



# Jira Adapter for SAP Integration Suite

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# Content

- 1 Introduction..... 3
  - 1.1 Objective..... 3
  - 1.2 Coding Samples..... 3
  - 1.3 Internet Hyperlinks..... 3
  - 1.4 Overview ..... 3
  - 1.5 Features ..... 4
- 2 Installation and Configuration ..... 5
  - 2.1 Prerequisite ..... 5
  - 2.2 Procedure ..... 5
    - 2.2.1 Adapter Installation by Creating a New Integration Flow ..... 5
    - 2.2.2 Adapter Installation without Creating a New Integration Flow ..... 6
- 3 Getting Started: Jira Adapter ..... 8
  - 3.1 Architecture Overview ..... 8
  - 3.2 Application Configuration..... 8
  - 3.3 Authentication ..... 9
    - 3.3.1 Creating Credentials in Security Material ..... 9
  - 3.4 Operation Details..... 10
- 4 Jira Adapter Configuration..... 11
  - 4.1 Receiver Adapter..... 11
    - 4.1.1 General..... 11
    - 4.1.2 Connection Tab..... 11
    - 4.1.3 Processing Tab ..... 12
- 5 Jira Adapter Operations ..... 15
  - 5.1 Create issue (/rest/api/2/issue) ..... 15
  - 5.2 Get issue (/rest/api/2/issue/:issueIdOrKey) ..... 16
  - 5.3 Update comment (/rest/api/2/issue/:issueIdOrKey/comment/:id) ..... 16
  - 5.4 Delete issue link type (/rest/api/2/issueLinkType/:issueLinkTypeId)..... 17
  - 5.5 Search for issues using JQL (GET) (/rest/api/2/search) ..... 18

# 1 Introduction

## 1.1 Objective

This is the official guide for the Jira Adapter for SAP Integration Suite. This guide covers all relevant information for Integration developers to start working with the Jira adapter. Read this guide carefully before using the Adapter.

## 1.2 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. The correctness and completeness of the Code given herein are not guaranteed.

## 1.3 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. The availability and the correctness of this related information or the ability of this information to serve a particular purpose are not warranted.

## 1.4 Overview

Jira is a versatile software with multiple offerings like issue tracking, bug management, and agile project management. You can centralize management of projects, time, requirements, task, bug, change, code, test, and release using a one-stop solution.

Jira Adapter can be used to implement various data solutions, a few of them are


- System Administration using Issue Tracking
- Project Management using Sprint Planning
- Service Management using Bug tracking

## 1.5 Features

- **Jira Operations Support:** Offers support for all issue tracking and project operations.
- **Ease of Access and Connectivity:** Allows you to save connection related details on the adapter, thereby providing a convenient mode for establishing connections to any external systems.
- **Dynamic configuration with headers and properties:** Assigning dynamic values to different properties allows enhanced flexibility to your integration flows. You can also refer to dynamic parameters using SAP Cloud Integration exchange headers and properties.
- **Support for JQL Query:** You can perform search operations and querying using Jira Query Language (JQL) parameters.
- **Configuration Type:** Supports **Basic** configuration type that provides a convenient processing capability for supported versions, whereas **Advanced** enables proficient users to perform calls with greater control while connecting to any API endpoint.


# 2 Installation and Configuration

This section describes the prerequisites and procedure to install the Jira adapter.


 The Jira adapter is available as part of your SAP Integration Suite license.

## 2.1 Prerequisite

Before you start using the adapter, you must deploy it to your SAP Integration Suite tenant.

 The Jira adapter is available as part of your Standard license for SAP Integration Suite. For more information, see [SAP Note](#).

## 2.2 Procedure

 The below installation procedure is compatible with Apache Camel 2, Apache Camel 3, and Edge Integration Cell (EIC) platform.

You can deploy the adapter using the following methods:

### 2.2.1 Adapter Installation by Creating a New Integration Flow


The Jira adapter is available for selection in the receiver adapter list and can be deployed in the **Design** tab directly as you use it in an Integration flow.


#### Purpose

To install an adapter for use in your Integration flow.

#### Procedure

Go to **Design** workspace and select the integration package where you want to create a new Integration flow.

1. Click **Edit** to make the package editable.
2. Go to the **Artifacts** tab. Click **Add** and select **Integration Flow**.
3. Enter the **Name** and **ID** for your flow. Additionally, select **Runtime Profile** from the drop-down and choose **Sender** and **Receiver** systems from the list . Finally, click **Add** to create the integration flow.
4. Go to the newly created integration flow and click **Edit** to make it editable.

