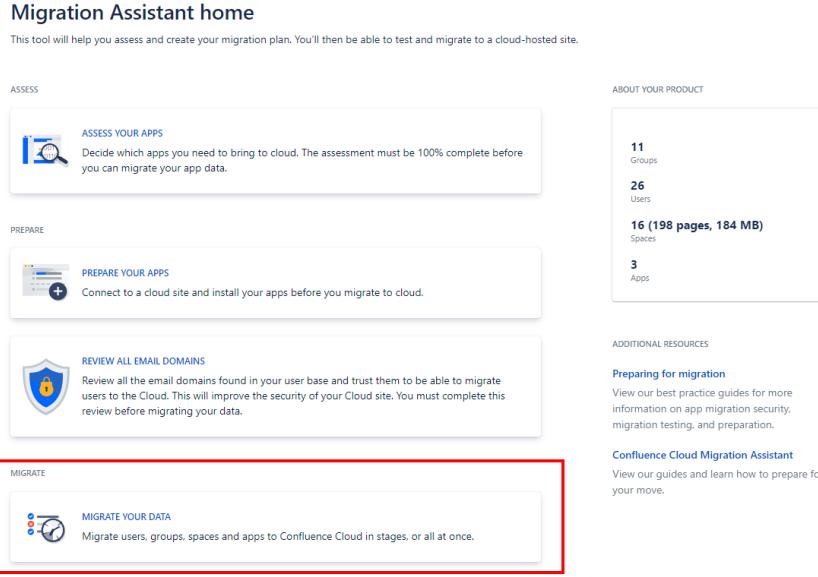
ABOUT YOUR PRODUCT

11 Groups
26 Users
16 (198 pages, 184 MB) Spaces
3 Apps

ADDITIONAL RESOURCES

Preparing for migration
View our best practice guides for more information on app migration security, migration testing, and preparation.

Confluence Cloud Migration Assistant
View our guides and learn how to prepare for your move.



6. Select Create new migration

← Migration Assistant home Give feedback Need help? ▾

Migrations dashboard

Manage your migrations from this dashboard

Create new migration



7. Select Connect to cloud

[X Close](#)

Need help? [▼](#)

How it works

Visit our [Cloud Migration Center](#) or read the [documentation](#) to learn more about moving from server to cloud.



Connect to cloud

Connect to a new or existing Atlassian cloud site.



Choose what to migrate

You can migrate everything at once or break it up into different stages.



Check for errors

We'll check for any errors or conflicts so you can resolve them before you migrate.



Review

Review what you're planning to migrate.



Migrate now or later

Run your migration straight away or save it to run later.

[Back](#)

[Connect to cloud](#)

8. Select Choose cloud site



Connect to your cloud site

Name your migration and sign in to your Atlassian cloud site that you're migrating to. If you don't have a site yet, choose [Get Confluence Cloud trial](#).

Name your migration *

This name is available to use.

Choose migration stage

Choose your destination cloud site *

 [Get Confluence Cloud trial](#)[Back](#)[Choose what to migrate](#)

9. Select:

- Under Users and Groups, **All users and groups from the Confluence directory**
- Under Spaces, **Select spaces**

Choose what to migrate

You can migrate spaces along with users and groups or migrate them separately. You can also choose to migrate attachments before other space data. If you're not sure what to migrate, check out our [guidance on planning a migration](#).

Spaces

- Migrate spaces - 16 spaces available
- Migrate attachments only - from 16 available spaces
Migrate attachments before other space data to reduce downtime. [Learn more](#)
- Skip spaces
You can skip spaces to migrate only users and groups from the Confluence directory.

