

Support Admin Tools for Jira Server & Datacenter

General Information

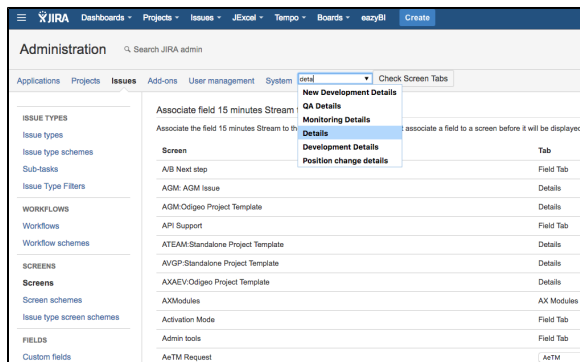
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Support Admin Tools for Jira

by [MrAddOn®](#) by [TecnoFor](#)

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Jira 9 Server & Datacenter



Paid



Automatize some typical admin actions

➤ Description

With this Jira add-on your Jira Administrators will be more happier! This is an extension for your Jira to automatize some typical admin actions, like search for custom field and know the customfield_id, for workflow, for IssueType, to copy/paste and duplicate settings in customfield config, to put fields in multiple screens in the same tab, to hide IssueTypes with 0 tickets in workflow & issuetype schemes migrations... very useful sure! We use it each day! **No configuration is needed; only install it, that's all! Plug'n'play.**

You will be able also to put a banner countdown for maintenance purposes!

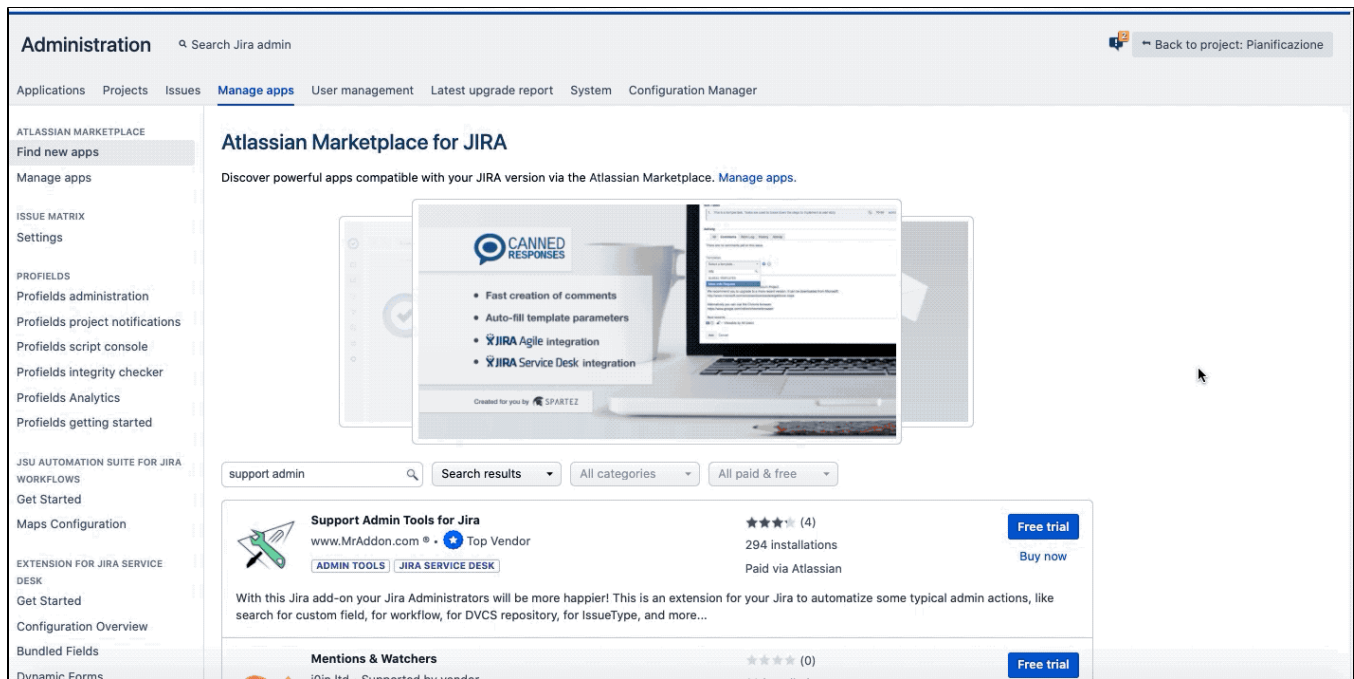
Since february of 2023 [Enlarge Excel Export for Jira](#) features are included in **Support Admin Tools**

