

# JIRA import.

Restoring your project is a four step process:

1. [Specify the backup file](#)
2. [Select a project](#)
3. [Review data mapping validations](#)
4. [Verify the restored project](#)

If you start the Project Import tool, we strongly recommend that you complete all steps of the wizard before performing any other activities in JIRA. Please be aware that it can take some time to validate the data mappings and then import the project.

You will most likely need to navigate away from the Project Import wizard to correct your JIRA configuration, as advised by validation errors in the wizard. If you have to navigate to other pages in JIRA to correct your JIRA configuration or for other activities, you should:

- **(recommended)** open a separate session of JIRA in a new browser window/tab. When you return to the Project Import wizard in the original browser window/tab, you can use the **'Refresh validations'** button on the validation screen to re-validate the data mappings; or,
- wait until the progress bar completes for the step you are currently in, before navigating elsewhere in JIRA. The state of the Project Import wizard will be saved until you log out of JIRA, your user session expires or you commence a different project import. You can resume your project import by returning to the Project Import page (via the main Administration menu) and selecting the 'resume' link on the first page of the wizard.

## Specify the backup file

### Project Import: Select Backup File ⓘ

ⓘ This tool allows you to import a single JIRA project from a backup file. Importing a project into JIRA is a complex operation. It requires that you carry out manual modifications to the configuration of your JIRA instance. These modifications require that you have good understanding of, and experience in, JIRA administration and configuration.

ⓘ It is critical that you read our [Project Import documentation](#) and plan how to carry out the project import based on the information in that document. We strongly recommend that you first carry out the project import on a test JIRA instance, and then only carry it out on your production instance once you are sure that the test import was successful.

Please note that the backup file containing the project that you want to import must be from exactly the same version (6.0.3) of JIRA as this one.

While configuring a project import, JIRA will remain available to all users. Please be aware that once the data is actually being imported JIRA will be unavailable until the import has completed.

Please [backup](#) this JIRA instance before you begin the project import. The backup file and attachment paths must be located on the same machine as your JIRA instance.

File name\*

Enter filename to restore project data from. Files will be loaded from : /home/tpillai/atlassian/application-data/jiralive/import

Backup Attachment Path

Path Path to the directory holding backed up attachments.

## To start the Project Import tool:

1. Choose settings > **System**.
2. Select **Import & Export > Project Import** to open the Project Import wizard page.
3. Specify the path and name of your backup file in the 'File name' field. Your backup file must be an XML or ZIP file (as exported by JIRA).
4. Copy the attachments from the path where you have backed up the attachments to the

'**Backup Attachment Path**' shown in the import window. This path is under the JIRA home directory of the instance. Please note that if file attachments are not enabled in your target JIRA instance you will not see the path to which you need to copy the attachments from the backup.

**Note:** You can choose to not copy the attachments to the '**Backup Attachment Path**'. If so, you will be able to restore your project from backup, however it will have no attachments associated with it. Please note, you cannot restore your attachments separately if you do not restore them as part of the project import, as the database entries for the attachments will be missing.

## Project Import: Select Project to Import



The list of projects contains all projects present in the XML backup provided. Select the project you wish to import.

The importer will attempt to automatically map the backup project's values to correct values in this instance of JIRA. Please make certain you have correctly configured the JIRA project in this instance (i.e. associated the correct schemes with the project, created any missing issue types, custom fields, etc.) See the documentation for full details of what needs to be done.

If a backup project can not be imported the details will be displayed below.

Projects from Backup **Demonstration Project**



- No project with key 'DEMO' exists in this instance of JIRA. The importer will create a project with this key and the details of the backup project using the default schemes.

Project:	Demonstration Project
Key:	DEMO
Description:	<h3>Welcome to the administration of your demonstration project!</h3> <p>This is where you can view and change how the project is configured. Use the tabs on the left to navigate to different project settings.</p>
Lead:	admin
URL:	
Sender Address:	
Default Assignee:	Project Lead
Issues:	6
Components:	0
Versions:	0

Next Cancel

**Select a project to restore**

## Project Import: Select Project to Import



The list of projects contains all projects present in the XML backup provided. Select the project you wish to import.

The importer will attempt to automatically map the backup project's values to correct values in this instance of JIRA. Please make certain you have correctly configured the JIRA project in this instance (i.e. associated the correct schemes with the project, created any missing issue types, custom fields, etc.) See the documentation for full details of what needs to be done.

If a backup project can not be imported the details will be displayed below.