Users and groups

- Migrate all users and groups from the Confluence directory - currently 26 users, 11 groups
Your users will have permissions to access their spaces after migration. We won't send invitation emails to users. [Learn more](#)
- Migrate users related to the selected spaces
This only includes users who have commented on the page, created pages inside the space, have permissions to access the space, and users who are mentioned on the page. These users will be added to your cloud site, but they will not have product access. [Learn more](#)
- Skip users

10. Select **Next** and select all the spaces that you want to migrate. Select **Add to migration** when you're ready

The screenshot shows the 'Choose' step of the Atlassian Migration Assistant. At the top, there's a progress bar with five steps: 'Connect', 'Choose' (which is highlighted in blue), 'Check', 'Review and save', and 'Migrate'. To the right of the progress bar is a 'Give feedback' button. Below the progress bar, the title 'Choose the spaces you'd like to migrate' is displayed. A sub-instruction below it says: 'You can migrate everything at once, or choose a few at a time. You can also choose whether to migrate all space data or attachments only for selected spaces.' Underneath this, the 'Cloud destination' is listed as 'https://atl-vertigo--shard-jira-prod-us-mc-26--vlad0418.atlassian.net'. The main content area is a table titled 'All spaces' showing 16 selected spaces. The columns in the table are 'Space name', 'Space key', 'Status', 'Details', and 'Est time'. The 'Details' column contains information about media, pages, blogs, and drafts. The 'Est time' column shows migration times ranging from '0 mins' to '1 min'. At the bottom right of the table is a red-bordered 'Add to migration' button. Navigation buttons 'Back' and 'Next' are located at the bottom left and right respectively.

Space name	Space key	Status	Details	Est time
Armstrong City 311 KB	AC311KB	16 MB of media, 6 pages, 0 blogs, 2 drafts	1 min	
Admin Istrator	~admin	0 KB of media, 2 pages, 0 blogs, 4 drafts	1 min	
Alana Grant 2222	~agrant	76 MB of media, 1 pages, 0 blogs, 0 drafts	1 min	
Customer Support	CS	589 KB of media, 15 pages, 0 blogs, 5 drafts	1 min	
Digital Marketing Support	DMS	0 KB of media, 1 pages, 0 blogs, 0 drafts	0 mins	

11. Review the selections you've made.

We've run some checks and here's what we found. You can continue but you'll need to resolve any errors before you can migrate.

