


# Migration from Server/DC to Cloud

Please go through our step-by-step instructions to migrate the Smart Attachments app's data to Jira Cloud. Please address your questions or issues to [our support](#).

## Checking pre-requisites




The Smart Attachments for Jira app migrates only the data for the projects available in Jira Cloud. You need to migrate the app simultaneously with Jira projects.

Before proceeding to migration of the Smart Attachments app from Jira Server/Data Center to Jira Cloud, please check [Pre-Migration Assessment Checklist](#).

- 1. Update the Smart Attachments for Jira Cloud app to the latest version.
- 2. Update the Jira Cloud Migration Assistant to the latest version.
- 3. Update the Smart Attachments for Jira Server/Data Center to version 2.12.0 or newer.

## Assessing the app for Cloud migration




Please consider that the migration process can take up to 48 hours.

- 1. Navigate to Jira administration console.
- 2. On the navigation sidebar, select Migrate to cloud.

### Migration assistant home


This tool will help you assess and create your migration plan. You'll then be able to test and migrate to a cloud-hosted site.

PLAN




**PLAN YOUR MIGRATION**  
Read Atlassian's planning guides to learn how best to plan for your migration.

PREPARE



**ASSESS AND INSTALL APPS**  
Assess your on-premise apps, create or connect to a cloud site, and install the apps you need on cloud.

MIGRATE



**MANAGE YOUR MIGRATION**  
Migrate users, groups and projects to Jira cloud in stages, or all at once.

ABOUT YOUR PRODUCT

GROUPS	2
USERS	1
PROJECTS	7 (26 issues, 2 GB)
APPS	3

ADDITIONAL RESOURCES

**PREPARING FOR MIGRATION**  
View our best practice guides for more information on app migration security, migration testing, and preparation.

**JIRA CLOUD MIGRATION ASSISTANT**  
View our guides and learn how to prepare for your move.

- On the opened page, click **Assess and Install Apps**.

Close Give feedback Need help?

Assess Connect Install Agree

### Assess your apps

Before you start assessing and installing your apps, make sure you read through our guidance on [planning your migration](#).

User installed apps (3) *	Status :	Exists in cloud :	Can be migrated :	Notes
Advanced Roadmaps fo...	Not needed in cloud	✓	?	Enter your notes here
Smart Attachments	Needed in cloud	✓	✓	Enter your notes here
TeamCity Integration Pl...	Not needed in cloud	✓	?	Enter your notes here

100% COMPLETE 3 of 3 apps assessed Last saved just now Download CSV file Continue

- On the **Assess your apps** page, select *Needed in cloud* for the Smart Attachments app. Choose the status for the rest of the apps if you plan to migrate multiple apps.
- Click **Continue**.
- Click **Choose cloud site**.
- Enter the site to migrate from and select the cloud site which data will be migrated to.

Need help

### Choose your destination cloud site

You must be signed in as the **Site Administrator** for the Atlassian cloud site you're migrating to.

Atlassian Cloud with admin access for your cloud site

Vadim Rutkevich [Stiltsoft] vrutkevich@stiltsoft.com

Change account

Migrate from \*

http://docker.stiltsoft.com:18490

Enter the base URL of your server instance. To locate the **Base URL**, go to **System** > **General configuration**.

Migrate to \*

https://sa-migration.atlassian.net

You have selected a site with a free plan. You'll have some restrictions on users, attachments and permissions. [Learn more](#)

☒ Allow Atlassian to access migrations data\*

To migrate your data, Atlassian needs permission to copy it from your server instance and transfer it to your linked cloud site.

By choosing **Allow** you also agree to Atlassian's [Privacy Policy](#) and [Customer Agreement](#).

Cancel Confirm

- Check the Allow Atlassian to access migrations data box.
- When complete, click **Confirm**.
- Return to the Migration Assistant section.

11. Click **Manage Your Migration.**

← Migration Assistant home

Give feedbackNeed help?

Migrations dashboard

Manage your migrations from this dashboard.

Create new migration

Migration status	Migration name	Summary	Actions
COMPLETE	SA - Migration 10	Migration complete.	Go to cloud site
COMPLETE	SA Migration 210515	Migration complete.	Go to cloud site
COMPLETE	SA - Migration 7	Migration complete.	Go to cloud site
COMPLETE	SA - Migration	Migration complete.	Go to cloud site
COMPLETE	SA - Migration 6	Migration complete.	Go to cloud site
COMPLETE	SA - Migration 5	Migration complete.	Go to cloud site
COMPLETE	SA - Migration 4	Migration complete.	Go to cloud site
COMPLETE	SA - Migration 3	Migration complete.	Go to cloud site

12. Click **Create new migration.**

✕ Close

Give feedbackNeed help?