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Project:	Demonstration Project
Key:	DEMO
Description:	<h3>Welcome to the administration of your demonstration project!</h3> <p>This is where you can view and change how the project is configured. Use the tabs on the left to navigate to different project settings.</p>
Lead:	admin
URL:	
Sender Address:	
Default Assignee:	Project Lead
Issues:	6
Components:	0
Versions:	0

Next Cancel

1. Select a project to restore from the **'Projects from Backup'** drop-down. This drop-down will list all of the projects contained in your backup file.
2. If you have a valid project to restore from your backup, and your target JIRA instance has an existing empty project, then the

**'Overwrite Project Details'** option will display. Select the **'Overwrite Project Details'** option if you want to overwrite the project details of the existing empty project with the project details from your backup. The project details are the Name, URL, Project Lead, Default Assignee and Description of the project, as well as any [project role members](#) set up on your project. If there is no existing empty project in your target instance of JIRA, this option will be checked and disabled as the Project Import will create the project with project details from your backup file.

### Review data mapping validations

## Project Import: Pre-Import Summary - Demonstration Project



The results of automatic mapping are displayed below. You will not be able to continue if any validation errors were raised.

- [Refresh validations](#) - re-maps and validates the backup data against the current state of JIRA.

❗ Errors

• The data mappings have produced errors, you can not import this project until all errors have been resolved. See below for details.

System Fields

✔ Issue Type

✖ Custom Field Configuration

The custom field 'Ashamedly Khoikhoi's' of type 'Date Time' is required for the import but does not exist in the current JIRA instance.

The custom field 'Calisthenics's' of type 'Number Field' is required for the import but does not exist in the current JIRA instance.

The custom field 'Demeter's adverbs' of type 'Free Text Field (unlimited text)' is required for the import but does not exist in the current JIRA instance.

The custom field 'Heartburn firepower Okhotsk's' of type 'Multi Select' is required for the import but does not exist in the current JIRA instance.

The custom field 'Pedalled' of type 'Free Text Field (unlimited text)' is required for the import but does not exist in the current JIRA instance.

✖ Status

✖ Priority

✖ Resolution

✖ Users

✖ Project Role

✖ Project Role Membership

✖ Group

✖ Issue Link Type

✖ Issue Security Level

✖ Attachments

Custom Fields

✖ Demeter's adverbs

✖ Pedalled

✖ Ashamedly Khoikhoi's

✖ Laciest

✖ Heartburn firepower Okhotsk's

✖ Calisthenics's

✖ Centralized

✖ Eugenie

Previous

Refresh Validations

Cancel

1. The Project Import wizard will attempt to validate the data mappings required to import your project from the backup file. You can review the validations at this step of the wizard and modify your target JIRA instance as required.

- A tick symbol (✔) means that there are no problems with mapping these entities.
- An exclamation mark symbol (❗) means that there are problems with the data mapping that you should review before importing the project, but the project can still be imported. For example, a missing optional user that cannot be created automatically by the Project Import tool.
- A cross symbol (✖) means that there are problems with the data mapping that must be fixed before you can import the project. For example, an Issue Type that is used in the backed up project is missing in your target JIRA instance.

2. The '[Preparing your target JIRA instance](#)' section on this page lists the common data mapping errors.

3. Once you have resolved the data validation errors as required, click

**'Import'** to commence the import of data from your backup file.

The Project Import tool will lock out your instance of JIRA during the actual data import (not during the validations), so please ensure that your instance does not need to be accessible during this time.

**Verify the restored project**

## Project Import: Results



The project import completed successfully in 0 minutes.

### Project Summary

Key:	DEMO
Description:	<h3>Welcome to the administration of your demonstration project!</h3> <p>This is where you can view and change how the project is configured. Use the tabs on the left to navigate to different project settings.</p>
Lead:	Admin
URL:	
Sender Address:	
Default Assignee:	Project Lead
Components:	0
Versions:	0

### Users

No users were added during the import.

### Project Roles

Administrators:	0 users, 1 groups
Developers:	0 users, 1 groups
Users:	0 users, 1 groups

### Issues

Issues created:	6 out of 6
No attachments were added during the import.	

OK

1. Once the Project Tool has finished running, click

'OK' to navigate to the restored project. You should verify that the issues, components and versions have been restored correctly. You should also check that any custom field data and links have been restored correctly.

1. Check that your attachments were correctly restored from your attachments backup directory.

The Project Import tool will add an entry to every imported issue's Change History, showing when the issue was imported. Note that old entries in the Change History, from before the import, are retained for historical purposes only. Old entries may contain inconsistent data, since the configuration of the old and new JIRA systems may be different.

### What if something went wrong?

- If your project import **did not complete**, you can refer to the JIRA log file. The Project Import tool will log details of the operation to this file, including any unexpected errors and exceptions, e.g. database locked out, disk full, etc.
- If your project import completed but **did not restore your project as expected**, you may wish to attempt to fix the problem manually in your target JIRA instance. You may also wish to try deleting the project in your target JIRA instance and re-importing it from backup, paying special note to any warning validations (e.g. users that will not be added automatically).

If you cannot resolve the problem yourself, you can contact us for assistance. Please see the '**Need help**' section below for details.