

# **SAP S/4HANA Cloud Public Edition Integration with Jira Configuration Guide**

For SAP Integration Suite

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## 1. Introduction

This is the official guide for the configuration of SAP S/4HANA Cloud Public Edition Integrations with Jira for SAP Integration Suite. The document discusses the most important configuration steps needed to deploy the Integration Flows.

Read this guide carefully before configuring the integration content.

### 1.1 Coding Samples

Any software coding and/or code lines/strings ("Code") included in this documentation are only examples and are not intended to be used in a productive system environment. The Code is only intended to better explain and visualize the syntax and phrasing rules of certain coding. We do not guarantee the correctness and completeness of the Code given herein.

### 1.2 Internet Hyperlinks

The documentation may contain hyperlinks to the Internet. These hyperlinks are intended to serve as a hint about where to find related information. We do not guarantee the availability and the correctness of this related information or the ability of this information to serve a particular purpose.

## 2. Overview

The integration of SAP S/4HANA Cloud Public Edition and Jira processes can be customized. It is expected that you will customize the process as per your business requirements. Adjustments can be made to different components, including:

- Adjustment to the Integration Flows' Externalized Parameters
- Adjustment to the Message Mapping steps to reflect possible customizations

The Integration content for SAP Integration Suite for the "SAP S/4HANA Cloud Public Edition Integration with Jira" enables the synchronization of data and supports the automation of business processes. Information is retrieved and pushed from/to SAP S/4HANA Cloud Public Edition through the OData Adapter. Data transformations and business logic are executed within the Integration Flows. Data is sent to/pulled from Jira using the Jira and HTTP Adapters.

### 3. Preparing the Systems for Integration

To configure the integration content using this guide, you need to have access and authorizations to the systems listed below.

**Access required:**

- SAP S/4HANA Cloud Public Edition
- SAP Integration Suite
- Atlassian Jira

**Authorization required:**

- SAP S/4HANA Cloud Public Edition
  - Appropriate authorizations for the technical user that will be used to connect to the SAP S/4HANA Tenant
  - The following communication arrangements are required
    - Workforce Timesheet Integration (SAP\_COM\_0027)
    - Enterprise Project Integration (SAP\_COM\_0308)
    - Business Partner, Customer and Supplier Integration (SAP\_COM\_0008)
- SAP Integration Suite
  - Appropriate authorizations for the SAP Integration Suite user
  - The following Role Collections are required
    - PI\_Integration\_Developer
    - PI\_Business\_Expert
    - PI\_Administrator
- Jira
  - Follow the "Jira Adapter" [Setup Guides](#) and ensure appropriate authorizations for access to Jira Cloud APIs.

## 4. Configuration

SAP S/4HANA Cloud Public Edition, Jira and SAP Integration Suite need to be configured and prepared before the Integration Content package can be configured and deployed. Follow the steps in the following sections.

### 4.1 Jira Adapter Installation

Installing the Jira Adapter is a prerequisite to use the Integration Content. For adapter installation, refer to [Jira Adapter for SAP Integration Suite](#).

### 4.2 Configuration in SAP S/4HANA Cloud Public Edition

This section describes the mandatory configurations needed to be performed in the SAP S/4HANA Cloud Public Edition before you can start implementing the configuration for the Jira API and configuring the Integration Content in the SAP Integration Suite. Follow the steps mentioned in the following subsections.

#### 4.2.1 Create Technical Communication User

A Technical Communication User is required to call OData services in SAP S/4HANA Cloud Public Edition from SAP Integration Suite. Communication Users in SAP S/4HANA Cloud are used for inbound communication and for processing messages in the system.

Refer to the official documentation for creating the communication system, communication user and communication arrangements - [https://help.sap.com/docs/SAP\\_S4HANA\\_CLOUD/0f69f8fb28ac4bf48d2b57b9637e81fa/2e84a10c430645a88bdbfaaa23ac9ff7.html?locale=en-US](https://help.sap.com/docs/SAP_S4HANA_CLOUD/0f69f8fb28ac4bf48d2b57b9637e81fa/2e84a10c430645a88bdbfaaa23ac9ff7.html?locale=en-US)

The default configuration for the Integration Flows is with Basic Authentication.

The following communication arrangements must be enabled

- Workforce Timesheet Integration (SAP\_COM\_0027)
- Enterprise Project Integration (SAP\_COM\_0308)
- Business Partner, Customer and Supplier Integration (SAP\_COM\_0008)

### 4.3 Configuration in SAP Integration Suite

In this section, the settings of the Integration Flows are discussed, including prerequisites and Externalized Parameters.

#### 4.3.1 Create SAP S/4HANA Cloud Security Material

After the configuration in SAP S/4HANA Cloud Public Edition is completed, the credentials obtained from the technical user there must be created as Security Materials in SAP Integration Suite.

- Navigate to SAP Integration Suite
- Navigate to “Monitor -> Integrations and APIs”
- Navigate to “Security Material”
- Create new “User Credentials”

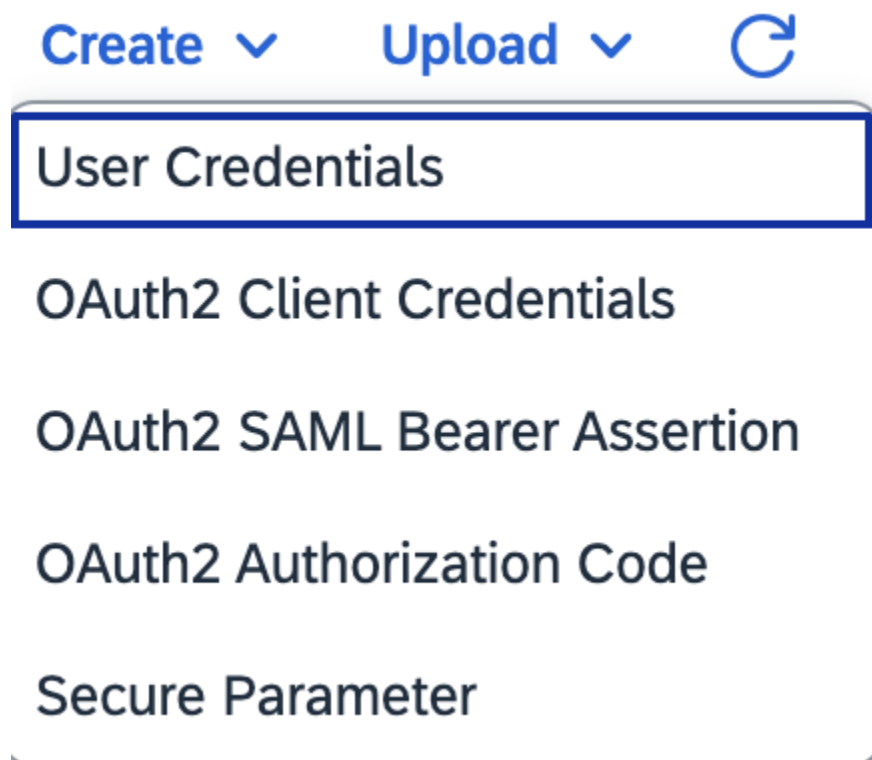


Figure 4.3.1 Creating new User Credentials for the SAP S/4HANA Cloud Connectivity

- Configure the details for the communication user which has been created in SAP S/4HANA Cloud. Example configuration can be found in the following figure

**Create User Credentials**

Name: \* s4hana\_cloud\_credentials

Description: Credentials for connectivity to SAP S/4HANA Cloud

Type: \* User Credentials

User: \* jira\_accelerator\_s4\_technical\_user

Password: .....

Repeat Password: .....

Deploy Cancel

Figure 4.3.2 Sample Values for creating new User Credentials for the SAP S/4HANA Cloud Connectivity

- Click “Deploy”
- Proceed to Configuration of the Integration Flows

#### 4.3.2 Find All Workers Assigned To WBS Elements

The purpose of this integration flow is to find all team members assigned as resources to the project's WBS elements (work packages). It is only triggered by other integration flows.

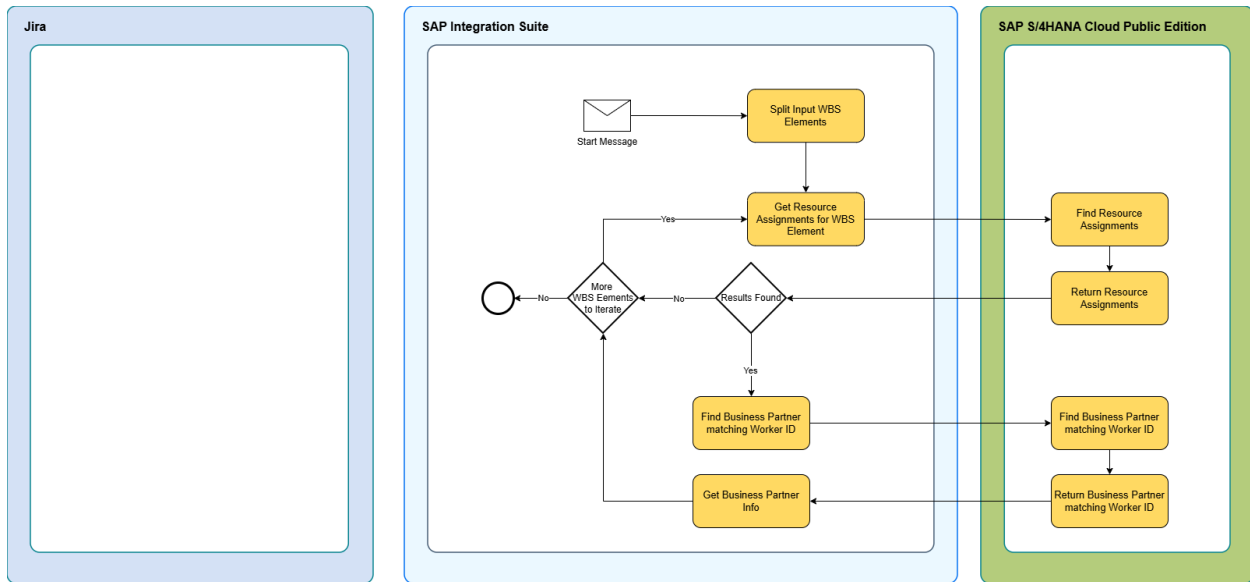


Figure 4.3.2.1 Find All Workers Assigned To WBS Elements

### 4.3.2.1 Prerequisite

N/A

### 4.3.2.2 Configuration

Follow the steps below to configure the Integration Flow:

- Open the “Find All Workers Assigned To WBS Elements”
- Configure the flow as follows:

#### Configure "Find All Workers Assigned To WBS Elements"

Sender	Receiver
Sender: <input type="text" value="Sender"/>	
Adapter Type: <input type="text" value="ProcessDirect"/>	
<b>Connection</b>	
Address: <input type="text" value="/findAllWorkersAssignedToWBSElements"/>	

Figure 4.3.2.2.1 Configuring Find All Workers Assigned To WBS Elements Sender Adapter

The description of each of the fields in Figure 4.3.2.2.1 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Address	Link to the "Find All Workers Assigned to WBS Elements" Flow Example of a valid value: <ul style="list-style-type: none"> <li>• /findAllWorkersAssignedToWBSElements</li> </ul>	M

**Configure "Find All Workers Assigned To WBS Elements"**

Sender **Receiver**

---

Receiver: S4HANA\_Get\_Business\_Partner

Adapter Type: HCIOData

**Connection**

Address: {{[SAP S/4HANA Cloud Base URL]}/sap/opu/odata/sap/API\_BUSINESS\_PARTNER}

SAP S/4HANA Cloud Base URL: https://xxxxxxx.s4hana.cloud.sap/ ⓘ

Proxy Type: Internet ⓘ

Authentication: Basic ⓘ

Credential Name: s4hana\_credentials ⓘ

CSRF Protected:  ⓘ

Reuse Connection:  ⓘ

Figure 4.3.2.2.2 Configuring Find All Workers Assigned To WBS Elements Receivers SAP\_S4HANA\_Cloud

