



Automatic Release Automation

ONE Automation

JIRA Plugin User Guide

Version: 1.9.0

Publication Date: January 2017

Automatic Software GmbH

Copyright

Automic® and the Automic logo® are trademarks owned by Automic Software GmbH (Automic). All such trademarks can be used by permission only and are subject to the written license terms. This software/computer program is proprietary and confidential to Automic Software and is only available for access and use under approved written license terms.

This software/computer program is further protected by copyright laws, international treaties and other domestic and international laws and any unauthorized access or use gives rise to civil and criminal penalties. Unauthorized copying or other reproduction of any form (in whole or in part), disassembly, decompilation, reverse engineering, modification, and development of any derivative works are all strictly prohibited, and any party or person engaging in such will be prosecuted by Automic Software.

No liability is accepted for any changes, mistakes, printing or production errors. Reproduction in whole or in part without permission is prohibited.

© Copyright Automic Software GmbH. All rights reserved.

JIRA is a registered trademark of *Atlassian*.

Other names may be trademarks of their respective holders.

Contents

1 Introduction	1
1.1 Target Audience	1
1.2 About JIRA	1
1.3 About ARA	2
2 Getting Started	4
2.1 Links & Guides	4
3 Setting up the JIRA Plugin	5
3.1 Installing the JIRA Plugin	5
3.2 Configuring the Plugin Integration	6
3.3 Creating and Configuring the JIRA Project	8
3.4 Installation Checklist	14
4 Updating the JIRA Plugin	15
5 Using the JIRA Plugin	16
5.1 Workflows for ARA Requests	16
5.2 Creating Automic Release Automation Entities	17
5.3 Creating an Application Deployment/Provisioning Request Issue	18
5.4 Creating a General Deployment Request Issue	21
5.5 Starting the Execution from JIRA	25
5.6 Searching for Deployment Issues in JIRA	28
6 Troubleshooting	30
7 About Automic Software, Community and Support	31
7.1 About Automic	31
7.2 Automic Community	32
7.3 Download Center	32
7.4 Marketplace	32
7.5 Technical Support	33
7.6 Training Services	33

1 Introduction

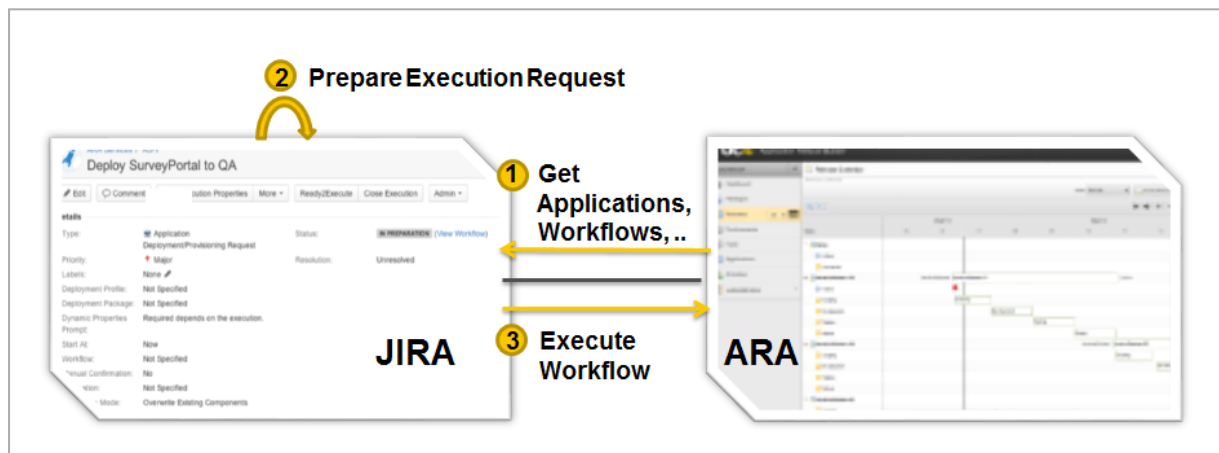
The JIRA Plugin provides a simple-to-use solution to integrate JIRA and Atomic Release Automation for execution management, which helps users to trigger a full-scale execution without direct access to the ARA interface.

Deployment requests created in JIRA are forwarded to and executed by the Atomic Release Automation. The execution can be managed via Issues in JIRA.

The JIRA Plugin provides two new types of JIRA issues:

- Application Deployment/Provisioning Request
- General Deployment Request

The interactions between JIRA and Atomic Release Automation are explained below:



You start from a JIRA project which is configured to handle deployment issues using a dedicated JIRA workflow. While you create the deployment request issue, JIRA requests applications including components, properties and ARA workflows from Atomic Release Automation (ARA). Finally, you can trigger the ARA workflow execution from the JIRA user interface.

1.1 Target Audience

Readers should know about the administration of JIRA and *Atomic Release Automation*.

1.2 About JIRA

JIRA is an issue-based project tracking software by Atlassian.

With JIRA you can capture and organize issues, prioritize them and take action on what is important. Furthermore you can stay up-to-date with the actions needed in order to fulfill the development, enhancement and fixing in project teams.

See also: <https://www.atlassian.com/software/jira>

1.3 About ARA

Automic Release Automation is an end-to-end solution for planning, coordinating and automating software release processes, including automated deployment of applications across large-scale server environments and covers all mentioned use cases.

Purpose

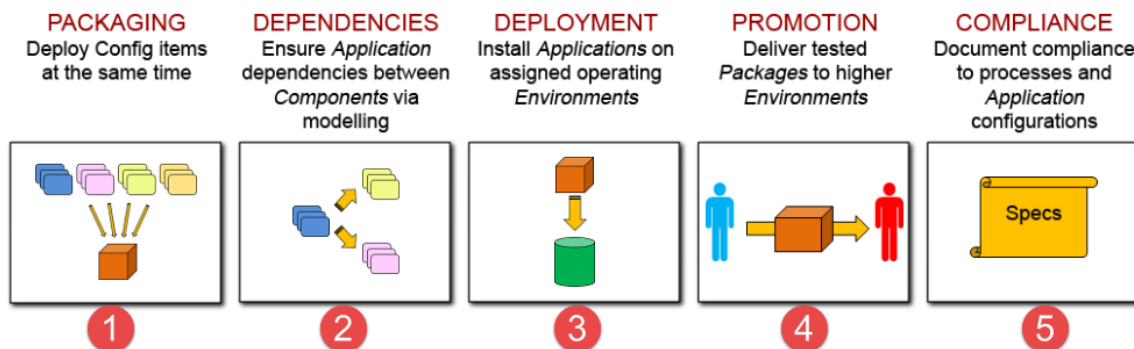
The purpose of Automic Release Automation is to unify enterprise application and infrastructure automation functionality onto a single platform - without the need of managing multiple tools. Users first architect and control the execution of application process flows, then orchestrate the underlying infrastructure to meet required service levels.

ARA streamlines application release workflow managements for even the most highly-scaled environments while reducing deployment cost across the organization including development, testing and production.

The particular aim is to enable consistent, traceable and auditable deployment for multi-tier applications across heterogeneous and distributed IT infrastructures, reaching from physical or virtual to cloud computing platforms. To improve efficiency, quality and release cycle time, a highly automated system like Automic Release Automation is preferred.

Main Functions

ARA does the following:



1. It allows modelling the various components of an application, which are defined as meta-data elements in ARA, with all necessary technical references to the physical elements, and then the packaging of these components for simultaneous deployment. By using the Automation Engine's powerful synchronization capabilities, it is able to deploy, at the same time, the artifacts that are intended to stay together in a single package.
2. As components of an application generally carry important dependencies across one another, ARA provides native capabilities to build those dependencies via modelling tools, so that the application is deployed in the right sequence. A dependency of a component on another can be enforced using ARA's modeling tools, rather than makeshift orchestration mechanisms.
3. ARA deploys the right components to the right environments and it does so natively. Teams no longer have to worry about pushing the proper artifacts to their assigned systems. ARA does that for them.
4. ARA is capable of staging by allowing users to design structured deployment environments. Hence, each environment like DEV, QA and PRODUCTION exists in ARA as distinct entities and the same component can be deployed seamlessly across these environments without the need for manual handling and configuration.

5. ARA is particularly adept at enforcing governance and compliance. It provides all the necessary tools to comply with a team's internal processes without having to design checks and balances and fail-safe mechanisms. It will further audit deployments to ensure that everything goes smoothly and without error, all the time.

2 Getting Started

2.1 Links & Guides

You can find links to resources for JIRA and Atomic Release Automation in the table below.

Component	Link
JIRA	The JIRA Plugin can be downloaded from the Atomic Marketplace .
Atomic Release Automation	You can download ARA v12 from: http://downloads.atomic.com/ . Compatibility Information and system requirements can be found on our website Atomic Compatibility Checker (https://docs.atomic.com/tools/compatibility_checker). ARA v12 documentation is available on Atomic Docs

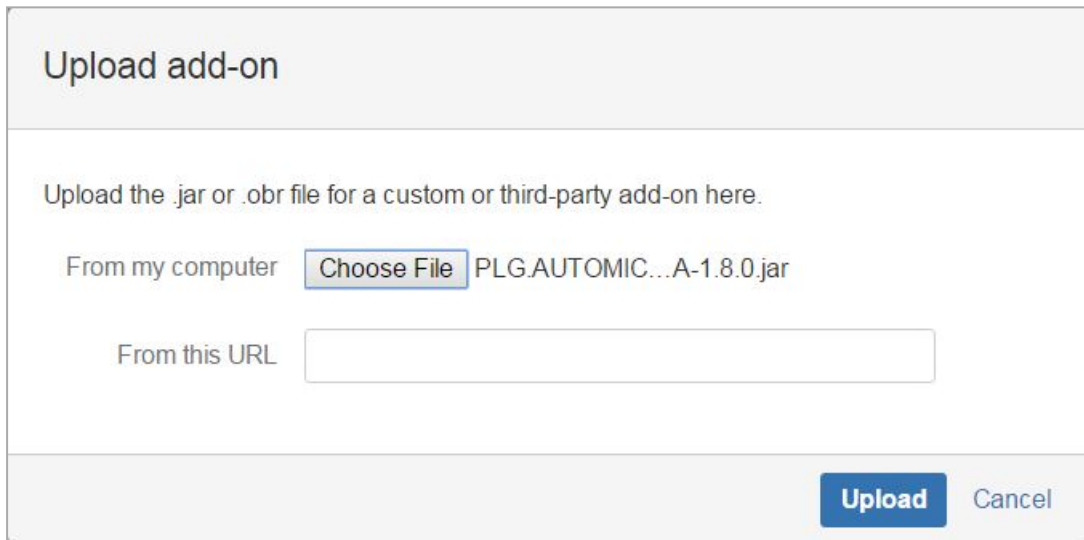
3 Setting up the JIRA Plugin

3.1 Installing the JIRA Plugin

During installation you import the plugin and set up the connectivity to Atomic Release Automation.