Since march of 2023 we can **customize the IssueView Layout** (expanding text-field multiline customfields or Table Grid customfields). You can also expand and collapse the right-panel of the IssueView to enalrge the width of the text-fields or Table-Grid fields

Summary video (2 minutes):

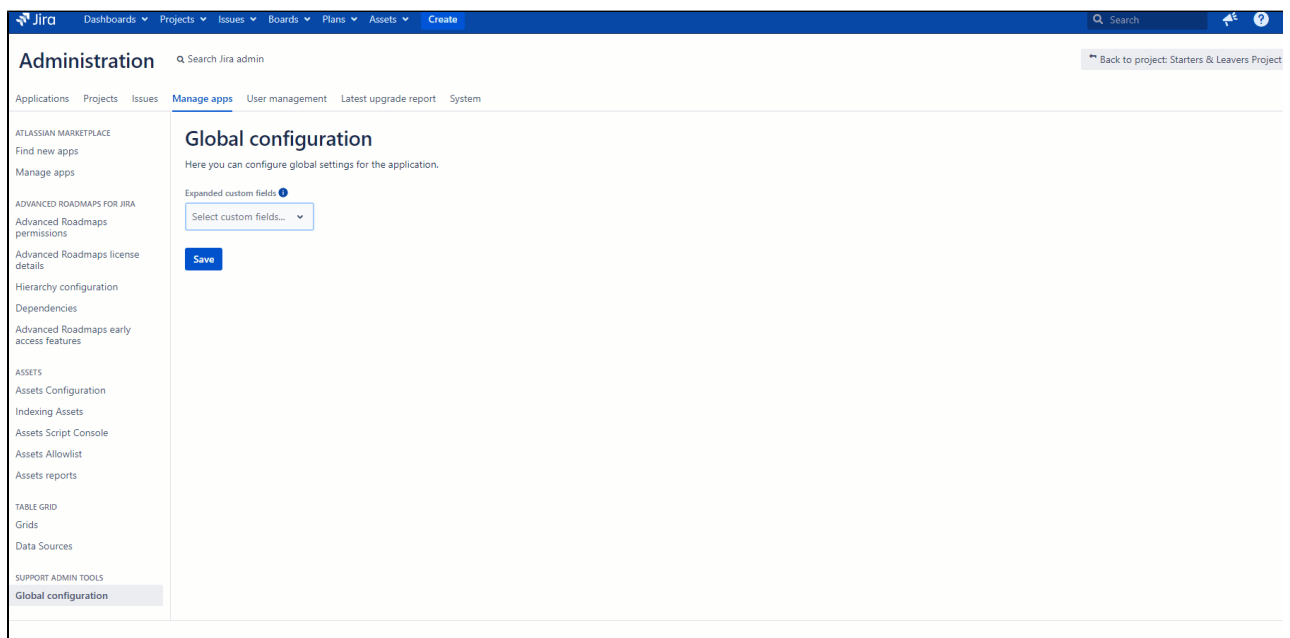
➤ Install addon

After download the JAR, install using the link in **Manage apps** page, search addon as show in following GIF

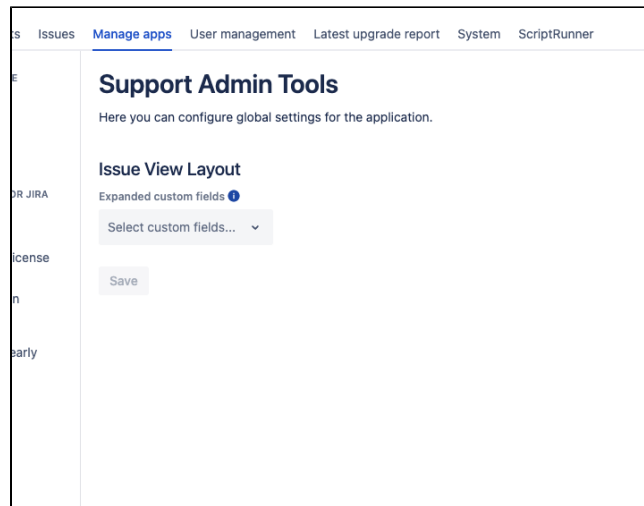


➤ General Configuration (by Jira Admin) IssueView customfield Layout settings

There is an additional functionality in the global configuration, which allows to **expand text field multiline fields** and is also compatible with **Grid type fields** (Included with the **Table Grid** addon). The jira admin can select the fields in this section.



