

# Jira Cloud Migration Guide

This page describes the migration path you can follow to migrate Xray data from Jira Server/Data Center **to Jira Cloud**. If you have any questions about which approach best suits your organization, please contact our support team directly.

- [Server/DC vs Cloud - Product Comparison](#)
- [Jira Cloud Migration Assistant](#)
  - [Migrating Xray data through Jira Cloud Migration Assistant](#)
  - [Known Limitations](#)
    - [Issue History and Test Run Activity](#)
    - [Migration drift not supported](#)
    - [Automated Step Library](#)
    - [Cucumber settings](#)
    - [Gadget Configuration](#)
    - [Archived Issues](#)
  - [Steps to a successful migration](#)
    - [Licensing](#)
    - [Jira migration stage must be successful](#)
    - [Edit Issue Type Names](#)
    - [Edit Requirement Test Link](#)
    - [Some Xray custom fields must be visible](#)
    - [Check Issue Security Levels](#)
    - [Preflight Checks](#)
    - [Migrate all users](#)
  - [The Migration Process](#)
  - [Unsuccessful Migrations](#)



## Required steps to migrate

Before migrating from Xray Server/DC to Cloud be sure you've completed the steps recommended at "[Steps to a successful migration](#)":

- Have a valid License for Xray
- Issue Types names are the same both on Server and Cloud
- Requirement Test Link must match both on Server and Cloud
- Xray Custom Fields must be visible on Test Execution Issue Screens Scheme
- Grant access "any logging user" even if you are using Issue Security Screen Schemes
- Run the pre-flight checks

Learn more at "[Steps to a successful migration](#)".

## Server/DC vs Cloud - Product Comparison

If you are looking to migrate from Jira Server/DC to Jira Cloud, you need to consider the differences between Xray Server/DC and Xray Cloud. These differences might affect how your users work and interact with Xray.

The ideas, goals, and major features are the same. However, while there is great similarity between them, there are a few subtle differences between the two versions. This is mainly due to:

- **Jira architecture** - The way apps work in Server and Cloud is completely different. In Server, apps can integrate with many aspects of Jira, while on Cloud, there are a lot of integration points missing, e.g. JQL functions, Project Templates, etc
- **Product Age** - Xray Cloud is a newer product. Therefore, some of the features are not yet present (e.g. Automated Step Library, Historic Test Coverage report), although we plan to include these features in future releases. Also, we took the opportunity to improve some features (e.g. Project Level Settings).

For a full comparison between the Server/DC and Cloud versions of Xray, please refer to [Xray Server and Xray Cloud](#).

## Jira Cloud Migration Assistant

Atlassian provides the [Jira Cloud Migration Assistant](#) to help Jira users assess and migrate from an on-premise Jira instance (Server or Data Center) to Jira Cloud.

Our team has worked with Atlassian to make Xray available within the official [Migration Assistant](#) tool and we hope Atlassian will launch this expanded version of the Migration Assistant.

Before going any further, check the official Atlassian documentation and procedure:

<https://support.atlassian.com/migration/docs/use-the-jira-cloud-migration-assistant-to-migrate/>

<https://support.atlassian.com/migration/docs/jira-pre-migration-checklist/>

## Migrating Xray data through Jira Cloud Migration Assistant

Any Xray related projects that are somehow connected, must be migrated together within the same migration, otherwise, any Xray link between the projects will not be present in the cloud after the migration.

E.g., all the Tests in the Test Plans of Project A must be part of the migrated Projects.



Avoid data change during the migration, otherwise the migration might fail.

## Known Limitations

### Issue History and Test Run Activity

Due to the textual nature of the data in the activity logs, the entries are mostly copied directly. The language, phrases and markups may differ from server to cloud.

### Migration drift not supported

All the linked data must be migrated together so data integrity can be guaranteed on the cloud.

### Automated Step Library

Not supported by Xray Cloud and will not be migrated.

### Cucumber settings

Will not be migrated to cloud. (Miscellaneous settings section)

### Gadget Configuration

Configuration of Xray gadgets will not be migrated.

### Archived Issues

Xray data belonging to the archived issues are not migrated.

In the past we've seen migrations failing due to archived projects. Xray does not have visibility/permissions into these projects so please check if you are trying to migrate archived projects.

### Document Generator

Templates migrated from the Server must be revised once there are some differences between the server and cloud version.

## Steps to a successful migration

### Licensing



A valid Xray app license is required to migrate Xray data, otherwise, Xray data won't be migrated to the cloud.

### Jira migration stage must be successful

Before the Xray migration stage is executed, all issues and Jira entities are migrated by Atlassian's JCMA. In order to guarantee that Xray migration is successful, all these Jira entities must be 100% migrated, without warnings. If you encounter problems in Jira's migration stage, please contact the Atlassian support team.

### Edit Issue Type Names

The name of the issue types needs to be the same on both server and cloud before starting the migration.

The Issue Type Precondition/Pre-Condition may have to be changed as it is named differently in the server and cloud versions of Xray.

<https://support.atlassian.com/jira-cloud-administration/docs/add-edit-and-delete-an-issue-type/>

## Edit Requirement Test Link

The Issue Link used for Requirement Coverage is slightly different between Xray Cloud and Xray Server/DC. To ensure that Xray Cloud will recognise these links, the Issue Link type must be edited on Server/DC to match the link used by Xray Cloud:

- Name: Test
- Outward Description: tests
- Inward Description: is tested by

This step must be done manually prior to migrating since the Issue Links are migrated by Jira instead of Xray.