To install the JIRA Plugin

1. Download the JIRA Plugin from the [Atomic Marketplace](#).
2. Extract the `.zip` file to the folder.
3. Open the JIRA administration interface.
4. Navigate to **Add-ons > Manage add-ons > Upload add-on**.
5. Click **Choose File** and browse to the extracted `PLG.AUTOMIC_ATLASSIAN_JIRA-` (Version number) `.jar` file (e.g. `PLG.AUTOMIC_ATLASSIAN_JIRA-1.8.0.jar`).



Upload add-on

Upload the .jar or .obr file for a custom or third-party add-on here.

From my computer PLG.AUTOMIC...A-1.8.0.jar

From this URL

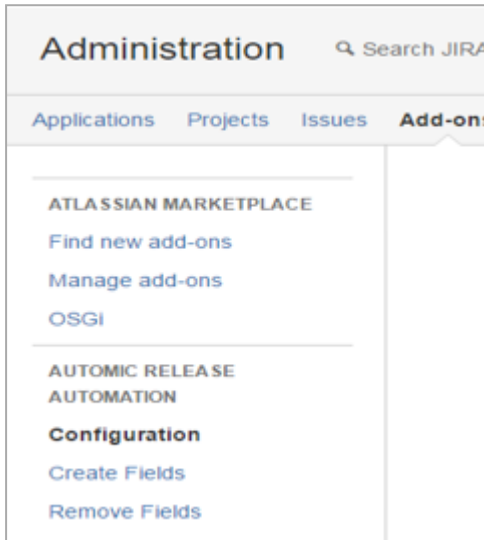
6. Click **Upload**.

3.2 Configuring the Plugin Integration

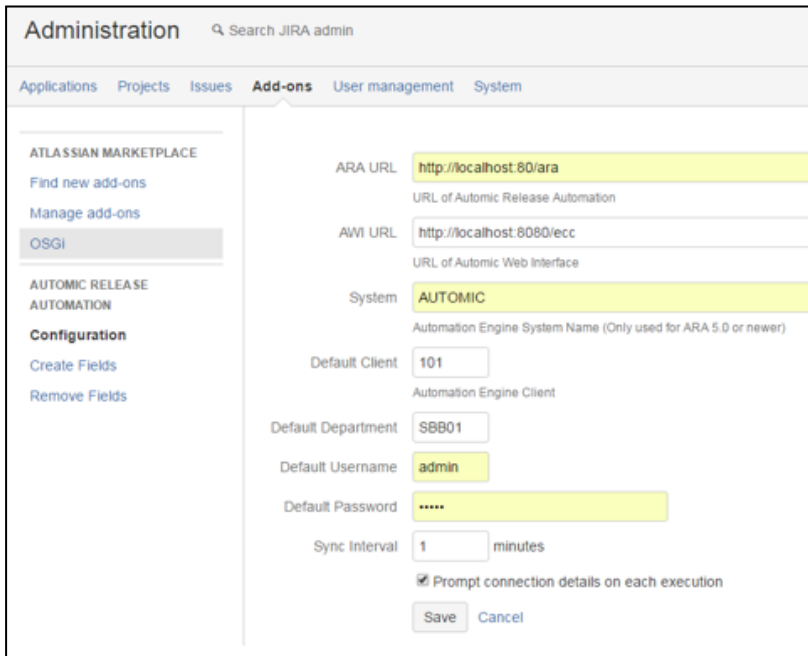
The JIRA Plugin provides a configuration page in the JIRA administration area.

To Configure the Integration

1. Open the JIRA administration interface.
2. Navigate to **Add-ons > Automatic Release Automation > Configuration**



3. Configure the connectivity parameters as follows:



- **ARA URL:** default URL of Automatic Release Automation e.g. <http://localhost/ARA>.
- **AWI URL:** default AWI URL e.g. <http://localhost:8080/awi>.

- **System:** default Automic system e.g. AUTOMIC.
 - **Default Client:** Automation Engine client e.g. 1
 - **Default Department:** default department (part of credentials to access the Automic Release Automation) e.g. SBB01.
 - **Default Username:** e.g. admin
 - **Default Password**
 - **Sync Interval:** time in minutes until the state of the execution is fetched from Automic Release Automation e.g. 1.
 - Select the **Prompt connection details on each execution** checkbox if you want the login information to be prompted after a user clicks on the ARA Execution Properties of the specified issue for the first time.
If this option is unchecked, the default login information provided in the plugin configuration will be used.
4. Click **Save** to save the configuration.
 5. Click **Create Fields** under **Configuration** to generate the required fields for ARA.

The following entities will be created:
(* Existing entities are marked with RED color)

Workflow Scheme:

- ARA Workflow Scheme

Issue Type Screen Scheme:

- ARA Issue Type Screen Scheme

Field Layout Scheme:

- ARA Field Config Scheme

Issue Type Scheme:

- ARA Issue Type Scheme

Field Layout:

- ARA Field Config

Jira Workflow:

- ARA Workflow

Custom Field:

- Application
- Workflow
- Deployment Profile
- Deployment Package
- Execute At
- Start At
- In Queue
- Manual Confirmation
- Select User/Group
- Installation Mode
- Dynamic Properties Prompt
- Connection

Field Screen Scheme:

- ARA Application Deployment Screen Scheme
- ARA General Deployment Screen Scheme

Field Screen:

- ARA Application Deployment Screen
- ARA General Deployment Screen

Issue Type:

- Application Deployment/Provisioning Request
- General Deployment Request

Overwrite existing

Generate

6. Select the **Overwrite existing** checkbox if you want to overwrite the already existing fields.
7. Click **Generate**.

3.3 Creating and Configuring the JIRA Project

This section describes how to create and configure a project in JIRA to handle request issues and execute deployments in ARA.

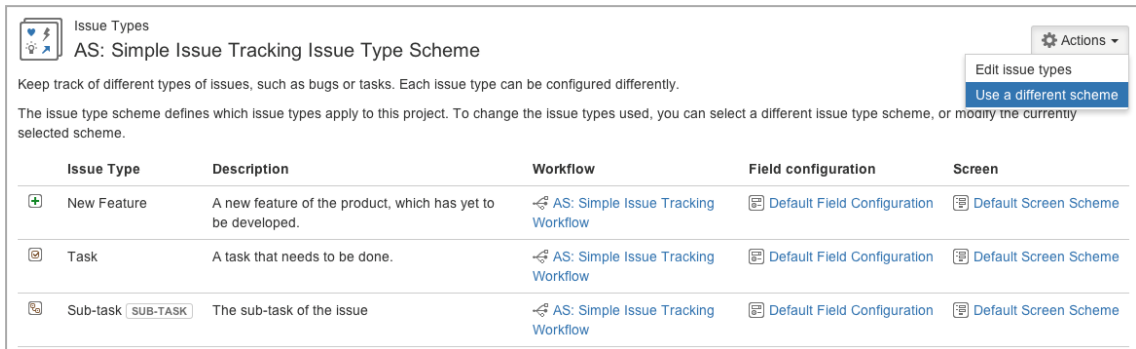
To Create and Configure a Project in JIRA

1. Navigate to **Projects > Create Project**. The **Project management** dialog is displayed.

2. Name the project **ARA Services**.
3. Enter a project key to be used as the prefix of this project's issue keys. (E.g. AS).
4. Click **Submit**. The project is created.
5. Let's now configure the project to handle deployment request issues. To do so, go to **Administration > Project** and select the **ARA Services** project.

6. In the **Issue Types** section, click the name of the default scheme.

- Click the **Actions** dropdown menu and select **Use a different scheme**.



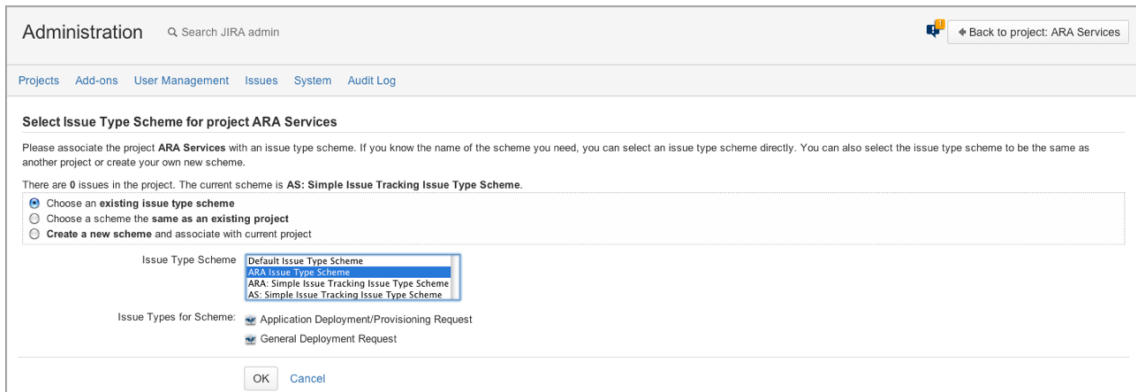
Issue Types
AS: Simple Issue Tracking Issue Type Scheme

Keep track of different types of issues, such as bugs or tasks. Each issue type can be configured differently.

