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It is only possible to get your old testdata (from June15 backup) to only one instance [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/), after that we do not support any restore/merging/migration activities between pumaglobal and pumaglobalzephyr  Please see my inline comments for Pawel's queries below  1. So, when you change mapping key from pumaglobal to pumaglobalzephyr instance, we will import zephyr data before migration (before 14 Jul 2019) to pumaglobalzephyr. It is ok for us because thanks to that we will check if process is correct.  Support : This is not for testing but it is to bring your old testdata lost after migration dated June 15-16th 2019. 1.  2. Next step is restore data (with current data from pumaglobal) to [pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/). It is a production and final instance of whole of process (including test restore and production restore).  Support : I assume you are saying restore data (with current data from pumaglobal) to [pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) ? This is never supported and again there are chances where you loose zephyr data restored in step 1 above. So it is not recommended to restore current data again.  3. So, when restore to pumaglobalzephyr will be done successful, then you should change mapping key in backup to pumaglobal again. In this step backup of current zephyr data from pumaglobal will be neccessary to add this data after restore to [pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/).  Support : This mechanism is not supported with current Zephyr architecture.  4. Of course, if you fix problem with issue type ID, we can make backup of current zephyr data from pumaglobal and import them to pumaglobalzephyr with old data from backup.  Support : Yes, with updation of issue type ID you will be able to add test to cycles(this is the reason we updated the issue id), but we need a confirmation on the next process you want to follow for the restore as it will again cause data issues. | [Email](https://smartbear.my.salesforce.com/02s1O00001IRS1kQAH#_blank) | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [95](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zvoWQAQ" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zvoWQAQ/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Maciej Szostek**](https://smartbear.my.salesforce.com/0051O00000DLvom)**(22/7/2019 1:07 PM)**  Guys,   can anyone come back to me with any additional information? It's been more than week when I received any updates on yhis issue which is crucial for my client! |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [93](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDLQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDLQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 678421625551]  [Created At: 2019-07-01 15:25:36 GMT]  [Author: None]  [S3 Attachments:  <https://webtocasefiles.s3.amazonaws.com/Zephyr/36883/678421625551/367893703791/ZEPHYR%20restore%20documentation.docx?AWSAccessKeyId=AKIAJICEUQ34HP7AUVOQ&Signature=C0kc0HxzokGW4XpOTuTP3rm%2BUg0%3D&Expires=1658009476>  ]   Hi Raksha S Nataraju,  I've followed your instructions and result is the same - no data visible. Please find screenshots step by step attached. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [92](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQE1QAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQE1QAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 669617909532]  [Created At: 2019-06-21 21:19:00 GMT]  [Author: None]   Following this article <https://community.atlassian.com/t5/Marketplace-Apps-Integrations/Lost-Zephyr-data-after-restoring-from-backup-in-to-Jira-cloud/qaq-p/598461> I'm reaching you out here...  I have a problem restoring Jira Cloud backup containing Zephyr data. No data are visible after restore. Please help how to restore them. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [91](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQE0QAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQE0QAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 671438990571]  [Created At: 2019-06-24 16:39:12 GMT]  [Author: None]   Will anybody reply to this ticket? It's here for last 3 days with no comment, feedback, whatever. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [90](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDzQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDzQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 671554894631]  [Created At: 2019-06-24 18:17:57 GMT]  [Author: None]   Hi Micah,   1. Client's instance URL: [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/)   2. Restore took place during the weekend on 15th and 16th of June.   Thats ok, the clue is that we are in touch now and hopefully will resolve problems right away! |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [89](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDyQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDyQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 671796989692]  [Created At: 2019-06-24 17:33:03 GMT]  [Author: Micah Monticello <[micah.monticello@getzephyr.com](mailto:micah.monticello@getzephyr.com)>]   Hello Maciej,  Thank you for contacting Zephyr Support! My name is Micah and I'll be happy to help you.  1) What is your instance URL? 2) What day did you perform the restore?  P.S. Sorry for the delayed response, however our support policy is 24\*5, which does not include weekends.  Thanks, Micah      Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [88](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDxQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDxQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 671994574912]  [Created At: 2019-06-24 20:28:46 GMT]  [Author: Micah Monticello <[micah.monticello@getzephyr.com](mailto:micah.monticello@getzephyr.com)>]  [S3 Attachments:  <https://webtocasefiles.s3.amazonaws.com/Zephyr/36883/671994574912/367728254331/New%20Instance.png?AWSAccessKeyId=AKIAJICEUQ34HP7AUVOQ&Signature=3QiCgyY79QAbtIGGazuaAyOYzPM%3D&Expires=1658009423>  <https://webtocasefiles.s3.amazonaws.com/Zephyr/36883/671994574912/367745732272/Old%20Instance.png?AWSAccessKeyId=AKIAJICEUQ34HP7AUVOQ&Signature=YSRXjG7l%2B55Xsx2NX9gTcd1J0lo%3D&Expires=1658009423>  <https://webtocasefiles.s3.amazonaws.com/Zephyr/36883/671994574912/367728263331/2a04f91b-4141-39ed-8e03-a0aeb45bceb0-2019-06-15T04_31_50.611-07_00.tar?AWSAccessKeyId=AKIAJICEUQ34HP7AUVOQ&Signature=Uwie%2FgcFeED6A3J38G2J2lKj%2BDU%3D&Expires=1658009423>  ]   \*\*\*\*\*\*Incident Elevation: Support to Dev \*\*\*\*\*  PROBLEM DESCRIPTION: Need to restore backup with different JIRA key and ZTID  TRIED/DONE:  ENVIRONMENT: Cloud, different JIRA Keys and ZTID  ATTACHMENT: 2 potential backups to restore, screenshot of old and new instance details via xray  HELP NEEDED: Can we change the ZTID and JIRA Key in this backup so it will work for this customer on their new instance?  Micah |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [87](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDwQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDwQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 671995082752]  [Created At: 2019-06-24 20:29:09 GMT]  [Author: Micah Monticello <[micah.monticello@getzephyr.com](mailto:micah.monticello@getzephyr.com)>]   Hi Maciej,  I've reached out to our dev team about performing this restoration, I will keep you updated.  Thanks! Micah     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [86](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDvQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDvQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 672142454791]  [Created At: 2019-06-25 07:16:00 GMT]  [Author: None]   Hi Micah,   thank you for update. When do you expect any news or even best results? |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [85](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDuQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDuQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 672594575792]  [Created At: 2019-06-25 11:36:29 GMT]  [Author: None]   Hi Micah,   any update on this so far? |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [84](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDtQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDtQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 672924974111]  [Created At: 2019-06-25 21:05:44 GMT]  [Author: Micah Monticello <[micah.monticello@getzephyr.com](mailto:micah.monticello@getzephyr.com)>]   Hey Maciej,  Our dev team is looking into it now, I will update you when they make progress on this.  Thanks! Micah     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [83](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDsQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDsQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 673602792512]  [Created At: 2019-06-26 07:50:33 GMT]  [Author: None]   Hi Micah,   you wrote the same 24h earlier. I understand it may take some time, nevertheless I need any information when you expect to bring any solution.  I would appreciate any help and update in this matter. