Keepit for Jira Software

Coverage details

Contents

Projects

Projects can only be restored as company-managed projects.

Project roles

- Company-managed projects: All project roles can be restored.
- Team-managed projects: All project roles can be restored, except for predefined ones (Administrator, Viewer, Member)

Project properties

- We only support the creation and updating of project properties. If certain properties exist remotely but are absent in the snapshot, they will not be removed – extra remote properties are preserved.

Project avatar (restore)

- The API always returns image/PNG in the header for custom avatars, regardless of their original format. As a result, we cannot reliably determine the actual file type. When re-uploading the avatar, formats like GIF and JPEG may lose quality, since they are treated as PNGs. Only original PNGs retain full quality.

Project versions (releases)

- We are unable to restore sections in a project version.
- We are unable to restore approvers for a project version.
- To restore the "Fix version" value in associated issues we have two options:
    - Selecting the whole project version folder for restore will update the "Fix Version" value in all associated issues.
    - To update the "Fix Version" in a specific issue, locate the issue's origin and select that issue for restore. The "Fix Version" will be restored if the corresponding version exists.

Issues

Issue (work) type screen schemes and type schemes

- Restoring the relationship between issue (work) type screen schemes and projects is not supported.
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- Restoring the relationships between issue (work) type screen schemes and issue (work) type schemes is not supported.

Issue type avatars

- Restoring the avatar image for issue types is not supported.

Issue custom fields
- Restoring the state of issue custom fields is not supported.
- Restoring the default value of custom field contexts is not supported.
- Only the following issue properties are supported: issue type, summary, description, priority, assignee, reporter, and status (for company-managed projects).

Issue entities
- The following items are backed up as separate entities in the snapshot and can be restored individually: issue comments, watchers, attachments, parent links, and linked or child issues.

Issue field configurations & schemes
- Restoring the relationships between field configurations, field configuration schemes, and other related entities is not supported.
- If a field configuration's relationship with a screen is deleted, we are currently unable to restore the relationship.

Issue resolutions
- During the restoration of issue resolutions, we are unable to set the resolution for dependent issues. The restore process only covers the resolution entity itself, not its associations with dependent issues.

Issue work logs
- We cannot restore the original author of an issue work log; the work log is always restored under the authenticated user performing the restore.
  To preserve the original author information, a note is added as a comment in the format: "Originally logged by: {userId}". This approach is consistent with the method used for restoring issue comments.
- We support only the creation and updating of issue work log properties. If certain properties exist remotely but are absent from the snapshot, they will not be removed – extra remote properties are preserved.

Request - Expand to issue definition file
- Currently, we only support backing up additional data – request participants

Boards
- Updating existing boards is not supported. Only board creation is possible during restore, due to current API limitations.
- After restoration, the backlog is only functional in Team-Managed projects. As a result, moving issues to or from the backlog may not work on certain boards, especially in Company-Managed projects.

- When restoring user boards, the owner is always set to the currently authenticated user. It is not possible to retain the original board owner.
- Board configuration cannot be restored via the REST API. After restoration, users must manually reconfigure board settings to match the original snapshot.
- Board quick filters cannot be restored.
- Boards in Team-Managed projects do not support "Custom filters," and these are not included in the restore process.
- If the original project (board location) no longer exists at the time of restore, the board restore will fail and the board will not be recreated.
- Boards from Team-Managed projects cannot be restored. They are skipped during the restore process.

Sprints

- We are unable to transition a sprint's state from CLOSED to ACTIVE during restore.
- All restored sprints are set to the FUTURE state by default. After restoration, a Jira administrator must manually update the sprint status in the Jira Web UI to reflect the original state saved in the snapshot.
- When restoring a sprint from a previously deleted board, you may encounter errors when trying to move issues into the sprint. This occurs because sprints are not automatically deleted when their associated board is removed. To resolve this issue:
  1. If an error occurs, go to the board backlog and delete any sprints that include the note: *"from Restricted Board."*
  2. Re-select the desired board and sprints for restore.

  Note: If this error occurs and the board is already selected for restore, you must delete the board first, then re-select it before restoring.

Dashboards

Dashboard
- The dashboard owner is always set to the user performing the restore.
- Only dashboards that are visible to the signed-in user (based on existing permissions) can be accessed or restored.
- The API does not support identifying or setting whether a dashboard is a system dashboard.
- The API does not allow setting the dashboard's popularity value.

- It is not possible to retrieve or set whether the dashboard is editable by the current user via the API.
- Restored dashboards are always marked as favorites (starred in the UI).
- The definition file is read-only.

Dashboard gadget

Gadget restore order
- Gadgets must be restored in sequential row order (e.g., row 0 → row 1 → row 2...). Skipping rows leads to API errors.
- Columns must also be restored in order (e.g., column 0 → column 1 → column 2...) to ensure proper positioning logic in fallback scenarios.

Dashboard layout limitations
- The Jira Cloud API does not support setting or restoring the number of dashboard columns directly. Instead, the column layout is inferred based on the positions of gadgets. If a column is empty, it may be excluded from the restored layout. As a result, a dashboard that originally used three columns may be restored with only two columns if no gadgets were placed in the third column.