To configure go to the **Global Configuration** page section of the **"Manage Apps"** Admin config and select the fields and click in **"Save"** button



Now take a look to some Issues of the system to see if all works, basically you will see the field expanded in the IssueView Layout.

Test

Type: Bug Priority: Medium Labels: None Status: OPEN (View Workflow) Resolution: Unresolved

Test Area:

Test Grid:

Order	Summary	Assignee	Status
1	Test	admin	Open
2	Test 2	admin	In Progress
3	Test 3	admin	In Review

Description: Click to add description

Attachments: Drop files to attach, or [browse](#).

Activity: All [Comments](#) [Work Log](#) [History](#) [Activity](#) [Grid History](#)

There are no comments yet on this issue.

People: Assignee: Unassigned [Assign to me](#) Reporter: admin Votes: 0 Watchers: 1 [Stop watching this issue](#)

Dates: Created: 2 days ago 1:42 PM Updated: Just now

Agile: [View on Board](#)

Now you can click in ">>" button in top-right part of the screen and collapse the right-panel of the IssueView. Click again in "<<" to expand the right-panel in the IssueView

Jira Software

Dashboards

Projects

Issues

Boards

Plans

easyBI

Create

Search

CS management Proje...

Board for: CMP

Kanban board

Releases

Reports

Issues

Components

Description templates

Add-ons

PROJECT SHORTCUTS

Add a link to useful information for your whole team to see.

+ Add link

CS management Project Template / CMP-3

Test

Edit

Add comment

Assign

More

Pending

Start progress

Mark as done

Admin

«

<

>

»

Export

Expand right sidebar

Details

Type: Bug

Priority: Medium

Labels: None

Status: OPEN (View Workflow)

Resolution: Unresolved

Test Area:
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Test Grid:

Order	Summary	Assignee	Status
1	Test	admin	Open
2	Test 2	admin	In Progress
3	Test 3	admin	In Review

Description

Click to add description

Attachments

Drop files to attach, or browse.

Activity

All Comments Work Log History Activity Grid History

There are no comments yet on this issue.

Add comment

To disable this new feature, go to the Manage Apps section and select the Support Admin Tools App and expand its modules.

Disable the modules: "entrypoint-issueViewRightSidebarCollapsible" and "Issue View Collapsible Button"

Your trial is expiring on 13/Apr/23. Buy a license for this app.

Disable

13 of 13 modules enabled

Provides REST resources for the admin UI.

Button to collapse/expand right issue view panel

Provides REST resources for the admin UI.

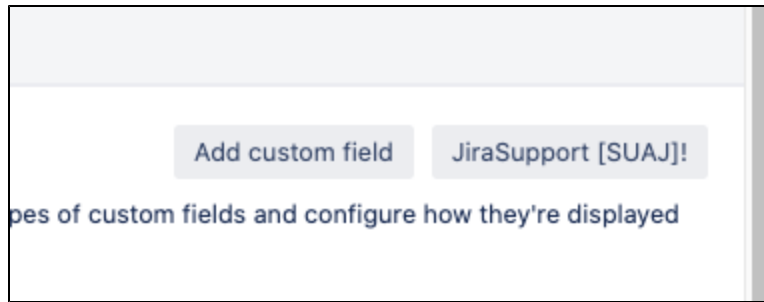
Admin plugin section for Support Admin Tools plugin

Global configuration web item for Support Admin Tools plugin

ExportAllIssuesExcel Web Resources (ExportAllIssuesExcel-resources)



This addon add a special button on top right



This button is provided in :



Issue type

We can search quickly own issue type and reference information we need.

Administration Search Jira admin

Applications Projects **Issues** Manage apps User management Latest upgrade report System Configuration Manager

Issue types Add issue type JiraSupport [SUAJ]!

Name	Type	Related Schemes	Actions
Activity An activity to follow up deals.	Standard	• TESTAG: CRM Issue Type Scheme	Edit Delete Translate
Bug A problem which impairs or prevents the functions of the product.	Standard	• DEM: Kanban Issue Type Scheme • IN: Kanban Issue Type Scheme • AUT: Kanban Issue Type Scheme • EL: Scrum Issue Type Scheme • CUS: Scrum Issue Type Scheme • SCRUM: Scrum Issue Type Scheme • TER: Scrum Issue Type Scheme • DEMO: Scrum Issue Type Scheme • TSPRINT: Scrum Issue Type Scheme • PIAN: Kanban Issue Type Scheme • SVIL: Scrum Issue Type Scheme • TESJ: Kanban Issue Type Scheme • TESDEV: Software Development Issue Type Scheme • KKT: Software Development Issue Type Scheme • KKT01: Software Development Issue Type Scheme • KK1: Software Development Issue Type Scheme • KK2: Software Development Issue Type Scheme • KK2: Software Development Issue Type Scheme (1) • KK3: Software Development Issue Type Scheme • KK4: Software Development Issue Type Scheme	Edit Delete Translate
Business Goal For business objectives and goals. Created by RTM.	Standard	• Default Issue Type Scheme • TER: Scrum Issue Type Scheme	Edit Delete Translate
Business Requirement For business objectives and goals. Created by RTM.	Standard	• Default Issue Type Scheme • TER: Scrum Issue Type Scheme	Edit Delete Translate