The issue type scheme defines which issue types apply to this project. To change the issue types used, you can select a different issue type scheme, or modify the currently selected scheme.

Issue Type	Description	Workflow	Field configuration	Screen
New Feature	A new feature of the product, which has yet to be developed.	AS: Simple Issue Tracking Workflow	Default Field Configuration	Default Screen Scheme
Task	A task that needs to be done.	AS: Simple Issue Tracking Workflow	Default Field Configuration	Default Screen Scheme
Sub-task <small>SUB-TASK</small>	The sub-task of the issue	AS: Simple Issue Tracking Workflow	Default Field Configuration	Default Screen Scheme

- Select the **Choose an existing issue type scheme** radio button.
- Select the **ARA Issue Type Scheme** from the dropdown list.
- Click **OK**.



Administration Search JIRA admin Back to project: ARA Services

Projects Add-ons User Management Issues System Audit Log

Select Issue Type Scheme for project ARA Services

Please associate the project ARA Services with an issue type scheme. If you know the name of the scheme you need, you can select an issue type scheme directly. You can also select the issue type scheme to be the same as another project or create your own new scheme.

There are 0 issues in the project. The current scheme is AS: Simple Issue Tracking Issue Type Scheme.

Choose an existing issue type scheme
 Choose a scheme the same as an existing project
 Create a new scheme and associate with current project

Issue Type Scheme


- Default Issue Type Scheme
- ARA Issue Type Scheme
- ARA: Simple Issue Tracking Issue Type Scheme
- AS: Simple Issue Tracking Issue Type Scheme

Issue Types for Scheme:

- Application Deployment/Provisioning Request
- General Deployment Request

OK Cancel

- In the **Workflows** section, click the name of the default scheme.
- Click **Switch Scheme** to display the **Associate Workflow Scheme to Project** page.



Workflows
AS: Simple Issue Tracking Workflow Scheme

Add Workflow Switch Scheme

Workflow	Issue Types	Operations
AS: Simple Issue Tracking Workflow (View as text / diagram)	<ul style="list-style-type: none"> General Deployment Request Application Deployment/Provisioning Request 	

- Select the **ARA Workflow Scheme** from the **Scheme** dropdown list.

Associate Workflow Scheme to Project

Step 1 of 3: Select the scheme you wish to associate.


Note: It is recommended to [backup](#) JIRA data before proceeding with the workflow association.

Scheme

14. Click **Associate** to begin the process.


Associate Workflow Scheme to Project:

Step 2 of 3: The current status of each issue needs to be changed so that it is compatible with the new workflows.


 There are no issues to migrate.




15. Click **Associate** to confirm that there are no issues to migrate.

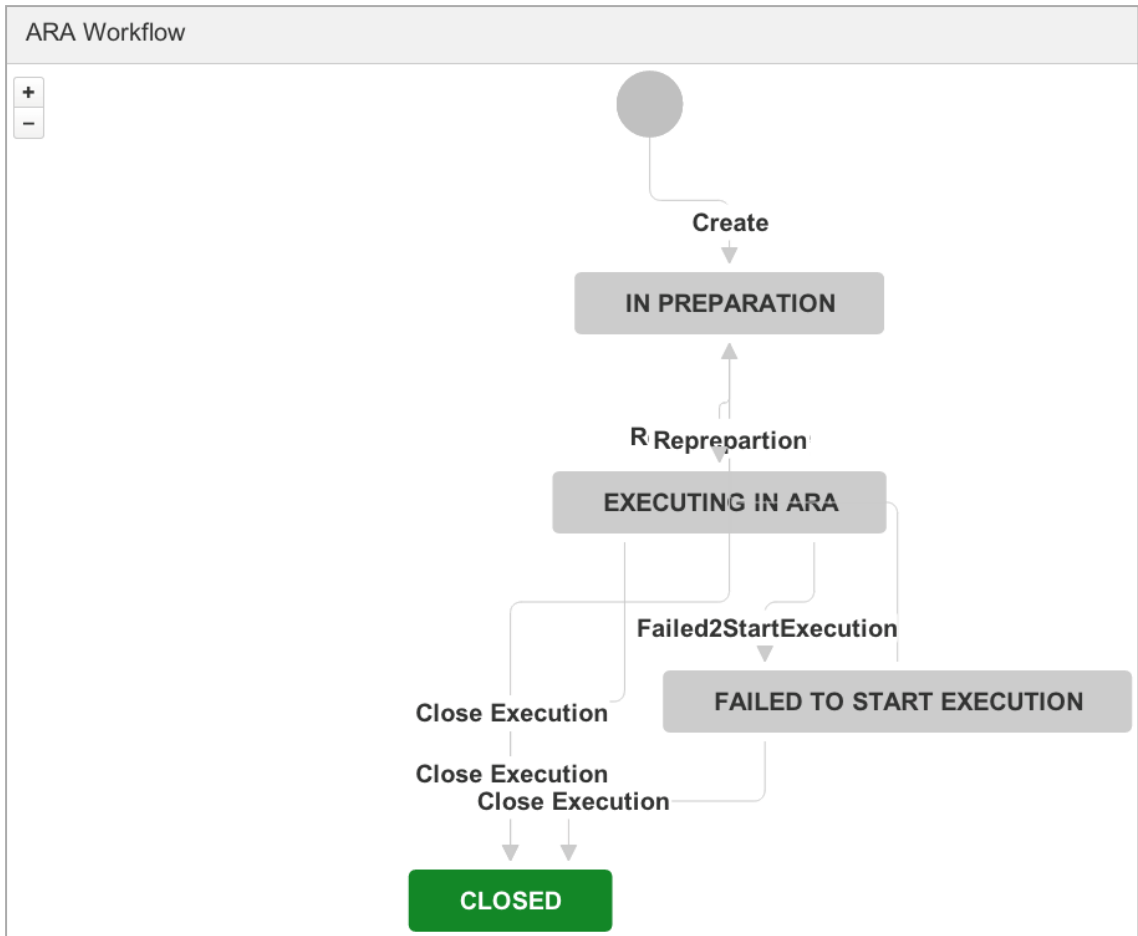
16. Click **Acknowledge** to finish the process.

 Workflows

ARA Workflow Scheme SHARED BY 2 PROJECTS

 This workflow scheme is being shared by multiple projects.
To edit this scheme, use the global [Workflow Schemes](#) page.

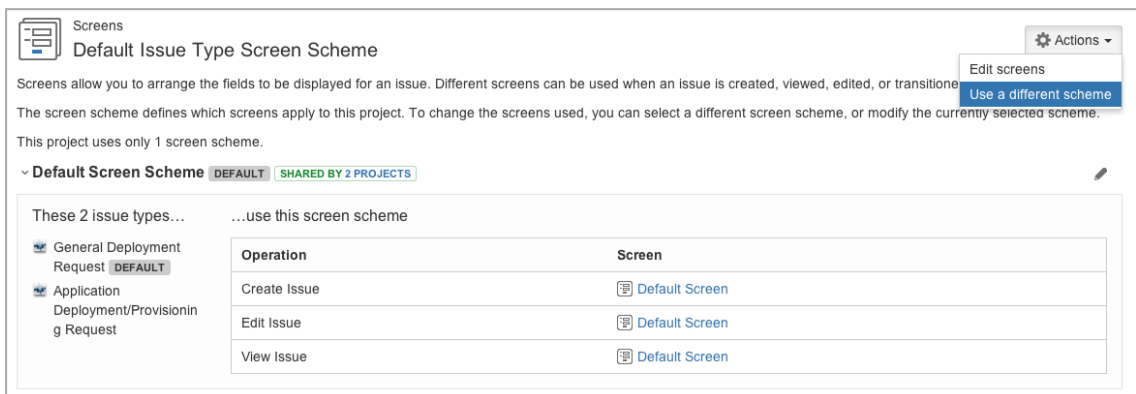
Workflow	Issue Types	Operations
ARA Workflow (View as text / diagram)	 General Deployment Request  Application Deployment/Provisioning Request	



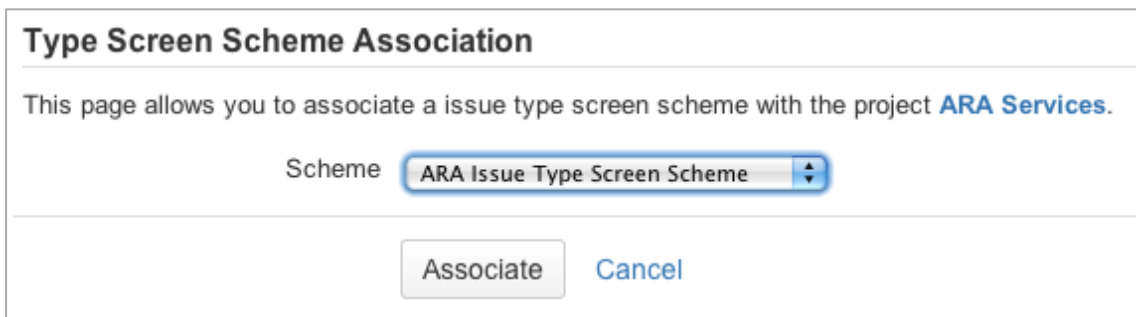
From	Transition	To
IN PREPARATION	Ready2Execute ARA Application Deployment Screen	EXECUTING IN ARA
	Close Execution ARA Application Deployment Screen	CLOSED
EXECUTING IN ARA	Failed2StartExecution No Screen	FAILED TO START EX...
	Close Execution No Screen	CLOSED
FAILED TO START EX...	Reperation No Screen	IN PREPARATION
	Close Execution ARA Application Deployment Screen	CLOSED
CLOSED	There are no transitions out of this status	

