

# d.velop

d.velop enterprise search for  
Atlassian JIRA: Administrator

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# 1. d.velop enterprise search for Atlassian JIRA

## 1.1. Basic information on the application and the manual

This chapter contains general product information and conventions regarding documentation.

### 1.1.1. About d.velop enterprise search for Atlassian Jira

An ECM system enables structured data storage. As a rule, information objects are not only present in structured form in your ECM system, but are also created in other systems and platforms. For example, the correspondence in your Exchange server also contains a lot of information in e-mails that could be relevant for a business transaction. With enterprise search, you can overcome data silos and find information not just in your ECM system, but in your heterogeneous business landscape using providers.

The d.velop enterprise search for Atlassian Jira search provider makes it possible to search in Atlassian Jira systems.

## 1.2. Installation and uninstallation

This chapter provides information about the installation of d.velop enterprise search for Atlassian Jira.

### 1.2.1. System requirements

Please refer to the central [system requirements for d.velop products \(on-premises\)](#). You can find deviating or more extensive system requirements in the documentation.

### 1.2.2. Installing the Atlassian Jira search provider

You install the software exclusively using d.velop software manager. If an application is required for different products, the corresponding software packages are also installed automatically.

For further information on installing the software, see the d.velop software manager manual.

After the installation, call the **Search provider** dialog in the configuration to refresh the list of available search providers. Call this dialog again every time the configuration is changed in the search provider to update the configuration.

### 1.2.3. Uninstalling the Atlassian Jira Search Provider

The software you installed using d.velop software manager can only be uninstalled with d.velop software manager. If the software to be uninstalled has dependencies with other software packages, you must resolve these conflicts accordingly.

For further information on uninstallation, see the d.velop software manager manual.

### 1.2.4. Installing Updates of the Atlassian Jira Search Provider

You can only update the software using d.velop software manager.

For further information on updates, see the d.velop software manager manual.

## 1.3. Configuring the Atlassian Jira Search Provider

In this chapter, you'll find more information about the settings and configuration options.

### 1.3.1. Disabling the SameOrigin policy in Atlassian Jira

This section shows you how to disable the SameOrigin policy in Atlassian Jira to display Atlassian Jira in the enterprise search.

**This is how it works**

1. End the Atlassian Jira service.
2. Perform the following CMD command in the Atlassian Jira /bin directory:

```
tomcat9w.exe //ES//Jira
```

**Note**

- If your service name is not **Jira**, replace **Jira** with your details.
- If your Atlassian Jira installation is operated with tomcat8, replace **tomcat9w.exe** with **tomcat8w.exe**.

3. Go to the /bin directory of your Jira installation.
4. Open the file **setenv.bat** (.sh on Linux systems) and find the entry **set JVM\_SUPPORT\_RECOMMENDED\_ARGS=**
5. Change the value as follows:  
**setenv.bat**

```
set JVM_SUPPORT_RECOMMENDED_ARGS="-  
Dcom.atlassian.jira.clickjacking.protection.disabled=true"
```

6. Start the Atlassian Jira service.

**1.3.2. Configuring the Atlassian Jira connection**

This section shows you how to set up the connection to your Atlassian Jira instance in enterprise search.

**This is how it works**

1. Click **Configuration** on the start page.
2. Under **Enterprise search**, choose the entry **Search provider**.
3. Click the cog icon in the group **Atlassian Jira** and select the entry **Atlassian Jira connection**.
4. Under **Atlassian Jira URL**, enter the URL for your Atlassian Jira installation (e.g. <https://jira.mycompany.de>).
5. Under **authentication method**, choose one of the following authentications:
  - **Basic authentication:** Upon the first search, each user is asked to save their access data. The access data are used for the search.
  - **Service account:** Enter the access data of a service account that is used for each search, regardless of user.
6. When you have chosen "**Service Account**" as the **authentication method**, enter the user name and the password of the service user.
7. Click **Save** to add the configuration.

You have successfully created the Atlassian Jira search provider. Enable the provider in search provider management so that your users can use the provider.

**1.4. Additional information sources and imprint**

If you want to deepen your knowledge of d.velop software, visit the d.velop academy digital learning platform at <https://dvelopacademy.keelearning.de/>.

Our E-learning modules let you develop a more in-depth knowledge and specialist expertise at your own speed. A huge number of E-learning modules are free for you to access without registering beforehand.

Visit our Knowledge Base on the d.velop service portal. In the Knowledge Base, you can find all our latest solutions, answers to frequently asked questions and how-to topics for specific tasks. You can find the Knowledge Base at the following address: <https://kb.d-velop.de/>

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