Workflow:

we can search own workflow

Administration Search Jira admin Back to project: Pianificazione

Applications Projects **Issues** Manage apps User management Latest upgrade report System Configuration Manager

Workflows Add workflow Import JiraSupport [SUAJ]!

To delete a workflow, you must first unassign it from all workflow schemes and draft workflow schemes.

Active

Name	Last modified	Assigned Schemes	Steps	Actions
Jira (Read-only System Workflow) DEFAULT The default Jira workflow			5	View Copy
Agile Scrum Workflow IDG modification to Easy Agile scrum workflow	20/Mar/20 Artigiano Amministratore	• TESDEV: Software Simplified Workflow Scheme	7	View Edit Copy
COVID: Jira Service Desk default workflow This Jira Service Desk default workflow was generated for Project COVID	06/Mar/20 Artigiano Amministratore	• Jira Service Desk IT Support Workflow Scheme generated for Project COVID	5	View Edit Copy
COVID: Service Request Fulfilment with Approvals workflow for Jira Service Desk This Jira Service Desk Service Request Fulfilment with Approvals workflow was generated for Project COVID	08/Apr/20 Artigiano Amministratore	• Jira Service Desk IT Support Workflow Scheme generated for Project COVID	9	View Edit Copy
COVID: Service Request Fulfilment workflow for Jira Service Desk This Jira Service Desk Service Request Fulfilment workflow was generated for Project COVID	06/Mar/20 Artigiano Amministratore	• Jira Service Desk IT Support Workflow Scheme generated for Project COVID	8	View Edit Copy
SD: Change Management workflow for Jira Service Desk This Jira Service Desk Change Management workflow was generated for Project COVID	27/Nov/19 Artigiano Amministratore	• Jira Service Desk IT Support Workflow Scheme generated for Project COVID	10	View Edit Copy

Screen

The same operation is possible for screen too

Administration Search Jira admin Back to project: Pianificazione

Applications Projects **Issues** Manage apps User management Latest upgrade report System Configuration Manager

View Screens Add screen JiraSupport [SUAJ]!

A screen is an arrangement of fields that are displayed when the issue is created, edited or transitioned through workflow.

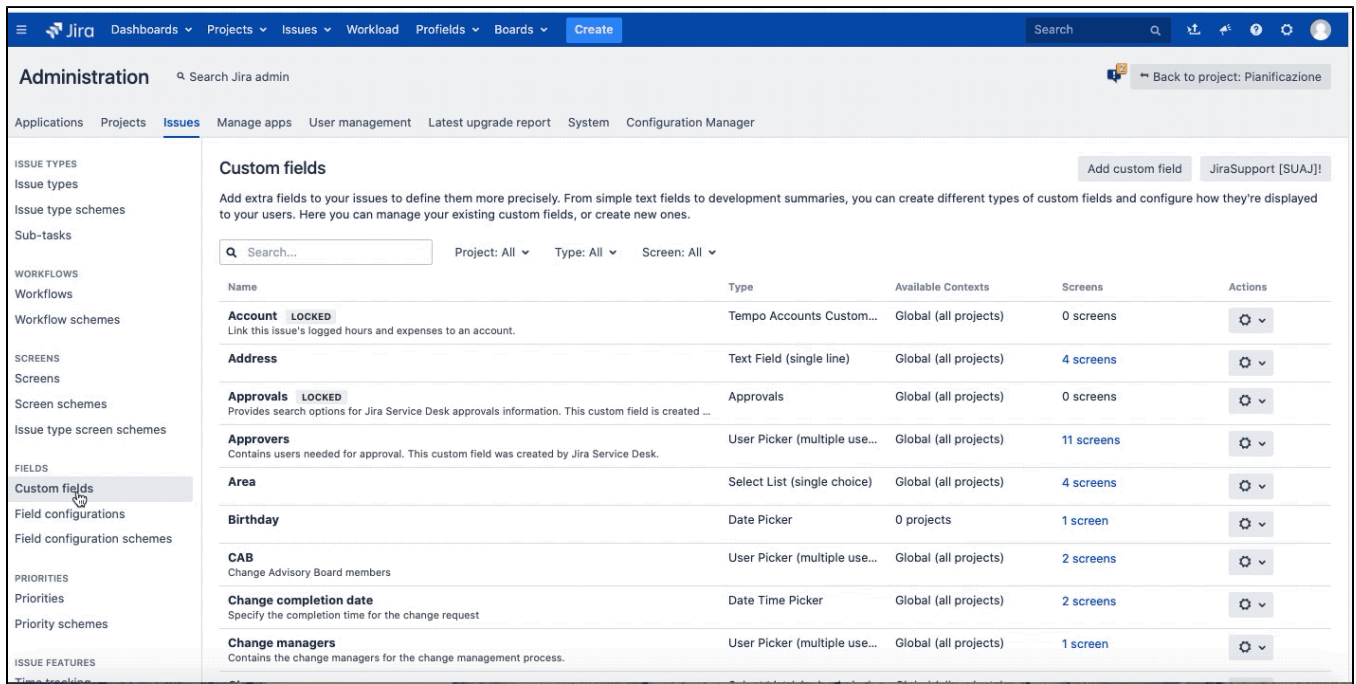
- To choose screens that are displayed when issues are **created** or **edited** please map the screens to issue operations using **Screen Schemes**.
- To select which screen is displayed for a particular **workflow transition**, please select the **workflow** the transition belongs to and edit it.