[Close](#)

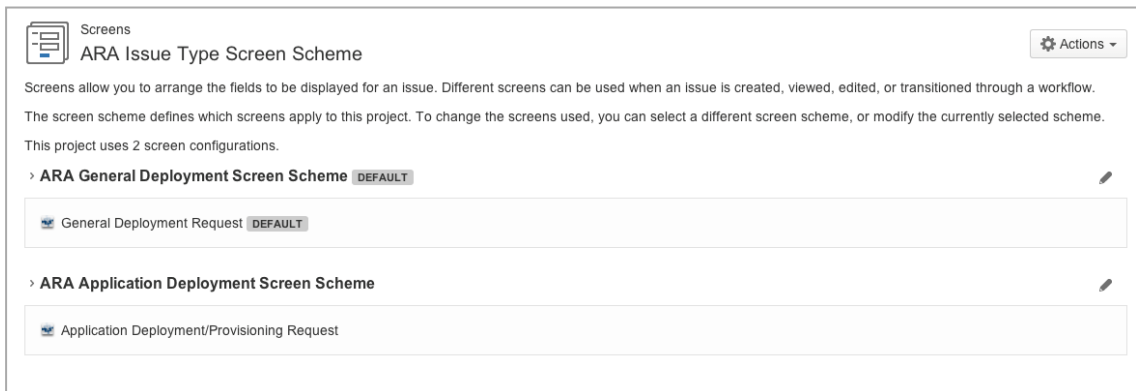
17. Let's now define the associated type screen scheme. In the **Screens** section click the name of the default scheme.
18. Click the **Actions** dropdown menu and select **Use a different scheme**.



19. Select the **ARA Issue Type Screen Scheme** from the dropdown list.



20. Click **Associate**.



21. In the **Fields** section, click the name of the default scheme.

22. Click the **Actions** dropdown menu and select **Use a different scheme**.

Fields System Default Field Configuration

Different issues can have different information fields. A field configuration defines how fields behave for the project, e.g. required/optional; hidden/visible. The field configuration scheme defines which fields apply to this project. To change the fields used, you can select a different field configuration scheme, or modify the currently selected scheme.

This project uses only 1 field configuration.

▼ **Default Field Configuration** DEFAULT SHARED BY 2 PROJECTS

These 2 issue types... use this field configuration

Name	Required	Renderers	Screens
Affects Version/s		Autocomplete Renderer	1 screen
Application			1 screen
Assignee			5 screens

23. Select the **ARA Field Config Scheme** from the dropdown list.

Field Layout Configuration Association

This page allows you to associate a field configuration scheme with the project **ARA Services**.

Scheme **ARA Field Config Scheme**

Associate Cancel

24. Click **Associate**.

Fields Application Release Automation Field Config Scheme


This project uses only 1 field configuration.

Different issues can have different information fields. A field configuration defines how fields behave for the project, e.g. required/optional; hidden/visible. The field configuration scheme defines which fields apply to this project. To change the fields used, you can select a different field configuration scheme, or modify the currently selected scheme.

▼ **Application Release Automation Field Config** Default Shared by 2 projects

These 2 issue types... use this field configuration

Name	Required	Renderers	Screens
Application			1 screen
Comment		Wiki Style Renderer	No screens
Deployment Package			1 screen
Deployment Profile			1 screen
Description		Wiki Style Renderer	3 screens
Dynamic Properties Prompt			2 screens
Execute At			2 screens
In Queue			2 screens
Installation Mode			1 screen
Issue Type	Yes		3 screens
Manual Confirmation			2 screens
Reporter	Yes		3 screens
Select User/Group			2 screens
Start At			2 screens
Summary	Yes		3 screens
Workflow			2 screens

 Optionally, you can customize issue types, workflows, screens, and fields manually by creating your own schemes (see JIRA documentation).

3.4 Installation Checklist

Administration of JIRA Plugin is kept to a minimum. All necessary administrative configuration is done right after installation when you [set up a JIRA project](#).

After a successful installation, the following entities should be available in JIRA:

Type	Entity
Issue types	Application Deployment/Provisioning Request
	General Deployment Request
Issue Type Schemes	ARA Issue Type Scheme
Custom Fields (read only text field)	Application
	Deployment Package
	Deployment Profile
	Dynamic Property Prompt
	Execute At
	In Queue
	Installation Mode
	Manual Confirmation
	Select User/Group
	Start At
	Workflow
Field Configurations	ARA Field Config
Field Configuration Schemes	ARA Field Config Scheme
Screens	ARA Application Deployment Screen
	ARA General Deployment Screen
Screen Schemes	ARA Application Deployment Screen Scheme
	ARA General Deployment Screen Scheme
Issue Type Screen Schemes	ARA Issue Type Screen Scheme
Workflows	ARA Workflow
Workflow Schemes	ARA Workflow Scheme
Status	In Preparation
	Executing in Automic Release Automation
	Failed to Start Execution

4 Updating the JIRA Plugin

Updates can be performed by simply uninstalling the existing version of the plugin and installing a new one.

To update the JIRA Integration

1. In the JIRA **Administration** page, navigate to **Manage Add-ons**.

The screenshot shows the 'Manage add-ons' interface in JIRA. On the left, there is a sidebar with navigation options like 'Find new add-ons', 'Manage add-ons', 'AUTOMIC RELEASE', 'AUTOMATION', 'Configuration', 'Create Fields', and 'Remove Fields'. The main area is titled 'Manage add-ons' and contains a notification: 'A newer version of the Universal Plugin Manager is available. Update Now'. Below the notification, there are filters for 'Filter visible add-ons' and 'User-installed'. A list of 'User-installed add-ons' is shown, including 'Asana Importers Plugin for JIM', 'Atlassian Universal Plugin Manager Plugin', 'Entity property conditions', 'Filter Deletion Warning Plugin', 'JIRA Feature Keys', and 'PLG.AUTOMIC_ATLASSIAN_JIRA'. The 'PLG.AUTOMIC_ATLASSIAN_JIRA' plugin is expanded, showing its details: 'This is the PLG.AUTOMIC_ATLASSIAN_JIRA plugin for Atlassian JIRA.', 'Uninstall', 'Disable', 'No screenshots available', 'Version: 1.8.0', 'Vendor: Automic Software GmbH', 'Add-on key: com.automic.ara.inbound.PLG.AUTOMIC_ATLASSIAN_JIRA', and '22 of 22 modules enabled'.

2. To uninstall the existing version of the JIRA Plugin, click **Uninstall**.

This is a close-up view of the 'PLG.AUTOMIC_ATLASSIAN_JIRA' plugin details. It shows the 'Uninstall' and 'Disable' buttons. Below the buttons, there is a section with 'No screenshots available', 'Version: 1.8.0', 'Vendor: Automic Software GmbH', 'Add-on key: com.automic.ara.inbound.PLG.AUTOMIC_ATLASSIAN_JIRA', and '22 of 22 modules enabled'.

i In case one or more issues of the ARA types is/are associated with a project, you need to revoke the association of the schemes (workflow, field, screen etc) before uninstalling the plugin. To do so, click **Remove Fields** in the left pane.

3. After successfully uninstalling the JIRA Plugin, you can install a new version of the plugin by following the steps described in this topic: [Setting up the JIRA Plugin](#).

5 Using the JIRA Plugin

The following topics are described within this section:

5.1 Workflows for ARA Requests	16
5.2 Creating Automic Release Automation Entities	17
5.3 Creating an Application Deployment/Provisioning Request Issue	18
5.4 Creating a General Deployment Request Issue	21
5.5 Starting the Execution from JIRA	25
5.6 Searching for Deployment Issues in JIRA	28

