

[Xporter Server] Check Jira Service Desk Access in a Reverse Proxy Server

If you are trying to export JSD fields with Xporter, while working on a instance located on a reverse proxy server, you may not have all the permissions to be able to export all the custom fields. This is applicable on JSD SLA and Approvals fields.

To test your connections permission to the Jira servers, simply past the following URL in your browser and confirm the results:

http://ourPRODserver:8080/rest/servicedeskapi/request/<ISSUE_KEY>?expand=sla

In order for the URL to work you replace:

- "ourPRODserver:8080" by your Server URL
- "<ISSUE_KEY>" by one of your JSD issues

If you obtain this error message:

```
{"errorMessage":"The request could not be found, or you do not have permission to see it.","i18nErrorMessage":  
{ "i18nKey":"sd.attachment.error.issue.not.found","parameters":[] }}
```

Then you have no access to some of the JSD fields and as such you won't be able to export its mappings through Xporter. To solve this you'll need to contact your Jira Administrator so that your access can be granted.

If you do have access, you'll see something like:

```
{  
  "_expands": [  
    "participant",  
    "status",  
    "sla",  
    "requestType",  
    "serviceDesk"  
  ],  
  "issueId": "10100",  
  "issueKey": "JSD-1",  
  "requestTypeId": "1",  
  "serviceDeskId": "1",  
  "createdDate": {  
    "iso8601": "2019-09-18T13:51:37+0100",  
    "jira": "2019-09-18T13:51:37.830+0100",  
    "friendly": "2 days ago 1:51 PM",  
    "epochMillis": 1568811097830  
  },  
  "reporter": {
```

Regarding the case that you have the access configured, if you are still experiencing issues please contact our Product Support for us to help you.