Note: It is only possible to delete a screen if it is not part of a Screen Scheme and is not used in any workflows.

Name	Screen schemes	Workflows	Actions
AUT: Kanban Bug Screen	• AUT: Kanban Bug Screen Scheme		Configure Edit Copy
AUT: Kanban Default Issue Screen	• AUT: Kanban Default Screen Scheme		Configure Edit Copy
COVID: Jira Service Desk Screen This Jira Service Desk Screen was generated automatically	• COVID: Jira Service Desk Screen Scheme		Configure Edit Copy
CUS: Scrum Bug Screen	• CUS: Scrum Bug Screen Scheme		Configure Edit Copy
CUS: Scrum Default Issue Screen	• CUS: Scrum Default Screen Scheme		Configure Edit Copy
DEM: Kanban Bug Screen	• DEM: Kanban Bug Screen Scheme		Configure Edit Copy
DEM: Kanban Default Issue Screen	• DEM: Kanban Default Screen Scheme		Configure Edit Copy

Fields

In this case, addon adds quick link to each field for quick reference every action.

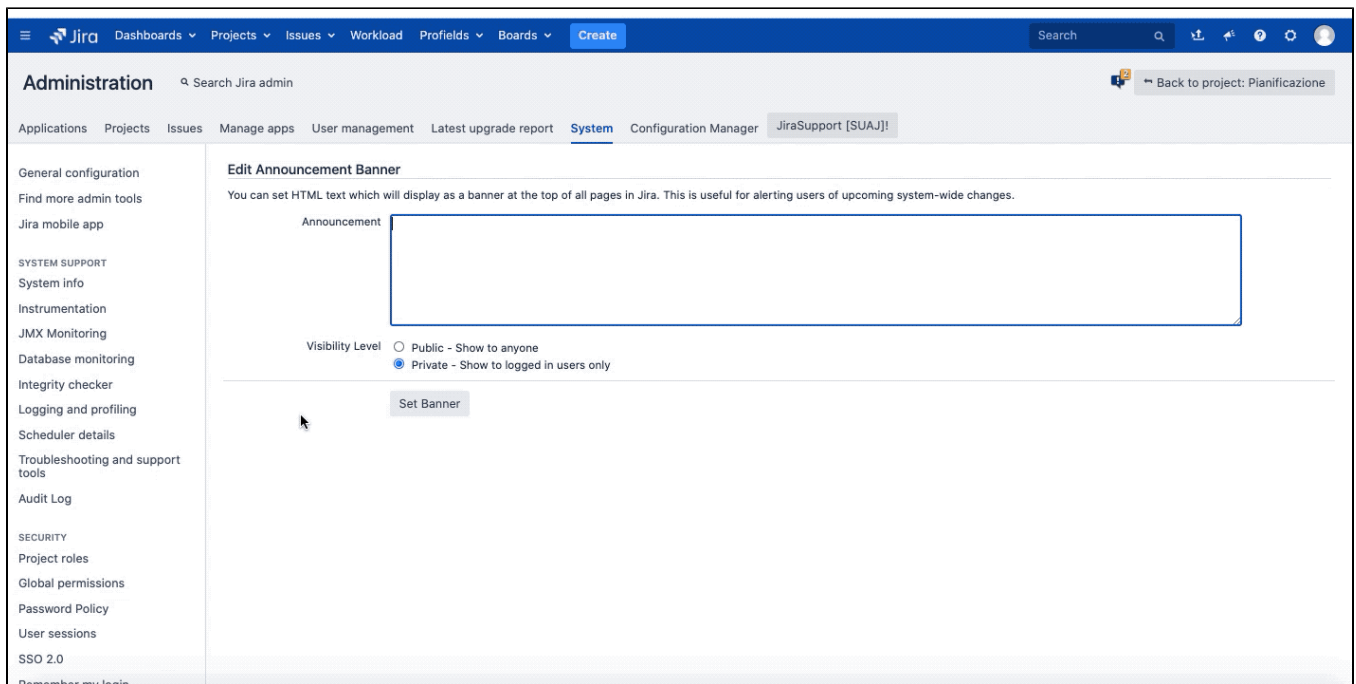


The screenshot shows the Jira Administration interface, specifically the 'Custom fields' section under 'Issues'. The left sidebar lists various administration categories like Issue Types, Workflows, Screens, and Fields. The main content area is titled 'Custom fields' and includes a search bar and filters for Project, Type, and Screen. Below this is a table listing existing custom fields.

Name	Type	Available Contexts	Screens	Actions
Account LOCKED Link this issue's logged hours and expenses to an account.	Tempo Accounts Custom...	Global (all projects)	0 screens	