The configuration can be found in MY\_JIRA\_SERVER\_URL/secure/admin/ViewLinkTypes!default.jspa

## Some Xray custom fields must be visible

Make sure that the following Xray-created custom fields are added to the Test Execution issue screen and are visible to all users in all projects that you are migrating.

- [Begin Date](#)
- [End Date](#)
- [Revision](#)

## Check Issue Security Levels

The Issue Security Scheme may restrict Xray's access to issues during the migration.

If you are using Security Levels for Xray Issues - e.g. Test, Test Set - you'll have to remove the Security Schemes/Levels or, alternatively, grant access to any logged in user for the duration of the migration.

## Preflight Checks

These checks are meant to help you plan your migration by taking into consideration Xray related constraints. The checks will let you know if:

- the migrated Projects have the required permissions.
- the group of Projects that you are migrating contain any Xray links to data outside of these Projects.

If there are any such links, Xray will let you know which projects should be added to the migration to avoid ending up with missing links in the Cloud instance. This check should be done before any migration begins.

The preflight checks are available when the Jira Cloud Migration Assistant is installed and a version of Xray supporting the migration to Cloud is also installed. The page can be found in the Administration Manage Apps Xray Cloud Migration. Here you should add all the projects for your migration and then press Validate. If there are no errors, you can leave this page and proceed with your migration through the Jira Migration Assistant. If there are any errors you can see the details and steps to fix the issues.

Xray Trash (XT) ✕

✕ ▼

Validate

❗

**Errors found for the specified projects**

We recommend that you add the missing projects to the migration.


Please review the details below.

▼

❗

**Test Plan Tests**

1 Test(s) - e.g. XT-1 - in Test Plans that belong to not migrated project(s):

 (XDTP) Xray Dev Test Project

Example: Project XT was selected for migration. The preflight checks found that there is a link to another project which is not part of the migration (XDTP).

We'll add the missing project to the preflight checks and validate.

Xray Trash (XT) x Xray Dev Test Project (XDTP) x

Validate

✓

**No errors found**  
You may proceed with the migration.

There are no more errors, meaning that these two projects can be migrated together safely. We can now go back to the Jira Migration Assistant and plan our migration with both projects.



#### Temporary Feature

The preflight checks feature was created on Xray app to help customers understand what must be migrated based on the project that they want to migrate. The cloud migration assistant will provide this feature in the future and by that time, Xray will move the feature to be fully integrated with the assistant itself. As a consequence of this, the preflight check option will be removed from the Xray administration section menu.


### Migrate all users

It is recommended that you select the option "All users and groups from the Jira directory" when choosing which users to migrate in the Jira Migration Assistant. This is due to the way that Jira checks which users are related to a project which will not consider users assigned to Test Runs.

# Which users and groups would you like to migrate

Select all the user and group types that you need. We will not send any emails to users when they are migrated to cloud. Learn more about [migrating users and groups](#).

## Users and groups

- ☒ All users and groups from the Jira directory  More info
- ☐ Only users and groups related to the selected projects

## Group membership \*

Choose how you would like to migrate group membership. Preserving group membership will give your users access to the projects they need after migration. Learn more about [how we migrate groups](#).

Select...



 More info



### External identity providers

If you use an external identity provider you will need to connect Atlassian Access. Follow our guidance on [migrating your users with an external identity provider](#).

## The Migration Process

The Xray migration starts right after the Jira migration. While Xray is migrating projects, the Xray app screens/actions will be disabled until the end of the migration. Those screens will show a warning and an action to allow the user to see the current progress of the migration. This progress shows details about what is being done.

## Tests

...



### Migration in progress

Xray features in this project are blocked until the migration process is finished.

[Check status](#)

Xray Cloud also provides a page on the app administration section with all the migration plans in progress and done. Here the Jira administrator could see the history of migration and the ongoing migration plans. Learn more about this [here](#).

# Migration Status

- ✓ Receiving files from Jira Server
- ✓ Migrate settings (1/1)
- ✓ Migrate tests (1/1)
- ✓ Migrate test sets (0/0)
- ✓ Migrate preconditions (1/1)
- ✓ Migrate test plans (0/0)
- ⤿ Migrate test executions (0/704)

0%
- 🕒 Migrate test repositories and test plan boards (0/0)
- 🕒 Migrate test runs (0/704)
- 🕒 Migrate test run activities (0/708)
- 🕒 Migrate issue history (0/7)
- 🕒 Migrate document generator templates (0/0)

Close

## Unsuccessful Migrations

If the Xray migration is not successful during the Jira cloud migration plan, we highly recommend trying it again. Before trying again, make sure the cloud project is removed. If the issue persists, please contact our support in order to get help.

### Do you want to learn more about Migrating from Xray Server to Cloud?

To learn more about migration from Xray Server to Xray Cloud you might want to take our dedicated course available for free at Xray Academy:  
[Migration from Xray Server to Xray Cloud](#)

#### Home / Migration from Xray Server to Xray Cloud




### Migration from Xray Server to Xray Cloud

Ready to move to Xray Cloud? With this course you will learn how to get ready and how to migrate from Xray Server to Xray Cloud.

**Add** **↑ Reorder** **Edit course** **View as Learner** **...**

 Welcome 


 Introduction

 Differences between Xray Server and Xray Cloud

#### PREPARE YOUR MIGRATION

 Prepare your migration from Server to Cloud

 Prepare your Xray for migration


 How to run the pre-migration checks?

 Prepare your instance for migration

 How to assess your Xray App?


#### MIGRATION

 It's showtime - migration

 How to access JMCA and start the migration?

 Limitations

 Learn more & Thanks

 What's next - Learning Path

 Survey