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [82](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDrQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDrQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 673717234072]  [Created At: 2019-06-26 10:34:28 GMT]  [Author: Jagadeesh Madhura <[jagadeesh.madhura@getzephyr.com](mailto:jagadeesh.madhura@getzephyr.com)>]   Hi Micah,  Can you provide the access for this instance with admin access, so that we can check and restore the provided backup  Thanks Jagadeesh |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [81](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDqQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDqQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 674056531871]  [Created At: 2019-06-26 20:54:35 GMT]  [Author: Micah Monticello <[micah.monticello@getzephyr.com](mailto:micah.monticello@getzephyr.com)>]   Hi Maciej,  My apologies that our team was not able to help you faster. My dev team just got back to me this morning.  Will you be able to allow administrative access to your instance under [swapna.vemula@getzephyr.com](mailto:swapna.vemula@getzephyr.com) please? This will allow us to go into your instance and perform the restore.  Thanks for your patience, Micah     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [80](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDpQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDpQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 674129939052]  [Created At: 2019-06-26 17:33:38 GMT]  [Author: None]   Hi again,   I am really disappointed with no response from your company for my ticket.   Other vendors which I contacted with replied almost immediately, in this case I’m waiting for any concrete information from you support team but still there isn’t any.   As the Atlassian Solution Partner we offer to our clients also test solutions for Atlassian Platform. Having positive experience with your add-on we will be more willing to propose and sell your solutions, knowing that we can count on you and your support.   I hope you can help on this issue as it is really emergency situation for a really great company (our client and us). |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [79](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDoQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDoQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 674465478931]  [Created At: 2019-06-27 07:43:25 GMT]  [Author: Jagadeesh Madhura <[jagadeesh.madhura@getzephyr.com](mailto:jagadeesh.madhura@getzephyr.com)>]   Hi Shruthi,  Once we get the credentials, please follow the same steps what we have done for previous ticket and restore the data <https://zephyr.zendesk.com/agent/tickets/36470> <https://helpdesk.getzephyr.com/servicedesk/customer/portal/5/ZHD-2767>  Thanks Jagadeesh |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [78](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDnQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDnQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 674552094111]  [Created At: 2019-06-27 09:49:11 GMT]  [Author: None]   Hi Micah,   unfortunately I can't grant you requested permissions. You would have to sign NDA and agreement regarding data protection. What we can do instead is have a call where using my account we can perform all necessary work.  PLease let me know if you use Skype for Business, SKype, MS Teams or any other tools for conferences purpose? |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [77](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDmQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDmQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 675034064592]  [Created At: 2019-06-27 14:01:26 GMT]  [Author: Swapna Kumar Vemula <[swapna.vemula@getzephyr.com](mailto:swapna.vemula@getzephyr.com)>]   respective atlassian ticket <https://getsupport.atlassian.com/servicedesk/customer/portal/23/JST-488759>  [swapna.vemula@getzephyr.com](mailto:swapna.vemula@getzephyr.com) $upportDinc!!  Update the ticket if you need any information |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [76](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDlQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDlQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 675098474632]  [Created At: 2019-06-27 14:58:52 GMT]  [Author: None]   Micah,   I know there is a significant time difference (9h) between us, nevertheless we work here all the time so please let me know about possibilities on how to continue. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [75](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDkQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDkQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 675321278972]  [Created At: 2019-06-27 18:18:19 GMT]  [Author: None]   Halo, can you please reply? I informed the customer that you found the solution and will apply it as soon as you will start working day. Please let me know how we can proceed and when. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [74](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDjQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDjQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 675581384331]  [Created At: 2019-06-28 07:33:28 GMT]  [Author: None]   Guys,   I can not believe that you disregard this ticket! If you already have solution prepared don't you want to apply it get positive feedback?  I'm looking forward any news on this, however I will also give a try escalation as it lasts too long. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [73](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDiQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDiQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 675615002611]  [Created At: 2019-06-28 08:17:16 GMT]  [Author: Swapna Kumar Vemula <[swapna.vemula@getzephyr.com](mailto:swapna.vemula@getzephyr.com)>]   Thanks Jaga,  I have updated Atlassian case for the details and confirmation. Will confirm once we have an update. <https://getsupport.atlassian.com/servicedesk/customer/portal/23/JST-488759>  Hello Atlassian team, I am Swapna Kumar from Zephyr Support, Maciej have raised a support case with us for this migration. We are in the process of update and we need confirmation for the plugin keys at your end. Can you check and share the current keys for Zephyr for Jira plugin installed for [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) As per our records the keys are as below: jira: 6f8e012b-2b64-3da4-99fa-f9bb4ebf3e49 ztid: 1db091ec-e31c-434e-b328-c1a61f24d228 @Maciej We appreciate your patience while we work on this. Since a restore was done on your instance we have to update the keys and restore the zephyr backup from UI. We need the below details from you to move further.  1. As you restored the jira backup, have you taken zephyr for Jira backup before the Jira restore?  2. We could see there are two instance entries on our cloud(new &amp; old), where we could only see our system backup for old instance dated 15th July (which we expect your data exists) before restore. Confirm if you want to restore this data to get your Zephyr data incase you have not taken any backup from UI before restore. Regards, Zephyr Support.   -Swapna |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [72](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDhQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDhQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 675616825751]  [Created At: 2019-06-28 08:20:00 GMT]  [Author: Swapna Kumar Vemula <[swapna.vemula@getzephyr.com](mailto:swapna.vemula@getzephyr.com)>]   Hi Maciej,  Thanks for being patience while we work on this. Since a restore was done on your instance we have to update the keys on our database and restore the zephyr backup from UI.  We need the below details from you to move further.  1. As you restored the jira backup, have you taken zephyr for Jira backup before the Jira restore? If yes, you have to restore from UI once we update the keys on our end. 2. We could see there are two instance entries on our cloud(new &amp; old), where we could only see our system backup for old instance dated 15th July (which we expect your data exists) before restore. Confirm if you want to restore this data to get your Zephyr data incase you have not taken any backup from UI before restore.  Regards, Zephyr Support.     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [71](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDgQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDgQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 675701194351]  [Created At: 2019-06-28 10:40:12 GMT]  [Author: Swapna Kumar Vemula <[swapna.vemula@getzephyr.com](mailto:swapna.vemula@getzephyr.com)>]   Hi Maciej,  We have received confirmation from Atlassian and we are good to go with the database update key. Please confirm if you have taken any backup of Zephyr data before restore? If you have not taken any we will go ahead with the latest backup we had with us (dated 15th June) (sorry for the typo in earlier reply)  With respect to your latest update on Atlassian ticket (point 1), if this is the case the zephyr data will not be recovered. Please confirm if this a cloud-cloud or server-cloud migration ? A Project Import functionality does not bring any zephyr test data(cycles &amp; executions).  1. We made a full backup of Jira Server and restored it on staging Jira Server instance. Next we made a full backup of Jira Cloud instance and restored it on second staging Jira Server instance. Finally we made backup of staging Jira Server (with Cloud data) and we used Project Import functionality to import projects to instance with Jira Server data.  