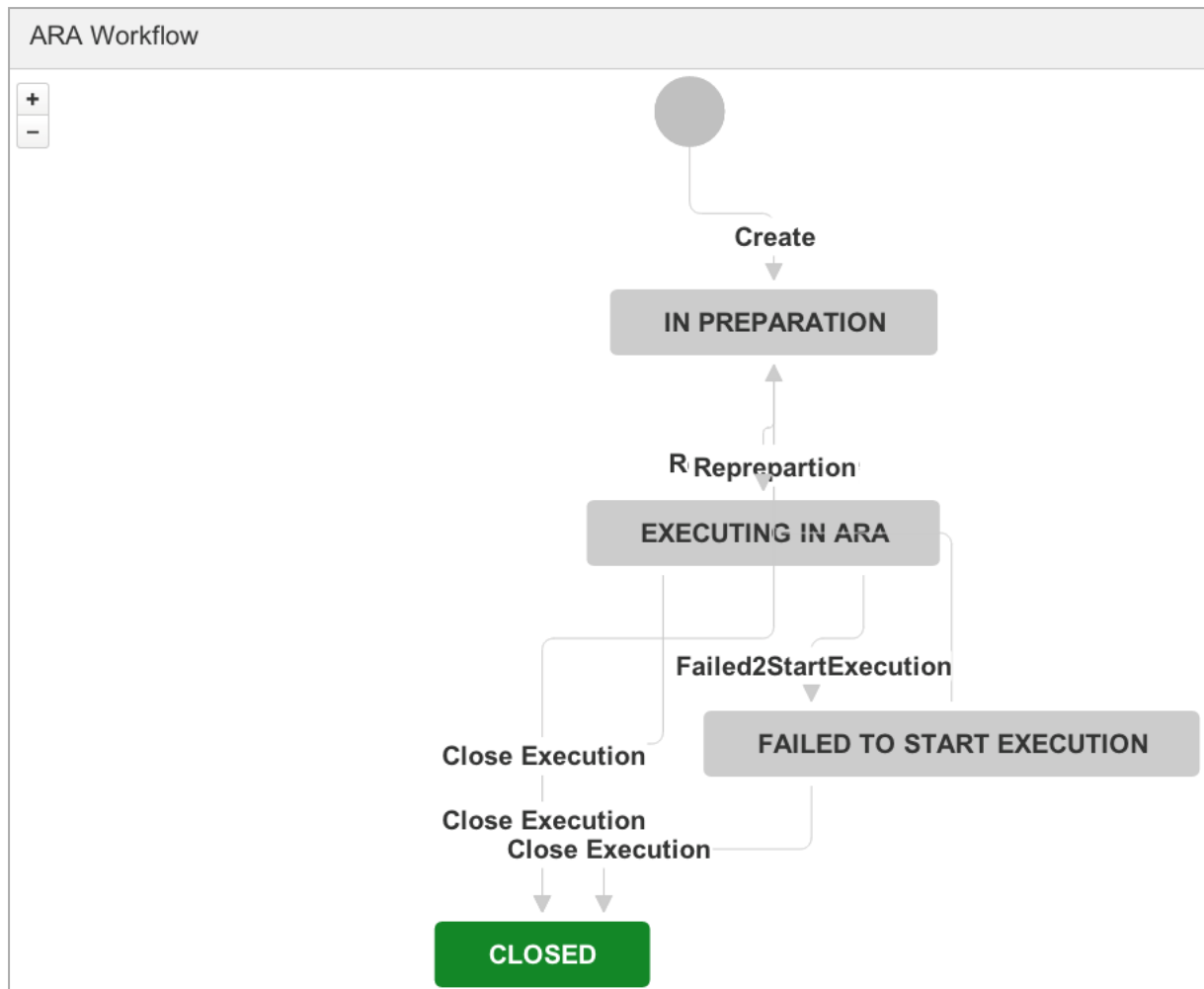
5.1 Workflows for ARA Requests

The integration provides the following two issue types:

- *Application Deployment/Provisioning Request* - associated to a deployment workflow/execution in Automic Release Automation.
- *General Deployment Request* - associated to a general workflow/execution in Automic Release Automation.

Both issue types trigger the same JIRA workflow (see state flow diagram below).

The state transition behaves as follows:



1. *Create*: when you create a new issue of type *Application Deployment/Provisioning Request* or *General Execution Request*, the following dialogs appear:
 1. In the first dialog, you have to enter your Automatic Release Automation credentials (only once per session).
 2. In the second dialog you can edit the request issue.
2. *In Preparation*: once the issue has been created, the state switches to *In Preparation*. You can edit the details in the JIRA details issue page.
3. The transition from *In Preparation* to *Ready to Execute* triggers the creation of a new *Execution* in the Automatic Release Automation:
 - If the execution fails to start, the issue state changes to *Failed to Start Execution*
 - If the execution starts successfully, the follow-up states are updated.
4. *Closed* issues with state "closed" cannot be reopened.

5.2 Creating Automatic Release Automation Entities

In Automatic Release Automation create or review the following entities:

- Application (e.g. SurveyPortal) including its components.
- Environment (e.g. QA) with deployment target.
- Workflow (e.g. Deploy SurveyPortal to QA).

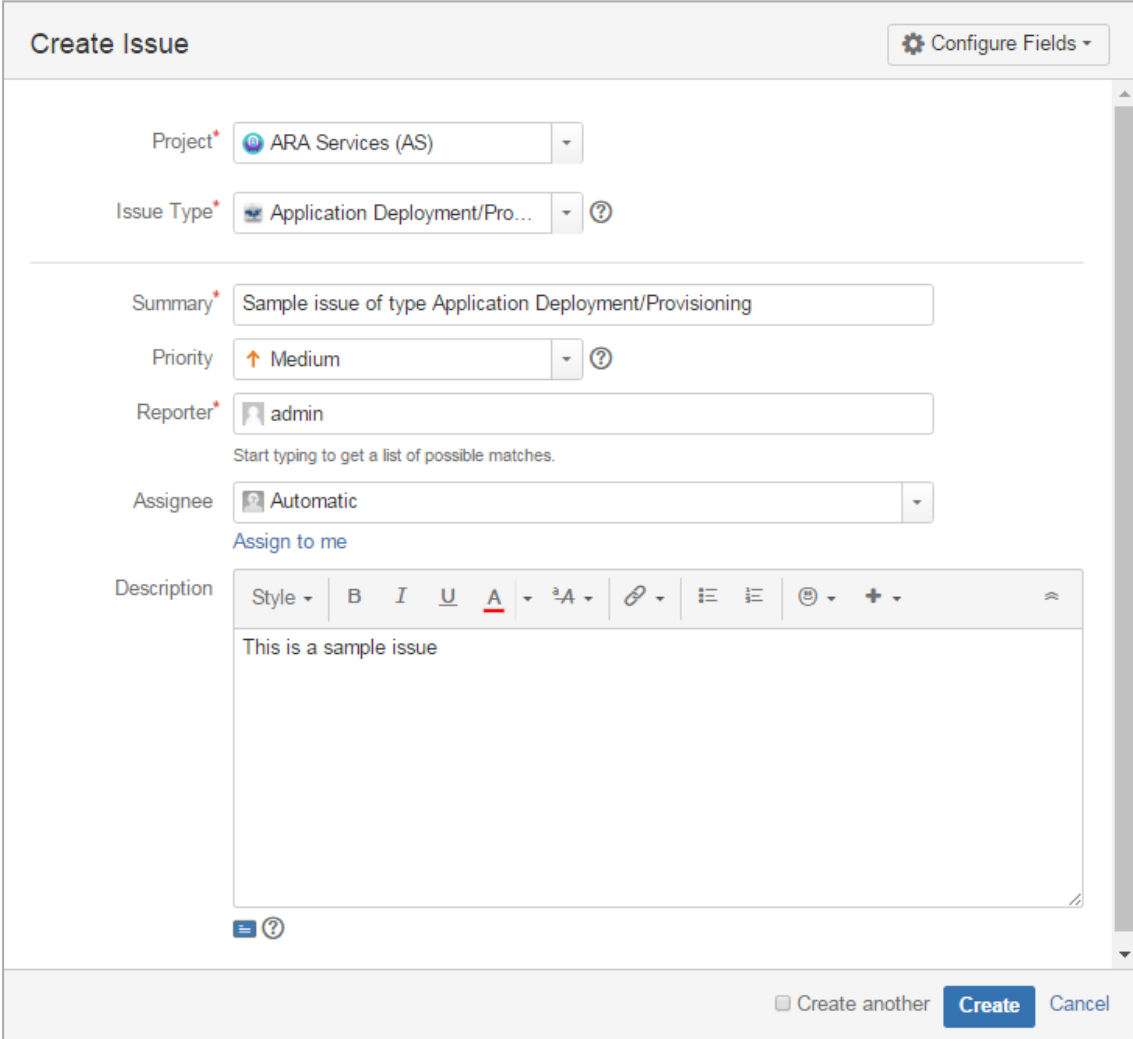
 To know more see the Automatic Release Automation documentation on [Automatic Docs](#).

5.3 Creating an *Application Deployment/Provisioning Request* Issue

The steps below show how easy it is to create a new application deployment/provisioning request issue in JIRA.

To start an *Application Deployment/Provisioning Request* from the JIRA User Interface

1. Log in to JIRA.
2. Navigate to the JIRA project which is configured for deployment issues. E.g. the ARA Services project.
3. Click **Create** at the top of the screen to create a new JIRA issue.



Create Issue Configure Fields

Project*

Issue Type*

Summary*

Priority

Reporter*
Start typing to get a list of possible matches.

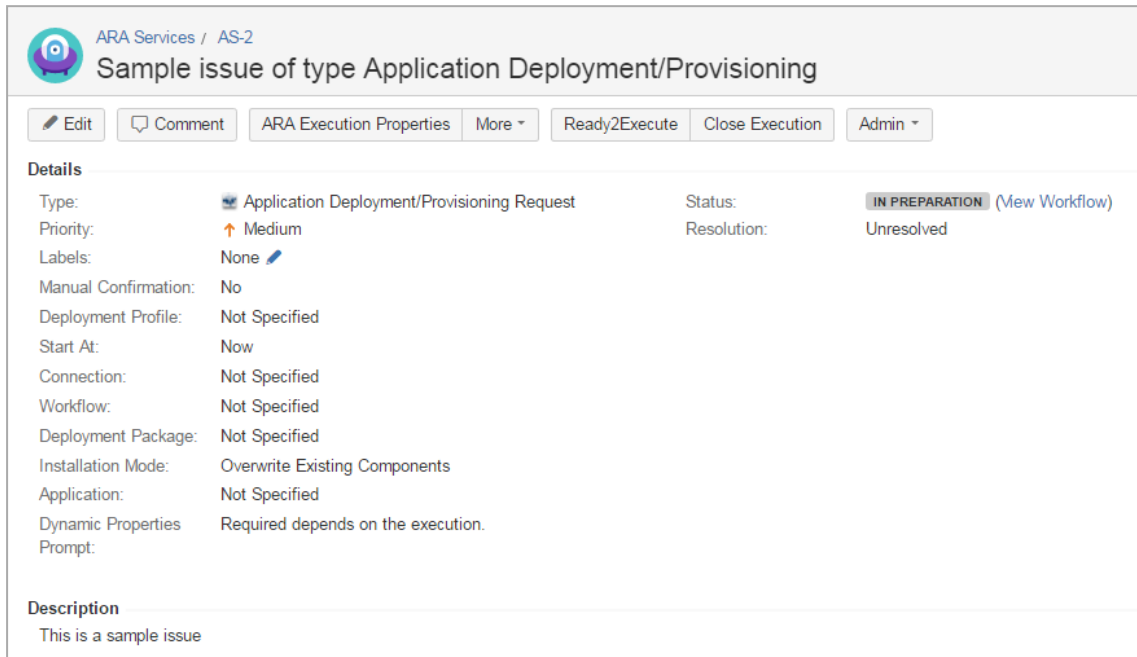
Assignee
Assign to me

Description

Create another

4. Select the *Application Deployment/Provisioning Request* issue type, which is used to trigger an application workflow in Automatic Release Automation.
5. Enter a summary text.