Address	Text Field (single line)	Global (all projects)	4 screens	
Approvals LOCKED Provides search options for Jira Service Desk approvals information. This custom field is created ...	Approvals	Global (all projects)	0 screens	
Approvers Contains users needed for approval. This custom field was created by Jira Service Desk.	User Picker (multiple use...	Global (all projects)	11 screens	
Area	Select List (single choice)	Global (all projects)	4 screens	
Birthday	Date Picker	0 projects	1 screen	
CAB Change Advisory Board members	User Picker (multiple use...	Global (all projects)	2 screens	
Change completion date Specify the completion time for the change request	Date Time Picker	Global (all projects)	2 screens	
Change managers Contains the change managers for the change management process.	User Picker (multiple use...	Global (all projects)	1 screen	

➤ Banner

This add-on adds a special feature for Banner. We can set a countdown with few clicks.



The screenshot shows the Jira Administration interface, specifically the 'Edit Announcement Banner' page under 'System'. The left sidebar lists various system support categories like General configuration, System info, and Security. The main content area is titled 'Edit Announcement Banner' and includes a description of the feature. Below this is a form for setting the announcement text and visibility level.

Edit Announcement Banner

You can set HTML text which will display as a banner at the top of all pages in Jira. This is useful for alerting users of upcoming system-wide changes.