The description of each of the fields in Figure 4.3.2.2.2 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
SAP S/4HANA Cloud Base URL	Specify the SAP S/4HANA Cloud API Base URL Example: https://xxxxxxx-api.s4hana.cloud.sap/	M
SAP S/4HANA Cloud Authentication Mode	Authentication method that you want to use for connecting to the OData V2 service.	M

Externalized Parameter	Description	Mandatory / Optional
SAP S/4HANA Cloud Credential Name	Specify the name/alias of the deployed User Credentials Security Material that holds the username and password used to authenticate with SAP S/4HANA Cloud	M
SAP S/4HANA Cloud Proxy Type	The type of proxy you want to use for establishing connection with the OData V2 service. Default value: Internet	O
Location ID	It is visible only when On-Premise is selected for Proxy type. Used to connect Cloud SAP Connector with your account.	O
SAP S/4HANA Private Key Alias	It is visible only when Client Certificate is selected for Authentication. Enter the private key alias that enables the system to fetch the private key from the keystore for authentication.	O
SAP S/4HANA Cloud CSRF Protected	Keep this option selected (default setting). It ensures that your integration flow is protected against Cross-Site-Request-Forgery, a kind of attack where a malicious party can perform harmful actions by masquerading as the logged-in user.	O
SAP S/4HANA Cloud Reuse Connection	The option is enabled by default. This option enables the reuse of connection objects from the internal connection pool, which in turn improves the network turnaround time for multiple communications to a same end point.	O

#### 4.3.3 Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira

This integration allows replication of Project Team Members from SAP S/4HANA Cloud Public Edition to Jira. It is scheduled based on business needs.

The figure below depicts the business process that is implemented:

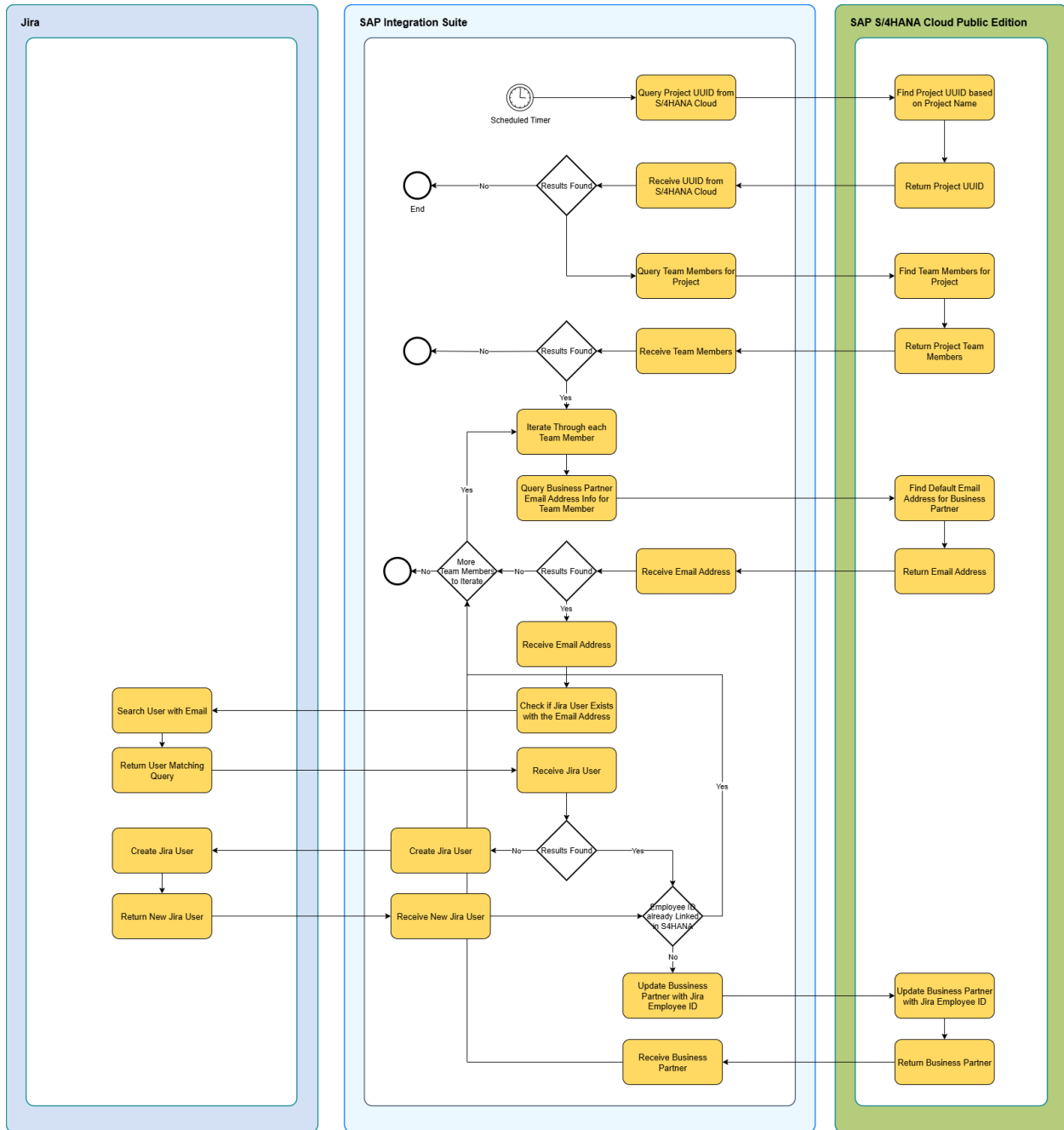


Figure 4.3.3.1 Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira

### 4.3.3.1 Prerequisite

The following actions must be taken as a prerequisite:

- Deploy the security artifacts that are required during the configuration of the Integration Content.
- Ensure all Project Team Members in SAP S/4HANA Cloud Public Edition have a valid email address in their Business Partner Profile.

- Configure and deploy the "Find All Workers Assigned To WBS Elements" Integration Flow.

### 4.3.3.2 Configuration

Follow the steps below to configure the Integration Flow:

- Open the “Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira”
- Configure the flow as follows:

**Configure "Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira"**

---

**Timer**    Sender    Receiver    More

---

Timer: Start Timer 1 [StartEvent\_4] ⓘ

Basic     Advanced

**Frequency**

Enter As: Simple Schedule ▼

Repeat: None ▼

Schedule: On Deployment ▼

*Figure 4.3.3.2.1 Configuring Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira Timer*

The description of each of the fields in Figure 4.3.3.2.1 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Timer	Configure the timer as per business operation needs	M

**Configure "Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira"**

Timer **Sender** Receiver More

Connection

Sender: Replicate\_Single\_Employee

Adapter Type: ProcessDirect

Address: /replicateSingleEmployeeToJira

Figure 4.3.3.2.2 Configuring Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira Sender Adapter

The description of each of the fields in Figure 4.3.3.2.2 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Address	<p>Link to Replicate Single Project Employees From S/4HANA Cloud Public Edition to Jira Flow</p> <p>Example of a valid value:</p> <ul style="list-style-type: none"> <li>/replicateSingleEmployeeToJira</li> </ul>	M

**Configure "Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira"**

Timer Sender **Receiver** More

Connection

Receiver: S4HANA\_Get\_Project\_Employees

Adapter Type: HCIOData

Address: {{SAP S/4HANA Cloud Base URL}}/sap/opu/odata/sap/API\_ENTERPRISE\_PROJECT\_SRV;v=0002/

SAP S/4HANA Cloud Base URL: https://xxxxxxx-api.s4hana.cloud.sap/

Proxy Type: Internet

Authentication: Basic

Credential Name: s4hana\_credentials

CSRF Protected:

Reuse Connection:

Figure 4.3.3.2.3 Configuring Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira Receivers SAP\_S4HANA\_Cloud

The description of each of the fields in Figure 4.3.3.2.3 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
SAP S/4HANA Cloud Base URL	Specify the SAP S/4HANA Cloud API Base URL Example: <a href="https://xxxxxxx-api.s4hana.cloud.sap/">https://xxxxxxx-api.s4hana.cloud.sap/</a>	M
SAP S/4HANA Cloud Authentication Mode	Authentication method that you want to use for connecting to the OData V2 service.	M
SAP S/4HANA Cloud Credential Name	Specify the name/alias of the deployed User Credentials Security Material that holds the username and password used to authenticate with SAP S/4HANA Cloud	M
SAP S/4HANA Cloud Proxy Type	The type of proxy you want to use for establishing connection with the OData V2 service. Default value: Internet	O
Location ID	It is visible only when On-Premise is selected for Proxy type. Used to connect Cloud SAP Connector with your account.	O
SAP S/4HANA Private Key Alias	It is visible only when Client Certificate is selected for Authentication. Enter the private key alias that enables the system to fetch the private key from the keystore for authentication.	O
SAP S/4HANA Cloud CSRF Protected	Keep this option selected (default setting). It ensures that your integration flow is protected against Cross-Site-Request-Forgery, a kind of attack where a malicious party can perform harmful actions by masquerading as the logged-in user.	O
SAP S/4HANA Cloud Reuse Connection	The option is enabled by default. This option enables the reuse of connection objects from the internal connection pool, which in turn improves the network turnaround time for multiple communications to a same end point.	O

**Configure "Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira"**

Timer    Sender    **Receiver**    More

---

**Connection**

Receiver: JIRA\_Create\_Employee

Adapter Type: HTTP

Address: {{Jira Base URL}}/rest/api/3/user

Jira Base URL: https://xxxxxxx.atlassian.net ⓘ

Credential Name: jiraAccessToken ⓘ

Figure 4.3.3.2.4 Configuring Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira Receivers Jira

The description of each of the fields in Figure 4.3.3.2.4 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Jira Base Url	Your Jira Base Url. Example of a valid value: <ul style="list-style-type: none"> <li>https://xxxxxxx.atlassian.net</li> </ul>	M
Jira Secure Material Alias	Specify the name/alias of the deployed User Credentials Security Material that holds the username and password used to authenticate with Jira Cloud API	M

**Configure "Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira"**

Timer    Sender    **Receiver**    More

---

**Connection**

Receiver: PostExit\_IFlow

Adapter Type: ProcessDirect

Address: /generic\_post\_exit\_flow\_process\_direct ⓘ

Figure 4.3.3.2.5 Configuring Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira Receivers PostExit\_IFlow

The description of each of the fields in Figure 4.3.3.2.5 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Address	<p>Link to the Customer Post-Exit Integration Flow. Mandatory in case "Customer Post-Exit Flow Enabled" is set to "true"</p> <p>Example for Valid Values:</p> <ul style="list-style-type: none"> <li>• /generic_post_exit_process_direct</li> </ul>	M

**Configure "Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira"**

Timer    Sender    **Receiver**    More

---

Receiver:

Adapter Type:

**Connection**

Address:  ⓘ

Figure 4.3.3.2.6 Configuring Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira Receivers PreExit\_IFlow

The description of each of the fields in Figure 4.3.3.2.6 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Address	<p>Link to the Customer Pre-Exit Integration Flow. Mandatory in case "Customer Pre-Exit Flow Enabled" is set to "true"</p> <p>Example for Valid Values:</p> <ul style="list-style-type: none"> <li>• /generic_pre_exit_process_direct</li> </ul>	M

Configure "Replicate Project Employees from S4HANA Cloud Public Edition to Jira"

Timer	Sender	Receiver	More
Receiver: <input type="text" value="FIND_Team_Members_Assigned_to_WBS_Elements"/>			
Adapter Type: <input type="text" value="ProcessDirect"/>			
Address: <input type="text" value="/findAllWorkersAssignedToWBSElements"/>			

