



INTEGRATION PACK FOR ATLASSIAN JIRA CLOUD

For Microsoft System Center Orchestrator

For System Center 2016 and 2019, you must use the 32-bit version of the integration pack, which has the name **Keverion_Integration_Pack_for_Atlassian_Jira_3.21**

For System Center 2022 and later, you must use the 64-bit version of the integration pack, which has the name **Keverion_IP_Atlassian_Jira_x64_3.21**

Release Notes

Version 3.2.1

September 2025

Introduction

The **Integration Pack for Atlassian Jira** is an add-in for Microsoft System Center Orchestrator that enables you to automate the following activities:

- Add Comment
- Add Watcher
- Add Work Log
- Create Issue
- Create Issue (Custom)
- Delete Attachment
- Delete Comment
- Delete Issue
- Delete Watcher
- Delete Work Log
- Download Attachment
- Get Attachment
- Get Comment
- Get Issue
- Get User
- Get Watcher
- Get Work Log
- Monitor Issue
- Update Comment
- Update Issue
- Update Issue (Custom)
- Update Work Log
- Update Attachment
- Get Transition
- Transition Issue

This integration lets you create workflows that interact with and transfer information to other Orchestrator integrations.

System Requirements

The Integration Pack for Atlassian Jira requires the following software to be installed and configured prior to implementing the integration. For more information about installing and configuring Orchestrator and Atlassian Jira, refer to the respective product documentation.

Kelverion_Integration_Pack_for_Atlassian_Jira (32-bit)

- Microsoft System Center Orchestrator 2016, 2019
- Microsoft .NET Framework 4.6.2
- Atlassian Jira Cloud [September 2025]

Kelverion_IP_Atlassian_Jira_x64 (64-bit)

- Microsoft System Center Orchestrator 2022, 2025
- Microsoft .NET Framework 4.6.2
- Atlassian Jira Cloud [September 2025]

IMPORTANT: This version of the Integration Pack for Atlassian Jira **only supports Jira Cloud** and does not support on-premises versions of Jira, including Jira Data Center, Software and Service Management. If you are using the Integration Pack for Atlassian Jira to integrate with on-premises Jira products, you should continue using Kelverion Integration Pack for Atlassian Jira 3.2.

Registering and Deploying the Integration Pack

After you download the integration pack, you register the integration pack file with the Orchestrator management server, and then deploy it to runbook servers and computers that have the Runbook Designer installed.

IMPORTANT: Ensure that you are deploying the correct version of the Integration Pack.

- For System Center 2016 and 2019, you must use the 32-bit version of the integration pack, which has the name **Kelverion_Integration_Pack_for_Atlassian_Jira**
- For System Center 2022 and later, you must use the 64-bit version of the integration pack, which has the name **Kelverion_IP_Atlassian_Jira_x64**

To register the integration pack:

1. On the management server, copy the **.OIP** file for the integration pack to a local hard drive or network share.
2. Confirm that the file is not set to **Read Only** to prevent unregistering the integration pack later.
3. Start the **Deployment Manager**.
4. In the navigation pane of the Deployment Manager, expand **Orchestrator Management Server**, right-click **Integration Packs** to select **Register IP with the Management Server**. The **Integration Pack Registration Wizard** opens.
5. Click **Next**.
6. In the **Select Integration Packs or Hotfixes** dialog box, click **Add**.
7. Locate the **.OIP** file that you copied locally from step 1, click **Open** and then click **Next**.
8. In the **Completing the Integration Pack Wizard** dialog box, click **Finish**.
9. On the **End User Agreement** dialog box, read the Kelverion License Terms, and then click **Accept**.
10. The **Log Entries** pane displays a confirmation message when the integration pack is successfully registered.

To deploy the integration pack:

1. In the navigation pane of the **Deployment Manager**, right-click **Integration Packs**, click **Deploy IP to Action Server or Client**.
2. Select the integration pack you want to deploy, and then click **Next**.
3. Enter the name of the runbook server or computers with the Runbook Designer installed, on which you want to deploy the integration pack, click **Add**, and then click **Next**.
4. Continue to add additional runbook servers and computers running the Runbook Designer, on which you want to deploy the integration pack. Click **Next**.