How it works

Visit the Cloud Migration Center to understand more about compliance and compatibility, and read the migration planning guide to prepare for the move.

Connect to cloud

Choose what to migrate

Check for errors

Review

Migrate now or later

When you migrate, the Migration Assistant will attempt to link data and objects that have already been migrated to your cloud site. Learn more about how we link your data.

Back

Connect to cloud

13. Click **Connect to cloud.**

14. Give the name to the migration.

✕ Close

Give feedbackNeed help?

ConnectChooseCheckReview and saveMigrate

Connect to your cloud site

Name your migration \*  
SA - Migration 11  
This name is available to use.

Choose your destination cloud site \*  
https://sa-migration.atlassian.net

You have selected a site with a free plan. You'll have some restrictions on users, attachments and permissions. Learn more

Choose cloud siteGet Jira Cloud trial

Back

Choose what to migrate

15. Click **Choose cloud site.**

16. Enter the site to migrate from and select the cloud site which data will be migrated to.

17. Check the **Allow Atlassian to access migrations data** box.

18. Click **Confirm.**

19. Click **Choose what to migrate.**

✕ Close

Give feedbackNeed help? ▾

ConnectChooseCheckReview and saveMigrate

### Choose your migration options

Tell us what you want to migrate. You can use our [planning guide](#) to help you plan your migration.

✔ Projects

No projects selected

SelectI don't intend to migrate projects

✔ Users and groups

No users, groups, or group membership selected

Select

✔ Apps

No apps selected

Select

Back

Check for errors

20. On the Choose your migration options page, select the projects you want to migrate.
21. Select the appropriate option to migrate users and groups.
22. Select the Smart Attachments app to migrate.

✕ Close

Give feedbackNeed help? ▾

ConnectChooseCheckReview and saveMigrate

### Choose your migration options

Tell us what you want to migrate. You can use our [planning guide](#) to help you plan your migration.

✔ Projects

7 projects  
26 issues and 2 GB of attachments.

Edit

✔ Users and groups

All users and groups from the Jira directory  
Currently, 1 users and 2 groups.  
**Preserve group memberships**  
Users will get product access and will be added to your cloud license.

Edit

✔ Apps

1 app  
All apps marked as 'Needed in cloud' with a migration path.

Edit

Back

Check for errors

23. Click **Check for errors**.

✕ Close

Give feedbackNeed help? ▾

ConnectChooseCheckReview and saveMigrate

Check for errors

We've run some checks and here's what we found. You can continue but you'll need to resolve any errors before you can migrate.

App version

Last checked just now

🔍

✔ The Cloud Migration Assistant is up to date

Users and groups

Last checked just now

🔍

✔ All users have valid email addresses

✔ All users have unique email addresses

⚠ You may exceed your user limit

▾

⚠ Some groups already exist in your cloud site

2 ▾

Projects

Last checked just now

🔍

✔ There are no conflicting projects

✔ No project settings allow public access

Apps

Last checked just now

🔍

✔ App assessment is complete

✔ Apps are consented

✔ All 'Needed in cloud' apps are installed on your cloud site

✔ Apps are updated

BackRefresh allReview migration

24. Click **Review migration**.

This migration includesLogs and reports

Users and groups

Status	Groups	Users
READY	Ready	Ready

Projects

Status	Name	Key	Project data	Attachments
READY	Arabic Project - Kanban	APK	Ready	Ready
READY	Chinese Project - Software	CPS	Ready	Ready
READY	Deutsch Project - Business	DPB	Ready	Ready
READY	English Project - Software	EPS	Ready	Ready
READY	FP	FP	Ready	Ready
READY	No Smart Attachments Project	NSAP	Ready	Ready
READY	Russian Project - Business	RPB	Ready	Ready

App migration

No estimate available

The migration assistant will notify app vendors to begin their data migration. You can view app migration progress from the dashboard.