Figure 4.3.3.2.7 Configuring Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira Receivers FIND\_Team\_Members\_Assigned\_to\_WBS\_Elements

The description of each of the fields in Figure 4.3.3.2.7 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Address	Link to "Find All Workers Assigned to WBS Elements" Flow. This value should not be changed. Example for Valid Values: <ul style="list-style-type: none"> <li>• /findAllWorkersAssignedToWBSElements</li> </ul>	M

Configure "Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira"

Timer	Sender	Receiver	More
Type: <input type="text" value="All Parameters"/>			
Customer Post-Exit Flow Enabled: <input type="text" value="false"/>			
Customer Pre-Exit Flow Enabled: <input type="text" value="false"/>			
Default Initial Request Timestamp: <input type="text" value="1970-01-01T00:00:00Z"/>			
Exception Logging: <input type="text" value="true"/>			
HTTP Session Reuse: <input type="text" value="onExchange"/>			
Jira Products For Employee: <input type="text" value="jira-software"/>			
SAP S/4HANA Cloud Project Name: <input type="text" value="XXXX"/>			

Figure 4.3.3.2.8 Configuring Replicate Single Project Employees from S4HANA Cloud Public Edition to Jira More

The description of each of the fields in Figure 4.3.3.2.8 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Customer Post-Exit Flow Enabled	<p>Indicates whether a custom Customer Post-Exit Flow is enabled. If this is enabled, the “CustomerPostExitFlow” Receiver must be configured.</p> <p>Valid values</p> <ul style="list-style-type: none"> <li>• true</li> <li>• false&gt;</li> </ul>	O
Customer Pre-Exit Flow Enabled	<p>Indicates whether a custom Customer Pre-Exit Flow is enabled. If this is enabled, the “CustomerPreExitFlow” Receiver must be configured.</p> <p>Valid values</p> <ul style="list-style-type: none"> <li>• true</li> <li>• false</li> </ul>	O
HTTP Session Reuse	<p>Configure the session handling scope for HTTP based endpoints.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• None - Session handling is switched off.</li> <li>• On Exchange - Each exchange corresponds to a single session (use this option for stateful services).</li> <li>• On Integration Flow - Only one session will be used across the whole integration flow (only use this option for stateless services).</li> </ul> <p>Default Value: On Exchange</p>	O
Default Initial Request Timestamp	<p>This Date is used to define boundaries for the start for the replication flow. After that, the flow will save the latest date automatically and will use it to determine the delta for users extract.</p> <p>Example for a Valid Value</p> <ul style="list-style-type: none"> <li>• 1970-01-01T00:00:00Z</li> </ul>	O

Externalized Parameter	Description	Mandatory / Optional
Exception Logging	Indicates whether logging of Exceptions, as attachments, is enabled. Default Value: true Valid values: <ul style="list-style-type: none"> <li>• true</li> <li>• false</li> </ul>	O
Jira Products For Employee	An array of comma-separated product keys (e.g., jira-software) that grants the new user access to the specified Jira applications upon creation. This determines their initial product licenses and roles within the Atlassian suite.	M
SAP S/4HANA Cloud Project ID	The ID of the source project used to identify the team roster. Example of a valid value: <ul style="list-style-type: none"> <li>• TEST101</li> <li>• DEMO10OCTOBER2025</li> </ul>	M

- Save and Deploy the flow

#### 4.3.3.3 Important note on the bidirectional mapping of users

The Jira User ID is stored as a note against the Business Partner's default email address in SAP S/4HANA Cloud PE.

To find the stored Jira ID, navigate to the Business Partner's address details and check the "Additional Addresses" tab.

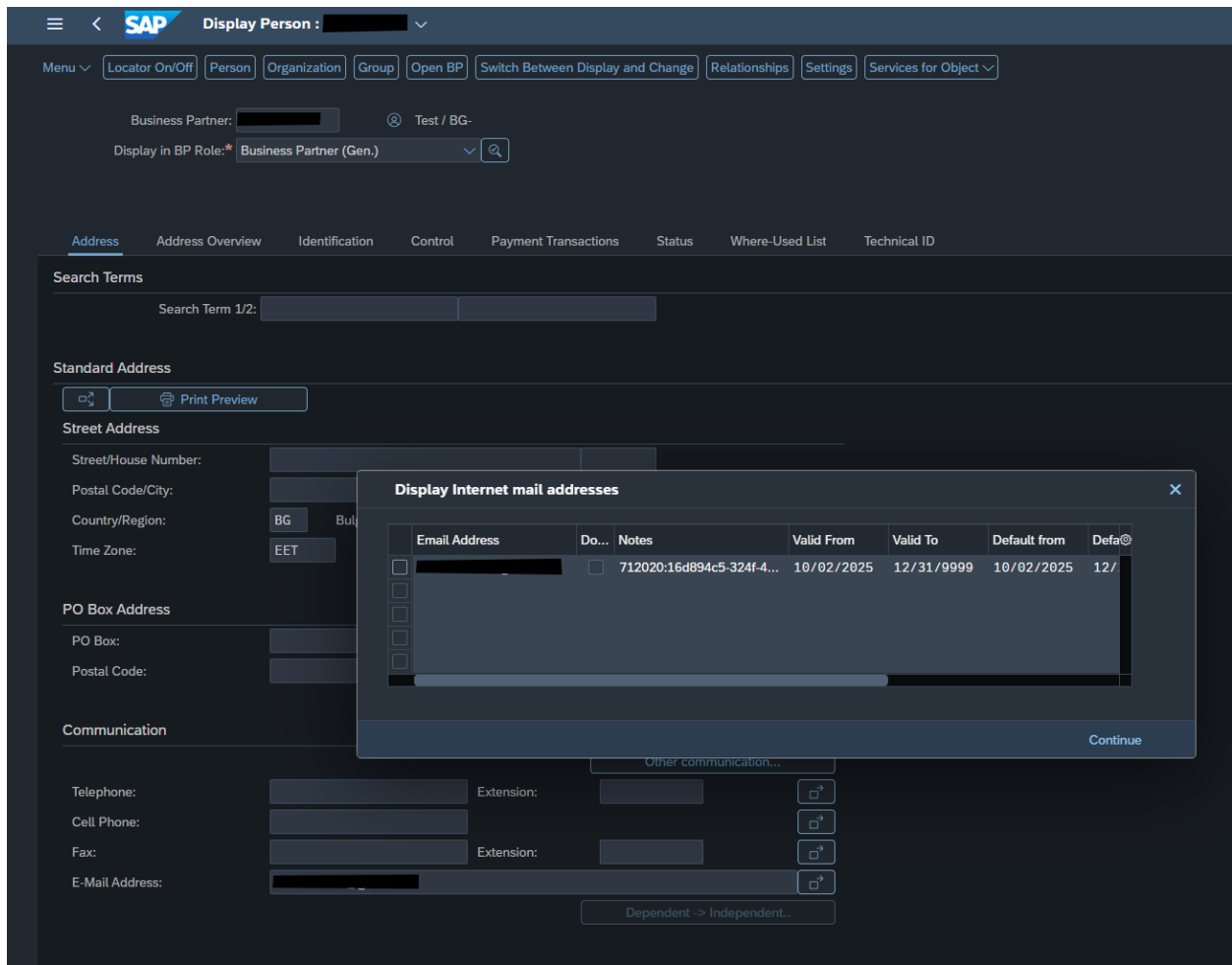


Figure 4.3.3.3.1 Example Business Partner updated with a Jira User ID

#### 4.3.4 Replicate Projects from S4HANA Cloud Public Edition to Jira

This integration allows replication of Enterprise and Professional Services Projects from SAP S/4HANA Cloud Public Edition to Jira. It is scheduled based on business needs.

The figure below depicts the business process that is implemented:

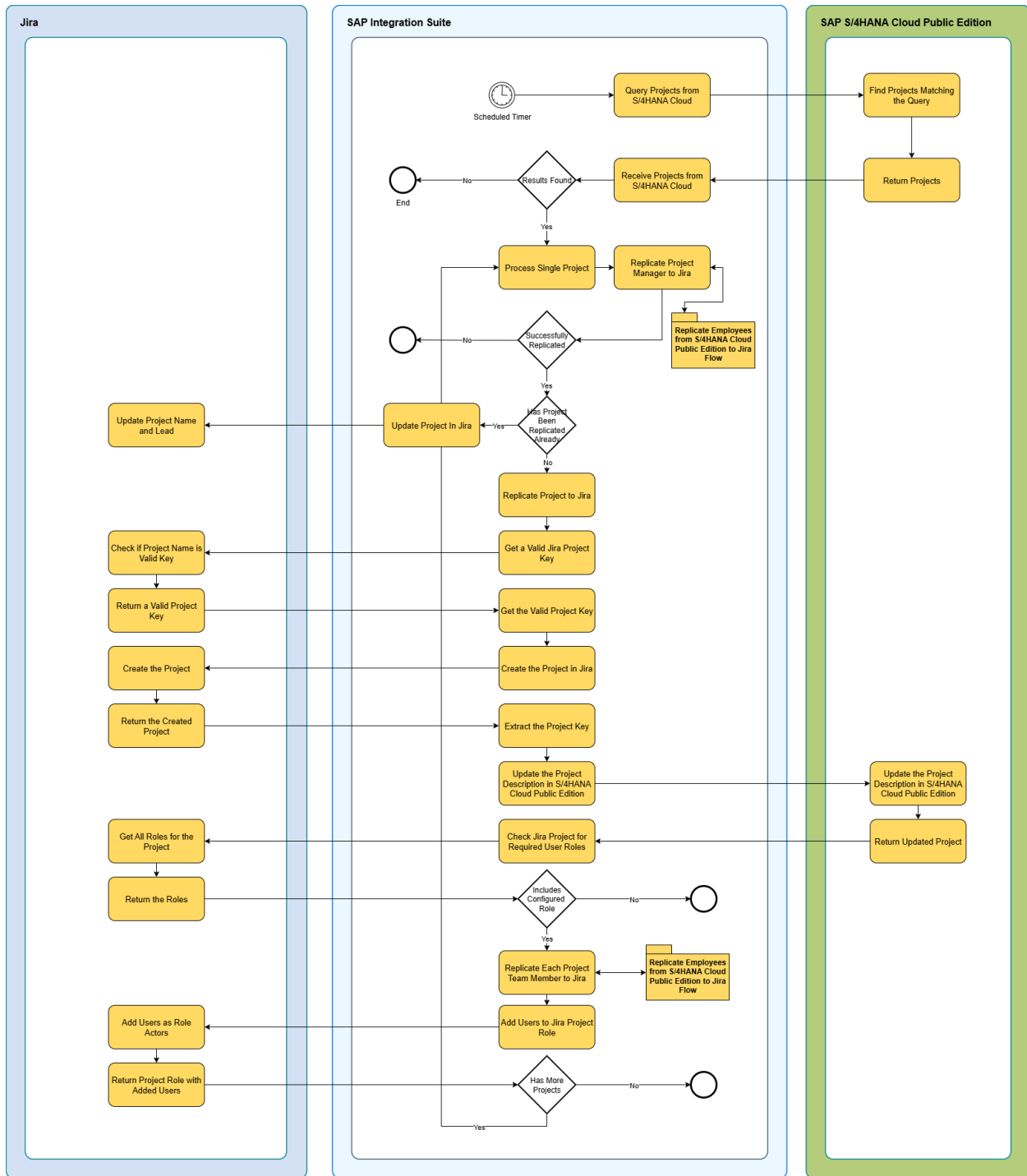


Figure 4.3.4.1 Replicate Projects from S4HANA Cloud Public Edition to Jira

#### 4.3.4.1 Prerequisite

The following actions must be taken as a prerequisite:

- Deploy the security artifacts that are required during the configuration of the Integration Content.

