

Project Settings: Re-Indexing

- [Force a re-index](#)
- [Cancel an ongoing re-index](#)

Xray Cloud uses entities (Jira issues) that are managed and hosted directly by Jira Cloud.

It also uses its own database and support infrastructure, which are hosted in properly secured cloud vendors.

This means that Xray Cloud and Jira Cloud need to communicate using secure APIs (e.g., for obtaining issues, to be notified upon changes on some issues).

However, due to connection/networking issues or simply because you have disabled Xray for some time, the Xray Cloud database may be out-of-synch and you may need to enforce a synchronization, which we call "project re-indexing".

When out-of-synch issues are detected when using Xray, a warning message will be display. You as the user can then take action to resolve it. If a full project re-index is required, the warning message will provide a link to the project settings so you can perform the operation.

The image displays two screenshots of the Jira Software interface, illustrating the process of re-indexing a project.

Top Screenshot: The interface shows the "Test Plan for v1.0 release" for the "STORE-43" project. The "Tests" section displays a list of tests, including "STORE-90 TS - Regression Tests". A warning message is visible: "Invalid Test Statuses. Some of the tests associated with the test plan STORE-43 have invalid status click here to fix the problem." The right sidebar shows the "To Do" section with fields like Environment, Assignee, Reporter, Labels, Revision, Begin Date, End Date, Browser Version, Fix versions, and Priority.

Bottom Screenshot: The interface shows the "TS - Regression Tests" for the "STORE-90" project. The "Tests" section displays a list of tests, including "STORE-43 Test Plan for v1.0 release". A warning message is visible: "No Tests were added to this Test Set." The right sidebar shows the "To Do" section with fields like Environment, Assignee, Reporter, Labels, Revision, Begin Date, End Date, Browser Version, Priority, and Xporter. A red error message is also present: "Error adding issues. Some issues were not added because they are out-of-synch between Xray and Jira. We recommend that you perform a re-index of the following projects: STORE".



Please note

The way apps are deployed and run on the Cloud follows a different approach from the Jira Server, due to the way the Jira Cloud architecture was designed by Atlassian.

On the Jira Server, apps such as Xray run directly in the web container of Jira. On the other hand, the Cloud apps must run outside of the Jira Cloud infrastructure and must use secure APIs in order to interact with Jira.

Force a re-index

A re-index can be enforced from **Re-Indexing** section of the project settings. This operation may take some time, depending on the size of your project.

Re-Indexing

Xray needs to keep an updated index of Jira issues and Xray entities. If the index is not consistent with the issue data, some Xray web panels might display inaccurate or missing data.

Re-Index

Cancel an ongoing re-index

An ongoing re-index may be canceled. However, this operation actually interrupts the re-index, which may leave some data partially indexed or completely unindexed at all.

Xray needs to keep an updated index of Jira issues and Xray entities. If the index is not consistent with the issue data, some Xray web panels might display inaccurate or missing data.

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Canceling ...