Apps

1 app

⬆

Name ▾

Smart Attachments

BackSaveRun

25. Click **Run**.

26. The migration starts. Click **View details** to monitor the progress.

This migration includes

Logs and reports

Users and groups

Status	Groups	Users
COMPLETE	2 of 2	1 of 1

Projects

Status	Name	Key	Project data	Attachments
RUNNING	Arabic Project - Kanban	APK	100%	Ready
RUNNING	Chinese Project - Software	CPS	100%	Ready
RUNNING	Deutsch Project - Business	DPB	0%	Ready
RUNNING	English Project - Software	EPS	Exporting	Ready
READY	FP	FP	Ready	Ready
READY	No Smart Attachments Project	NSAP	Ready	Ready
READY	Russian Project - Business	RPB	Ready	Ready

App migration progress

No estimate available

App migration starts after core data migration and is the responsibility of the vendor. Contact the vendor for migration support if needed.

Status	App *	Cloud key	Progress
READY	Smart Attachments for Jira	com.stiltssoft.jira.smart-attachments	Ready

Back

Run

27. Upon completion, you will see the screen similar to the one.

This migration includes

Logs and reports

Users and groups

Status	Groups	Users
COMPLETE	2 of 2	1 of 1

Projects

Status	Name	Key	Project data	Attachments
COMPLETE	Arabic Project - Kanban	APK	100%	Done
COMPLETE	Chinese Project - Software	CPS	100%	Done
COMPLETE	Deutsch Project - Business	DPB	100%	Done
COMPLETE	English Project - Software	EPS	100%	Done
COMPLETE	FP	FP	100%	Done
COMPLETE	No Smart Attachments Project	NSAP	100%	Done
COMPLETE	Russian Project - Business	RPB	100%	Done

App migration progress

No estimate available

App migration starts after core data migration and is the responsibility of the vendor. Contact the vendor for migration support if needed.

Status	App *	Cloud key	Progress
COMPLETE	Smart Attachments	com.stiltssoft.jira.smart-attachments	100%

Back

Go to cloud site



Please note that the app prevents starting a new migration for the same host if another migration for it is in progress.

FAQ

Do we need to perform re-indexation after migration?

You don't need to perform the re-index on Cloud. It starts automatically upon the end of migration

### Is there a way to define labels at the project level?

Labels are global. Please, follow the information in our documentation to learn how to [start with an app](#) and how to [administer labels](#) on Cloud.

### After migration, I have some issues with attachments where the Smart Attachments section displays *"No attachments in the issue found"*

This behavior can be caused by the fact that this particular Jira issue has access restrictions configured the attachment section. If Jira Field Configuration for some issue types in the migrated project has the attachment field set to **hidden**, then attachments still display on the issue view screen. However, hidden fields are not returned through the Jira API's. As soon as you change the field configuration to **show** the attachment field, the API call will return the expected result (with attachment data) and the Smart Attachments section within the impacted issues will correctly display the list of attachments.

### After migration, some of my labels are missing

Please, check for the scheme configuration in your Jira Server/Data Center in the projects where you have this issue. Our app doesn't migrate labels from the default Uncategorized category even if it has been renamed in your project. You can find more details in the [migration documentation](#).

### Migration is running for more than 24 hours. Is it OK?

The migration process can take up to 48 hours. So, this is within the expected range.

The migration procedure of our app data and any other app data is a multi-step process requiring lots of inter-communication of a Server app, Cloud storage, app migration platform, and Jira Cloud. Please review the [Atlassian documentation](#) with the migration procedure described in the schemes for details.

Additionally, our app must run migration at a moderate speed to avoid [rate limits](#). Another possible reason for the migration time increase is the situation of several simultaneous migrations performed at the same time, which results in the app migration queue.

### After migration, labels are missing in certain Jira issues

This behavior can be caused by the lack of permissions for our app in a particular Jira issue. You'll see the message "Issue does not exist, or you do not have permission to see it."

If you have [issue security levels](#) configured, our app will lack permission to add labels in this project. You can resolve this issue by adding the project role *atlassian-addons-project-access* to the security level:

1. In the upper-right corner of the screen, select **Administration** [blocked URL](#) > **Issues**.
2. In the sidebar, select **Issue security schemes** to open the Issue security schemes page, which lists all the issue security schemes currently available in your Jira installation.
3. Select the scheme name, or the **Security levels** link in the Actions column, to open the Edit issue security levels page.
4. Locate the appropriate security level and click its **Add** link (in the **Actions** column), which opens the **Add user/Group/Project role to issue security level** page.
5. Select the *atlassian-addons-project-access* project role, then click the **Add** button.