5. In the integration flow, click **End** to add a **Connector**  between the **End** and the **Receiver Box**. A drop-down with the available adapters appears. The **Jira** adapter should show up in the list.
6. Select the **Jira** adapter from the list. The adapter is now imported which *triggers* an adapter deployment. Once the Jira Adapter is deployed, a success message is *displayed*.

After the above steps are done, the Jira Adapter is successfully deployed in your Design workspace of the SAP Integration Suite tenant.

## 2.2.2 Adapter Installation without Creating a New Integration Flow



The following procedure describes how the Jira adapter is migrated from the Discover workspace to the Design workspace of the SAP Integration tenant.

This method is useful for scenarios where integration flow packages are migrated from development to a higher environment such as Production. The Jira adapter can be imported into the Design workspace without creating an integration flow. Use the Transport Management Service (TMS) to import/transport the Jira adapter to a higher environment. Alternatively, if the TMS is not available in the landscape, the adapter package can be imported into the Design workspace by copying it from the Discover workspace.

### Purpose

To import the Jira adapter to **Design** workspace by copying the integration package from **Discover** workspace.

### Procedure

1. Go to **Discover** workspace.
2. In the search box, search for **Jira adapter for SAP Integration Suite** package.
3. Select the package and click **Copy**.  
This copies the package from the Discover workspace to Design workspace.
4. Go to Design workspace and select the copied **Jira adapter for SAP Integration Suite** package.
5. In the **Actions** tab of the selected package, click **Deploy**.

This completes the adapter deployment to **Design** workspace.

After the adapter deployment is complete, you can check the status in the **Monitor** section.

### Purpose

To check the status of the deployed adapter.

## Procedure

1. Under the **Monitor** tab, click **Integrations and APIs**. This opens the **Overview** page.
2. On the **Overview** page, go to **Manage Integration Content** section and click **All**. This opens **Integration Content** page with a list of all the deployed adapters.
3. Here, you can check and confirm the deployment status of your adapter.

The screenshot shows the 'Manage Integration Content' page for a 'Jira' integration. The page is divided into two main sections: a table of integration content on the left and a detailed view of the selected 'Jira' adapter on the right.

**Integration Content (752)**

Filter by Name or ID

Name	Status
Jira Integration Adapter	Started

**Jira** [Undeploy](#) [Download](#)

Deployed On: Aug 28, 2024, 19:17:02 ID: Package:  
Deployed By: Version: 1.0.0

[Status Details](#) [Artifact Details](#)

The Integration Adapter is deployed successfully.

**Artifact Details**

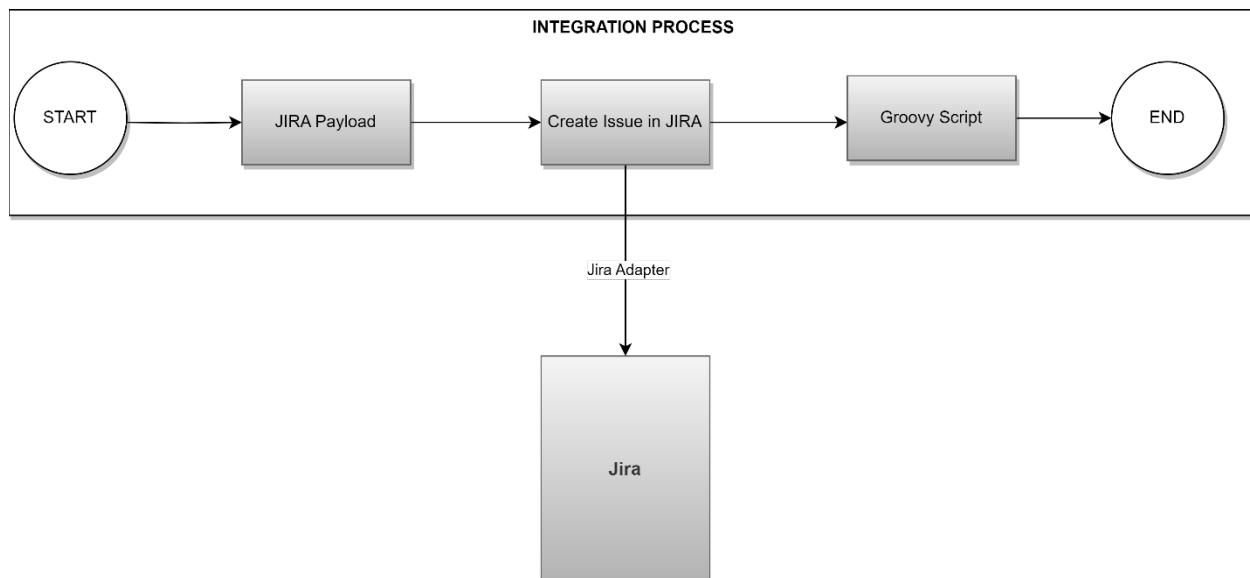
Vendor:

# 3 Getting Started: Jira Adapter

Before you start using the adapter, you can get to know underlying [Architecture](#) for the adapter and [Application Configuration](#) for Jira.

## 3.1 Architecture Overview

The Jira adapter is designed to be employed as a receiver adapter. In such a scenario, SAP Integration Suite acts as the initiator of the calls.



You can perform the standard CRUD operations using your Jira Adapter. For more information about the supported operations, see [Operation Details](#).

## 3.2 Application Configuration

You need to create an Atlassian account to utilize the Jira offering provided by Atlassian.

- For an introduction to Jira, see [Sign up to Jira](#).
- To configure Jira and set up the application, see [Getting Started with Jira](#).
- You need the following JIRA details handy
  - Jira endpoint URL: `https://<org-domain>.atlassian.net` (Contact your JIRA administrator if you can't find this)
  - To create an API token, see [Creating API Tokens](#). This is required while creating a User Credential.

## 3.3 Authentication

To enable **Basic** authentication, you need to specify user credentials that are required to connect to the Jira endpoint and deploy the attributes.

Before setting up the authentication, you must create the user credentials in **Security Material** in SAP Integration Suite.

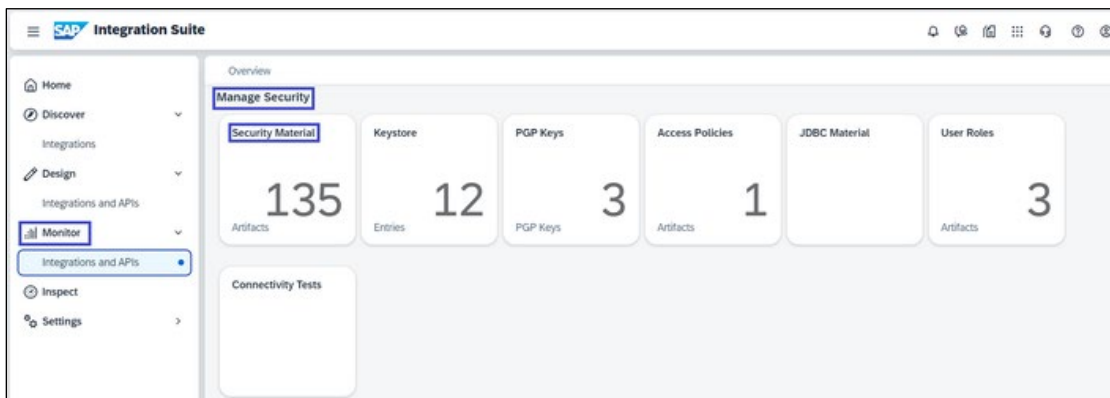
### 3.3.1 Creating User Credentials in Security Material

#### Purpose

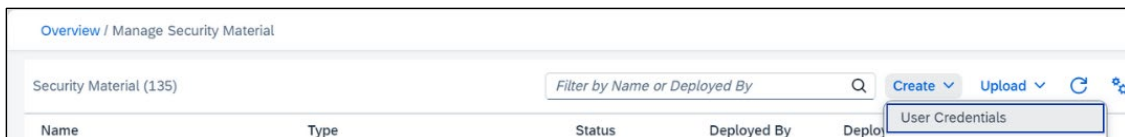
To create credentials in **Security Material** for authentication.

#### Procedure


1. In SAP Integration Suite, navigate to **Monitor > Integrations and APIs**. This opens the **Overview** page.
2. On the **Overview** page, go to **Manage Security** section and click **Security Material**.



