

Install and configure the Jira Cloud Integration

How to configure the Jira Cloud integration for Stack Overflow for Teams Enterprise.

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[PDF VERSION](#)

Tags | [Jira](#) | [Integrations](#) |

Applies to: Free Basic Business Enterprise

ADMIN PRIVILEGES REQUIRED

This documentation is for **Stack Overflow for Teams Enterprise**. Free, Basic, and Business users can access their documentation [here](#). [Find your plan](#).

Overview

Stack Overflow's Jira Cloud integration sets up two-way communication between your Stack Overflow for Teams Enterprise (SOE) site and Jira Cloud. In Jira, the integration allows you to search your SOE content from within an issue. In SOE, Jira issues will unfurl in questions and answers. This integration requires that Jira Cloud have access to the SOE server, which may require security rules to permit that traffic.

NOTE: The Jira integration works only with Jira Cloud. It will not work with Jira on-premises installations.

THIS ARTICLE APPLIES TO STACK OVERFLOW FOR TEAMS ENTERPRISE ONLY.

Other Stack Overflow for Teams users should read [this article](#) instead. [Find your plan](#).

Install or update the Jira Cloud integration

Follow the step-by-step process below to install or update the SOE Jira Cloud integration. The remainder of this article explains the process in more detail.

1. Navigate to <https://marketplace.atlassian.com>.
2. Click your profile image in the upper right-hand corner, and then click **Manage vendor account**.
3. Click your Stack Overflow app on the "Apps" tab.
4. Click **Create version**.
5. Select **Provide a URL to your artifact (.jar, .obr, .jwb or JSON descriptor)**.
6. Click **Enter URL**.
7. Enter `https://[your_site]/integrations/jira/atlassian-connect.json` and click **Upload**.
8. Click **Save as private**.
9. You should see a page that lists all of the app versions. Click **View app**.

10. Click **Get it now**.
11. Click the **copy to clipboard** icon at the end of the first sentence.
12. Go to your Jira Cloud instance. Click the **Gear icon** in the upper right-hand corner, then click **Apps**.
13. Click **Manage apps**.
14. Click **Upload app** and input the URL you copied in step 11. Your app should be updated.

Prerequisites

The integration relies on Jira being able to send data to your SOE site, and vice-versa. Since this integration is two-way, it's a requirement that Jira can initiate a connection to your SOE site and trust the `https://` connection.

Ensure your SOE site will allow incoming `https://` connections on the below routes:

- `/integrations/jira/installed`
- `/integrations/jira/uninstalled`

NOTE: Your site must secure both endpoints with a CA-issued certificate.

Configure SOE

Next, you'll configure settings on both Atlassian.com and SOE. We recommend having each open in a separate browser tab or window so you can easily switch between them.

1. In SOE, click **Admin Settings** then **Jira**. Click **On** to enable the integration.

Jira Integration

Create a Jira app that connects to Stack Overflow Enterprise. [Read the setup guide.](#)

☒ On ☐ Off **Enable Jira integration**

App descriptor
This is automatically generated. You only need to manually set this if you're reinstalling your Jira app.

App descriptor URL
Paste this into Atlassian Marketplace when publishing the app.

Atlassian JavaScript Client Library URL (all.js)
See [Jira Cloud's JavaScript API reference](#) for more info

[Save settings](#)

We will collect your personal data when you enable the integration. Please review our [privacy policy](#).

2. Go to [https://\[your_site\]/integrations/jira/atlassian-connect.json](https://[your_site]/integrations/jira/atlassian-connect.json) and verify that you can view the JSON file contents. Check also with your IT or security team to make sure external sites can access the URL. Atlassian will need to access this URL to download the JSON configuration file.