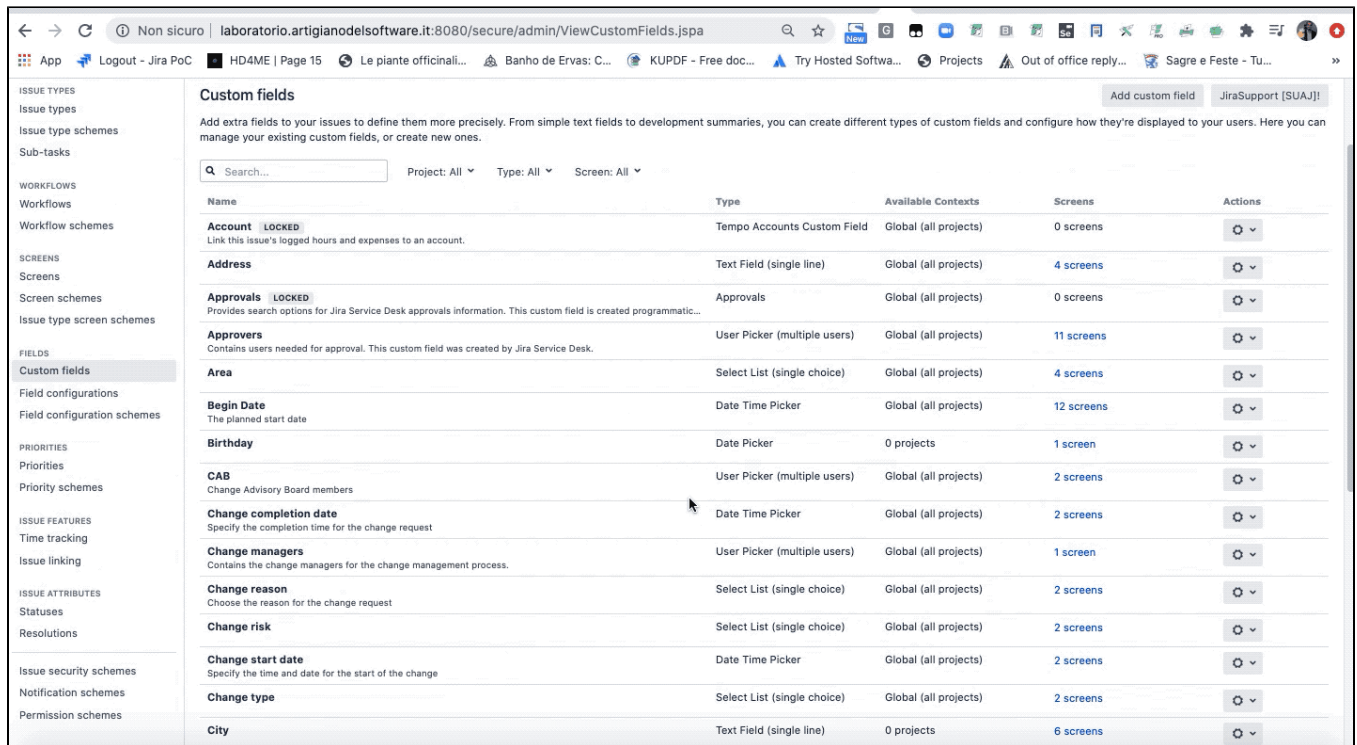
Announcement

Visibility Level ☐ Public - Show to anyone ☒ Private - Show to logged in users only

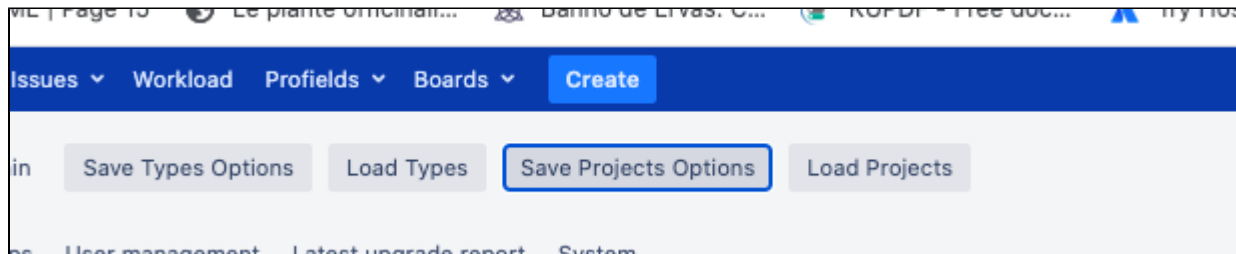
➤ Most important features

Another important feature of this addon is the possibility of copy/paste contexts of Custom Fields. It's very easy. Follow me and I will explain all secrets 😊

This GIF describe how arrive to the right Jira configuration page (New UI experience change all 😊)



As we see, Addon add new functionalities after click the button: **JiraSupport**



- Load Projects
- Load Types
- Save Types Options
- Save Project Options

Once select the new configuration, just Save Type Options and Save Project Options to save (See the previous GIF).