3. On **Manage Security Material** page, click **Create** to select **User Credentials** from the dropdown.



4. In the **Create User Credentials** popup, provide the below details.

Field	Description
Name	Specify the name for the security artifact.  The artifact name is used as an alias for the confidential data assigned by this parameter.
Description	Enter a description for the artifact (optional).
Type	Select <b>User Credentials</b> . This allows you to configure a specific system to enable a connection with your integration flow artifact.
User	Specify the username used to invoke the receiver system.
Password	Specify the password (token) against which the user must be authenticated.

5. Click **Deploy** to complete the process.

The Security artifact created above is used to connect to the Jira Application by configuring the **Connection tab** of the Adapter.

## 3.4 Operation Details

The following operations supported by the Jira adapter have been described in detail.

1. [Create issue \(/rest/api/2/issue\)](#)
2. [Get issue \(/rest/api/2/issue/:issueIdOrKey\)](#)
3. [Update comment \(/rest/api/2/issue/:issueIdOrKey/comment/:id\)](#)
4. [Delete issue link type \(/rest/api/2/issueLinkType/:issueLinkTypeId\)](#)
5. [Search for issues using JQL \(GET\) \(/rest/api/2/search\)](#)

# 4 Jira Adapter Configuration

This section describes the parameters to be configured for your Jira adapter. You need to configure the **Connection** and **Processing** tabs. A description and example usage for each field has been added.

## 4.1 Receiver Adapter

In this section, you will learn how to configure the Jira receiver adapter.

### 4.1.1 General

The General tab provides an overview of basic adapter information including **Channel** and **Adapter** details.

The screenshot shows the 'General' tab of the Jira adapter configuration. At the top, there are three tabs: 'General', 'Connection', and 'Processing'. Below the tabs, there is a 'Name' field with the value 'Jira'. The configuration is divided into two main sections: 'CHANNEL DETAILS' and 'ADAPTER DETAILS'. Under 'CHANNEL DETAILS', there are three fields: 'Direction' (Receiver), 'System' (Receiver), and 'Description' (Jira Data). Under 'ADAPTER DETAILS', there are three fields: 'Adapter Type' (Jira), 'Transport Protocol' (HTTPS), and 'Message Protocol' (REST).

Field	Description
Name	Specify the name of the adapter flow.
Description	Specify the description of the adapter.

### 4.1.2 Connection Tab

The Connection tab contains connection and authentication parameters for Jira. Before you set the connection details, see [Create User Credentials](#).

The screenshot shows the 'Connection' tab of the Jira adapter configuration. At the top, there are three tabs: 'General', 'Connection', and 'Processing'. Below the tabs, there is a 'CONNECTION DETAILS' section. It contains several fields: 'Address' (https://rste.atlassian.net), 'Authentication' (Basic), 'Basic Credential Alias' (header.Creds), 'Reuse connection' (checkbox), 'Connection Timeout (in ms)' (60000), and 'Response Timeout (in ms)' (60000).

The connection tab contains the following fields:

Field	Description
<b>Address</b>	Specify the login endpoint to your Jira endpoint url. Example: <code>https://your-domain.atlassian.net</code>
<b>Authentication</b>	Select an authentication method. <b>Basic</b> uses basic authentication to connect to the Jira endpoint with a username and password.
<b>Basic Credentials Alias</b>	Specify the user credentials to be stored as a security artifact in <b>Security Material</b> .
<b>Reuse Connection</b>	Enable to reuse the connection. 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.
<b>Connection Timeout (in ms)</b>	Specify the maximum waiting time (in milliseconds) for the connection to be established. Example: 6000
<b>Response Timeout (in ms)</b>	Specify the maximum waiting time (in milliseconds) for a response message. Example: 6000

## 4.1.3 Processing Tab



The Processing tab contains the operational configurations for the Jira adapter. A sample screenshot for Create Issue operation is provided below.

The screenshot displays the 'Jira' configuration window with the 'Processing' tab selected. The configuration is as follows:

- Configuration Type:** Basic
- API Version:** v2
- Entity:** Issues
- Operation:** Create issue (/rest/api/2/issue)
- Query Parameters:** updateHistory=true
- Request Headers:** (empty)
- Response Headers:** \*

The **Processing** tab contains the following fields:

Field	Description
<b>Configuration Type</b>	Select the required configuration type: <ul style="list-style-type: none"><li>• <b>Basic</b> to use the dropdowns and parameter text fields.</li><li>• <b>Advanced</b> to provide the relative URL.</li></ul>
<b>API Version</b>  (Only available when the <b>Configuration Type</b> is <b>Basic</b> )	Select the API version of the Jira Adapter.
<b>Entity</b>  (Only available when the <b>Configuration Type</b> is <b>Basic</b> )	Select the type of entity in Jira.
<b>Operation</b>  (Only available when the <b>Configuration Type</b> is <b>Basic</b> )	Select the operation to be performed.
<b>HTTP Method</b>  (Only available when the <b>Configuration Type</b> is <b>Advanced</b> )	Select the required HTTP method from the available dropdown: <ul style="list-style-type: none"><li>• <b>DELETE</b></li><li>• <b>GET</b></li><li>• <b>PATCH</b></li><li>• <b>POST</b></li><li>• <b>PUT</b></li></ul>
<b>Relative URL</b>  (Only available when the <b>Configuration Type</b> is <b>Advanced</b> )	Specify the relative endpoint, excluding the Host.  Example: <code>rest/api/2/issue/\${header.var1}</code>
<b>Resource Parameters</b>	Specify the parameter Name and Value in case resource path includes parameters.  Example: Set <b>Name</b> to <code>propertyKey</code> and <b>Value</b> to 23434

Field	Description
<b>Query Parameter</b>	Specify the expression containing the query parameter and value. Example: <code>fields=summary,comment&amp;properties=*all</code>
<b>Attachment</b>	Specify the file containing the attachment. Example: <code>attach0.xml</code>
<b>Start At</b>	Specify the index of the first item returned in the page. A value of 0 indicates start from the first page. Example: 5
<b>Max Results</b>	Specify the maximum number of items that a page can return. Each operation can have a different limit for the number of items returned and these limits may change without notice. Example: 45
<b>JQL Query</b>	Specify the value of the Jira Query Language parameters. Example: <code>created &gt;= -30d AND project = STP ORDER BY created DESC</code>
<b>Request Headers</b>	Specify a list of custom headers, separated by a pipe ( ), to be sent to the target system. Use an asterisk (*) to send all custom headers to the target system.   All Camel-specific headers and HTTP protocol headers except "date" are excluded by default even if you specify them.
<b>Response Headers</b>	Specify a list of headers, separated by a pipe ( ), coming from the target system's response to be received in the message. Use an asterisk (*) to receive all the headers from the target system, which is also the default value.   All Camel-specific headers and HTTP protocol headers except "date" are excluded by default even if you specify them.

# 5 Jira Adapter Operations

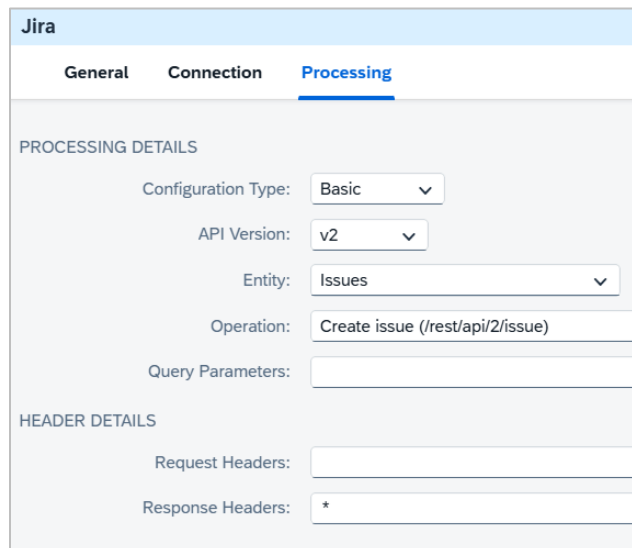
This section describes some standard operations supported by the Jira adapter.

## 5.1 Create issue (/rest/api/2/issue)

Create issue allows you to create a Jira issue. You can define the summary and description of the issue inside fields in the payload/body.