I would like you to understand the restore caveats with migration  <https://zephyrdocs.atlassian.net/wiki/spaces/ZFJCLOUD/pages/44007430/Restore+Caveats>   Regards, Swapna Kumar Vemula     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [70](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDfQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDfQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 675822185912]  [Created At: 2019-06-28 06:05:41 GMT]  [Author: Shruthi Yogendra <[shruthi.yogendra@getzephyr.com](mailto:shruthi.yogendra@getzephyr.com)>]   Hi Micah,  We have raised the following help desk ticket. Once it is resolved will get back to you for further steps <https://helpdesk.getzephyr.com/servicedesk/customer/portal/5/ZHD-2773>   Regards, Shruthi Y |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [69](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDeQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDeQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 675879700512]  [Created At: 2019-06-28 07:51:52 GMT]  [Author: Jagadeesh Madhura <[jagadeesh.madhura@getzephyr.com](mailto:jagadeesh.madhura@getzephyr.com)>]   Hi Swapna,  As discussed , please confirm the old and new ztid's, so that we can execute. Also take the backup of both old and new ztid's for safer side.  As per the ticket old and new keys is as below's looks like wrong:  new: jira : 2a04f91b-4141-39ed-8e03-a0aeb45bceb0 ZTID: 0001508327308636-242ac112-0001  Old:  jira: 6f8e012b-2b64-3da4-99fa-f9bb4ebf3e49 ztid: 1db091ec-e31c-434e-b328-c1a61f24d228  As per the X-RAY, looks like these are reverse new: jira: 6f8e012b-2b64-3da4-99fa-f9bb4ebf3e49 ztid: 1db091ec-e31c-434e-b328-c1a61f24d228  old: jira : 2a04f91b-4141-39ed-8e03-a0aeb45bceb0 ZTID: 0001508327308636-242ac112-0001  Also please ask which backup we need to restore. so that we can update the tickets  Thanks Jagadeesh |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [68](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDdQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDdQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 675990335571]  [Created At: 2019-06-28 16:01:32 GMT]  [Author: Swapna Kumar Vemula <[swapna.vemula@getzephyr.com](mailto:swapna.vemula@getzephyr.com)>]  [S3 Attachments:  <https://webtocasefiles.s3.amazonaws.com/Zephyr/36883/675990335571/367841436531/2a04f91b-4141-39ed-8e03-a0aeb45bceb0-2019-06-15T04_31_50.611-07_00.tar?AWSAccessKeyId=AKIAJICEUQ34HP7AUVOQ&Signature=qjvazL%2FkbcgJBw59gzAGcAnzxJg%3D&Expires=1658009447>  ]   This is the backup we need to share to the customer to restore |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [67](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDcQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDcQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 675991445611]  [Created At: 2019-06-28 16:02:35 GMT]  [Author: Shruthi Yogendra <[shruthi.yogendra@getzephyr.com](mailto:shruthi.yogendra@getzephyr.com)>]   Hi Swapna,  1. We have updated the keys, please restore the Zephyr backup from UI using General configuration &gt;&gt; Restore  2. Clear cache &gt;&gt; Do project meta data reindex and execution reindex  3. Check the zephyr data   Following is the document: <https://confluence.yourzephyr.com/display/QA/Restore+the+Jira+backup+Executions+are+not+showing>  Regards, Shruthi Y |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [66](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDbQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDbQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 675992760672]  [Created At: 2019-06-28 10:48:37 GMT]  [Author: Swapna Kumar Vemula <[swapna.vemula@getzephyr.com](mailto:swapna.vemula@getzephyr.com)>]   After confirming with Atlassian, the correct keys are  new: jira: 6f8e012b-2b64-3da4-99fa-f9bb4ebf3e49 ztid: 1db091ec-e31c-434e-b328-c1a61f24d228  old: jira : 2a04f91b-4141-39ed-8e03-a0aeb45bceb0 ZTID: 0001508327308636-242ac112-0001  Jagadeesh Madhura​ / Shruthi Yogendra​ Can you create the new queries to be executed?  -Swapna |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [65](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDaQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDaQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 675996200051]  [Created At: 2019-06-28 16:05:26 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Thanks Shruthi. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [64](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDZQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDZQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 676009624391]  [Created At: 2019-06-28 16:15:34 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Assigning to Micah |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [63](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDYQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDYQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 676065179332]  [Created At: 2019-06-28 12:40:44 GMT]  [Author: None]   Swapna Kumar Vemula,   1. It was merge of 1 server and 1 cloud instance, with intermediate server satging environment, and after that migration to cloud.  2. As I answered in Atlassian ticket we didn't do any dedicated backup with any Zephyr tool via UI. The only we did is a full backup of cloud instance using build in native tool - I suppose that's the same what you have. Migration took place on June 14-16 so 15th should work. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [62](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDXQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDXQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 676285537411]  [Created At: 2019-06-28 20:42:18 GMT]  [Author: None]   @Raksha S Nataraju,  thank you for instructions, I'll start described process in a minute and let you know about results. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [61](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDWQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDWQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 676288567892]  [Created At: 2019-06-28 16:13:44 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]  [S3 Attachments:  <https://webtocasefiles.s3.amazonaws.com/Zephyr/36883/676288567892/367841743011/2a04f91b-4141-39ed-8e03-a0aeb45bceb0-2019-06-15T04_31_50.611-07_00.tar?AWSAccessKeyId=AKIAJICEUQ34HP7AUVOQ&Signature=qydWRtoHkFRbJd3HLXMD0Sh9o6Q%3D&Expires=1658009471>  ]   Hello Maciej,  Thanks for your reply.  We have been working on this issue with our internal resources.   Could you please follow the below steps:  Steps:  1. We have updated the keys, please restore the Zephyr backup from UI by navigating to JIRA Settings -&gt; Apps -&gt; Zephyr for JIRA Cloud -&gt; General configuration -&gt; Here under Backup and Restore section click on Restore drop down -&gt; Select Upload won file option. It will prompt you to choose the backup file. Now choose the attached backup file.  2. Next Clear server cache in the same General configuration page. After perform Project meta data reindex and Executions reindex.   3. Check the zephyr data and update us if data is visible now or not?   Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [60](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDVQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDVQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 676904655692]  [Created At: 2019-06-29 06:51:52 GMT]  [Author: None]   I've just finished performing described steps and unfortunately there are no data visible in tickets...  Do you have any other alternative how to fix this problem which lasts since 2 weeks? |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [59](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDUQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDUQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 677867658051]  [Created At: 2019-07-01 02:45:09 GMT]  [Author: Jagadeesh Madhura <[jagadeesh.madhura@getzephyr.com](mailto:jagadeesh.madhura@getzephyr.com)>]   Hi Raksha,  As per backup file i can see the below data {"execution":3551,"customfield":0,"folder":0,"attachment":20,"zqlfilter":1,"stepresult":17641,"cycle":433,"teststep":2467,"config":6}  If backup is restored properly and if they perform re-index, data should show in UI. Looks like they missed some steps.  Please get in a call and see data is visible or not, if not please try, clear cache, project metadata re-index, all project execution re-index, individual project execution re-index  Thanks Jagadeesh |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [58](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDTQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDTQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 677954268611]  [Created At: 2019-07-01 05:39:36 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Maciej,  Thanks for trying out the provided steps &amp; updates.  Can we have screenshare meeting to verify &amp; perform few steps? Please let us know your location and availability so that will send you the meeting invite.  Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [57](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDSQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDSQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 677955261051]  [Created At: 2019-07-01 05:41:59 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hi Micah,  As per the QA's latest update "if backup is restored properly and if customer perform re-index, data should show in UI. Looks like they missed some steps.  Please get in a call and see data is visible or not, if not please try, clear cache, project metadata re-index, all project execution re-index, individual project execution re-index"  If they reply within my time 9 PM IST, I will get on a call &amp; perform the above steps. If they reply in your time, please take care.  