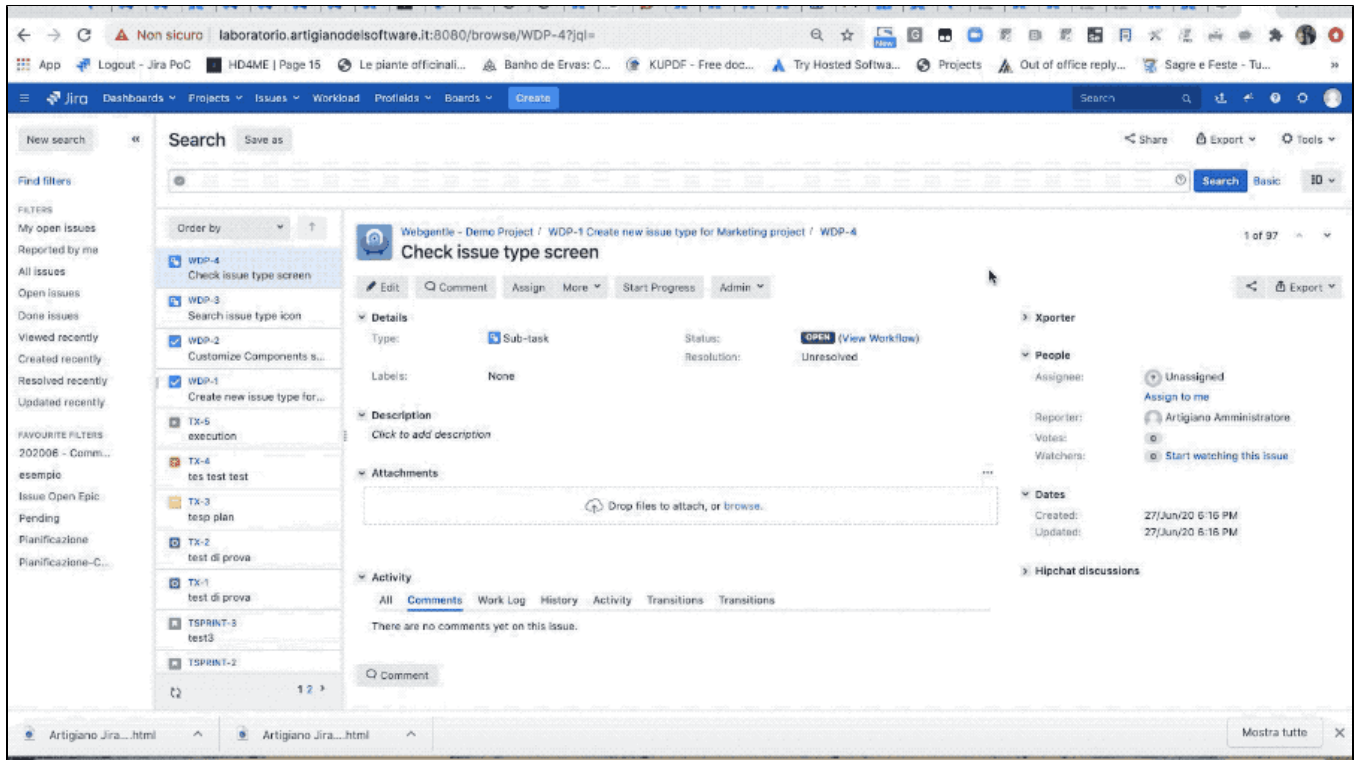
Another great features is a great help for Workflow migration. Let me explain. If you change the Workflow Scheme, out-of-the-box wizard list all issue type, also issue type not used or involved in migration.

The following youtube video describe the result:

Well, using addon we can reduce the list of issue type to only involved in migration. So we can be focused in real work. This is a great result.

➤ Enlarge Your Excel Export feature

Just create a export for more than 10,000 issues as shown in following GIF:



As we see, a new entry is present in Export menu. After select own issues, well we can select this new entry and extract own Excel. Html format can be managed both with browser and Excel.

[illegible]

(*) JIRA can be configured to increase the limit or bypass it altogether.

Here is a brief explanation of each configuration property:

- **jira.search.views.default.max** - This is the maximum value of issues exported by default when exporting/requesting a search result.
- **jira.search.views.max.limit** - This defines the maximum limit for all users, regardless of modifications on the referred URL. (or with the plugin Enlarge Excel Export)
- **jira.search.views.max.unlimited.group** - This property sets up a group that will be able to request an unlimited number of issues on a search result.

You can use these configuration properties to override the default behavior. This is done by editing a file in your JIRA Home Directory, "[jira-config.properties](#)".

1. First, if the `jira-config.properties` file does not exist in your [JIRA Home Directory](#) then create it.
2. Add the override properties to the config file. Example:

```
jira.search.views.default.max=2000  
jira.search.views.max.limit=10000  
jira.search.views.max.unlimited.group=jira-administrators
```

- a. Restart JIRA.

The example configuration increases the default result limit to 1500 issues. Users can modify URLs to export up to 2000 records. Members of the `jira{{-administrators}}` group can modify URLs to export an unlimited number of records

> Result

A great Addon 😊

Videos and Resources

Here some video about addon. Enjoy.

[How to know the ID of a customfield, resolution, status, etc for Jira](#)

[How to put a countdown in the Announcement banner of Jira](#)

[Jira Server workflow migration help!! Using Support Admin Tools plugin](#)

Release Notes

- 2022-08-25 ready new version compatible with Jira Datacenter (Atlassian standards approved)
 - 2023-01-22 "Enlarge Your Excel Export for Jira" App features are now included in "Support Admin Tools for Jira Datacenter" because the end of Jira Server
 - 2023-03-17 we can customize the IssueView Layout (expanding text-field multiline customfields or Table Grid customfields). You can also expand and collapse the right-panel of the IssueView to enalrge the width of the text-fields or Table-Grid fields
-