How to fix Jira when the group memberships are lost…

Jira associates group membership on a per directory basis. There is an internal user directory and also any LDAP directories that have been configured. If something goes wrong and the LDAP directories are removed and then re-added, all of the group membership info will essentially be lost because it was associated with the old LDAP directory IDs. Rather than manually go through and reset all of the group memberships, I have written up some steps to help fix the problem by making changes to the database. This replaces the new ID values with the old ID values in a few key tables, so that all the membership references are once again valid. The steps are given below:

Note:

<new id> refers to the id of the directory after it has been reestablished.

<old id> refers to directories which were deleted.

First you have to figure out which old directory Id corresponds to the new directory id.

Determine the current IDs:

1. Go to Jira Administration page.
2. Go to User Directories page.
3. Hover over the links next to each directory. The destination link should appear at the bottom of your browser. Included in that link you will see “directoryId=” immediately followed by digits. Record the ID for each directory.

Determine which users correspond to each directory:

1. Go to the Administration page.
2. Go to the Users page.
3. Each user is associated with a directory. Record a username for each directory (and keep track of which user matches up with which directory).

Determine which new directory corresponds to each old directory:

1. Putty in to the server.
2. Log in to the database: mysql --user=jira –pasword=newjira2011 jiradb;
3. For each username perform the query:

select \* from cwd\_user where user\_name=’<username>’;

1. There will probably be multiple results for each name. Record the directory\_id for the user that does not equal 1 and does not match any of the directories you previously recorded.

Replace old directory IDs with new values and clean up junk:

1. Change the new directory values back to the old values. For each old/new pair:

update cwd\_directory set id=<old id> where id=<new id>;

1. Delete users with the new directory ids.

delete from cwd\_user where cwd\_user.directory\_id not in (select id from cwd\_directory);

1. Delete membership rows the do not correspond to a user.

delete from cwd\_membership where not exists (select \* from cwd\_user where id=child\_id);

1. Delete attributes for the old IDs

delete from cwd\_directory\_attribute where directory\_id in (<comma separated list of old IDs>);

1. Switch out the new IDs with the old IDs. For each old/new pair:

update cwd\_directory\_attribute set directory\_id=<old ID> where directory\_id=<new ID>;

1. Switch out the new IDs with the old IDs. For each old/new pair:

update cwd\_directory\_operation set directory\_id=<old ID> where directory\_id=<new ID>;

1. Repeat steps 12 and 13.
2. Delete groups that do not correspond to a directory:

delete from cwd\_group where cwd\_group.directory\_id not in (select id from cwd\_directory);

1. Delete attributes that do not correspond to a directory:

delete from cwd\_user\_attribute where cwd\_user\_attributes.directory\_id not in (select id from cwd\_directory);

1. Delete attributes that do not correspond to a user:

delete from cwd\_user\_attributes where cwd\_user\_attributes.user\_id not in (select id from cwd\_user);