Regards, Raksha |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [56](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDRQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDRQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 678071476171]  [Created At: 2019-07-01 08:56:44 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Maciej,  Thanks for your confirmation.  Actually I have pre-scheduled calls from 12:30 - 3 PM. I am available for call now till 12:30 Poland time and after 3 PM Poland time. Let me know if you're able to join the call now? else will schedule the call for 3 PM Poland time.  Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [55](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDQQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDQQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 678090560471]  [Created At: 2019-07-01 09:23:53 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Maciej,  Thanks for the confirmation.  Please find the below meeting invite for 3 PM Poland time:  raksha.nataraju is inviting you to a scheduled Zoom meeting.  Topic: Jira Cloud restore lost Zephyr data Time: Jul 1, 2019 06:30 PM India  Join Zoom Meeting <https://smartbear.zoom.us/j/480573724>  One tap mobile +16465588656,,480573724# US (New York) +16699006833,,480573724# US (San Jose)  Dial by your location +1 646 558 8656 US (New York) +1 669 900 6833 US (San Jose) 877 369 0926 US Toll-free 877 853 5247 US Toll-free Meeting ID: 480 573 724 Find your local number: <https://zoom.us/u/abQlp59ART>  Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [54](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDPQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDPQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 678269157992]  [Created At: 2019-07-01 05:37:30 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Okay Jagadeesh.   Thanks, Raksha |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [53](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDOQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDOQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 678269879912]  [Created At: 2019-07-01 05:39:12 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Maciej,  Thanks for trying out the provided steps &amp; updates.  Can we have screenshare meeting to verify &amp; perform few steps? Please let us know your location and availability so that will send you the meeting invite.  Regards, Raksha |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [52](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDNQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDNQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 678360118232]  [Created At: 2019-07-01 08:10:49 GMT]  [Author: None]   Raksha S Nataraju,  I'm located in Warsawa, POland, GMT +2. I'll be available today from 1PM my time zone. You have also my mobile phone number above so feel free to reach me out in any convenient way to set-up a call. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [51](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDMQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDMQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 678405162632]  [Created At: 2019-07-01 09:15:06 GMT]  [Author: None]   Raksha S Nataraju,  Thanks for quick response. Let's have a call at 3PM then. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [50](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCXQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCXQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 689482441791]  [Created At: 2019-07-12 11:05:45 GMT]  [Author: None]   Raksha,   Yes, [pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) is final instance but only for PRODUCTION RESTORE.  Restore on [pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) is a TEST RESTORE process.   So, when you change mapping key from pumaglobal to pumaglobalzephyr instance, we will import zephyr data before migration (before 14 Jul 2019) to pumaglobalzephyr. It is ok for us because thanks to that we will check if process is correct.   Next step is restore data (with current data from pumaglobal) to [pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/). It is a production and final instance of whole of process (including test restore and production restore).   So, when restore to pumaglobalzephyr will be done successful, then you should change mapping key in backup to pumaglobal again. In this step backup of current zephyr data from pumaglobal will be neccessary to add this data after restore to [pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/).   Of course, if you fix problem with issue type ID, we can make backup of current zephyr data from pumaglobal and import them to pumaglobalzephyr with old data from backup.   Please let me know if all is clear for you.   Regards,  Paweł |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [49](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCYQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCYQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 689472994171]  [Created At: 2019-07-12 10:50:58 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Pawel,  Thanks for the updates.  So you want to finally use [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) as final instance? If yes, then there is a misunderstanding here. As I mentioned in our previous calls also in the steps, your final instance will be [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) .   Also when we proceed with 3rd step mapping of Zephyr key from [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) to [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/)instance, you restore the old Zephyr backup then your latest Zephyr data can not be accessed. Since restoring of zephyr backup overwrite the existing data.   Please note that, once we map the zephyr key, you will have to use [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) instance. You can't use [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) for accessing Zephyr as well as can't restore the Zephyr latest data as well.  I am raising the internal ticket for correcting your Zephyr Test issue type id in [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) once that performed will help you with exporting Zephyr latest data.   Regards, Raksha      Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [48](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCZQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCZQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 689425310711]  [Created At: 2019-07-12 09:30:24 GMT]  [Author: None]   Raksha,   I not "do not want" perform steps from point 2. I can't perform this steps caused by error with issue type ID in Zephyr add-on.   This step is important only when we import data to [pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) (it secure us against lost of existing data created after 14 Jul 2019).   Please confirm that my understanding is correct.   If my understanding is correct, you can start work on point 3.   Regarding to call: 5 PM IST it is 1:30 PM UTC+2 time.  So on this time we have only 30 minutes for call. Is it enought time for you to work on [pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/)?   Next free time slots it is:  3 PM UTC+2  4 PM UTC+2  4:30 PM UTC+2 (only 30 minutes)   Regards,  Paweł |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [47](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCaQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCaQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 689413591971]  [Created At: 2019-07-12 09:10:53 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Pawel,  I have pre-scheduled calls for today. I will be available for call at 5 PM IST ( India Standard Time).  Before the call, I just wanted to confirm here from your previous update that, you don't want to perform the below steps [w.r.to](https://w.r.to/) your latest data?  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* 2) Now Powel will be performing below steps in [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/)  a) Taking full JIRA backup that contains all latest JIRA data. b) Also export all your JIRA issues that contains latest JIRA data. From all your JIRA page you can export. Issues -&gt; Search for Issues. So that later you can import these latest JIRA info using JIRA import feature. c) Also export the latest added Zephyr data from Tests -&gt; Search Test Executions page --&gt; Export to CSV format. d) Export the cycle data as well from Tests -&gt; Plan Test cycle page. So, latest Zephyr data ( ONLY Testcases &amp; steps) can be imported using zfj importer utility later. \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  So now by skipping 2nd entire steps you want us to proceed with Below 3rd step?  "3)we will proceed with Zephyr key pointing from [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) to [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) at our end."  If this is the case please confirm me, I will raise internal ticket at our end to perform above 3rd step. So that you will proceed with 4th step.   Regards, Raksha      Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [46](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCbQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCbQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 689376991291]  [Created At: 2019-07-12 08:19:30 GMT]  [Author: None]   Hello Raksha,   please organize call with me and Patryk today. I want it to take place as soon as possible.  On meeting I will share you my screen and control via zoom for works on [pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/).   As I wrote yesterday, we want to import data from backup to [pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) today.  