- Ensure all Project Team Members in SAP S/4HANA Cloud Public Edition have a valid email address in their Business Partner Profile.
- Configure and deploy the "Find All Workers Assigned To WBS Elements" Integration Flow.
- Deploy the "Create Jira Project Message Mapping" artifact.

#### 4.3.4.2 Configuration

Follow the steps below to configure the Integration Flow:

- Open the "Replicate Projects from S4HANA Cloud Public Edition to Jira"
- Configure the flow as follows:

**Configure "Replicate Projects from S4HANA Cloud Public Edition to Jira"**

Timer	Receiver	More
<b>Connection</b>		
Receiver:	S4HANA_Get_Projects	▼
Adapter Type:	HCIOData	▼
Address:	{{[SAP S/4HANA Cloud Base Uri]}/sap/opu/odata/sap/API_ENTERPRISE_PROJECT_SRV;v=00...}	
SAP S/4HANA Cloud Base Url:	https://xxxxxxx.s4hana.cloud.sap/	ⓘ
Proxy Type:	Internet	▼ ⓘ
Authentication:	Basic	▼ ⓘ
Credential Name:	s4hana_credentials	ⓘ
CSRF Protected:	<input checked="" type="checkbox"/>	ⓘ
Reuse Connection:	<input checked="" type="checkbox"/>	ⓘ
<b>Processing</b>		
Custom Query Options:	\$filter=LastChangeDateTime ge datetimeoffset'\${[property.current_execution_last_processed...}	
Custom Project Filter:		ⓘ

Figure 4.3.4.2.1 Configuring Replicate Projects from S4HANA Cloud Public Edition to Jira Timer

The description of each of the fields in Figure 4.3.4.2.1 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Timer	Configure the timer as per business operation needs	M

Configure "Replicate Projects from S4HANA Cloud Public Edition to Jira"

Timer Receiver More

Receiver: S4HANA\_Get\_Projects

Adapter Type: HCIOData

**Connection**

Address: {{SAP S/4HANA Cloud Base Url}}/sap/opu/odata/sap/API\_ENTERPRISE\_PROJECT\_SRV;v=00...

SAP S/4HANA Cloud Base Url: https://xxxxxxx.s4hana.cloud.sap/ ⓘ

Proxy Type: Internet ⓘ

Authentication: Basic ⓘ

Credential Name: s4hana\_credentials ⓘ

CSRF Protected:  ⓘ

Reuse Connection:  ⓘ

**Processing**

Custom Query Options: \$filter=LastChangeDateTime ge datetimeoffset'\${property.current\_execution\_last\_processed... ⓘ

Custom Project Filter: ⓘ

Figure 4.3.4.2.2 Configuring Replicate Projects from S4HANA Cloud Public Edition to Jira S4HANA Receivers

The description of each of the fields in Figure 4.3.4.2.2 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
SAP S/4HANA Cloud Base URL	Specify the SAP S/4HANA Cloud API Base URL Example: https://xxxxxxx-api.s4hana.cloud.sap/	M
SAP S/4HANA Cloud Authentication Mode	Authentication method that you want to use for connecting to the OData V2 service.	M

Externalized Parameter	Description	Mandatory / Optional
SAP S/4HANA Cloud Credential Name	Specify the name/alias of the deployed User Credentials Security Material that holds the username and password used to authenticate with SAP S/4HANA Cloud	M
SAP S/4HANA Cloud Proxy Type	The type of proxy you want to use for establishing connection with the OData V2 service. Default value: Internet	O
Location ID	It is visible only when On-Premise is selected for Proxy type. Used to connect Cloud SAP Connector with your account.	O
SAP S/4HANA Private Key Alias	It is visible only when Client Certificate is selected for Authentication. Enter the private key alias that enables the system to fetch the private key from the keystore for authentication.	O
SAP S/4HANA Cloud CSRF Protected	Keep this option selected (default setting). It ensures that your integration flow is protected against Cross-Site-Request-Forgery, a kind of attack where a malicious party can perform harmful actions by masquerading as the logged-in user.	O
SAP S/4HANA Cloud Reuse Connection	The option is enabled by default. This option enables the reuse of connection objects from the internal connection pool, which in turn improves the network turnaround time for multiple communications to a same end point.	O
Custom Project Filter	<p>This can be used as an additional filter for narrowing down the Projects that will be processed and replicated.</p> <p>Example of valid values:</p> <ul style="list-style-type: none"> <li>• and Project eq 'TEST101'</li> <li>• and substringof(Project, 'TEST')</li> </ul>	O

**Configure "Replicate Projects from S4HANA Cloud Public Edition to Jira"**

Timer **Receiver** More

Receiver: JIRA\_Update\_Project

Adapter Type: Jira

**Connection**

Address: https://xxxxxxx.atlassian.net

Basic Credential Alias: jiraAccessToken

Figure 4.3.4.2.3 Configuring Replicate Projects from S4HANA Cloud Public Edition to Jira Flow's Jira Receivers

The description of each of the fields in Figure 4.3.4.2.3 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Jira Base Url	Your Jira Base Url. Example of a valid value: <ul style="list-style-type: none"> <li>https://xxxxxxx.atlassian.net</li> </ul>	M
Jira Secure Material Alias	Specify the name/alias of the deployed User Credentials Security Material that holds the username and password used to authenticate with Jira Cloud API	M

**Configure "Replicate Projects from S4HANA Cloud Public Edition to Jira"**

Timer **Receiver** More

Receiver: PreExit\_IFlow

Adapter Type: ProcessDirect

**Connection**

Address: /generic\_pre\_exit\_process\_direct

Figure 4.3.4.2.4 Configuring Replicate Projects from S4HANA Cloud Public Edition to Jira Flow Receiver PreExit\_IFlow

The description of each of the fields in Figure 4.3.4.2.4 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Address	Link to the Customer Pre-Exit Integration Flow. Mandatory in case "Customer Pre-Exit Flow Enabled" is set to "true" Example for Valid Values: <ul style="list-style-type: none"> <li>• /generic_pre_exit_process_direct</li> </ul>	M

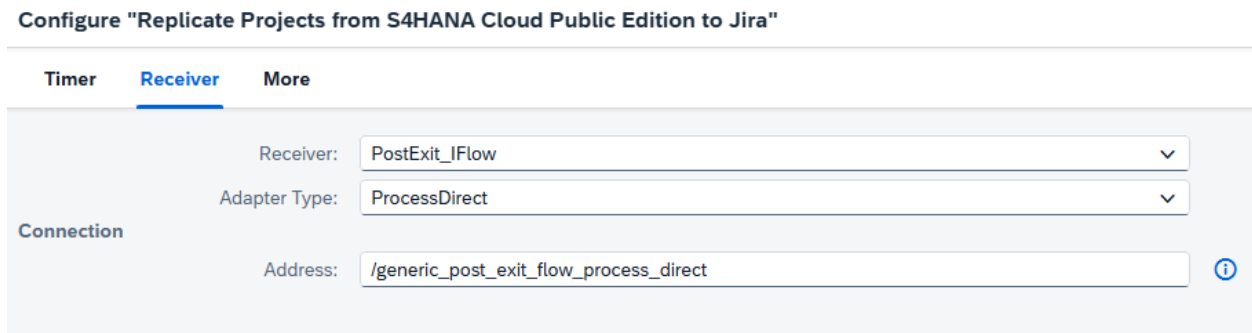


Figure 4.3.4.2.5 Configuring Replicate Projects from S4HANA Cloud Public Edition to Jira Receivers PostExit\_IFlow

The description of each of the fields in Figure 4.3.4.2.5 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Address	Link to the Customer Post-Exit Integration Flow. Mandatory in case "Customer Post-Exit Flow Enabled" is set to "true" Example for Valid Values: <ul style="list-style-type: none"> <li>• /generic_post_exit_process_direct</li> </ul>	M

Configure "Replicate Projects from S4HANA Cloud Public Edition to Jira"

Timer Receiver **More**

Receiver: CustomerExit\_Create\_Project

Adapter Type: ProcessDirect

Connection

Address: /createProjectCustomerExit

Figure 4.3.4.2.6 Configuring Replicate Projects from S4HANA Cloud Public Edition to Jira Receivers CustomerExit\_Create\_Project

The description of each of the fields in Figure 4.3.4.2.6 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Address	<p>Link to the Create Project Customer Exit Integration Flow. Mandatory in case "Create Project Customer Exit Enabled" is set to "true"</p> <p>Example for Valid Values:</p> <ul style="list-style-type: none"> <li>• /createProjectCustomerExit</li> </ul>	M

Configure "Replicate Projects from S4HANA Cloud Public Edition to Jira"

Timer Receiver **More**

Type: All Parameters

Create Project Customer Exit Enabled: false

Custom Project Filter:

Customer Post-Exit Flow Enabled: false

Customer Pre-Exit Flow Enabled: false

Exception Logging: true

HTTP Session Reuse: onExchange

Jira Default Project Role for User: Administrator

Jira Preferred Project Role For Users: Member

Jira Project Template Key: com.atlassian.jira-core-project-templates:jira-core-simplified-project-management

Jira Project Type Key: business

Project Manager Role Type: YP\_RL\_0001

SAP S/4HANA Cloud Last Request Date: 1970-01-01T00:00:00

Figure 4.3.4.2.7 Configuring Replicate Projects from S4HANA Cloud Public Edition to Jira More

The description of each of the fields in Figure 4.3.4.2.7 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Create Project Customer Exit Enabled	<p>Indicates whether a custom Create Project Customer Exit Flow is enabled. If this is enabled, the “CustomerExit_Create_Project” Receiver must be configured.</p> <p>Valid values</p> <ul style="list-style-type: none"> <li>• true</li> <li>• false</li> </ul>	O
Customer Post-Exit Flow Enabled	<p>Indicates whether a custom Customer Post-Exit Flow is enabled. If this is enabled, the “CustomerPostExitFlow” Receiver must be configured.</p> <p>Valid values</p> <ul style="list-style-type: none"> <li>• true</li> <li>• false</li> </ul>	O
Customer Pre-Exit Flow Enabled	<p>Indicates whether a custom Customer Pre-Exit Flow is enabled. If this is enabled, the “CustomerPreExitFlow” Receiver must be configured.</p> <p>Valid values</p> <ul style="list-style-type: none"> <li>• true</li> <li>• false</li> </ul>	O

Externalized Parameter	Description	Mandatory / Optional
HTTP Session Reuse	<p>Configure the session handling scope for HTTP based endpoints. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• None - Session handling is switched off.</li> <li>• On Exchange - Each exchange corresponds to a single session (use this option for stateful services).</li> <li>• On Integration Flow - Only one session will be used across the whole integration flow (only use this option for stateless services).</li> </ul> <p>Default Value: On Exchange</p>	O
SAP S4HANA Cloud Last Request Date	<p>Initial start for the replication flow. After the first start the flow will save the latest date automatically and will use it to determine the delta for materials extract. Valid Values format:</p> <ul style="list-style-type: none"> <li>• YYYY-MM-DDTHH:MM:SS</li> </ul> <p>Example for a Valid Value:</p> <ul style="list-style-type: none"> <li>• 1970-01-01T00:00:00</li> </ul>	O
Project Manager Role Type	<p>The type for the Project Manager role. Default value:</p> <ul style="list-style-type: none"> <li>• YP_RL_0001</li> </ul>	M
Log Exception Message	<p>Indicates whether logging of Exceptions, as attachments, is enabled. Default Value: true Valid values:</p> <ul style="list-style-type: none"> <li>• true</li> <li>• false</li> </ul>	O

Externalized Parameter	Description	Mandatory / Optional
Jira Project Type Key	<p>The project type, which defines the application-specific feature set.</p> <p>Valid values:</p> <ul style="list-style-type: none"> <li>• software</li> <li>• service_desk</li> <li>• business</li> </ul>	M
Jira Project Template Key	<p>A predefined configuration for a project. The type of the <b>projectTemplateKey</b> must match with the type of the <b>projectTypeKey</b>. For a full list of available templates, check section 4.3.3.3 below.</p> <p>Examples of valid values:</p> <ul style="list-style-type: none"> <li>• com.pyxis.greenhopper.jira:gh-simplified-agility-scrum</li> <li>• com.atlassian.servicedesk:simplified-it-service-management</li> <li>• com.atlassian.jira-core-project-templates:jira-core-simplified-project-management</li> </ul>	M
Jira Preferred Project Role for User	<p>The preferred role to assign all project team members</p> <p>Examples of valid values:</p> <ul style="list-style-type: none"> <li>• Member</li> <li>• Viewer</li> </ul>	M
Jira Default Project Role for User	<p>The default role to assign all project team members, if the preferred one is not available.</p> <p>Example of a valid value:</p> <ul style="list-style-type: none"> <li>• Administrator</li> </ul>	M

#### 4.3.4.3 Jira Project Type Keys and corresponding Template Keys

Below is a list of the default Jira Project Type Keys and corresponding Template Keys that can be used in the configuration of the integration flow.