App version

Last checked just now



- ✓ The Cloud Migration Assistant is up to date

Users and groups

Last checked just now



- ✓ All users have valid email addresses

- ✓ All users have unique email addresses

- ⚠ Some groups already exist in your cloud site

11 ▾

Spaces

Last checked just now



- ✓ There are no conflicting space keys

- ✓ No space settings allow public access

- ✓ No missing attachments

12. Select Review migration

No blocking errors found

Back

Refresh all

Review Migration

13. Select **Run now**

Back Save **Run now**

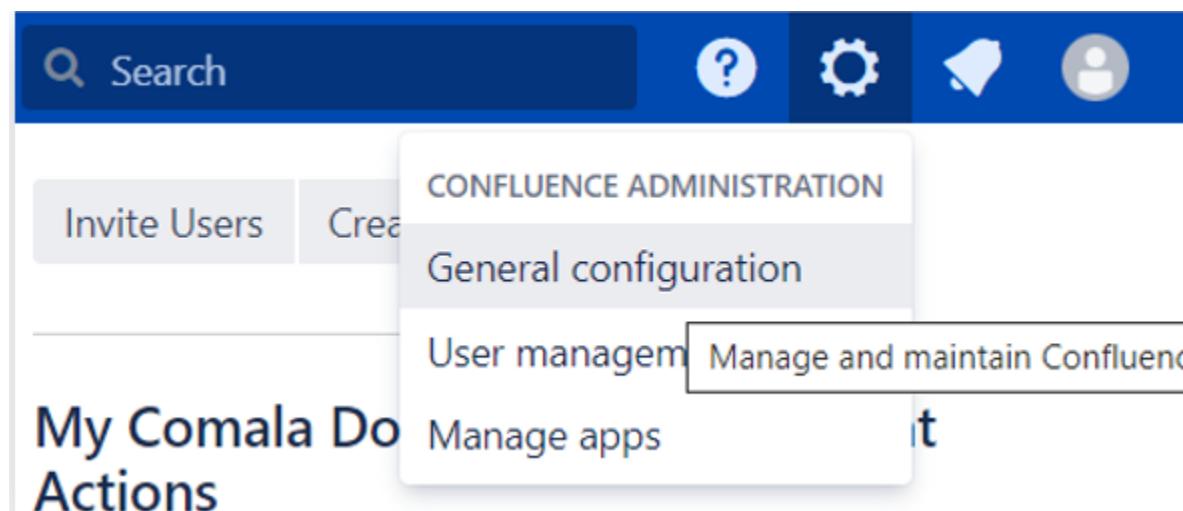
Confluence DC Migration Guide

Perform Confluence DC Pre-migration checks

Enable external directory

How to perform the pre-migration fix?

1. Select the gear icon and select General configuration .



2. Under USERS & SECURITY on the left pane, select User Directories

USERS & SECURITY

Users

Groups

SSO 2.0

Security Configuration

Global Permissions

Space Permissions

User Directories

Whitelist

3. Enable external directory by selecting Enable for dc.atlassian.biz

Confluence administration

CONFIGURATION

General Configuration

Further Configuration

Backup Administration

Languages

Shortcut Links

External Gadgets

Global Templates and Blueprints

Recommended Updates

Email

Mail Servers

User Macros

In-app Notifications

User Directories

User Directories ⓘ

The table below shows the user directories currently configured for Confluence.

The order of the directories is the order in which they will be searched for users and groups. Changes to users and groups will be made in the first directory where Confluence has permission to make changes. It is recommended that each user exist only in a single directory.

Directory Name	Type	Order	Operations
Confluence Internal Directory	Internal	↓	
dc.atlassian.biz (inactive)	Microsoft Active Directory (Read Only, with Local Groups)	↑	Enable Remove Edit Test Synchronize Last synchronized at 7/1/21 8:52 PM (took 0s).

Add Directory

Check for any duplicate email addresses/usernames

1. Use the following query to find users with duplicate emails:

```
select lower_email_address, count(lower_email_address), array_agg(user_name) as  
"Users with Dupe E-Mail" from cwd_user group by lower_email_address having  
count(lower_email_address) > 1;
```

```
confluence=# select lower_email_address, count(lower_email_address), array_agg(user_name) as "Users with Dupe E-Mail"  
confluence-# from cwd_user group by lower_email_address having count(lower_email_address) > 1;  
lower_email_address | count | Users with Dupe E-Mail  
-----+-----+  
abbmqijib@atlassian.biz | 3 | {Administrator,krbtgt,Guest}  
abbmqijib@atlassian.biz | 2 | {abbmqijib,abbmqijib2}  
(2 rows)
```

2. Use the following query to find users with duplicate usernames:

```
select lower_user_name, count(lower_user_name)from cwd_user group by  
lower_user_name having count(lower_email_address) > 1;
```

```
confluence=# select lower_user_name, count(lower_user_name)  
confluence-# from cwd_user group by lower_user_name having count(lower_email_address) > 1;  
lower_user_name | count  
-----+-----  
admin | 2  
(1 row)
```

Check public access settings for Confluence DC

Use this query to find spaces with public access :

```
select spaces.spacekey, spaces.spaceid, spacepermissions.permtype from  
public.spacepermissions inner join public.spaces on spacepermissions.spaceid =  
spaces.spaceid where spacepermissions.permtype = 'VIEWSPACE' and  
spacepermissions.permgroupname is null and spacepermissions.permusername is  
null;
```

```

confluence=# select spaces.spacekey, spaces.spaceid, spacepermissions.permtype from public.spacepermissions
confluence=# inner join public.spaces on spacepermissions.spaceid = spaces.spaceid where spacepermissions.permtype = 'VIEWSPACE'
confluence=# and spacepermissions.permgroupname is null and spacepermissions.permusername is null;
spacekey | spaceid | permtype
-----+-----+-----+
TEST   | 98306 | VIEWSPACE
(1 row)