So you can start preparing backup to import to this instance (according to point 3 of your instruction).   Please let me know if all will be ready.   Regards,  Paweł |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [45](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCcQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCcQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 689108991192]  [Created At: 2019-07-11 16:20:45 GMT]  [Author: None]   Raksha,   more precisely Paweł can share his screen with you, during the zoom call or even give you the control over his desktop, however he will not share his credentials. SO please let's schedule the call for tomorrow morning of UTC+2, e.g. sth like 09:30 will be excellent. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [44](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCdQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCdQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 688809574572]  [Created At: 2019-07-11 11:08:53 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Please join the below call now:  raksha.nataraju is inviting you to a scheduled Zoom meeting.  Topic: Jira Cloud restore lost Zephyr data Time: Jul 11, 2019 04:30 PM India  Join Zoom Meeting <https://smartbear.zoom.us/j/640653723>  One tap mobile +16699006833,,640653723# US (San Jose) +16465588656,,640653723# US (New York)  Dial by your location +1 669 900 6833 US (San Jose) +1 646 558 8656 US (New York) 877 853 5247 US Toll-free 877 369 0926 US Toll-free Meeting ID: 640 653 723 Find your local number: <https://zoom.us/u/abQlp59ART>   Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [43](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCeQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCeQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 688803682892]  [Created At: 2019-07-11 11:02:40 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Pawel,  Can we have call now?   Regards, Raksha      Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [42](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCfQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCfQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 688786729892]  [Created At: 2019-07-11 10:30:44 GMT]  [Author: None]   Raksha,   Could you make a call with me today?  I do not know which issues I should export to CSV in first step (I do not know how I should search their).  I am available all day.   Regards,  Paweł |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [41](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCgQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCgQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 688711561112]  [Created At: 2019-07-11 08:30:23 GMT]  [Author: None]   Hi Raksha,   I have a doubts about point 2b.   1. What is the sense of make backup to CSV (as I understand) from search for issue if I make full backup of instancje in step 2a?   2. Could you provide me instruction how to export Zephyr data? I mean this fragment from your summary:   "@Powel: When you're performing step (c) and (d) please let me know. I will help you in exporting Zephyr data. "  Or we can call in this matter if it is necessary.   Regards,  Paweł |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [40](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQChQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQChQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 688559861611]  [Created At: 2019-07-11 15:04:21 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Pawel,  Thanks for your reply.  Sure. Please share your user access. Seems we need to update the valid issue type Test id  Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [39](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCiQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCiQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 688503986651]  [Created At: 2019-07-11 14:12:12 GMT]  [Author: None]   Hi Raksha,   I think that we can start the restore data on [pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) without backup of [pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/).  This is possible because we will not work on [pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) at this moment (in scope of restore).   Thanks to that we will receive information whether whole of process is correct.   Regarding to admin access - Maciej Szostek will contact you in this matter.  In the meantime I can share you my account (the same as today) for give you possibility to check some on [pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) if it will necessary.   Regards,  Paweł |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [38](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCjQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCjQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 688405688471]  [Created At: 2019-07-11 12:34:49 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Pawel/Patryk,  Thanks for your time in the call.  Call summary below:  &gt; We tried to add testcase to cycle -&gt; But testcases were not added to cycle instead got the status message saying "Not a test".   &gt; We saw in the call that there is a mismatch in the issue type Test id under Issue Types section and General Information page.  As discussed in the call, in order to troubleshoot quickly on this issue we need JIRA admin access to your instance. Could you please provide the same? After discussing with your internal team, please invite below user to your JIRA cloud and provide admin access as well.  [swapna.vemula@getzephyr.com](mailto:swapna.vemula@getzephyr.com)  Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [37](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCkQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCkQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 688341482591]  [Created At: 2019-07-11 11:04:44 GMT]  [Author: None]   Of course. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [36](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQClQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQClQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 688277854751]  [Created At: 2019-07-11 09:17:10 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]  [S3 Attachments:  <https://webtocasefiles.s3.amazonaws.com/Zephyr/36883/688277854751/368159754792/export_zephyr_data.png?AWSAccessKeyId=AKIAJICEUQ34HP7AUVOQ&Signature=%2FaCnau6qnUzINmcAi%2BR3yni14vM%3D&Expires=1658009484>  ]   Hello Powel,  Please find my inline comments below:  1. What is the sense of make backup to CSV (as I understand) from search for issue if I make full backup of instance in step 2a?  --&gt;As I mentioned in the call, for the safer side take the JIRA backup file of all latest data.   Regarding export JIRA issues to CSV file from search issue page : This is the actual file you're going to use to import to bring your latest JIRA data into [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/). For this you have to use JIRA import functionality. Because we are not performing the JIRA with latest backup restore in the [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) instance. Restoring the latest backup will again overwrite the old JIRA data.    2. Could you provide me instruction how to export Zephyr data? I mean this fragment from your summary:  --&gt; Navigate to Tests -&gt; Search Test Executions page. Here you can query for your latest Zephyr data using ZQL. After getting query result, click on Export button on the top right side of the page &amp; export to CSV. This will export all your latest zephyr data that includes testcases &amp; steps, data &amp; expected results.   --&gt; Similarly navigate to Tests -&gt; Plan Test cycle page. Here export cycle information if required. As informed in the call, we can only import the testcases along with the test steps, data &amp; expected results. Not the cycles &amp; executions. So creation of latest cycles &amp; execution you have to do manually again. Exporting cycle information from Plan Test cycle page is upto your choice.  Regards, Raksha      Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [35](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCmQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCmQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 688141422712]  [Created At: 2019-07-10 19:03:34 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Maciej/Pawel,  Thanks for your time in the today's call.  Please find the below call summary:  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* 1) You confirmed in the call that your [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) restored with JIRA Old backup i.e before migration.  2) Now Powel will be performing below steps in [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/)  a) Taking full JIRA backup that contains all latest JIRA data. b) Also export all your JIRA issues that contains latest JIRA data. From all your JIRA page you can export. Issues -&gt; Search for Issues. So that later you can import these latest JIRA info using JIRA import feature. c) Also export the latest added Zephyr data from Tests -&gt; Search Test Executions page --&gt; Export to CSV format. d) Export the cycle data as well from Tests -&gt; Plan Test cycle page. So, latest Zephyr data ( ONLY Testcases &amp; steps) can be imported using zfj importer utility later.  @Powel: When you're performing step (c) and (d) please let me know. I will help you in exporting Zephyr data.   3) Once 2 (a) , (b), (c) and (d) steps completed we will proceed with Zephyr key pointing from [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) to [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) at our end.   4) Once we point the key, at your end you can proceed with given Zephyr for JIRA Cloud backup restore in [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/). So this time restore should work without any issue.  