Configure Jira

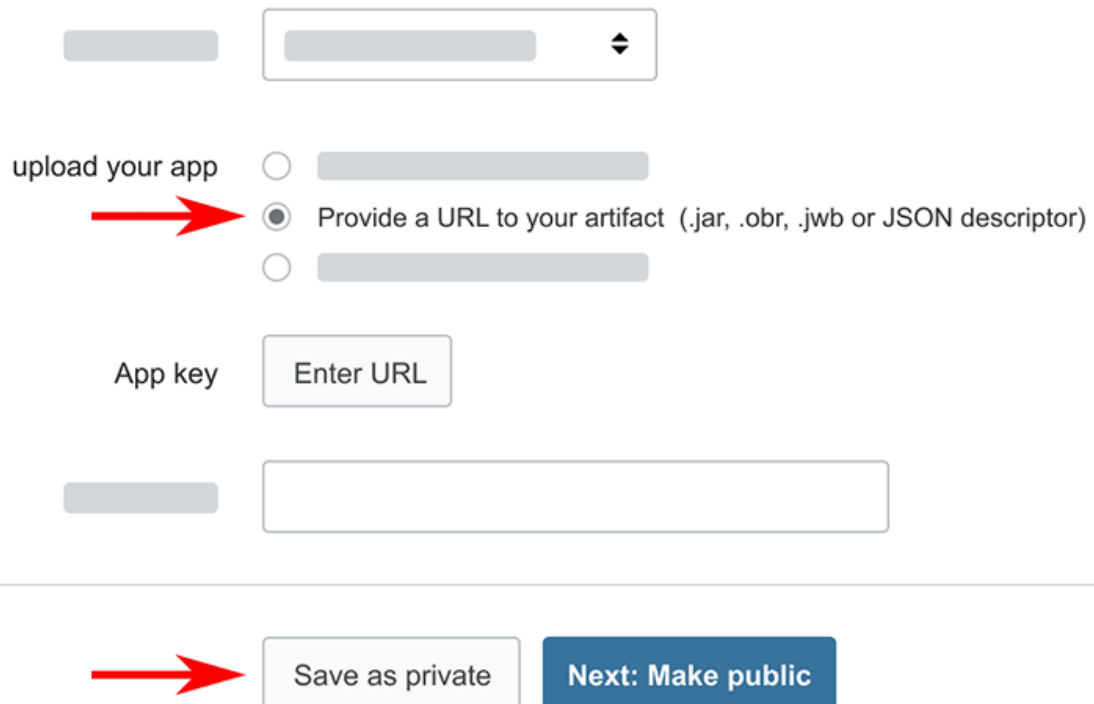
Next, you'll publish a private app on the Atlassian Marketplace.

1. Log into the [Atlassian Marketplace](#) with your Atlassian account and create a [Vendor account](#) if you don't already have one.
2. Click on your profile in the upper-right of the screen and select **Publish a new app** from the menu.



3. Select **Provide a URL to your artifact (.jar, .obr, .jwb or JSON descriptor)**.
4. Choose the **Provide a URL** option and paste the URL of your atlassian-connect.json (e.g. [https://\[your_site\]/integrations/jira/atlassian-connect.json](https://[your_site]/integrations/jira/atlassian-connect.json)).
5. Click **Save as private**. Many of the form fields will automatically populate.

Publish a new app



The screenshot shows a form titled "Publish a new app". At the top, there are two input fields. Below them, the "upload your app" section has three radio buttons. The first is empty, the second is selected and pointed to by a red arrow, and the third is empty. The selected option is "Provide a URL to your artifact (.jar, .obr, .jwb or JSON descriptor)". Below this, there is an "App key" label and a button labeled "Enter URL". At the bottom, there are two buttons: "Save as private" (pointed to by a red arrow) and "Next: Make public".

upload your app

☐ ☐ ☒ Provide a URL to your artifact (.jar, .obr, .jwb or JSON descriptor) ☐

App key

6. Enter a **Name**. This can be anything you want (it's only displayed on Atlassian.com).

7. Click **Add compatibility** and add an entry for **Jira Cloud**. Enable both **Jira Software** and **Jira Service Management** compatibility.

Publish a new app

upload your app

☐☒ Provide a URL to your artifact (.jar, .obr, .jwb or JSON descriptor)☐

App key

Enter URL

App key

Name

Stack Overflow Enterprise

Compatible application

Jira Cloud

Any

Add compatibility ▾

Build number

Save as private

Next: Make public

8. Click **Save as private**. This will bring you to the Manage App page.

9. Select the Private Listings tab at the top and copy either of the the installation URLs shown (for example: <https://marketplace.atlassian.com/files/1.0.0-AC/artifact/descriptor//atlassian-connect.json>).