Project Type Key	Project Template Key	
business	com.atlassian.jira-core-project-templates:jira-core-simplified-content-management	
	com.atlassian.jira-core-project-templates:jira-core-simplified-document-approval	
	com.atlassian.jira-core-project-templates:jira-core-simplified-lead-tracking	
	com.atlassian.jira-core-project-templates:jira-core-simplified-process-control	
	com.atlassian.jira-core-project-templates:jira-core-simplified-procurement	
	com.atlassian.jira-core-project-templates:jira-core-simplified-project-management	
	com.atlassian.jira-core-project-templates:jira-core-simplified-recruitment	
	com.atlassian.jira-core-project-templates:jira-core-simplified-task-tracking	
service_desk	com.atlassian.servicedesk:simplified-it-service-management, com.atlassian.servicedesk:simplified-general-service-desk-it	
	com.atlassian.servicedesk:simplified-general-service-desk-business	
	com.atlassian.servicedesk:simplified-external-service-desk, com.atlassian.servicedesk:simplified-hr-service-desk, com.atlassian.servicedesk:simplified-facilities-service-desk, com.atlassian.servicedesk:simplified-legal-service-desk, com.atlassian.servicedesk:simplified-analytics-service-desk	
	com.atlassian.servicedesk:simplified-marketing-service-desk	
	com.atlassian.servicedesk:simplified-design-service-desk, com.atlassian.servicedesk:simplified-sales-service-desk, com.atlassian.servicedesk:simplified-blank-project-business	
	com.atlassian.servicedesk:simplified-blank-project-it, com.atlassian.servicedesk:simplified-finance-service-desk, com.atlassian.servicedesk:next-gen-it-service-desk, com.atlassian.servicedesk:next-gen-hr-service-desk, com.atlassian.servicedesk:next-gen-legal-service-desk, com.atlassian.servicedesk:next-gen-marketing-service-desk, com.atlassian.servicedesk:next-gen-facilities-service-desk, com.atlassian.servicedesk:next-gen-general-it-service-desk, com.atlassian.servicedesk:next-gen-general-business-service-desk	
	com.atlassian.servicedesk:next-gen-analytics-service-desk, com.atlassian.servicedesk:next-gen-finance-service-desk, com.atlassian.servicedesk:next-gen-design-service-desk, com.atlassian.servicedesk:next-gen-sales-service-desk	
	software	com.pyxis.greenhopper.jira:gh-simplified-agility-kanban, com.pyxis.greenhopper.jira:gh-simplified-agility-scrum, com.pyxis.greenhopper.jira:gh-simplified-basic, com.pyxis.greenhopper.jira:gh-simplified-kanban-classic, com.pyxis.greenhopper.jira:gh-simplified-scrum-classic

Figure 4.3.4.3.1 Default Jira Project Type Keys and Corresponding Templates

#### 4.3.4.4 Important note on the bidirectional mapping of projects

Currently, the Jira Project key is appended to the Project Description field in SAP S/4HANA Cloud Public Edition. Because this field has a limited length, if the description is too long, the Jira Project may overwrite a part of the original text.

The key itself is prefixed with "JK:" to facilitate its identification.

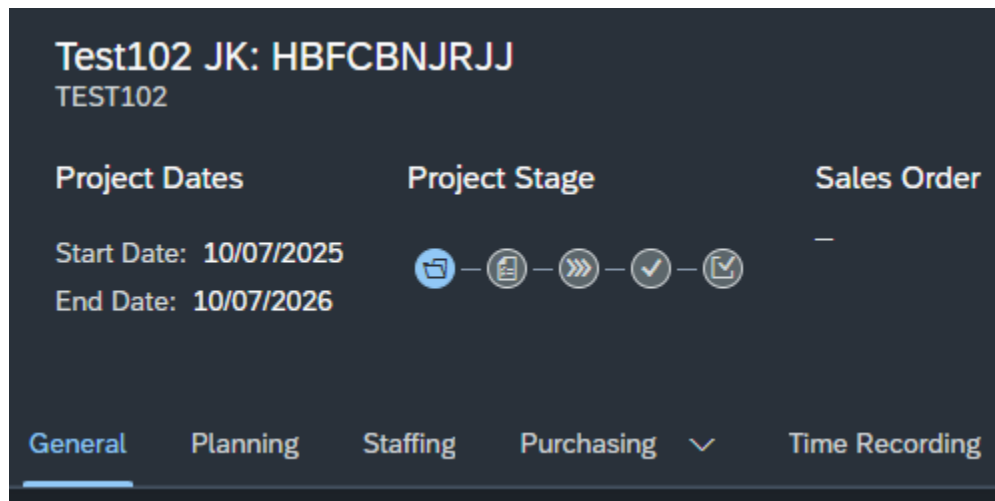


Figure 4.3.4.4.1 Example Project updated with a Jira Project Key

#### 4.3.4.5 Extending the Integration Flows with Customer Exit

To extend integration flows with custom logic, use the Customer Exit feature. To ensure successful project replication, any modifications to the message payload must conform to the required structure. Therefore, the final step in your custom logic **must** be the externalized mapping artefact `Create Jira Project Message Mapping`.

#### 4.3.5 Replicate WBS Elements from S4HANA Cloud Public Edition to Jira

This integration allows replication of Work Packages of Enterprise and Professional Services Projects from SAP S/4HANA Cloud Public Edition as custom issue field options in Jira. It is scheduled based on business needs.

The figure below depicts the business process that is implemented:

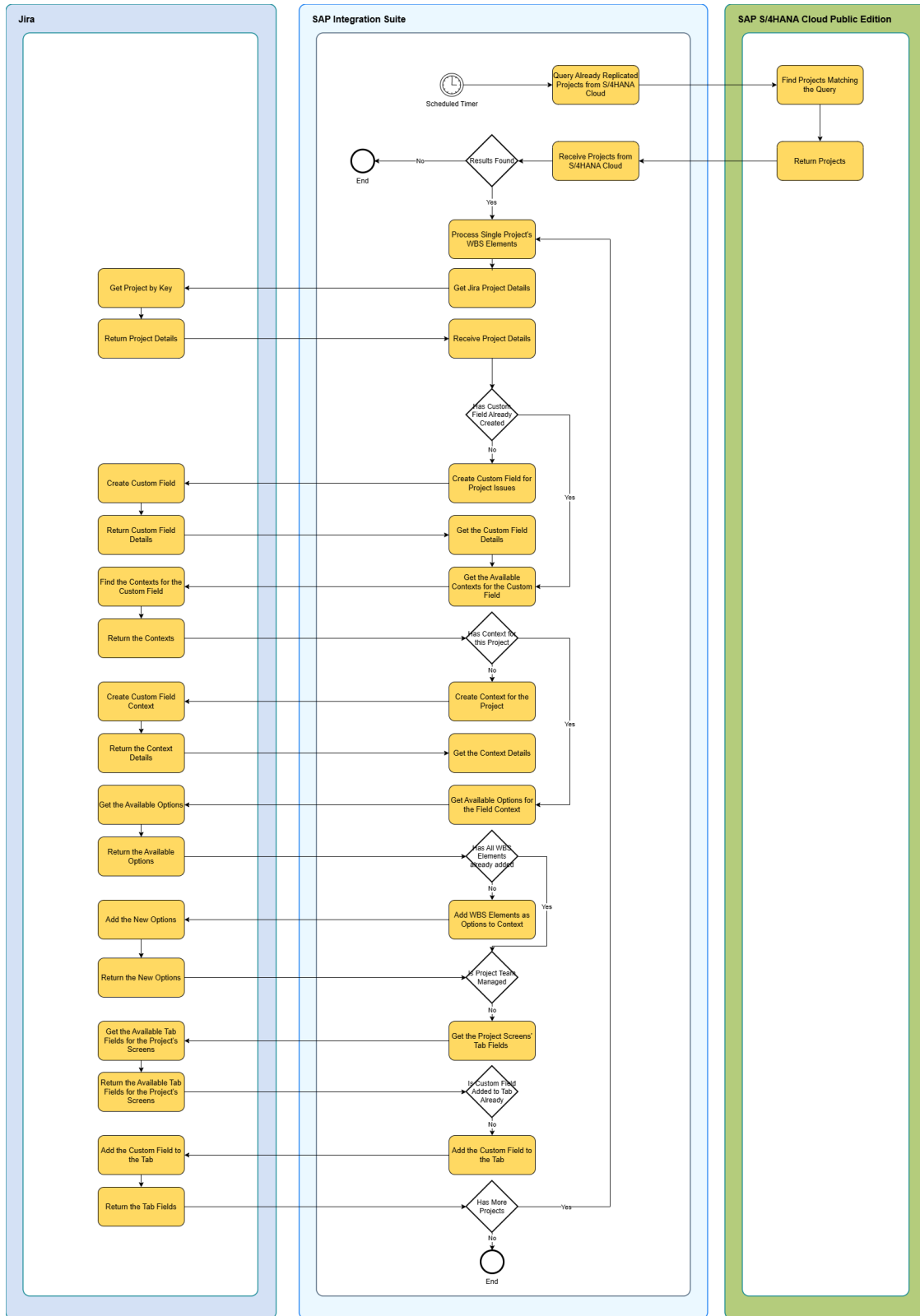


Figure 4.3.5.1 Replicate WBS Elements from S4HANA Cloud Public Edition to Jira

### 4.3.5.1 Prerequisite

The following actions must be taken as a prerequisite:

- Deploy the security artifacts that are required during the configuration of the Integration Content.
- Ensure projects are already replicated by using the Replicate Projects from S4HANA Cloud Public Edition to Jira flow

### 4.3.5.2 Configuration

Follow the steps below to configure the Integration Flow:

- Open the “Replicate WBS Elements from S4HANA Cloud Public Edition to Jira”
- Configure the flow as follows:

Configure "Replicate WBS Elements from S4HANA Cloud Public Edition to Jira"

---

**Timer**   Receiver   More

Timer: Start Timer 1 [StartEvent\_4] ⓘ

Basic    Advanced

**Frequency**

Enter As: Simple Schedule ▾

Repeat: Daily ▾

Every: 1 ▾ Days

**Time Range**

Start Date and Time: 2025-10-24 07:00 🗓

End Date and Time: 2025-11-23 07:00 🗓

Time Zone: ( UTC 0:00 ) Greenwich Mean Time(Etc/GMT) ▾

Throw exception on schedule expiry

Figure 4.3.5.2.1 Configuring Replicate WBS Elements from S4HANA Cloud Public Edition to Jira Timer

The description of each of the fields in Figure 4.3.5.2.1 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Timer	Configure the timer as per business operation needs	M

Configure "Replicate WBS Elements from S4HANA Cloud Public Edition to Jira"

