

# [Xray] Server Cloud migration known issues and solutions

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## Have you checked the Atlassian migration documentation?

Please check the comprehensive guide for customers about [migrating to Cloud](#) and also the [technical documentation](#).

## Are you using a trial license in the Xray server app?

Please update to the latest one (version 5.0.0 or above) to be able to migrate Xray server data into the Xray cloud. Otherwise, it is not possible to use a trial license to perform the migration.

## After migration, are there issue links missing to another project?

If there are links with projects that are not migrated, you will lose links between issues since they can only exist if the respective project is migrated. Please run the [pre-flight check](#) to look for project dependencies.

## The project was migrated into Jira, but Xray data was not migrated?

If the project is defined as [private](#) on Jira Server, Xray Cloud won't be able to migrate data due to missing permissions.

The project must have [Browse Project](#) and [Edit Issue](#) grant to [Application access](#) for [Any logged in user](#).

<b>Browse Projects</b> Ability to browse projects and the issues within them.	<b>Project role</b> <ul style="list-style-type: none"><li>• Users</li></ul> <b>Application access</b> <ul style="list-style-type: none"><li>• Any logged in user</li></ul>
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You must grant this permission for the migration duration, and you may remove it after the migration is finished.

Grant permission

Permission

Browse Projects x

Granted to ☐ Project Role ☒ Application access

Any logged in user

☐ Group

Show more

Grant Cancel

## Option to choose Xray App for migration is missing?

During the migration process, it is necessary to choose the Apps to migrate its data, like shown below:

migration.

**Projects**

1 project  
2 issues and 0 KB of attachments.

Edit

**Users and groups**

All users and groups from the Jira directory  
Currently, 1 users and 2 groups.  
**Preserve group memberships**  
Users will get product access and will be added to your cloud license.

Edit

**Apps**

No apps selected

Select

**Would you like to migrate your apps?**

Tell us which apps you want to migrate in your [App assessment](#). From here you can select whether to migrate them or not.

☒ All - 1 marked as Needed in cloud with a migration path  
We will migrate the data of the [apps you selected](#) where an automated migration path exists.

☐ None

Back **Apply Changes**

If the above options are not displayed, and only the below options are shown:

Connect Choose Check Review and save Migrate

**Choose your migration options**

Tell us what you want to migrate. You can use our [planning guide](#) to help you plan your migration.

**Projects**

1 project  
19942 issues and 57 GB of attachments.

Edit

**Users and groups**

No users, groups, or group membership selected

Select

**Not compatible with Jira Service Management (formerly Jira Service Desk)**

The Jira Cloud Migration Assistant is unable to migrate Jira Service Management projects. You will not see them in the project list. Your Jira Service Management agents will still be migrated.

If the 'Apps' section is not shown, then Xray data will not be migrated, it will only migrate Jira data.

## Related articles

- [Security Bulletin Update - Log4J \(CVE-2021-4104\)](#)
- [\[Xray DC\] Lost of Pre-condition links on Xray 7.x](#)
- [\[Xray Server/DC\] Incompatibility with Jira 9.11 and above](#)

- [\[Xporter Server\] Incompatibility with Jira 9.11 and above](#)
- [\[Xray\] Can I downgrade from Xray 7.x?](#)