5) Once your Old JIRA and Zephyr backup restored fully in [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) instance, you can verify the data and later continue importing the latest JIRA &amp; Zephyr data. Here also while you using zfj importer utility to import the testcases &amp; steps, let us know if you need any help. We will assist you via screenshare session.  6) Final JIRA instance will be [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  Regarding Zephyr data from 17th to 30th June you requested in the call: I have checked internally on this. Since migration &amp; merging happened during this time, there is no specific backup for these dates.   Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [34](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCnQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCnQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 687639856372]  [Created At: 2019-07-10 10:59:20 GMT]  [Author: None]   Yes. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [33](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCoQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCoQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 687638636672]  [Created At: 2019-07-10 10:57:05 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Thanks for your reply.  So, 1 PM UTC+2 is now right? Shall I send the meeting invite now?  Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [32](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCpQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCpQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 687176012611]  [Created At: 2019-07-10 11:01:28 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Okay. Please join the below call now:  raksha.nataraju is inviting you to a scheduled Zoom meeting.  Topic: Jira Cloud restore lost Zephyr data Time: Jul 10, 2019 04:30 PM India  Join Zoom Meeting <https://smartbear.zoom.us/j/197817833>  One tap mobile +16699006833,,197817833# US (San Jose) +16465588656,,197817833# US (New York)  Dial by your location +1 669 900 6833 US (San Jose) +1 646 558 8656 US (New York) 877 853 5247 US Toll-free 877 369 0926 US Toll-free Meeting ID: 197 817 833 Find your local number: <https://zoom.us/u/abQlp59ART>  Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [31](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCqQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCqQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 687148758731]  [Created At: 2019-07-10 10:10:44 GMT]  [Author: None]   Hi Raksha,   sorry for my mistake. I provided you wrong timezone. We are in UTC+1 timezone for most of the year but now we are in summer time UTC+2.   Could you organize call today at 12:30 AM or 1:00 PM ?  Other possible time slot is 3:00 PM.   Regards,  Paweł |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [30](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCrQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCrQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 686906247672]  [Created At: 2019-07-09 17:44:26 GMT]  [Author: None]   Raksha,   sorry for another change but can re-schedule our call with Paweł? It could be 12:00 - 13:30 or after 15:00. Will it be ok for you? |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [29](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCsQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCsQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 686490562712]  [Created At: 2019-07-09 10:23:10 GMT]  [Author: None]   Raksha,   UTC+1   Regards,  Paweł |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [28](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCtQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCtQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 686489138371]  [Created At: 2019-07-09 18:13:29 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   No problem Maciej. Sure 12 is fine.   Please find the below meeting invite for tomorrow 12 PM UTC+1.  raksha.nataraju is inviting you to a scheduled Zoom meeting.  Topic: Jira Cloud restore lost Zephyr data Time: Jul 10, 2019 05:30 PM India  Join Zoom Meeting <https://smartbear.zoom.us/j/383774052>  One tap mobile +16465588656,,383774052# US (New York) +16699006833,,383774052# US (San Jose)  Dial by your location +1 646 558 8656 US (New York) +1 669 900 6833 US (San Jose) 877 369 0926 US Toll-free 877 853 5247 US Toll-free Meeting ID: 383 774 052 Find your local number: <https://zoom.us/u/abQlp59ART>  Thanks, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [27](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCuQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCuQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 686488224692]  [Created At: 2019-07-09 10:18:45 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Paweł,  Thanks for the time slots.  Could you please confirm which timezone you're working?   Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [26](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCvQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCvQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 686456496992]  [Created At: 2019-07-09 09:28:35 GMT]  [Author: None]   Hi Raksha,   I propose following timeslots:   14:00 - 14:30  or  16:00 - 16:30   Regards,  Paweł |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [25](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCwQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCwQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 686436131312]  [Created At: 2019-07-09 08:59:43 GMT]  [Author: None]   The proper person to talk with you in details is Paweł Jakimiak, I can support him if needed as I was involved in this ticket from the beginning.   @[pjakimiak@pl.sii.eu](mailto:pjakimiak@pl.sii.eu) please suggest 2-3 timeslots for today. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [24](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCxQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCxQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 686193722551]  [Created At: 2019-07-09 13:51:48 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Thanks for the confirmation.  Please find the below meeting invite for tomorrow 14 PM UTC+1  raksha.nataraju is inviting you to a scheduled Zoom meeting.  Topic: Jira Cloud restore lost Zephyr data Time: Jul 10, 2019 07:30 PM India  Join Zoom Meeting <https://smartbear.zoom.us/j/242719804>  One tap mobile +16465588656,,242719804# US (New York) +16699006833,,242719804# US (San Jose)  Dial by your location +1 646 558 8656 US (New York) +1 669 900 6833 US (San Jose) 877 369 0926 US Toll-free 877 853 5247 US Toll-free Meeting ID: 242 719 804 Find your local number: <https://zoom.us/u/abQlp59ART>  Thanks, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [23](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCyQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCyQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 686185015471]  [Created At: 2019-07-09 13:42:28 GMT]  [Author: None]   Ok, thanks for information.   So, I booked time for tomorrow call at 14:00 - 14:30.  Could you send invitation to me and Maciej Szostek?   Thank you.   Regards,  Paweł |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [22](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCzQAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCzQAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 686155143651]  [Created At: 2019-07-09 13:10:20 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Pawel,  Thanks for the confirmation. I am occupied today from 14 PM UTC+1.   Can we have call tomorrow at 14 PM UTC+1 ?  Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [21](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQD0QAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQD0QAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 685981787651]  [Created At: 2019-07-09 08:50:02 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Maciej,  Sure. Lets have a call to discuss on this.  Please confirm your availability for today.  Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [20](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQD1QAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQD1QAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 685731901832]  [Created At: 2019-07-08 17:23:27 GMT]  [Author: None]   1. I still receive the same error with wrong tenant, trying to upload backup.  2. If I would create the newest Jira backup it will contain new ids for projects, issues, etc so will it really work? I thought we will recreate all old data, and the we will use dedicated external tool to move them to the current PROD instance.  If sth is still unclear let's have a call to explain everything. It has already happened that we lost data created after migration (when I followed your instructions uploading backup) and I want to avoid similar situation in the future. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [19](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQD2QAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQD2QAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 685532722552]  [Created At: 2019-07-08 14:40:47 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Maciej,  Thanks for your updates.   