

Lab: Using the database integrity checker

Searching for common data inconsistencies, the Database Integrity Checker attempts to ensure that all Jira data is in a consistent state.

This is useful in a number of situations, for example:

- Before migrating a project to a new workflow
- An external program is modifying Jira's database
- Troubleshooting a server crash

If an error is encountered, most of the integrity checks provide a 'repair' option that attempts to reset the data to a stable state.

For all of the following procedures, you must be logged in as a user with the Jira system administrator global permissions.

Using the Integrity Checker

1. From the top navigation bar select **Administration > System**.
2. Select **System support > Integrity checker** to open the **Integrity checker** page. The integrity checker has a number of integrity checks that look for common inconsistencies in Jira's stored data.

Integrity checker

Select one or more integrity checks from the list below to check for out of date information in the database.

☐ Select All

☐ Check Issue Relations

- ☐ Check Issue for Relation 'ParentProject'
- ☐ Check Issue for Relation 'RelatedOSWorkflowEntry'
- ☐ Check that all Issue Links are associated with valid issues

☐ Check Search Request

- ☐ Check search request references a valid project

☐ Check for Duplicate Permissions

- ☐ Check the permissions are not duplicated

☐ Check Workflow Integrity

- ☐ Check workflow entry states are correct
- ☐ Check workflow current step entries
- ☐ Check Jira issues with null status

☐ Check Field Layout Scheme Integrity

- ☐ Check field layout schemes for references to deleted custom fields

☐ Check for invalid filter subscriptions

- ☐ Check FilterSubscriptions for references to non-existent scheduled job
- ☐ Check FilterSubscriptions for references to non-existent SearchRequests

Check

3. Select one or more options you would like to run and select the **Check** button.
4. While the checks are running, you can track the status of the operation in the progress bar. When the operation is complete, select the **Acknowledge** button.
5. The preview screen will display to show you if all the checks have passed.
 - If any data inconsistencies are found, they'll display in red and the **Fix** button will also appear on the page. To fix the inconsistencies, select the check for which they appear and select the **Fix** button.
 - Messages in yellow are warnings that the check won't correct. Jira will auto-recover from these inconsistencies when an action is taken on an issue.
6. If any inconsistencies were found and you chose to correct them, you will be presented with a summary screen describing all the corrective actions that have taken place.