

Keepit for ⚡ Jira Service Management



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As the JSM workload is added as an expansion for the Jira workload, the original limitations documented for Jira still apply.

Service desks

Recreation of team-managed Service Desk projects is significantly constrained by current API capabilities. As a result, such projects are recreated as company-managed Service Desk projects. Due to API limitations, particularly around the reconstruction of team-managed work types, request types, and their associations, most requests cannot be restored and will be missing in the recreated project.

Forms templates

Some Form templates cannot be restored due to a legacy issue on the Atlassian side. Atlassian already implemented the bug fix for the templates that are listed in the web UI. However, templates with listed bugs created before the fix implementation will not be fixed automatically.

Forms answers

Some field values may not be updated during a restore operation.

- Create — every field is restored exactly as it was at the time of backup.
- Update — if a field was empty at the time of backup but has since been filled in, the restore will not delete the new value. Only values that were captured in the snapshot and have since changed will be updated.

Partial limitation: Form submission lock

When a form template has the "lock form after submission" option enabled and the connector-authenticated user does not have administrator privileges in the space containing the associated issue, the system typically returns a 403 Forbidden error. However, our implementation logs a user-visible message instead: "The form (ID: {formId}) on issue (ID: {issueId}) is locked. The connector-authenticated user requires Project Administrator permissions to perform updates."

To successfully restore forms, the connector-authenticated user must have administrator permissions for all service desk projects.

Request types

Due to API limitations, restore functionality only recreates essential information: name, description, help text, and issue type associations. After restoration, administrators must manually configure the restored request types by assigning them to groups and selecting

appropriate fields to match the original setup. All essential information is captured in our snapshot.

Currently, only recreation is supported as API endpoints for updating existing request types are not available. Restore is not supported for Team-managed projects.

Customer requests

If the corresponding request type has been recreated, request fields may not be fully restored. In that case, only the summary field will be recovered.

Requests approvals and SLA

- Restore for SLA is not supported due to API limitations
- Restore for approvals is not supported due to API limitations

Service desk queues

Restore is not currently supported for queues, as there are no available API endpoints.

Customers

- Restore is not supported for customer updates due to API limitations. There is currently no available endpoint for updating an existing customer.
- Atlassian servers may occasionally need time to refresh data. After a deletion or restore, allow a few minutes for changes to be fully reflected in the system.

Organizations

- Organization field on issues: Users can add the Organization field to issues. However, due to API limitations, the Organization field value cannot be restored during restore operations.
- Missing organizations during project restore: If a Service Desk project is restored and its associated organization has since been deleted from Jira, the project will be restored without the organization association.

During the restore process, if the organization does not exist in the target service, the association between the project and the organization is skipped. The project itself is restored successfully, but without the missing organization linkage.

Requests votes: voters

Following recent Atlassian updates, restoring voters is no longer supported for issues or requests.

Assets

Object schemas

- Object schema key uniqueness: If a schema with the same objectSchemaKey already exists in the target environment, a new unique key will be automatically generated during restore to avoid conflicts, as duplicate keys are not permitted.
- Schema name uniqueness constraint: Restore will fail if an object schema with the same name already exists in the target environment, as duplicate schema names are not allowed. As a workaround, you can rename the existing schema via the UI and then re-run the restore successfully.

Object types and attributes

- Restoring individual object types is not supported
- Scheduling restore at the object type level is not supported
- Partial restore (subset of object types) is not possible
- Restore is performed only by creating a new object schema, followed by new object types and new attributes
- Existing entities on the instance are never updated or modified during restore
- During attribute restore, selected status values for attributes of type Status cannot be restored in the Type Value configuration and may require manual reconfiguration after the restore process.

Objects

- Restoring individual objects is not supported
- Scheduling restore at the object level is not supported
- Partial restore (subset of objects) is not possible

Statuses

- Schema-level statuses cannot be restored independently
- Scheduling restore for schema-level statuses is not supported
- Schema-level statuses are only restored as part of full object schema restore
- Existing schema-level statuses are not updated during restore

Global icons

Restore of icons is not supported due to API limitations. However, you can download the icon file from the UI and upload it manually if needed.