As we requested you to restore your OLD JIRA backup data to any intermediate instance. So your latest instance [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) has the JIRA OLD BACKUP DATA ( Before migration). Right? IF YES, then below are the next possible ways to proceed further.  When you restore the JIRA old backup data to [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) instance then you can't restore Zephyr old backup data since the JIRA key will be different. So now we can point your [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) instance ZTID (Zephyr key) to [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) instance and now you can restore our given Zephyr data backup under [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) instance. Now the Zephyr backup restore should work. As it contains old JIRA project ids, issue ids etc..  With this approach, you can view OLD Zephyr data under [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) instance. BUT here you will not get the LATEST JIRA data(which is created post migration). You need to import your LATEST JIRA data to [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) instance from [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) instance by exporting to CSV or excel file.   This [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) will be your final instance where you will get Zephyr data.  Thanks, Raksha      Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [18](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQD3QAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQD3QAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 684833969511]  [Created At: 2019-07-08 09:53:30 GMT]  [Author: None]   Bibek Behera,   I haven't restored Zephyr backup as during my trial I received the error I mentioned yesterday! However, your understanding of restore direction is correct, what was successful is just Jira backup recovery.  I understand you don't service any support during the weekend so I really count on your successful support just at the beginning of current week.   ANd yes, we have restored the Jira backup from [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) to [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/)? And want to do the same for Zephyr backup upload just to export data using utilities then. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [17](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQD4QAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQD4QAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 683244973532]  [Created At: 2019-07-05 16:57:46 GMT]  [Author: Bibek Behera <[bibek.behera@getzephyr.com](mailto:bibek.behera@getzephyr.com)>]   Hello Maciej,  So just to confirm again you have restored the date backup from [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) to [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/)?   Please note that we will not be able to perform any further troubleshooting on the same as our internal resources are not available till Monday. As this is something that is not out of the box supported, please bear some more time with out for a resolution on the same.  Regards, Bibek     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [16](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQD5QAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQD5QAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 683094807072]  [Created At: 2019-07-05 14:29:22 GMT]  [Author: None]   Swapna Kumar Vemula,  our intermediate environment is [https://pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [15](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQD6QAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQD6QAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 682809145872]  [Created At: 2019-07-05 07:54:37 GMT]  [Author: None]   Hello,   Can anybody help me with that? As we already had some solution figured out suddenly ?I stucked with this import. Please help me, it becomes really urgent as it's almost 3 weeks since we lost this data! |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [14](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQD7QAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQD7QAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 682465222051]  [Created At: 2019-07-05 08:51:29 GMT]  [Author: Swapna Kumar Vemula <[swapna.vemula@getzephyr.com](mailto:swapna.vemula@getzephyr.com)>]   Hi Maciej,  Raksha is OOO sick yesterday and was not able to get back to you. As you said "upload backup on another instance", hope this is different from [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/). Since each instance has its own key pair for the plugin , the restore will throw an error.   Please share the URL where the backup is restored afresh.  Regards, Swapna Kumar Vemula     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [13](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQD8QAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQD8QAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 681914033272]  [Created At: 2019-07-04 08:25:11 GMT]  [Author: None]  [S3 Attachments:  <https://webtocasefiles.s3.amazonaws.com/Zephyr/36883/681914033272/367974372451/Backup%20upload%20error%2020190704.png?AWSAccessKeyId=AKIAJICEUQ34HP7AUVOQ&Signature=Kr%2BpK8tzvzAjEj85VbgV24tz4rg%3D&Expires=1658009479>  ]   Rksha,   I tried to upload backup on another instance and received attached error message. Can you help me with fixing it? |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [12](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQD9QAM" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQD9QAM/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 679952931052]  [Created At: 2019-07-02 16:03:12 GMT]  [Author: None]   Raksha,  could you please add as a ticket watcher my teammate [pjakimiak@pl.sii.eu](mailto:pjakimiak@pl.sii.eu)? I can't find such option to do it myself. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [11](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDAQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDAQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 679951237492]  [Created At: 2019-07-02 16:01:57 GMT]  [Author: None]   Raksha,  thanks for update and hints. We will try to prepare test environments with old cloud backup restored and verify if Zephyr data exist. If so then we will use Zephyr tool for export and import data between clouds - do you think it may work? |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [10](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDBQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDBQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 679819592632]  [Created At: 2019-07-02 14:15:22 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Maciej,  Thanks for trying out the provided steps and updates.  From the screenshots we could see the Zephyr data restored successfully. However still Zephyr test steps, executions &amp; cycles were not dispalying. I have discussed with my internal resources on this. Accordingly I would like to inform you that this may be due to project id changes. Could you please check and confirm during your migration from server to cloud or during project level import this project id ( Global Support) changed or not?   Below are the next possible ways:  &gt; To your JIRA Cloud instance, restore your intial JIRA cloud backup which was not migrated or merged with your JIRA [server.So](https://server.so/) this should have the original data with proper project id, issue ids etc..   &gt; Once JIRA data restored, then restore the given Zephyr data backup. Now Zephyr data should display properly.  As informed previously Zephyr do not support any sort of migration from server to cloud &amp; vice versa. Also project level import &amp; merging of server &amp; cloud instance.   Thanks, Raksha       Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [9](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDCQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDCQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 679693861091]  [Created At: 2019-07-02 16:52:58 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Thanks for your reply. I have added [pjakimiak@pl.sii.eu](mailto:pjakimiak@pl.sii.eu) to this case and sent the verification email to reset the password for [https://support.getzephyr.com](https://support.getzephyr.com/)  Regarding below:  We will try to prepare test environments with old cloud backup restored and verify if Zephyr data exist. If so then we will use Zephyr tool for export and import data between clouds - do you think it may work?  --&gt; Yes. If the Zephyr data exists you can perform the Export and import of Zephyr data. This will work. Also please note that you can only import the testcases along with its corresponding test steps, test data &amp; results. However cycles &amp; executions can not be imported using the importer utility. Cycles &amp; executions have to be created manually or via REST APIs.  Best Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [8](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDDQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDDQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 678686588832]  [Created At: 2019-07-01 14:48:40 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Maciej,  I have discussed with my internal resources. Could you please try below steps:  1) Restore the previously given backup again. After restoring it will clean the existing data and show the data summary what we have restored. Please take the full screenshot once the backup restored successfully.  2) Clear the server cache under under General Configuration page.   3)Perform the full project metadata reindex.   