[Xray] Server Cloud migration known issues and solutions

- Have you checked the Atlassian migration documentation?
- Are you using a trial license in the Xray server app?
- · After migration, are there issue links missing to another project?
- The project was migrated into Jira, but Xray data was not migrated?
- Option to choose Xray App for migration is missing?
- Related articles

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.

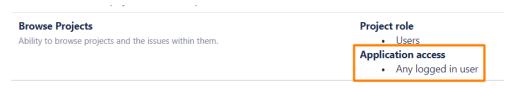
After migration, are there issue links missing to another project?

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.

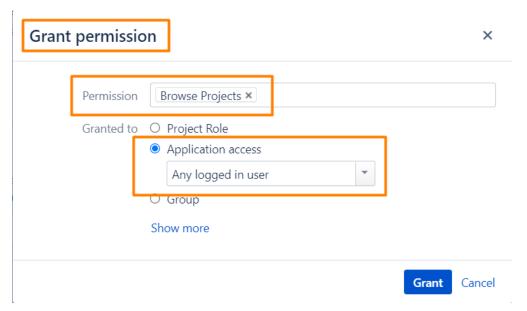
The project was migrated into Jira, but Xray data was not migrated?

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.

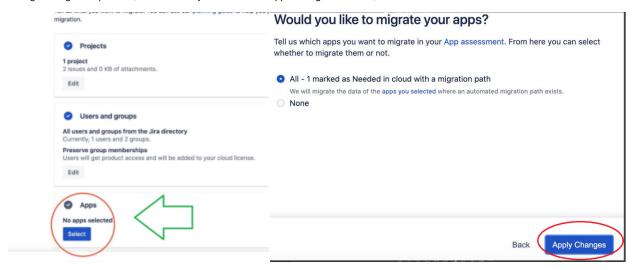


You must grant this permission for the migration duration, and you may remove it after the migration is finished.

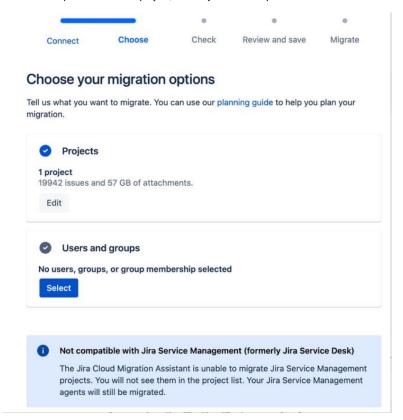


Option to choose Xray App for migration is missing?

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



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



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?