6. Select a reporter's name.
7. Optionally: add a description.
8. Click **Create** to finish the process.
9. As a result, a new issue is created with initial state "in preparation".



ARA Services / AS-2

Sample issue of type Application Deployment/Provisioning


Details

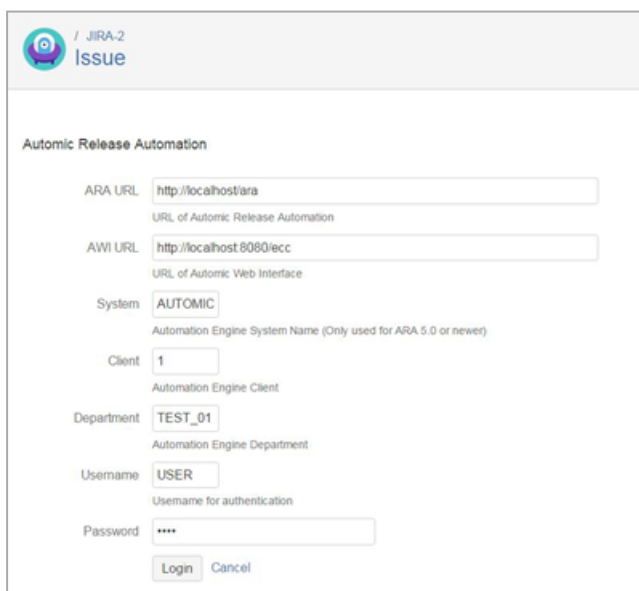
Type:	Application Deployment/Provisioning Request	Status:	IN PREPARATION (View Workflow)
Priority:	Medium	Resolution:	Unresolved
Labels:	None		
Manual Confirmation:	No		
Deployment Profile:	Not Specified		
Start At:	Now		
Connection:	Not Specified		
Workflow:	Not Specified		
Deployment Package:	Not Specified		
Installation Mode:	Overwrite Existing Components		
Application:	Not Specified		
Dynamic Properties Prompt:	Required depends on the execution.		

Description

This is a sample issue

10. In the issue view, click **ARA Execution Properties**.
11. If not done previously, a dialog is displayed to enter the required Automatic Release Automation credentials. Fill them in.

 If the plugin configuration option **prompt connection details on each execution** is unchecked, the default login information provided in the plugin configuration will be used.



JIRA-2
Issue

Automatic Release Automation

ARA URL:
URL of Automatic Release Automation

AWI URL:
URL of Automatic Web Interface

System:
Automation Engine System Name (Only used for ARA 5.0 or newer)

Client:
Automation Engine Client

Department:
Automation Engine Department

Username:
Username for authentication

Password:

12. Click **Login**.

13. After logging in, the plugin fetches all the necessary entities from Automatic Release Automation.

Automatic Release Automation

Application

Workflow
Provisioning Application Workflows are marked with (*).

Package

Profile

Start At Now At In Queue
The Execution could be started Now, Later or in an active Queue.


Execute At
DateTime format: yyyy-MM-dd HH:mm. Current TimeZone: India Standard Time (Asia/Calcutta)

Queue

Manual Confirmation Yes No
The Execution will wait for assigned User/Group for confirmation.

User/Group User Group

Installation Mode Overwrite Skip
Overwrite or Skip Existing Components when running an Execution

14. Select an application from the **Application** dropdown list.
Once an application is selected, the workflow dropdown field is activated.
15. Select a workflow from the **Workflow** dropdown list.
The properties of the application/components are filled automatically into the ticket fields. (e.g., environment/deployment profile, deployment package name).
-  For provisioning workflows, the **Profile** field is disabled.
Provisioning applications and workflows are marked with (*).
16. **Execute At:** select the start of the execution to either *Now*, *At* a specified date/time or *In Queue*.
- To schedule the start of the execution for a specified date/time, you can enter the desired date and time into the field **Execute At**.
 - To schedule the start of the execution in a queue, you can select the queue from the **Queue** dropdown list.
17. If you require an Automatic Release Automation user to confirm (approve) the start of the execution, select the option Yes for **Manual Confirmation** and the Automatic Release Automation user from

the dropdown list in the **User/Group** field.

18. **Installation Mode:** you can select if the existing components can be overwritten (*Overwrite*) or if they remain unchanged (*Skip*).
19. **Properties Button:** you can set the dynamic prompt properties for the selected application, workflow or package if they are defined in ARA. These properties can also be set by clicking the **More** button and then the **Prompt Properties** option.
20. Click **Save** to persist the configuration in JIRA.

The screenshot shows a JIRA issue page for 'Sample issue of type Application Deployment/Provisioning'. The page header includes 'ARA Services / AS-2' and the issue title. Below the title are several buttons: 'Edit', 'Comment', 'ARA Execution Properties', 'More', 'Ready2Execute', 'Close Execution', and 'Admin'. The 'Details' section lists various fields:

Type:	Application Deployment/Provisioning Request	Status:	IN PREPARATION (View Workflow)
Priority:	Medium	Resolution:	Unresolved
Labels:	None		
Manual Confirmation:	No		
Deployment Profile:	SAMPLE_ENV		
Start At:	Now		
Connection:	http://localhost:80/ara [AUTOMIC/501/USER/DEV501]		
Workflow:	SAMPLE_ARA_WF		
Deployment Package:	1.0		
Installation Mode:	Overwrite Existing Components		
Application:	SAMPLE_APP		
Dynamic Properties Prompt:	Not Required for the current execution.		

The 'Description' section contains the text: 'This is a sample issue'.

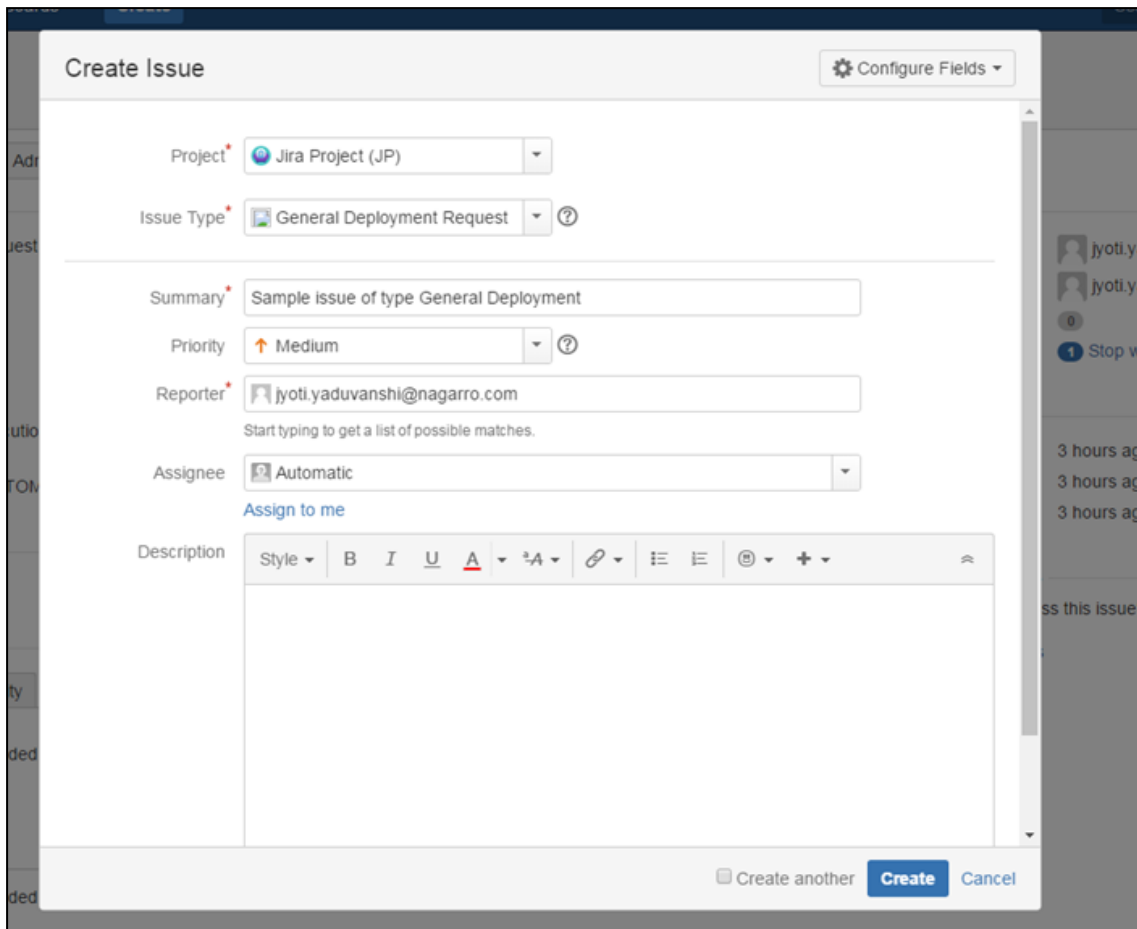
5.4 Creating a General Deployment Request Issue

The steps below describe how to create a new General Deployment Execution Request Issue in JIRA.

To start a General Deployment Request from the JIRA User Interface

1. Log in to JIRA.
2. Navigate to the JIRA project which is configured for deployment issues. E.g. the ARA Services project.