4) Next check now you can see your Global Support project listed under Executions Reindex or not? If listed please first perform the project level reindex and select all projects &amp; click on reindex.  Regards, Raksha      Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [7](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDEQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDEQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 678653120552]  [Created At: 2019-07-01 14:18:55 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Maciej,  Thanks for your time in the call.  \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* Please find call summary below:  &gt; Checked the testcases where your test steps were missing. But still no test steps were appearing under that testcase.  &gt; Performed below steps in the call:  \* Cleared the server cache -&gt; Its success  \* Performed Project Metadata reindex -&gt; Its success  \* Selected Executions -&gt; First try to do project level reindex. Searched for your "Global Support" project. But was unable to search for any specific project. However we are able to see only "All Projects" option under Executions radio button.  &gt; Performed All projects executions reindex. --&gt; it was 100% success.  &gt; Now checked same testcases which had steps. But no steps appeared.  &gt; Navigated to Tests -&gt; Plan Test Cycles -&gt; Could see only the versions &amp; cycles. No execution associated to any cycle.  &gt; Navigated to Tests -&gt; Search Test Executions page. Its blank. No executions were listing.  &gt; You confirmed in the call that when you restore the provided backup file, the restore was SUCCESS. \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*  As discussed in the call could you please check few more testcases &amp; executions which had the data previously &amp; now missing. Attach the screenshots if possible.  Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. Compete the Welcome Checklist by July 1st to have a chance to win special welcome gifts from SmartBear. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-private.png | [6](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQDFQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQDFQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Public](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Not Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 678485217151]  [Created At: 2019-07-01 16:17:48 GMT]  [Author: Jagadeesh Madhura <[jagadeesh.madhura@getzephyr.com](mailto:jagadeesh.madhura@getzephyr.com)>]   Hi Raksha,  Restore looks successful from our end, is there any project id changed as a part of there Jira server and cloud migration. Can you please check with customer that all there Jira data is showing properly ?. Please note that the project id should not change  Thanks Jagadeesh |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [5](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCSQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCSQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 692343708271]  [Created At: 2019-07-15 17:33:21 GMT]  [Author: None]   Raksha,   any update on this? I wanted to share Atlassian ticket with you but I need you e-mail address. We also asked @Swapna Kumar Vemula [Zephyr] for update on the Atlassian ticket, as we want to organize 3 side conference (Atlassian, Sii and Zephyr, maybe even PUMA).  Please ping your colleague and ask hiom to answer us, it means me and Ramona from Atlassian in scope of ticket JST-488759. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [4](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCTQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCTQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 689907749712]  [Created At: 2019-07-12 10:25:21 GMT]  [Author: None]  [S3 Attachments:  <https://webtocasefiles.s3.amazonaws.com/Zephyr/36883/689907749712/368161624391/API.txt?AWSAccessKeyId=AKIAJICEUQ34HP7AUVOQ&Signature=gwuKnxZwAgKiUU5HVNVwFiHpqno%3D&Expires=1658009500>  <https://webtocasefiles.s3.amazonaws.com/Zephyr/36883/689907749712/368190970612/API_JSON.json?AWSAccessKeyId=AKIAJICEUQ34HP7AUVOQ&Signature=buiPR6BAcY%2BVlEzpkEeYAgRafxw%3D&Expires=1658009500>  <https://webtocasefiles.s3.amazonaws.com/Zephyr/36883/689907749712/368190970692/Zephyr_general_information.png?AWSAccessKeyId=AKIAJICEUQ34HP7AUVOQ&Signature=gyz1A8JYO%2BCI6XUMLed5tFI2FIk%3D&Expires=1658009500>  ]   Raksha,   I think that we do not need possibility to restore latest zephyr data (created after 14 Jul 2019) on pumaglobalzephyr.   Restore data from [pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) is required only when we will be restoring data on pumaglobal instance, not on pumaglobalzephyr.   We have to confirm that process of restore data from backup will be done successfully. If this process will be done successfully, then we can repeat this operation on pumaglobal instance and only then we will have to restore also latest zephyr data on pumaglobal.   If process of restore data from backup on [pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) instance will not be done successfully, then work on making backup of current zephyr data from [pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) do not have a sense.   It is really urgent to complete the restore backup before migration to [pumaglobalzephyr.atlassian.net](https://pumaglobalzephyr.atlassian.net/) to check if all data are correctly restored.  Our client must have this today EOD.   Please let me know if you need more clarification.   In attachment you can find files you ask.  I added result of API request as notepad++ file and as JSON.   Regards,  Paweł |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [3](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCUQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCUQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 689892104592]  [Created At: 2019-07-12 10:01:15 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Please note that we can't correct the Zephyr issue type id in the call in your instance. That has to be corrected in the database level. Based on the outcome of the provided REST API call. Hence we requested the access.  Regards, Raksha     Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [2](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCVQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCVQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 689889581652]  [Created At: 2019-07-12 09:56:38 GMT]  [Author: Raksha S Nataraju <[raksha.nataraju@getzephyr.com](mailto:raksha.nataraju@getzephyr.com)>]   Hello Pawel,  Thanks for your updates.  I wanted to mention here that without correcting the Zephyr add-on Test issue type id in your [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/) if we proceed with 3rd steps, you will not able to get the latest Zephyr data. I suggest better to complete this 2nd all steps and then proceed further with 3rd step.  For correcting Zephyr Test issue type in [https://pumaglobal.atlassian.net](https://pumaglobal.atlassian.net/)  1) Please provide us the full outcome of below REST Call by hitting in your browser. Once you hit the below API in the browser, you will get the huge response. Please copy that to notepad and attach to this ticket.   https://<instance url&gt;/rest/api/3/issuetype   <https://pumaglobal.atlassian.net/rest/api/3/issuetype>  2) Navigate to JIRA settings-&gt; Apps -&gt; Zephyr for JIRA Cloud -&gt; General Information page. Take the full screenshot and attach to the ticket.  Regards, Raksha      Have any specific queries, feedback or escalations : e-mail our team managers [swapna.vemula@smartbear.com](mailto:swapna.vemula@smartbear.com) and [krishnakant.parate@smartbear.com](mailto:krishnakant.parate@smartbear.com)  Vote and Comment for the features you would like to see soon :   Zephyr for Jira Server , Zephyr for Jira Cloud , Zephyr Standalone/Zephyr Enterprise Edition  We are inviting you to join our new Zephyr Community – a great place to resolve any Zephyr-related questions, talk with peers, listen to QA experts and have fun. |  | | https://smartbear--c.na79.visual.force.com/resource/1380124801000/commentListIcons/comment_list_icons/img/comment-public.png | [1](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv" \l "00a1O000014zQCWQA2" \t "_parent) | [Edit](https://smartbear.my.salesforce.com/00a1O000014zQCWQA2/e?parent_id=5001O00001YEVmvQAH&retURL=%2F5001O00001YEVmvQAH) | [Make Private](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | [Delete](https://smartbear--c.na79.visual.force.com/apex/comment_list?id=5001O00001YEVmv&showFullList=true) | Checked | **Created by:**[**Salesforce Automation**](https://smartbear.my.salesforce.com/00570000002ZSS3)**(18/7/2019 3:41 AM)**  [Zendesk Comment Id: 689631134751]  [Created At: 2019-07-12 14:05:08 GMT]  [Author: None]  [S3 Attachments:  <https://webtocasefiles.s3.amazonaws.com/Zephyr/36883/689631134751/368167105891/PUMA_CDPA%20GDPR_Template_EN_Sii_06.08.2018.docx?AWSAccessKeyId=AKIAJICEUQ34HP7AUVOQ&Signature=0ajKnmdYCg32kB8z1fEvDKMQN70%3D&Expires=1658009489>  ]   Raksha,   to make life easier for all of us I talked with PUMA and there is a possibility to grant you Admin access to their Jira instances but we need you (I mean your company) to sign simple agreement which is attached below. Could you please forward this document to the proper department in your organization and let me know how fast we can proceed with this?  I think it would be good for you to have such agreement with such a big company like PUMA. |  | | |  |  |  | | --- | --- | |  |  |   Bottom of Form |

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