Timer Receiver More

Receiver: S4HANA\_Get\_Projects

Adapter Type: HCIOData

Connection

Address: {{SAP S/4HANA Cloud Base Url}}/sap/opu/odata/sap/API\_ENTERPRISE\_PROJECT\_SRV;v=0002/

SAP S/4HANA Cloud Base Url: https://xxxxxxx.s4hana.cloud.sap/ ⓘ

Proxy Type: Internet ⓘ

Authentication: Basic ⓘ

Credential Name: s4hana\_credentials ⓘ

CSRF Protected:  ⓘ

Reuse Connection:  ⓘ

Figure 4.3.5.2.2 Configuring Replicate WBS Elements from S4HANA Cloud Public Edition to Jira S4HANA Receivers

The description of each of the fields in Figure 4.3.5.2.2 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
SAP S/4HANA Cloud Base URL	Specify the SAP S/4HANA Cloud API Base URL Example: https://xxxxxxx-api.s4hana.cloud.sap/	M
SAP S/4HANA Cloud Authentication Mode	Authentication method that you want to use for connecting to the OData V2 service.	M
SAP S/4HANA Cloud Credential Name	Specify the name/alias of the deployed User Credentials Security Material that holds the username and password used to authenticate with SAP S/4HANA Cloud	M

Externalized Parameter	Description	Mandatory / Optional
SAP S/4HANA Cloud Proxy Type	The type of proxy you want to use for establishing connection with the OData V2 service. Default value: Internet	O
Location ID	It is visible only when On-Premise is selected for Proxy type. Used to connect Cloud SAP Connector with your account.	O
SAP S/4HANA Private Key Alias	It is visible only when Client Certificate is selected for Authentication. Enter the private key alias that enables the system to fetch the private key from the keystore for authentication.	O
SAP S/4HANA Cloud CSRF Protected	Keep this option selected (default setting). It ensures that your integration flow is protected against Cross-Site-Request-Forgery, a kind of attack where a malicious party can perform harmful actions by masquerading as the logged-in user.	O
SAP S/4HANA Cloud Reuse Connection	The option is enabled by default. This option enables the reuse of connection objects from the internal connection pool, which in turn improves the network turnaround time for multiple communications to a same end point.	O

Configure "Replicate WBS Elements from S4HANA Cloud Public Edition to Jira"

Timer **Receiver** More

Receiver: JIRA\_Get\_Custom\_Fields

Adapter Type: Jira

Connection

Address: https://xxxxxxx.atlassian.net

Basic Credential Alias: jiraAccessToken

Figure 4.3.5.2.3 Configuring Replicate WBS Elements from S4HANA Cloud Public Edition to Jira Flow's Jira Receivers

The description of each of the fields in Figure 4.3.5.2.3 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Jira Base Url	Your Jira Base Url. Example of a valid value: <ul style="list-style-type: none"> <li>https://xxxxxxx.atlassian.net</li> </ul>	M
Jira Secure Material Alias	Specify the name/alias of the deployed User Credentials Security Material that holds the username and password used to authenticate with Jira Cloud API	M



Figure 4.3.5.2.4 Configuring Replicate WBS Elements from S4HANA Cloud Public Edition to Jira Flow Receiver PreExit\_IFlow

The description of each of the fields in Figure 4.3.5.2.4 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Address	Link to the Customer Pre-Exit Integration Flow. Mandatory in case "Customer Pre-Exit Flow Enabled" is set to "true" Example for Valid Values: <ul style="list-style-type: none"> <li>/generic_pre_exit_process_direct</li> </ul>	M

Configure "Replicate WBS Elements from S4HANA Cloud Public Edition to Jira"

Timer Receiver **More**

Receiver: PostExit\_IFlow

Adapter Type: ProcessDirect

Connection

Address: /generic\_post\_exit\_process\_direct

Figure 4.3.5.2.5 Configuring Replicate WBS Elements from S4HANA Cloud Public Edition to Jira Receivers PostExit\_IFlow

The description of each of the fields in Figure 4.3.5.2.5 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Address	Link to the Customer Post-Exit Integration Flow. Mandatory in case "Customer Post-Exit Flow Enabled" is set to "true" Example for Valid Values: <ul style="list-style-type: none"> <li>• /generic_post_exit_process_direct</li> </ul>	M

Configure "Replicate WBS Elements from S4HANA Cloud Public Edition to Jira"

Timer Receiver **More**

Type: All Parameters

Custom Project Filter:

Customer Post-Exit Flow Enabled: false

Customer Pre-Exit Flow Enabled: false

HTTP Session Reuse: onExchange

Log Exception Message: true

SAP S4HANA Cloud Last Reque...: 1970-01-01T00:00:00

Figure 4.3.5.2.7 Configuring Replicate WBS Elements from S4HANA Cloud Public Edition to Jira More

The description of each of the fields in Figure 4.3.5.2.7 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Custom Project Filter	<p>This can be used as an additional filter for narrowing down the Projects whose WBS elements will be processed and replicated. Example of valid values:</p> <ul style="list-style-type: none"> <li>• and Project eq 'TEST101'</li> <li>• and substringof(Project, 'TEST')</li> </ul>	O
Customer Post-Exit Flow Enabled	<p>Indicates whether a custom Customer Post-Exit Flow is enabled. If this is enabled, the “CustomerPostExitFlow” Receiver must be configured.</p> <p>Valid values</p> <ul style="list-style-type: none"> <li>• true</li> <li>• false</li> </ul>	O
Customer Pre-Exit Flow Enabled	<p>Indicates whether a custom Customer Pre-Exit Flow is enabled. If this is enabled, the “CustomerPreExitFlow” Receiver must be configured.</p> <p>Valid values</p> <ul style="list-style-type: none"> <li>• true</li> <li>• false</li> </ul>	O
HTTP Session Reuse	<p>Configure the session handling scope for HTTP based endpoints.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• None - Session handling is switched off.</li> <li>• On Exchange - Each exchange corresponds to a single session (use this option for stateful services).</li> <li>• On Integration Flow - Only one session will be used across the whole integration flow (only use this option for stateless services).</li> </ul> <p>Default Value: On Exchange</p>	O

Externalized Parameter	Description	Mandatory / Optional
SAP S4HANA Cloud Last Request Date	Initial start for the replication flow. After the first start the flow will save the latest date automatically and will use it to determine the delta for materials extract. Valid Values format: <ul style="list-style-type: none"> <li>• YYYY-MM-DDTHH:MM:SS</li> </ul> Example for a Valid Value: <ul style="list-style-type: none"> <li>• 1970-01-01T00:00:00</li> </ul>	O
Log Exception Message	Indicates whether logging of Exceptions, as attachments, is enabled. Default Value: true Valid values: <ul style="list-style-type: none"> <li>• true</li> <li>• false</li> </ul>	O

- Save and Deploy the flow

This flow creates a new Jira project custom field, populating its options with all work packages. The implementation differs between Team-Managed and Company-Managed projects, as detailed in the following sections.

#### 4.3.5.3 Manual Addition of Custom Fields to Team-Managed Projects

Currently, the Jira Cloud API does not support the programmatic assignment of custom fields to Team-Managed projects.

Below is a guide on how this can be done manually.

- Open the Team-Managed Jira project's settings and navigate to **Fields**.

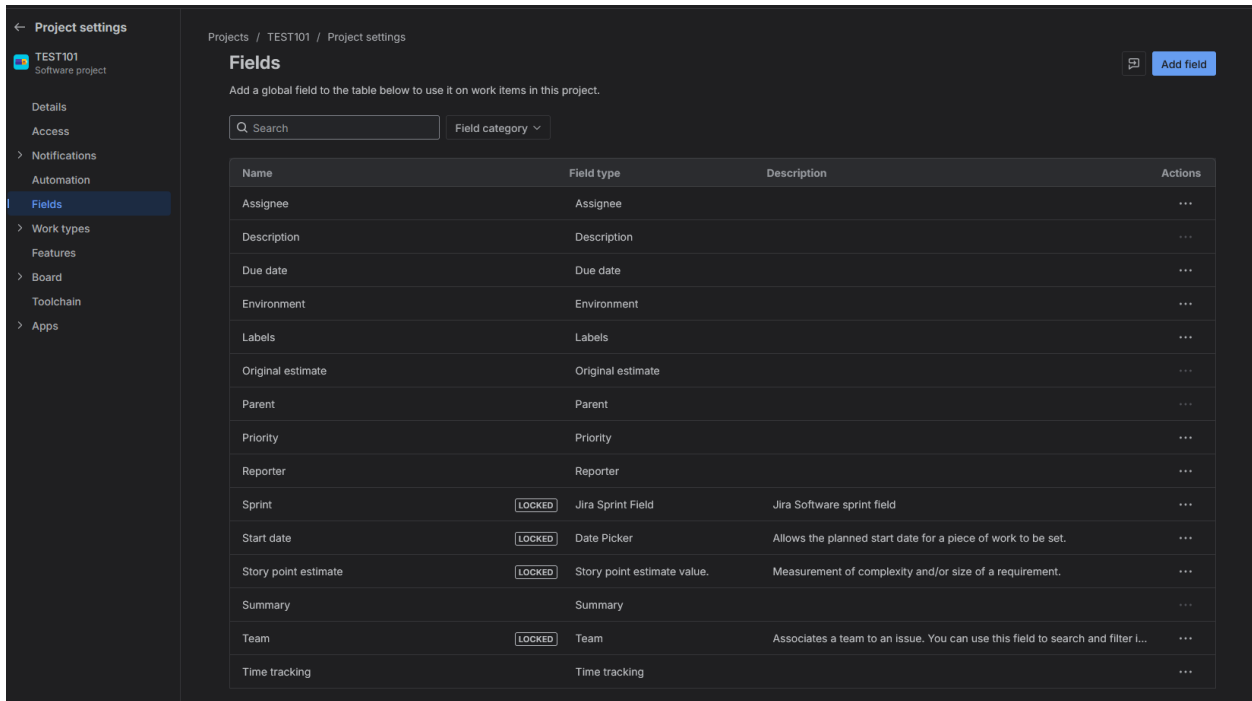


Figure 4.3.5.3.1 Jira Project Settings Fields

- Click on **Add field** and search for **WBS Elements**.

Projects / TEST101 / Project settings

### Fields

Add a global field to the table below to use it on work items in this project.

Search  Field category

Name	Field type	Description	Actions
Assignee	Assignee		...
Description	Description		...
Due date	Due date		...
Environment	Environment		...
Labels	Labels		...
Original estimate	Original estimate		...
Parent	Parent		...
Priority	Priority		...
Reporter	Reporter		...
Sprint	<input type="text" value="LOCKED"/> Jira Sprint Field	Jira Software sprint field	...
Start date	<input type="text" value="LOCKED"/> Date Picker	Allows the planned start date for a piece of wor...	...
Story point estimate	<input type="text" value="LOCKED"/> Story point estimate ...	Measurement of complexity and/or size of a re...	...
Summary	Summary		...
Team	<input type="text" value="LOCKED"/> Team	Associates a team to an issue. You can use this...	...
Time tracking	Time tracking		...

Add fields to TEST101

WBS Elements  Field category

- BG001 WBS Elements
- DLBG01 WBS Elements
- TEST101 WBS Elements
- WBS Elements

Figure 4.3.5.3.2 Jira Project Settings Add Custom Field

- Select the custom field with matching project name and click **Add 1 field**.

The screenshot displays the Jira Project Settings interface for a project named 'TEST101'. The left sidebar shows the navigation menu with 'Fields' selected. The main content area is titled 'Fields' and contains a table of existing fields. A search bar and a 'Field category' dropdown are at the top. A table lists fields with columns for Name, Field type, Description, and Actions. Some fields are marked as 'LOCKED'. On the right, a modal window titled 'Add fields to TEST101' is open, showing a search bar and a list of WBS Elements. The 'TEST101 WBS Elements' option is selected.