5. In the **Installation Options** dialog box, configure the following settings.
6. To choose a time to deploy the integration pack, select the **Schedule installation** check box, and then select the time and date from the **Perform installation** list.
7. Click one of the following:
 - a. **Stop all running runbooks before installing the integration pack** to stop all running runbooks before deploying the integration pack.
 - b. **Install the Integration Packs without stopping the running Runbooks** to install the integration pack without stopping any running runbooks.
8. Click **Next**.
9. In the **Completing Integration Pack Deployment Wizard** dialog box, Click **Finish**.
10. When the integration pack is deployed, the **Log Entries** pane displays a confirmation message.

Known Issues

You should be aware of the following issues when building runbooks using the **Integration Pack for Jira** in System Center Orchestrator.

- The Get Issue Activity is based on the Jira search API and will return the same results when performing the same query in the Jira web client.

Version History

Version 3.21

- Added support for Jira Cloud [September 2025].
- Removed support for on-premises Jira, including Jira Data Center, Software and Service Management.
- Resolved issues related to the deprecation of JQL search and Evaluate expression endpoints. Without this update, you may encounter errors when using the Get Issue activity.
- Enforce the Get Issue activity to include at least one filter. This is necessary as the new endpoint that is used to retrieve issues does not support unbounded queries.
- Replaced the optional **Start At** property in the Get Issue activity with **Next Page Token**. This change was necessary to support the new endpoint that is being used to retrieve issues.
- Removed the **Total** published data item from the Get Issue activity.

Version 3.2

- Added support for Jira Cloud [May 2025].
- Added support for Jira Data Center 10.6.0.

Version 3.1

- Added support for Jira Cloud [November 2023].
- Removed Jira 8 and 9.0 support.

Version 3.0

- Added new 64-bit product version with support for System Center Orchestrator 2022.

Version 2.2

- Add support for Jira version 9.0 and Jira Service Desk 5.0
- Resolved an issue in Get User that caused the activity to loop when targeting Jira 9.0, 8.22.19.0 and higher. The API has lowered the maximum users returned from 1,000 to 100.

Version 2.1

- Added support for Jira version 8.14.1

Version 2.0

- Support for Jira API changes
- Adds Get User
- Added support for Jira version 8.8.0
- Improved Jira Cloud support

Version 1.81

- Jira Cloud support

Version 1.8

- Added support for TLS 1.2
- Adds Create Issue (Custom)
- Adds Update Issue (Custom)

Version 1.71

- Adds support for Jira Service Desk types.
- Adds support for sub-task to Create Issue.

Version 1.61

- Fixed issue with Get Comment where comments with a date of “Yesterday” in the Jira web interface caused the activity to crash.

Version 1.6

- Added support for Jira version 7.1.7.
- Added field support to Transition Issue.
- Added new published data to Get Transition.
- New end user license agreement.

Version 1.53

- Added Get Transition and Transition Issue Activities.

Version 1.52

- Improved support for field types.

Version 1.51

- Improved support for field types.

Version 1.5

- Added support for fields with duplicate display names.
- Improved support for custom field types.

Version 1.41

- Add support for Security Level for published data in the Get Issue and Monitor Issue.

Version 1.4

- General update to improve logging and diagnostics.
- The Integration Pack now supports Jira version 6.3.4
- Get Attachment – “Attachment Id” filter relations have been changed to: *Equals, Does not equal, Is Great than, Is Great than or equal, Is Less than, Is Less than or equal to*.
- Get Issue – Removed “Linked Issues” filter.
- Get Work Log – “Created Date”, “Started Date”, “Updated Date”, “” filter relations have been changed to: *Equals, Does not equal, Is Great than, Is Great than or equal, Is Less than, Is Less than or equal to*.
- Get Issue – Added browsers for “Component”, “Issue Type”, “Priority”, “Resolution”, “Status”.

Version 1.31

- Kolverion.Management.dll update.

Version 1.3

- Introduced a new licensing model that distinguishes evaluation, production, and non-production licenses. Evaluation licenses enable the integration pack to run on any Runbook Server and are valid for a specified number of days from the start of the evaluation. Production and non-production licenses enable the integration pack to run on a predefined set of Runbook Servers, the names of which must be provided to Kolverion before the license can be generated. Furthermore, each license file can now enable multiple integration packs thus eliminating the need to have separate license files for each integration pack that you have in your environment.

IMPORTANT: If you are upgrading an existing deployment of this integration pack and you are currently using version 1.2 or earlier, must contact your sales contact or info@kolverion.com to obtain a new license before upgrading to this version.

Version 1.02

- Bug fixes in Add Comment, Update Comment, Add Worklog and Update Worklog.

Version 1.01

- Added support for duplicate project names.
- Performance improvements for Create Issue and Update Issue