```

Fixes to Confluence DC Pre-migration checks

Fix users with invalid/duplicate email addresses

To find users without email address, run this query:

```
select * from cwd_user where lower_email_address=";
```

```

confluence=# select * from cwd_user where lower_email_address="";
 id | user name | lower user name | active | created date | updated date | first name | lower first name | last name | lower last name | d
-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
425986 | Administrator | administrator | T | 2021-04-27 18:18:32.685 | 2021-04-27 18:18:32.685 | | | |
administrator | administrator | | | | 3af9ea059a7dfe44afe46ab1c6dfeee4 | 294914 | nopass | | |
426030 | krbtgt | krbtgt | F | 2021-04-27 18:18:32.708 | 2021-04-27 18:18:32.708 | | | |
krbtgt | krbtgt | | | | 94c5913a2fd034786611a5a2f588a39 | 294914 | nopass | | |
426122 | Guest | guest | F | 2021-04-27 18:18:32.702 | 2021-04-27 18:18:32.702 | | | |
guest | guest | | | | bd7c911cf6880f45afff28debc3fc595 | 294914 | nopass | | |
(3 rows)

```

To change the email, use this query:

```
update cwd_user set lower_email_address = <email address>,email_address = <email
address> where id = <user id>;
```

Note: Use single quotes for email addresses.

```

confluence=# update cwd_user set lower_email_address = 'administrator@atlassian.biz',
confluence# email_address = 'administrator@atlassian.biz';
confluence# where id = 425986;
UPDATE 1
confluence#
confluence# update cwd_user set lower_email_address = 'guest@atlassian.biz',
confluence# email_address = 'guest@atlassian.biz';
confluence# where id = 426122;
UPDATE 1
confluence# update cwd_user set lower_email_address = 'krbtgt@atlassian.biz',
confluence# email_address = 'krbtgt@atlassian.biz';
confluence# where id = 426030;
UPDATE 1

```

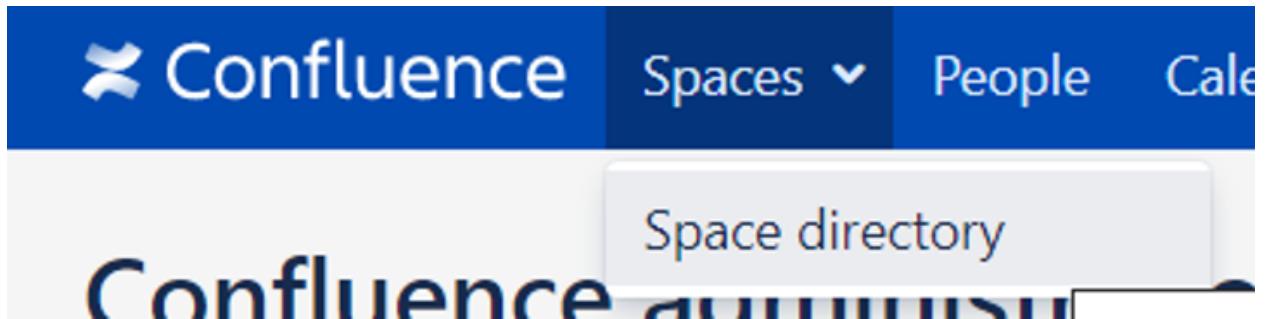
For the users with the same email, you can change one's email to a different one (in the same way you did earlier)

```
update cwd_user set lower_email_address = <email address>,email_address = <email address> where user_name = <user_name>;
```

```
confluence-# update cwd_user set email_address='abbmgijib2@atlassian.biz', lower_email_address='abbmgijib2@atlassian.biz' where user_name='abbmgijib2';
UPDATE 1
-
```

Fix public access for Confluence DC

1. Head to Spaces → Space Directory



- 2 . Select <Name of the space with public access> → Space Tools → Permissions

 Confluence Spaces People Calendars Analytics Create ...

Lore ipsum

Pages  Analytics

Lore ipsum Home

Created by Atlassian Admin on May 01, 2021

 **Welcome to your new space!**
Confluence spaces are great for sharing content and news with yo
any way you like.

SPACE SHORTCUTS
Here you can add shortcut links to the most important content for your team or project.
[Configure sidebar](#).