Name	Field type	Description	Actions
Assignee	Assignee		...
Description	Description		...
Due date	Due date		...
Environment	Environment		...
Labels	Labels		...
Original estimate	Original estimate		...
Parent	Parent		...
Priority	Priority		...
Reporter	Reporter		...
Sprint	LOCKED Jira Sprint Field	Jira Software sprint field	...
Start date	LOCKED Date Picker	Allows the planned start date for a piece of wor...	...
Story point estimate	LOCKED Story point estimate ...	Measurement of complexity and/or size of a re...	...
Summary	Summary		...
Team	LOCKED Team	Associates a team to an issue. You can use this...	...
Time tracking	Time tracking		...

Figure 4.3.5.3.3 Jira Project Settings Select Custom Field to Add to Project

- Open each **Work type** and observe the new custom field is available for addition.

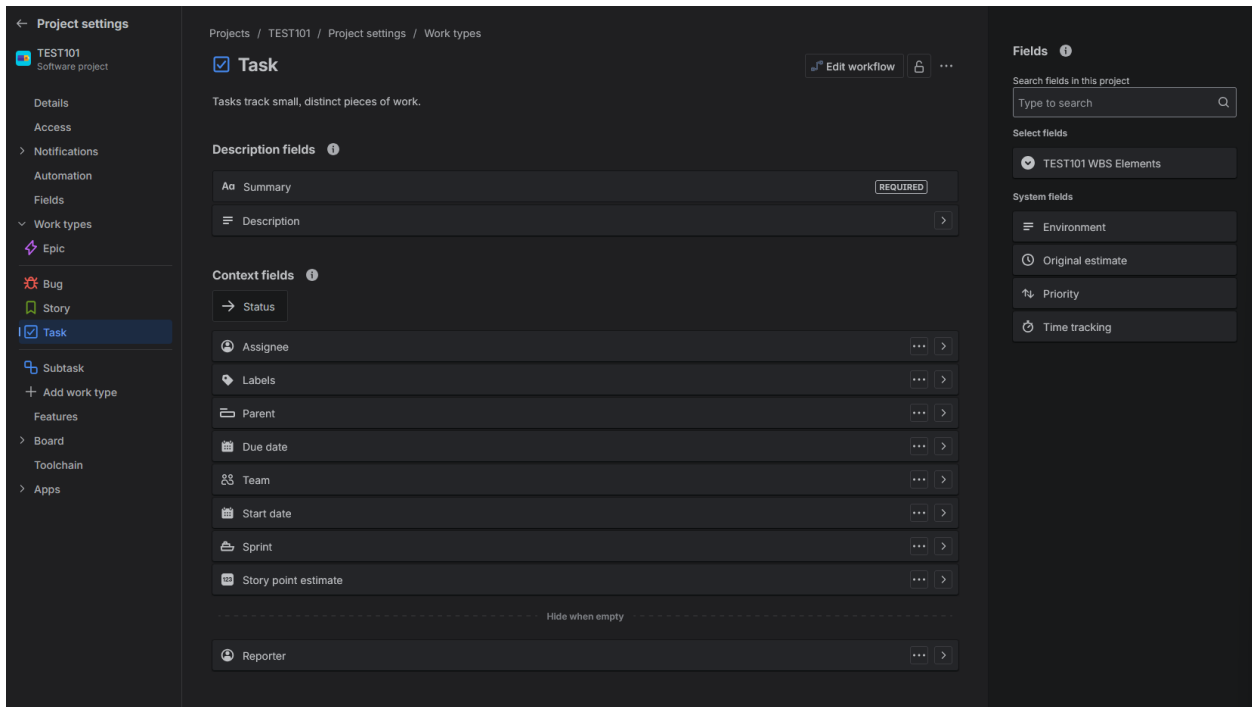


Figure 4.3.5.3.4 Jira Project Settings Custom Field Available to Add to Screen

- Drag and drop the new custom field to the preferred position in the issue screen and click **Save changes**.

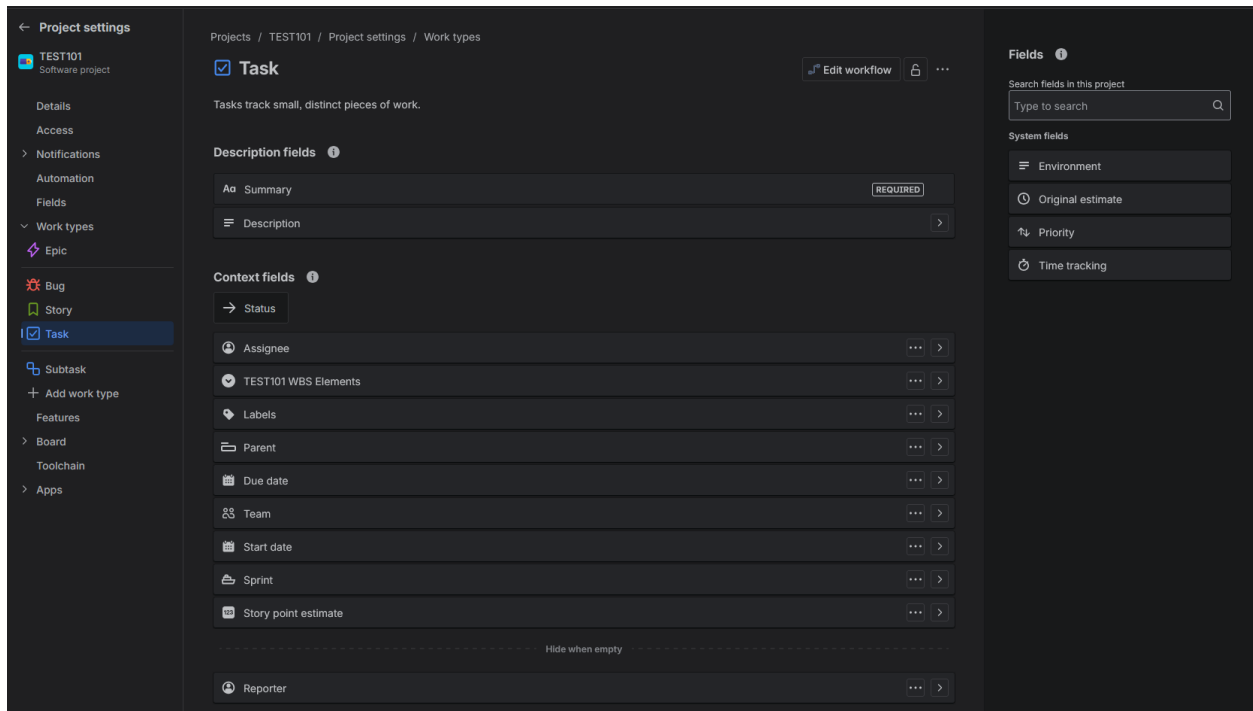


Figure 4.3.5.3.5 Jira Project Settings Place Custom Field on Issue Screen

- Open or create an issue matching the work type and observe the new custom field is visible.

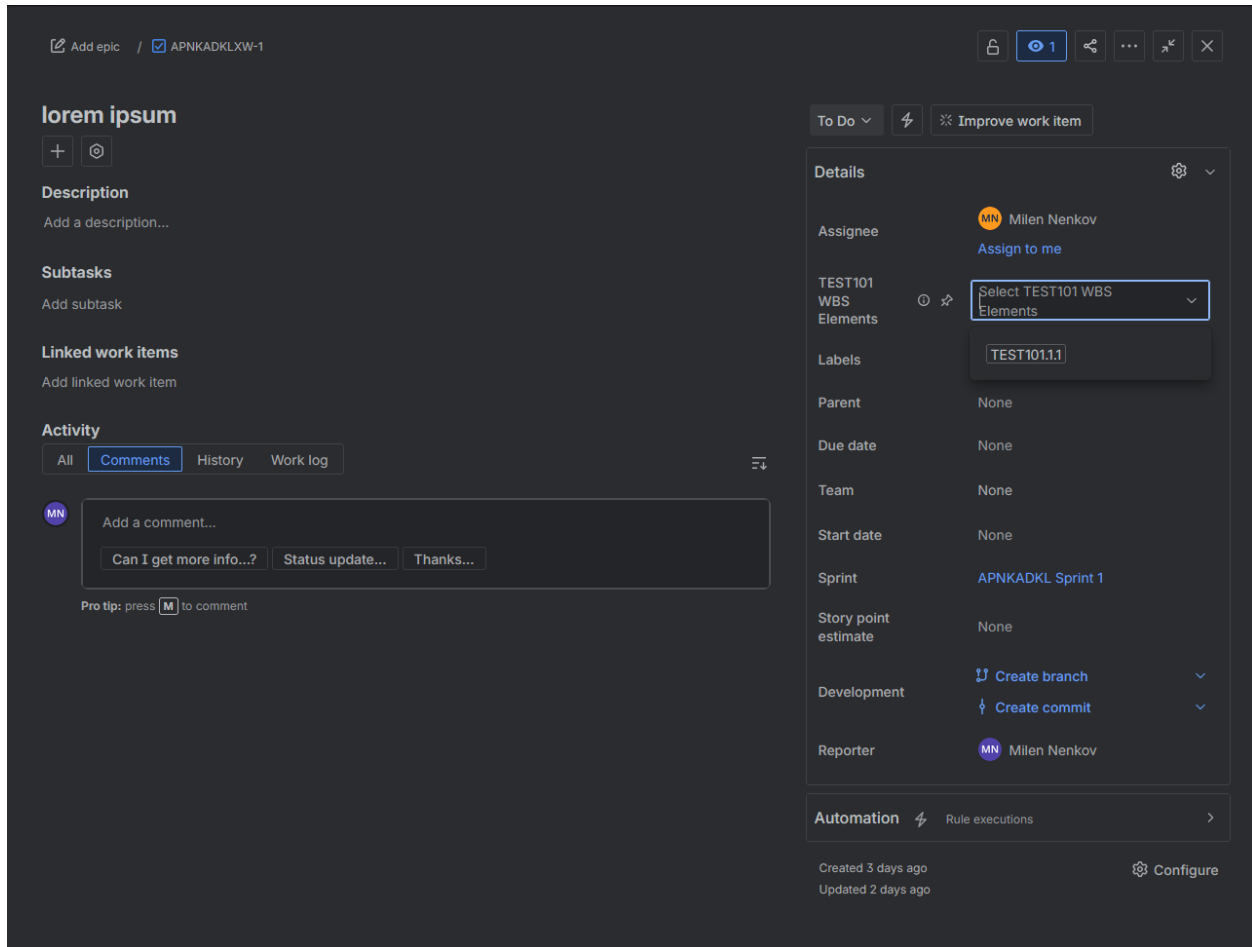


Figure 4.3.5.3.6 Jira Issue Verify Custom Field is Visible

- Repeat with the rest of the **Work types** as required.

#### 4.3.5.4 Automated Addition of Custom Fields to Company-Managed Projects

For Company-Managed Projects, the assignment of the field to project screens is automatic so there is no further steps required after the flow's execution.

#### 4.3.6 Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition

This integration allows replication of company-based and team-based project issue time records from Jira to SAP S/4HANA Cloud Public Edition to Jira. It is scheduled based on business needs.