You can perform this operation using Basic or Advanced configuration type.

a) Basic:



The screenshot shows the 'Jira' configuration interface with the 'Processing' tab selected. The 'PROCESSING DETAILS' section includes the following fields:

- Configuration Type: Basic (dropdown)
- API Version: v2 (dropdown)
- Entity: Issues (dropdown)
- Operation: Create issue (/rest/api/2/issue) (text input)
- Query Parameters: (empty text input)

The 'HEADER DETAILS' section includes the following fields:

- Request Headers: (empty text input)
- Response Headers: \*

A sample payload is given below for reference:

```
{
  "fields": {
    "project": {
      "key": "TEST"
    },
    "summary": "REST ye merry gentlemen.",
    "description": "Creating of an issue using project keys and issue type names using the REST API",
    "issuetype": {
      "name": "Bug"
    }
  }
}
```

b) Advanced:

The screenshot shows the 'Jira' configuration interface with the 'Processing' tab selected. Under 'PROCESSING DETAILS', the 'Configuration Type' is set to 'Advanced', the 'HTTP Method' is 'POST', and the 'Relative URL' is '/rest/api/2/issue/'. The 'Query Parameters' field is empty. Under 'HEADER DETAILS', the 'Request Headers' field is empty, and the 'Response Headers' field contains an asterisk (\*).

You can use the a similar payload as shown for Basic configuration.

## 5.2 Get issue (/rest/api/2/issue/:issueIdOrKey)

Get Issue returns the details for an existing Jira issue. You must specify the "id of the issue" using the **Resource Parameters** option. Set Name to `issueIdOrKey` and Value to `<idoftheissue>`. Use `fields=summary,comment` to get selected fields from the issue and `properties=*all` to fetch all the issue properties for the issue.

The screenshot shows the 'Jira' configuration interface with the 'Processing' tab selected. Under 'PROCESSING DETAILS', the 'API Version' is 'v2', the 'Entity' is 'Issues', and the 'Operation' is 'Get issue (/rest/api/2/issue/:issueIdOrKey)'. Under 'Resource Parameters', there is a table with two rows: one for 'Name' and 'Value', and another for 'issueIdOrKey' with the value '6832'. The 'Query Parameters' field contains 'fields=summary,comment&properties=\*all'.

Name	Value
issueIdOrKey	6832

## 5.3 Update comment

(/rest/api/2/issue/:issueIdOrKey/comment/:id)

You can update a comment using this operation. You must specify the `issueIdOrKey` for the issue and `id` of the comment to be updated. You can define the content of the comment by using `body` and appropriate `visibility` in the payload or body.

The screenshot shows the 'Processing' tab of a Jira API configuration. Under 'PROCESSING DETAILS', the 'API Version' is set to 'v2', the 'Entity' is 'Issue comments', and the 'Operation' is 'Update comment (/rest/api/2/issue/:issueIdOrKey/comment/:id)'. The 'Resource Parameters' section contains a table with three rows: 'Name', 'Value', and 'Value'. The first row has 'Name' as 'issuelIdOrKey' and 'Value' as '3243'. The second row has 'Name' as 'id' and 'Value' as '6832'. Below this, there are fields for 'Query Parameters', 'Request Headers', and 'Response Headers'.

Name	Value
issuelIdOrKey	3243
id	6832

```
{
  "body": "Issue has been temporarily put on Hold.",
  "visibility": {
    "identifier": "Administrators",
    "type": "role",
    "value": "Administrators"
  }
}
```

## 5.4 Delete issue link type (/rest/api/2/issueLinkType/:issueLinkId)

This Delete issue link type allows you to delete an existing issue link type. You can specify the `issueLinkId` of the issue link type to be deleted using **Resource Parameters** option.

Jira

General Connection **Processing**

PROCESSING DETAILS

API Version: v2

Entity: Issue link types

Operation: Delete issue link type (/rest/api/2/issueLinkType/:issueLinkTypeId)

**Resource Parameters:**

<input type="checkbox"/>	Name	Value
<input type="checkbox"/>	issueLinkTypeId	3243

Query Parameters:

HEADER DETAILS

Request Headers:

Response Headers: \*

## 5.5 Search for issues using JQL (GET) (/rest/api/2/search)

You can search for issues using **JQL Query** using `status = "To Do"` and `summary ~ "Issue Creation"` and `description ~ "Order entry fail."`

To fetch required fields, use **Query Parameters** option using `fields=summary,description&properties=id,key`.

Also, the length of the search result set can be modified using **Start At** and **Max Results** fields.

Jira

General Connection **Processing**

PROCESSING DETAILS

API Version: v2

Entity: Issue search

Operation: Search for issues using JQL (GET) (/rest/api/2/search)

Query Parameters: fields=summary,description&properties=id,key

JQL Query: status = "To Do" and summary ~ "Issue Creation from CPI N" and description ~ "Order entry fails when selecting supplier."

Start At: 5

Max Results: 45

HEADER DETAILS

Request Headers:

Response Headers: \*