PAGE TREE
Lorem ipsum

Overview
Permissions (highlighted)
Content Tools
Look and Feel
Audit log
Integrations
Document Management
Reorder pages
Configure sidebar
Space tools

Recent space activity

 **Atlassian Admin**
 [Attachments](#) created May 01, 2021
 [Lorem ipsum](#) created May 01, 2021
 [Lorem ipsum Home](#) created May 01, 2021

 Like Be the first to like this

 Write a comment...

3. At the bottom, you can find Anonymous Access, click Edit Permissions, deselect all for Anonymous Access, and Save.

Anonymous Access

Grant permissions to anonymous users (people who are not logged in). We recommend limiting this to viewing and commenting. Permissions can be granted even if your administrator has turned off anonymous access for this site.

	All	Pages		Blog		Attachments		Comments
	View	Delete	Own	Add	Delete	Add	Delete	Add
Anonymous	Select All	<input type="checkbox"/>						

Save all [Cancel](#)

Use CCMA to migrate Confluence DC instances

How to migrate Confluence DC using CCMA?

1. Select Settings → General Configuration

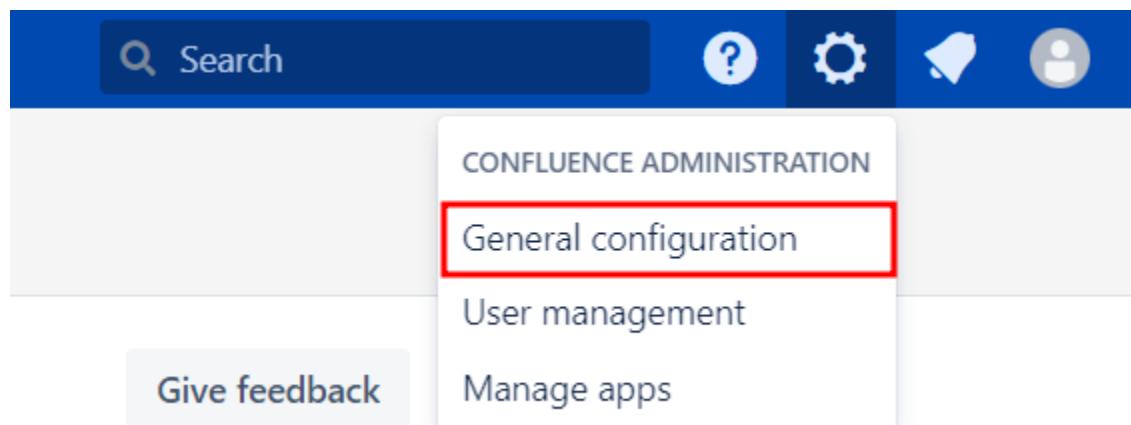
tools

Clustering

ATLASSIAN CLOUD

Migration Assistant

Comala Document
Management Migration
Assessment



2. Navigate to the left panel. Under ATLASSIAN CLOUD, select Migration Assistant

tools

Clustering

ATLASSIAN CLOUD

Migration Assistant

Comala Document Management Migration Assessment

3. Select REVIEW ALL EMAIL DOMAINS

The screenshot shows the 'Migration Assistant home' page. At the top right are 'Give feedback' and 'Need help?'. On the left is a sidebar with 'CONFIGURATION' and 'ATLASSIAN MARKETPLACE' sections. The main area has tabs 'ASSESS', 'PREPARE', and 'MIGRATE'. The 'PREPARE' tab is active, showing three steps: 'ASSESS YOUR APPS', 'PREPARE YOUR APPS', and 'REVIEW ALL EMAIL DOMAINS'. The 'REVIEW ALL EMAIL DOMAINS' step is highlighted with a red box. To the right is an 'ABOUT YOUR PRODUCT' summary with counts for Groups, Users, Spaces, and Apps. Below the main area is an 'ADDITIONAL RESOURCES' section with links to 'Preparing for migration' and 'Confluence Cloud Migration Assistant'.