The figure below depicts the business process that is implemented:

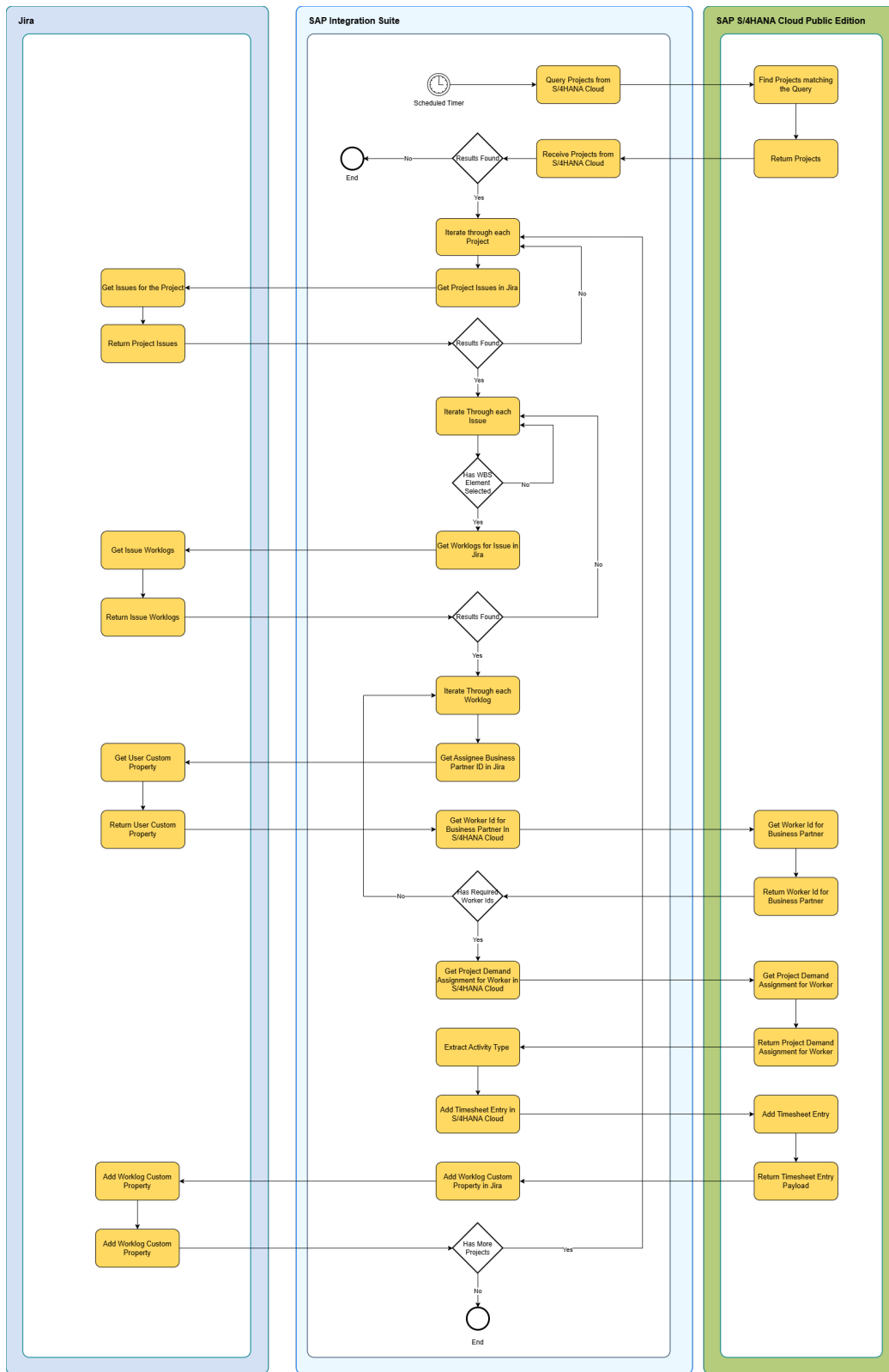


Figure 4.3.6.1 Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition

### 4.3.6.1 Prerequisite

The following actions must be taken as a prerequisite:

- Deploy the security artifacts that are required during the configuration of the Integration Content.
- Ensure projects are already replicated by using the Replicate Projects from S4HANA Cloud Public Edition to Jira flow
- Ensure WBS Elements are already replicated by using the Replicate WBS Elements from S4HANA Cloud Public Edition to Jira flow

### 4.3.6.2 Configuration

Follow the steps below to configure the Integration Flow:

- Open the “Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition”
- Configure the flow as follows:

Configure "Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition"

Timer: Start Timer 1 [StartEvent\_4]

Basic  Advanced

Frequency

Enter As: Simple Schedule

Repeat: Daily

Every: 1 Days

Time Range

Start Date and Time: Select Date and Time

End Date and Time: Select Date and Time

Time Zone: (UTC 0:00 ) Greenwich Mean Time(Etc/GMT)

Throw exception on schedule expiry

Figure 4.3.6.2.1 Configuring Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition Timer

The description of each of the fields in Figure 4.3.6.2.1 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Timer	Configure the timer as per business operation needs	M

Configure "Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition"

Timer Receiver More

Receiver: S4HANA\_Get\_Project\_Demand\_For\_Worker

Adapter Type: HCIOData

Address: {{(SAP S/4HANA Cloud Base URL)}/sap/opu/odata/sap/API\_PROJECTDEMAND/}

SAP S/4HANA Cloud Base URL: https://xxxxxxx-api.s4hana.cloud.sap/

Proxy Type: Internet

Authentication: Basic

Credential Name: s4hana\_credentials

CSRF Protected:

Reuse Connection:

Figure 4.3.6.2.2 Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition S4HANA Receivers

The description of each of the fields in Figure 4.3.6.2.2 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
SAP S/4HANA Cloud Base URL	Specify the SAP S/4HANA Cloud API Base URL Example: https://xxxxxxx-api.s4hana.cloud.sap/	M
SAP S/4HANA Cloud Authentication Mode	Authentication method that you want to use for connecting to the OData V2 service.	M
SAP S/4HANA Cloud Credential Name	Specify the name/alias of the deployed User Credentials Security Material that holds the username and password used to authenticate with SAP S/4HANA Cloud	M
SAP S/4HANA Cloud Proxy Type	The type of proxy you want to use for establishing connection with the OData V2 service. Default value: Internet	O
Location ID	It is visible only when On-Premise is selected for Proxy type. Used to connect Cloud SAP Connector with your account.	O

Externalized Parameter	Description	Mandatory / Optional
SAP S/4HANA Private Key Alias	It is visible only when Client Certificate is selected for Authentication. Enter the private key alias that enables the system to fetch the private key from the keystore for authentication.	O
SAP S/4HANA Cloud CSRF Protected	Keep this option selected (default setting). It ensures that your integration flow is protected against Cross-Site-Request-Forgery, a kind of attack where a malicious party can perform harmful actions by masquerading as the logged-in user.	O
SAP S/4HANA Cloud Reuse Connection	The option is enabled by default. This option enables the reuse of connection objects from the internal connection pool, which in turn improves the network turnaround time for multiple communications to a same end point.	O

Configure "Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition"

Timer Receiver More

Receiver: JIRA\_Get\_Project\_Info

Adapter Type: Jira

Connection

Address: https://xxxxxxx.atlassian.net

Basic Credential Alias: jiraAccessToken

Figure 4.3.6.2.3 Configuring Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition's Jira Receivers

The description of each of the fields in Figure 4.3.6.2.3 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Jira Base Url	Your Jira Base Url. Example of a valid value: <ul style="list-style-type: none"> <li>https://xxxxxxx.atlassian.net</li> </ul>	M
Jira Secure Material Alias	Specify the name/alias of the deployed User Credentials Security Material that holds the username and password used to authenticate with Jira Cloud API	M



Figure 4.3.6.2.4 Configuring Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition Flow Receiver PreExit\_IFlow

The description of each of the fields in Figure 4.3.6.2.4 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Address	Link to the Customer Pre-Exit Integration Flow. Mandatory in case "Customer Pre-Exit Flow Enabled" is set to "true" Example for Valid Values: <ul style="list-style-type: none"> <li>/generic_pre_exit_process_direct</li> </ul>	M

Configure "Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition"

Timer Receiver More

Receiver: PreExit\_IFlow

Adapter Type: ProcessDirect

Connection

Address: /generic\_pre\_exit\_process\_direct

Figure 4.3.6.2.5 Configuring Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition Receivers PostExit\_IFlow

The description of each of the fields in Figure 4.3.6.2.5 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Address	<p>Link to the Customer Post-Exit Integration Flow. Mandatory in case "Customer Post-Exit Flow Enabled" is set to "true"</p> <p>Example for Valid Values:</p> <ul style="list-style-type: none"> <li>• /generic_post_exit_process_direct</li> </ul>	M

Configure "Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition"

Timer Receiver More

Type: All Parameters

Activity Type: T001

Custom Project Filter:

Customer Post-Exit Flow Enabled: false

Customer Pre-Exit Flow Enabled: false

Log Exception Message: true

SAP S4HANA Cloud Last Request Date: 1970-01-01T00:00:00

Working Hours Per Day: 8

Working Week: MON,TUE,WED,THU,FRI

Figure 4.3.6.2.7 Configuring Replicate Time Records from Jira to SAP S4HANA Cloud Public Edition More

The description of each of the fields in Figure 4.3.6.2.7 is presented in the table below.

Externalized Parameter	Description	Mandatory / Optional
Activity Type	<p>The activity type classifies the activities performed within a company by one or several cost centers. Default value : T001 Example of valid values:</p> <ul style="list-style-type: none"> <li>• T001</li> <li>• T003</li> </ul>	O
Custom Project Filter	<p>This can be used as an additional filter for narrowing down the Projects whose WBS elements will be processed and replicated. Example of valid values:</p> <ul style="list-style-type: none"> <li>• and Project eq 'TEST101'</li> <li>• and substringof(Project, 'TEST')</li> </ul>	O
Customer Post-Exit Flow Enabled	<p>Indicates whether a custom Customer Post-Exit Flow is enabled. If this is enabled, the “CustomerPostExitFlow” Receiver must be configured. Valid values</p> <ul style="list-style-type: none"> <li>• true</li> <li>• false</li> </ul>	O
Customer Pre-Exit Flow Enabled	<p>Indicates whether a custom Customer Pre-Exit Flow is enabled. If this is enabled, the “CustomerPreExitFlow” Receiver must be configured. Valid values</p> <ul style="list-style-type: none"> <li>• true</li> <li>• false</li> </ul>	O

Externalized Parameter	Description	Mandatory / Optional
HTTP Session Reuse	<p>Configure the session handling scope for HTTP based endpoints. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• None - Session handling is switched off.</li> <li>• On Exchange - Each exchange corresponds to a single session (use this option for stateful services).</li> <li>• On Integration Flow - Only one session will be used across the whole integration flow (only use this option for stateless services).</li> </ul> <p>Default Value: On Exchange</p>	O
SAP S4HANA Cloud Last Request Date	<p>Initial start for the replication flow. After the first start the flow will save the latest date automatically and will use it to determine the delta for materials extract. Valid Values format:</p> <ul style="list-style-type: none"> <li>• YYYY-MM-DDTHH:MM:SS</li> </ul> <p>Example for a Valid Value:</p> <ul style="list-style-type: none"> <li>• 1970-01-01T00:00:00</li> </ul>	O
Log Exception Message	<p>Indicates whether logging of Exceptions, as attachments, is enabled. Default Value: true Valid values:</p> <ul style="list-style-type: none"> <li>• true</li> <li>• false</li> </ul>	O

Externalized Parameter	Description	Mandatory / Optional
Working Hours Per Day	<p>Stores the S/4HANA working hours per day setup. Needs to align with the "Working hours per day" setup in Jira.</p> <p>Default Value: 8</p> <p>Valid values:</p> <ul style="list-style-type: none"> <li>• 6</li> <li>• 8</li> </ul>	O
Working Week	<p>Stores the S/4HANA working week setup. The number of listed days should sum up to the number configured for the "Working days per week" in Jira.</p> <p>Default Value: MON,THU,WED,THU,FRI</p> <p>Valid values:</p> <ul style="list-style-type: none"> <li>• MON,THU,WED,THU,FRI if the Jira property is set to 5</li> <li>• MON,THU,WED,THU if the Jira property is set to 4</li> </ul>	O

- Save and Deploy the flow