Enable Jira Data Center integration

Learn how to integrate with Jira Data Center so your users can create Jira tickets right from the session overview.

Before you start

- Set up a Jira Data Center instance in the cloud or on-premise.
- For Cloud and Hybrid customers, ensure that the Jira Data Center can connect to the Kobiton portal. The most straightforward way is to host Jira Data Center on a public server. If this is not an option, additional instructions will come soon.
- For Standalone/On-prem customers, instructions to connect to Jira Data Center will come soon.
- An admin account on Jira Data Center and an account with ADMIN predefined role in Kobiton.
- Subscribe your Kobiton account to a plan with the Jira Integration item.

Create application links in Jira Data Center

- Log into Jira Data Center as an admin.
- Select the **gear (Setting)** icon, then **Applications**.
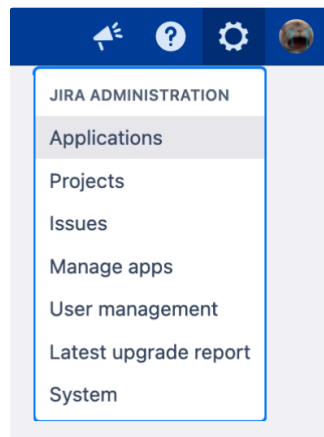
- Enter your username and password again and choose **Confirm**.
- Select **Application links** under *Integrations*, then **Create link**.
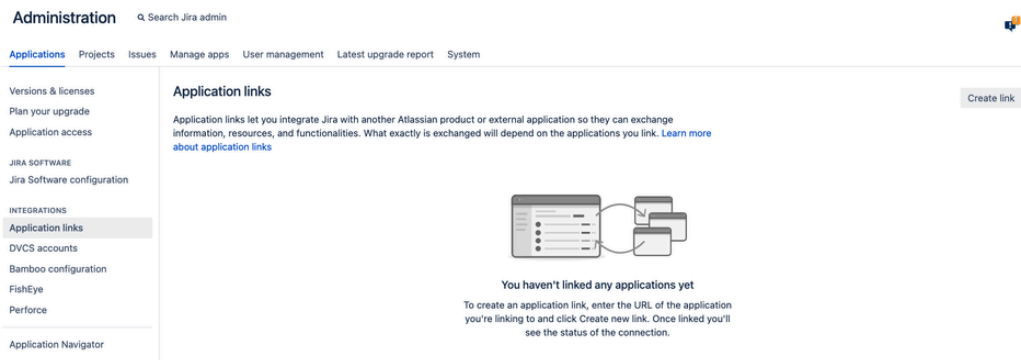
- Select **External Application** for *Application type*, then select **Incoming** for *Direction*.

- In the *Configure an incoming link* page, input all the required fields below:
  - A name for the link.
  - For redirect url, input `https://api.kobiton.com/v1/jira-integration/callback` .
  - For permission, select **Write**.

- Select **Save** when done.
- The *Credentials* page displays.

Credentials

To complete the configuration, copy these OAuth 2.0 credentials to the external application. You can always view them in the details of your application link.

Application
Kobiton

Application type
External application - incoming

Client ID

70cbf90948b3a ▭▭▭▭▭▭▭   📋 Copy

Client secret

•••   👁   📋 Copy

> ✅ Tip: You can always revisit the *Credentials* page by select the **more** icon of the link in the *Application links* list and choose **View credentials**.
>
> **Application links**   Create link
>
> Application links let you integrate Jira with another Atlassian product or external application so they can exchange information, resources, and functionalities. What exactly is exchanged will depend on the applications you link. Learn more about application links
>
> | Application | Version | Direction | Status | Actions |
> |---|---|---|---|---|
> | 📄 **Kobiton** | Generic Application | Incoming | NON-ATLASSIAN | ✏️ ⋯ |
> | | | | | Go to remote |
> | | | | | View credentials |
> | | | | | Delete |

- Copy **Client ID** and **Client secret** and note them down.
- Select the **System** tab.
- Copy the value of **Base URL** and note it down.

Administration   🔍 Search Jira admin

Applications   Projects   Issues   Manage apps   User management   Latest upgrade report   System

General configuration	**Settings**		Advanced Settings Edit Settings
Find more admin tools			
Jira mobile app	General Settings		⊙
	Title	Jira DC 2	
SYSTEM SUPPORT	Mode	Public	
System info	Maximum Authentication Attempts Allowed	3	
Instrumentation			
Monitoring	CAPTCHA on signup	OFF	
Database monitoring	Base URL	https://jira-test▭▭▭.com	
Integrity checker	Email from	${fullname} (Jira)	
Logging and profiling	Introduction		
Scheduler details			

Enable Jira Data Center integration in Kobiton

- Log into the Kobiton portal with an account with ADMIN predefined role.
- Select the profile picture, then **Settings**.
- Select **Integration**.
- Under *Jira Integration*, select **Connect account**.
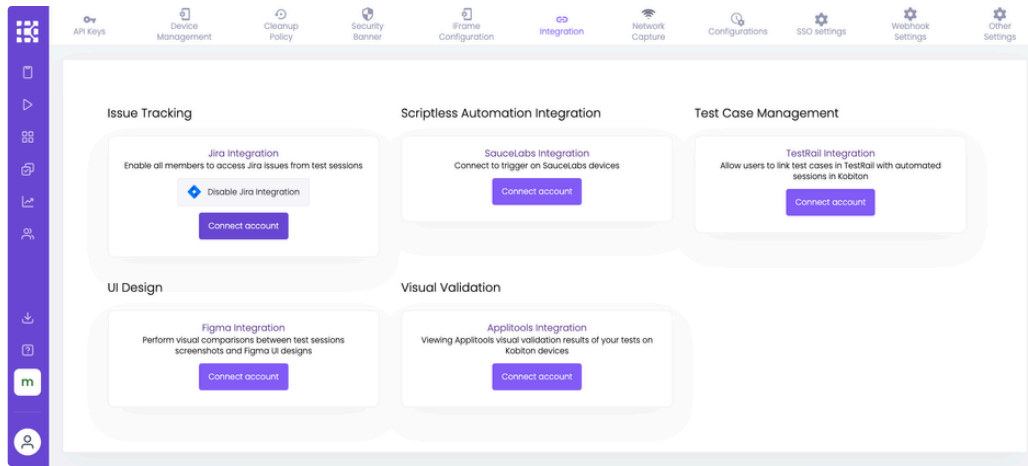
- Select the **Jira Data Center** tab. Input the Base URL, Client ID and Client secret to the corresponding fields.

- Select **Connect**.
- If you see an error, revise the connection information, and double check the network between the Kobiton portal and Jira Data Center.
- A new browser tab opens. Allow Kobiton the permissions to access Jira Data Center.

Kobiton would like to access your Jira account

kobiton (admin)   Use another account

Redirect URL: https://api.kobiton.com/v1/jira-integration/callback

This will allow Kobiton to:

View projects and issues   >

Create, update, and delete projects and issues   >

You can revoke the access at any time at Authorized Applications.

Deny   **Allow**

- If you see the success message, your organization is now integrated with Jira Data Center. The Jira Data Center users can follow this guide to create Jira tickets.
- See below for limitations and known issues.

Limitations and known issues

- An org can integrate with either Jira Cloud or Jira Data Center; an org cannot integrate with both at the same time.