Give feedback Need help? ▾

CONFIGURATION

- General Configuration
- Further Configuration
- Backup Administration
- Languages
- Shortcut Links
- External Gadgets
- Global Templates and Blueprints
- Recommended Updates Email
- Mail Servers
- User Macros
- In-app Notifications
- Spam Prevention
- PDF Export Language Support
- Configure Code Macro
- Office Connector
- WebDAV Configuration
- Webhooks
- Clean up
- Retention rules

ATLASSIAN MARKETPLACE

Find new apps

Migration Assistant home

This tool will help you assess and create your migration plan. You'll then be able to test and migrate to a cloud-hosted site.

ASSESS

ASSESS YOUR APPS

Decide which apps you need to bring to cloud. The assessment must be 100% complete before you can migrate your app data.

PREPARE

PREPARE YOUR APPS

Connect to a cloud site and install your apps before you migrate to cloud.

REVIEW ALL EMAIL DOMAINS

Review all the email domains found in your user base and trust them to be able to migrate users to the Cloud. This will improve the security of your Cloud site. You must complete this review before migrating your data.

MIGRATE

ABOUT YOUR PRODUCT

21 Groups

218 Users

9 (25 pages, 14 MB) Spaces

4 Apps

ADDITIONAL RESOURCES

Preparing for migration

View our best practice guides for more information on app migration security, migration testing, and preparation.

Confluence Cloud Migration Assistant

View our guides and learn how to prepare for your move.

4. Choose Trusted domain for all domains and select Done

Close

Review all email domains

This screen lists all the email domains found in your user base. Review and mark email domains as trusted so that you migrate users with only email domains you trust. This is required to improve the security of your Cloud site.

The domains you select here will be applied to all your future migrations.
[Learn more about how to review email domains for migration.](#)

Domains	User count	Decision	Action
atlassian.com	1	Trusted domain	—
atlassian.guru	1	Trusted domain	—
atlassian.biz	211	Trusted domain	—
atlas.biz	4	Trusted domain	—

Search domains

Rows per page: 10

100% COMPLETE 4 of 4 domains trusted Last saved just now

Trusted domain

Not trusted domain

No decision made

5. Select MIGRATE YOUR DATA

- General Configuration
- Further Configuration
- Backup Administration
- Languages
- Shortcut Links
- External Gadgets
- Global Templates and Blueprints
- Recommended Updates
- Email
- Mail Servers
- User Macros
- In-app Notifications
- Spam Prevention
- PDF Export Language Support
- Configure Code Macro
- Office Connector
- WebDAV Configuration
- Webhooks
- Clean up
- Retention rules

- ATLASSIAN MARKETPLACE
- Find new apps
- Manage apps

- GLIFFY PLUGIN
- Configuration

Migration Assistant home

This tool will help you assess and create your migration plan. You'll then be able to test and migrate to a cloud-hosted site.

ASSESS

ASSESS YOUR APPS

Decide which apps you need to bring to cloud. The assessment must be 100% complete before you can migrate your app data.

PREPARE YOUR APPS

Connect to a cloud site and install your apps before you migrate to cloud.

REVIEW ALL EMAIL DOMAINS

Review all the email domains found in your user base and trust them to be able to migrate users to the Cloud. This will improve the security of your Cloud site. You must complete this review before migrating your data.

ABOUT YOUR PRODUCT

21 Groups

218 Users

9 (25 pages, 14 MB) Spaces

4 Apps

ADDITIONAL RESOURCES

Preparing for migration

View our best practice guides for more information on app migration security, migration testing, and preparation.

Confluence Cloud Migration Assistant

View our guides and learn how to prepare for your move.

5. Select Create new migration

← Migration Assistant home Give feedback Need help? ▾

Migrations dashboard

Manage your migrations from this dashboard

Create new migration

6. Select Connect to cloud

Close Need help? ▾

How it works

Visit our [Cloud Migration Center](#) or read the [documentation](#) to learn more about moving from server to cloud.