Your App Name

Versions

Details

Active installations

Private listings

Private listings

Use the [installation URL](#) to upload your private app. To get started, paste the url into your application instance. [🔗](#)

Now you're signed up as a vendor with Atlassian, and have published a private app.

Next, we'll add the private app to the Jira Cloud instance.

1. Go to your Jira Cloud instance and select **Jira Settings, Apps**, then **Manage Apps**.

Jira Software

Manage apps

Apps

Manage Apps

User-installed apps

Settings

2. Click **Settings** at the bottom and check the box to **Enable Private Listings**. Click **Apply** to save this setting.

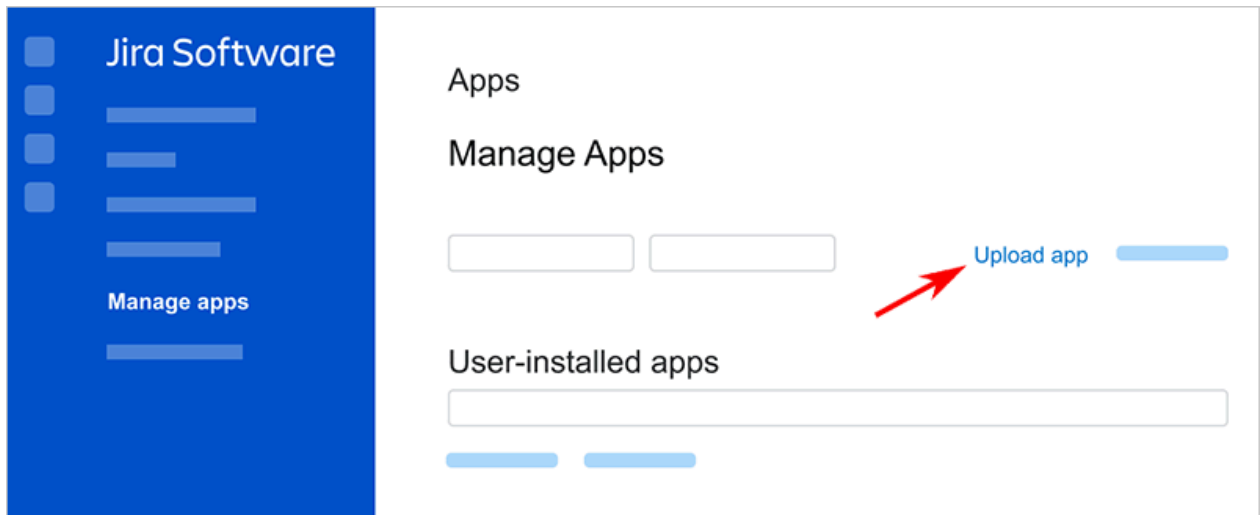
Settings

☒ Enable private listings

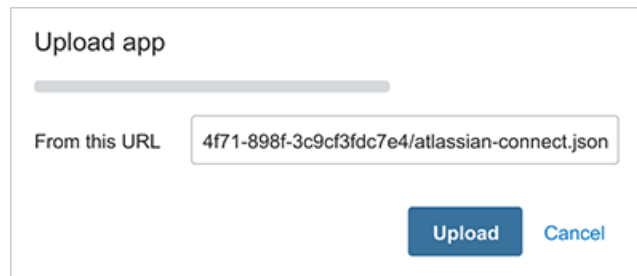
☐

Apply

3. After refreshing the "Manage Apps" page, an **Upload app** link will appear on the right.



4. Click **Upload app** and paste the installation URL from your private app on the Atlassian Marketplace. Click **Upload** to start the installation.



5. Click **Get started** to connect Jira and SOE.

Your SOE site should now integrate with your Jira Cloud instance. You can confirm this on your SOE site at [https://\[your_site\]/integrations/embedded/jira/post-install](https://[your_site]/integrations/embedded/jira/post-install).

Troubleshooting

If you need help troubleshooting this integration, [reach out to support](#). Let us know where in the process you are, what error you're seeing, and what you expected to see instead. Also, it's helpful to know if there are deviations from the instructions above, and why they were necessary. As this is an integration with Jira Cloud, we don't control the entire flow and you may have to coordinate with Jira Cloud support as well for a full resolution of an issue.