3. Click **Create** at the top of the screen to create a new JIRA issue.

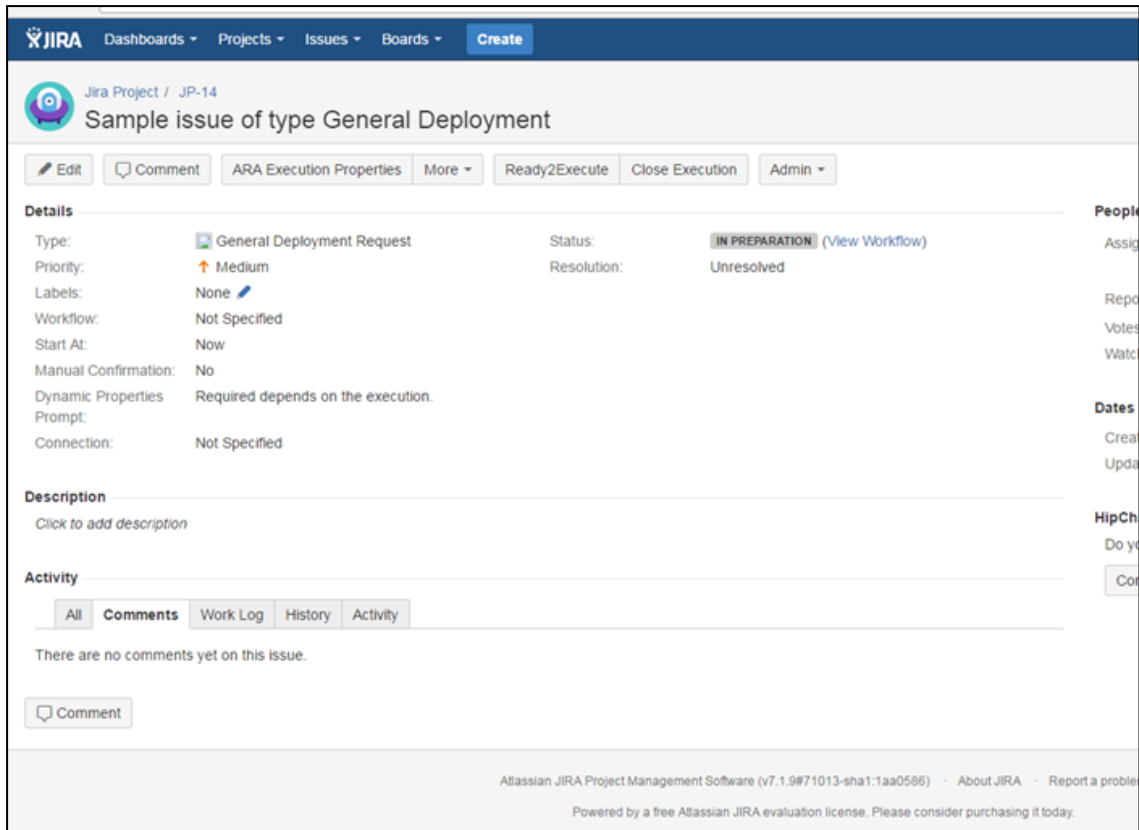



The screenshot shows the 'Create Issue' form in JIRA. The form is titled 'Create Issue' and has a 'Configure Fields' button in the top right corner. The form contains the following fields:

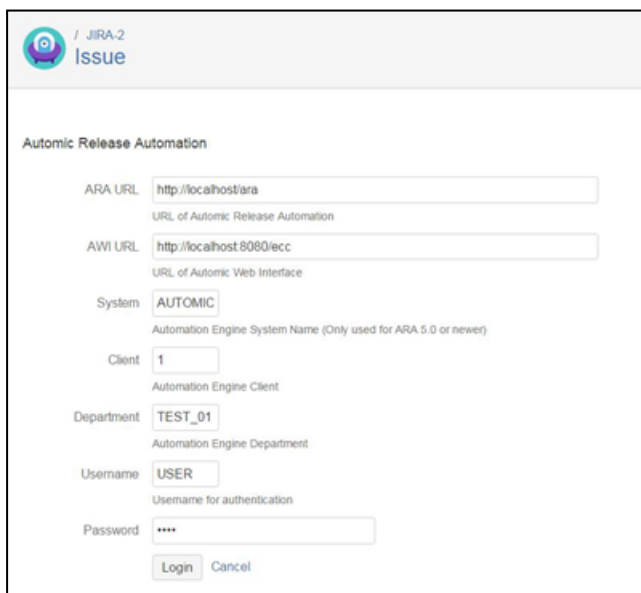
- Project:** Jira Project (JP)
- Issue Type:** General Deployment Request
- Summary:** Sample issue of type General Deployment
- Priority:** Medium
- Reporter:** jyoti.yaduvanshi@nagarro.com
- Assignee:** Automatic
- Description:** A rich text editor with a toolbar containing options for bold, italic, underline, link, and other formatting options.

At the bottom of the form, there are three buttons: 'Create another', 'Create', and 'Cancel'.

4. Select the *General Deployment Request* issue type, which is used to trigger a general workflow in Automatic Release Automation.
5. Enter a summary text.
6. Select a reporter's name.
7. Optionally: add a description.
8. Click **Create** to finish the process. As a result, a new issue is created with initial state "in preparation".



9. In the issue view, click **ARA Execution Properties**.
 10. If not done previously, a dialog is displayed to enter the required Automatic Release Automation credentials. Fill them in.
-  If the plugin configuration option **prompt connection details on each execution** is unchecked, the default login information provided in the plugin configuration will be used.



11. Click **Login**.

12. After logging in, the plugin fetches all the necessary entities from Automatic Release Automation.

Sample issue of type General Deployment

Automatic Release Automation

Workflow

Start At Now At In Queue
The Execution could be started Now, Later or in an active Queue.

Execute At
DateTime format: yyyy-MM-dd HH:mm. Current TimeZone: India Standard Time (Asia/Calcutta)

Queue

Manual Confirmation Yes No
The Execution will wait for assigned User/Group for confirmation.

User/Group User Group

Installation Mode Overwrite Skip
Overwrite or Skip Existing Components when running an Execution

Atlassian JIRA Project Management Software (v7.1.9#71013-sha1:1aa0588)
Powered by a free Atlassian JIRA evaluation license. Please c


13. Select a workflow from the **Workflow** dropdown list.
14. **Execute At:** select the start of the execution to either *Now*, *At* a specified date/time or *In Queue*.
- To schedule the start of the execution for a specified date/time, you can enter the desired date and time into the field **Execute At**.
 - To schedule the start of the execution in a queue, you can select the queue from the **Queue** dropdown list.
15. If you require an Automatic Release Automation user to confirm (approve) the start of the execution, select the option **Yes** for **Manual Confirmation** and the Automatic Release Automation user from the dropdown list in the **User/Group** field.
16. **Installation Mode:** you can select if the existing components can be overwritten (*Overwrite*) or if they remain unchanged (*Skip*).
17. **Properties Button:** you can set the dynamic prompt properties for the selected application, workflow or package if they are defined in ARA. These properties can also be set by clicking the **More** button and then the **Prompt Properties** option.


- Click **Save** to persist the configuration in JIRA.

The screenshot shows a JIRA issue page for a project named 'Jira Project / JP-14'. The issue title is 'Sample issue of type General Deployment'. The issue type is 'General Deployment Request', the priority is 'Medium', and the status is 'IN PREPARATION'. The resolution is 'Unresolved'. The workflow is 'GenWorkflow', and the start time is 'Now'. The connection is 'http://vviewaraoracle1/ara [AUTOMIC/100/AUTOMIC/AUTOMIC]'. The description section is empty, and the activity section shows no comments.

5.5 Starting the Execution from JIRA

When you start the execution, the issue changes from state *In Preparation* to *Ready to Execute*.

 For detailed information on workflow executions, see also the *Automic Release Automation User Guide*, section *Working with Executions*.

 After the execution is created in the Automic Release Automation, the input fields cannot be edited anymore.

To Start the Execution from JIRA

- Go to the JIRA issue page.
- You can finish the ticket preparation by clicking **Ready2Execute**.

The screenshot shows a JIRA issue page for a project named 'ARA Services / AS-2'. The issue title is 'Sample issue of type Application Deployment/Provisioning'. The issue type is 'Application Deployment/Provisioning', and the status is 'Ready2Execute'. The resolution is 'Unresolved'. The workflow is 'GenWorkflow', and the start time is 'Now'. The connection is 'http://vviewaraoracle1/ara [AUTOMIC/100/AUTOMIC/AUTOMIC]'. The description section is empty, and the activity section shows no comments.

- Before starting the execution in Automic Release Automation, the Automic Release Automation plug-in displays a dialog. Fill in the fields and confirm the prompts and the dynamic properties.

4. In the following *Ready2Execute* dialog, you might add a comment.

Ready2Execute

Issue Type* ?

Summary*

Priority ?

Reporter*
Start typing to get a list of possible matches.

Assignee

Description

Style ▾ B I U A ▾ ?A ▾ + ▾ ≡

This is a sample issue

?

Comment

Style ▾ B I U A ▾ ?A ▾ + ▾ ≡

Executing sample issue

Ready2Execute Cancel

5. To confirm the state change to *Ready2Execute*, click **Ready2Execute**. This triggers the execution in the Automatic Release Automation.

As a result, you will be directed to the JIRA issue view.

Activity

All Comments Work Log History Activity

admin added a comment - Just now
Executing sample issue

Automatic Release Automation Plugin Admin added a comment - Just now
Execution has been triggered.
Execution ID: 6047.
Current State: Active

Comment


6. When the execution is performed in the Automatic Release Automation, the state *finished successfully* is reported to JIRA and displayed in the **Activity** section.