Handling layout mismatches
- If the restored layout has fewer columns than the original (for example, restoring a 3-column layout as 2-column), gadgets from the now non-existent columns are moved to the last available column, positioned at the top of that column (e.g., gadgets from column 2 move to column 1, or from column 1 to column 0), with their row values adjusted accordingly. This fallback logic aims to preserve as much of the original layout as possible while preventing API errors.
- This behavior occurs in both of the following cases:
  - When a dashboard is deleted and then recreated.
  - When a user has manually changed the layout (e.g., reduced columns from 3 to 2) before performing the restore.
- Post-restore adjustments:
  - In either scenario, manual repositioning of gadgets may be necessary after restore to fully replicate the original column layout.

Gadget properties
- When multiple dashboards use the same filter or board in their gadgets, restoring only one dashboard that has a missing filter or board configured does not update the filter or board IDs in the other dashboards. As a result, gadgets in dashboards that were not restored may retain outdated IDs, leading to broken or invalid references.

Work items settings

Priority schemes
- The association between a project and its priority scheme cannot be restored.
- To restore a priority scheme, all priorities referenced in the scheme must still exist in the system.
- If any priority used in the scheme has been deleted, the priority scheme cannot be restored.

Permission schemes
- We are unable to restore the association between a project and its permission scheme.

Notification schemes
- We are unable to restore the association between a project and its notification scheme.

Issue security schemes
- We support only the creation and updating of issue security scheme levels. If certain levels exist remotely but are absent from the snapshot, they will not be removed – any extra remote levels are preserved.
- For issue security scheme level members, we support only creation. There is no update capability; to modify members, existing ones must be removed and replaced with new entries. Similarly, members that exist remotely but are missing from the snapshot will not be removed – extra remote members are preserved.

Workflow scheme drafts
- Due to the complexities in Jira's handling of workflow scheme drafts, the restore option for workflow scheme drafts is disabled. The draft logic introduces too many inconsistencies.

Service desk organizations
- Once an organization's name is updated, it cannot be reverted to its original value via the Jira API, as there is no endpoint to rename or restore it back.
- When restoring an organization, its association with the Jira Service Management project is not restored automatically.

Plans

Plans
- Referenced projects must already exist before restoring a plan. They are not recreated automatically.

- Missing boards and filters linked to a plan are restored only if they are missing at the time of restore.
- The owner of the restored plan will always be the user performing the restore, regardless of the original owner.
- Invalid or incomplete references (e.g., deleted projects) may cause the restore to fail or result in an unusable plan.
- Cross-project releases must be manually recreated *before* restoring any plans that reference them.
- Epic ordering (the numeric hierarchy of epics within a plan) is not preserved during restore.
- It is not possible to update an existing plan via restore. A new plan is always created, with a new ID and name.
- The plan ID changes after restore.
- If a plan includes a board from a Team-Managed project, that board will not be restored and will not be added to the plan's issue sources. This is because this type of board cannot be restored.
- If a backed-up plan has no issue sources, it cannot be restored.

Teams in plan
- Only plan-only teams are supported. Atlassian teams are not backed up or restored.
- Teams are restored only as part of a plan restore. They cannot be restored independently.
- Existing teams are never updated. During restore, only new teams are created – existing ones remain unchanged.
- Team issue sources are excluded from the backup and restore process, as their required internal IDs cannot be reliably resolved.
- The backup includes only the teams visible within each plan.

Workflows

Workflows for issues or issue types within team-managed projects
- As of April 2025, the Jira API does not provide endpoints to retrieve information about workflows (transitions graph) for issues or issue types within team-managed projects. Currently, we can only obtain transition information for company-managed projects. As a result, we may not be able to accurately restore the correct state of an issue. However, we can obtain the list of available issue statuses for the current issue and check if it is possible to reach the required status from the current one with a single transition.

Workflow schemes
- Restoring the relationship between workflow schemes and projects is not supported.

Deleted workflows
- We can only restore workflows that have been deleted, not update ones that still exist in Jira.

Screens

Screen tabs
- Restoring the order of screen tabs is not supported because the index (for each tab) is not available.

General

- Restoring the relationship between statuses and projects is not supported.
- We can restore a deleted work item link type and update it to its initial state.
- If the link type was previously used in an issue, the relationship itself cannot be restored.
- We cover global time tracking settings. While time tracking details may also appear in individual issue definitions, we currently do not support restoring time tracking information at the issue level.
- Restoring group product access is not supported. While restoring a group brings back its users, associated apps are not restored automatically. You will need to manually restore any apps after the group has been restored.

Important limitation

- A Jira project cannot be restored if its associated issue type scheme and issue type screen schemes have been deleted.
- Explanation:
  For example, if you have a company-managed project and you delete the project and its related schemes (issue type scheme, issue type screen schemes, screens, etc.), attempting to restore the project with our script will fail.
- Key point:
  Restoring a deleted project requires that the original issue type scheme and issue type screen schemes still exist in the Jira settings.