The diagram illustrates the five-step migration process:

- Connect to cloud:** Connect to a new or existing Atlassian cloud site.
- Choose what to migrate:** You can migrate everything at once or break it up into different stages.
- Check for errors:** We'll check for any errors or conflicts so you can resolve them before you migrate.
- Review:** Review what you're planning to migrate.
- Migrate now or later:** Run your migration straight away or save it to run later.

Back Connect to cloud

7. Select Choose cloud site



Connect to your cloud site

Name your migration and sign in to your Atlassian cloud site that you're migrating to. If you don't have a site yet, choose [Get Confluence Cloud trial](#).

Name your migration *



This name is available to use.

Choose migration stage



Choose your destination cloud site *

[Get Confluence Cloud trial](#)[Back](#)[Choose what to migrate](#)

8. Select:

- **Under Users and Groups, All users and groups from the Confluence directory**
- **Under Spaces, Select spaces**

Choose what to migrate

You can migrate spaces along with users and groups or migrate them separately. You can also choose to migrate attachments before other space data. If you're not sure what to migrate, check out our [guidance on planning a migration](#).

Spaces

- Migrate spaces - 9 spaces available
- Migrate attachments only - from 9 available spaces
Migrate attachments before other space data to reduce downtime. [Learn more](#)
- Skip spaces
You can skip spaces to migrate only users and groups from the Confluence directory.

Users and groups

- Migrate all users and groups from the Confluence directory - currently 218 users, 21 groups
Your users will have permissions to access their spaces after migration. We won't send invitation emails to users. [Learn more](#)
- Migrate users related to the selected spaces
This only includes users who have commented on the page, created pages inside the space, have permissions to access the space, and users who are mentioned on the page. These users will be added to your cloud site, but they will not have product access. [Learn more](#)
- Skip users

9. Select Next and select all the spaces that you want to migrate. Select Add to migration when you're ready.

All spaces	Filter spaces			Total selected
Select all	This page	Clear all	Search	All space types
Space name:	Space key:	Status:	Details	Est time:
<input checked="" type="checkbox"/> Lorem Ipsum	LI		6 MB of media, 3 pages, 3 drafts	1 min
<input checked="" type="checkbox"/> TEST	TEST		390 KB of media, 1 pages, 2 drafts	1 min
<input checked="" type="checkbox"/> ZAB	ZAB		1 MB of media, 3 pages, 3 drafts	1 min
<input checked="" type="checkbox"/> ZAC	ZAC		1 MB of media, 3 pages, 3 drafts	1 min
<input checked="" type="checkbox"/> ZAD	ZAD		1 MB of media, 3 pages, 3 drafts	1 min
<input checked="" type="checkbox"/> ZAK	ZAK		1 MB of media, 3 pages, 3 drafts	1 min
<input checked="" type="checkbox"/> ZAM	ZAM		1 MB of media, 3 pages, 3 drafts	1 min
<input checked="" type="checkbox"/> ZAP	ZAP		1 MB of media, 3 pages, 3 drafts	1 min
<input checked="" type="checkbox"/> ZAR	ZAR		1 MB of media, 3 pages, 3 drafts	1 min

< 1 >

Total est time
8 mins

Back Add to migration

10. Review the green checks.

Note that all items have green checks except for groups and attachments. Groups can be ignored as we plan to merge them into the existing ones. Attachments are red as to indicate missing ones. We can move forward by selecting Continue.

Spaces

Last checked 5 minutes ago



✓ There are no conflicting space keys

✓ No space settings allow public access

⚠ Attachments missing from the selected spaces

7 ^

This can happen if the files were deleted, renamed, or moved to another folder. Download the CSV file to view details of the missing attachments.

If you want to continue migrating with the missing attachments, select **Continue**.

[Continue](#)

[Download CSV file](#)

11. Select Review migration

No blocking errors found

[Back](#)

[Refresh all](#)

[Review Migration](#)

12. Select Run now

[Back](#)

[Save](#)

[Run now](#)