Automatic Release Automation Plugin Admin added a comment - 4 minutes ago 🔗 🗑
Workflow Monitor: <http://localhost:8080/ecc#pm/monitor/3530007>.
Current State: Active


Automatic Release Automation Plugin Admin added a comment - 2 minutes ago
EXECUTION '6047' STATUS changed to Finished. Change ISSUE STATUS to 'Closed'


Activity


All Comments Work Log History Activity

▼  admin added a comment - 4 minutes ago
Executing sample issue

▼  Automatic Release Automation Plugin Admin added a comment - 4 minutes ago
Execution has been triggered.
Execution ID: 6047.
Current State: Active

▼  Automatic Release Automation Plugin Admin added a comment - 4 minutes ago
Workflow Monitor: <http://localhost:8080/ecc#pm/monitor/3530007>.
Current State: Active

▼  Automatic Release Automation Plugin Admin added a comment - 2 minutes ago
EXECUTION '6047' STATUS changed to Finished. Change ISSUE STATUS to 'Closed'

 Comment

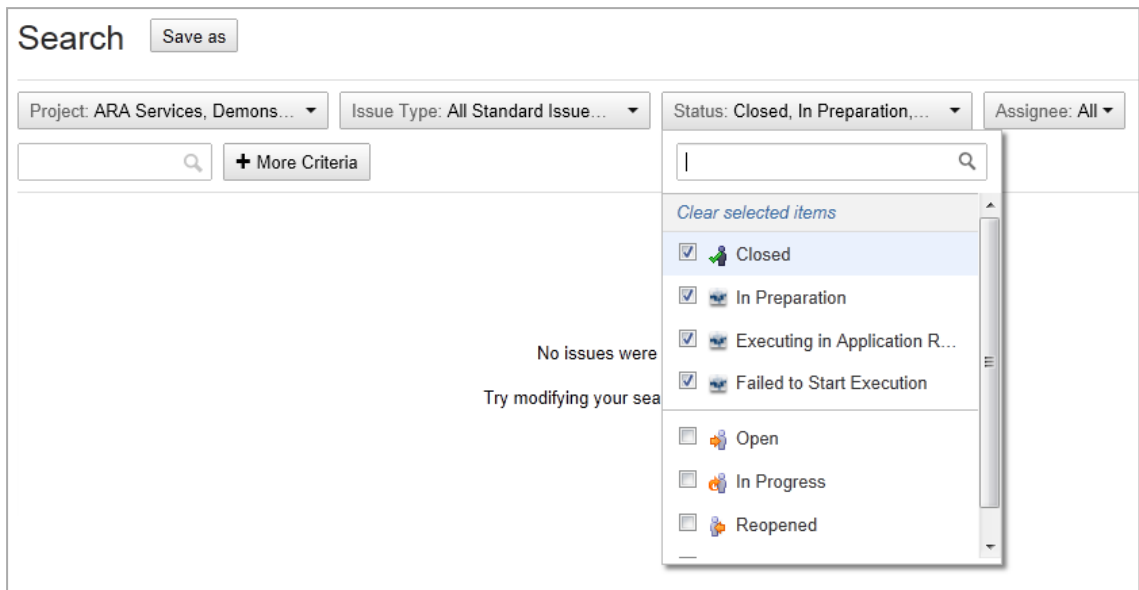
5.6 Searching for Deployment Issues in JIRA

The JIRA Plugin provides specific search functionality.

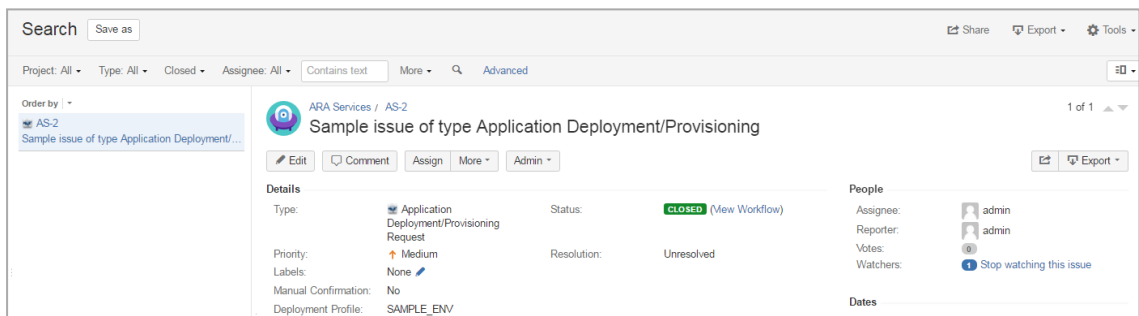
To Search for Deployment Issues

1. Log in to JIRA.
2. Navigate to **Issues** (in header) > **Search for Issues**.

3. Check the deployment states in the **Status** filter dropdown list.



As a result, a filtered list is displayed:



6 Troubleshooting

This section provides information about general troubleshooting steps.

Error	Possible solution
Comments are not visible after executing the ARA deployment issue.	<ul style="list-style-type: none"> • Check the permission for adding comments in JIRA. To do so: <ol style="list-style-type: none"> 1. Log in to JIRA as an Admin user via your web browser. 2. Select Projects under Administration. 3. Click on one project, for example “ARA Services”. 4. On the left-hand side, click Permissions. A new page is displayed. 5. Go to the Comment Permissions section. 6. Verify the permission for adding comments. Usually it should be specified as Application Role (Any logged in user).
Plugin logs only Warning and Error messages.	<ul style="list-style-type: none"> • To troubleshoot a specific issue, you may need to change the logging level to “INFO”, which can be done as follows: <ol style="list-style-type: none"> 1. Log in to JIRA as an Admin user via your web browser. 2. Choose System. 3. Navigate to Troubleshooting and Support > Logging & Profiling to open the Logging page, which lists all defined log4j categories (as package names) and their current logging levels. 4. Find the Default category and click the INFO link.
I can't find the log file.	Look for the <code>atlassian-jira.log</code> file on the machine where the JIRA instance is running.

7 About Automic Software, Community and Support

This topic introduces the Automic Software company and how to leverage the full potential of our solutions to you.

You can also obtain Automic documentation online from docs.automic.com.

7.1 About Automic

Automic Software is dedicated to business automation.

Automic is the world's most comprehensive platform in automating businesses. Founded 1985, Automic pioneered the largest, independent, globally deployed automation platform which powers the enterprise, application and infrastructure. Now, as the consumerization of IT accelerates, Automic is re-imagining how organizations integrate next generation service models such as Cloud, DevOps and Big Data. Today, our software automates tens of millions of operations a day for over 2,000 customers worldwide. We challenge conventional thinking, enabling our customers to be faster, smarter, in control. Automic – the standard in business automation.

Find out more at our website www.automic.com.

Download Center

The Automic Download Center (downloads.automic.com) is the place where you find product downloads, documentation, release notes and information on new releases and hot-fixes about your Automic solution.

Marketplace

The [Automic Marketplace \(https://marketplace.automic.com/\)](https://marketplace.automic.com/) features hundreds of business automation templates and solutions for enterprise automation needs including workload automation, service orchestration, DevOps initiatives, big data operations and social media outreach. DevOps engineers can also access a broad range of open-source containers to facilitate rapid application release automation. Users are able to provide ratings, review and feedback on existing plugins, get support and request new plugins.

Automic Community

Join the Automic Community (community.automic.com) to talk with other users from around the world to learn how they optimize their business automation with Automic. Interact with the Automic Team to get ONE Automation tips and tricks straight from the source.

Technical Support

Our Technical Support Team (support@automic.com) is ready to support you, anytime and anywhere. Three support centers located in Europe, the United States, and Asia Pacific build the core of the Automic support organization.

Training Services

We offer a range of training options on how to get the most out of your Automic solution. Depending on your location, either open training sessions at an Automic Software Service Center, or personalized training sessions at your company's site suits best. Visit the training site and get detailed information about currently offered courses: <http://automic.com/about/training/>

Global Headquarter: Automic Software GmbH, Am Europlatz 5, 1120 Vienna, Austria

7.2 Automic Community

Want to connect with other Automic users to compare notes or learn how others are tackling problems that you're running into?

Talk with other users from around the world to learn how they optimize their business automation with Automic. Interact with the Automic Team to get ONE Automation tips and tricks straight from the source.

Join the Automic Community (community.automic.com) and become an Automic Insider and be among the first to get news about new products and events, even before they are generally announced!

7.3 Download Center

Make sure that you are using our products to their fullest potential.

The Automic Download Center (downloads.automic.com) is the place where you find product downloads, documentation and information on new releases and hot-fixes about your Automic solution. It's all in one place: from service hotfixes, release notes, and all guides. You will also find patch descriptions, known bugs or workarounds.

7.4 Marketplace

Access largest marketplace of templates and solutions for automating any part of your enterprise!

The [Automic Marketplace \(https://marketplace.automic.com/\)](https://marketplace.automic.com/) features hundreds of business automation templates and solutions for enterprise automation needs including workload automation, service orchestration, DevOps initiatives, big data operations and social media outreach. DevOps engineers can also access a broad range of open-source containers to facilitate rapid application release automation. Users are able to provide ratings, review and feedback on existing plugins, get support and request new plugins.

7.5 Technical Support

We have a support team you can trust.

Our team of professionals is ready to support you, anytime and anywhere. Three support centers located in Europe, the United States, and Asia Pacific build the core of the Automic support organization.

Our Technical Support Team (support@automic.com) makes sure that your closest Automic experts are never more than a few hours flight away, no matter on which continent your subsidiaries and data centers are located. Automic software is designed to provide global connectivity for international companies. You are employing Automic software on a global scale and therefore you can expect global service.

7.6 Training Services

Do you want to learn even more about Automic solutions?

We offer a range of training options on how to get the most out of your Automic solution. Depending on your location, either open training sessions at an Automic Software Service Center, or personalized training sessions at your company's site suits best. Visit the training site and get detailed information about currently offered courses.

See also: <http://automic.com/about/training/>
