



Administration of easyBI for Jira Server

Jānis Baiža



Have you tried
to disable and
re-enable it?

Jānis Baiža



Community Day
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**Configuration
options**

**Administration
screens**

eazyBI log files

easyBI product family



easyBI Cloud



Private easyBI



easyBI for Jira



easyBI for Confluence

easyBI product family



easyBI for Jira Cloud
easyBI for Confluence Cloud

easyBI Cloud



easyBI for Jira Server
easyBI for Confluence Server

Private easyBI

Configuration options

Configuration options

Database connection

Additional

Advanced settings

Child process and DC

Export to PDF

easyBI settings

General

Database connection parameters

easyBI will store its data in a separate database. [Read more about specifying database connection parameters](#) in the help page.

Database type*

-- select database type --

Host*

localhost

By default will connect to localhost

Port

Do not specify if the default port is used

Database*

eazybi_jira

Please use a dedicated database for easyBI. It should be owned by the following username.

Username*

eazybi_jira

At first create this user in the database server with permission to create the specified database

Password

Enter a user password or leave blank if no password is used

Edit database advanced settings

Child process

☐ Launch a separate [child JVM process](#) for execution of report queries

Update settings

Configuration options

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Export to PDF

easyBI settings

General

License

Additional

Advanced settings

Additional settings

Usage statistics

☒ Read more about [usage statistics](#) in the help page.

easyBI admins

easybi-admins ×

Select which Jira user groups (in addition to Jira system administrators) can perform most of easyBI administration tasks.

Update additional settings

Configuration options

Database connection

Additional

Advanced settings

Child process and DC

Export to PDF

eazyBI settings

General License Additional Advanced settings

Advanced settings

Please see the [advanced settings help page](#).

```
1 [job_queue.application_import]
2 size = 2
3 enabled_hours = "9-11,15-18"
4
5 [job_queue.regular_import]
6 disabled_hours = "9-18"
7
8 [system_event]
9 save = ["destroy", "create"]
10
11 [mondrian.profiling]
12 enable = "system_admin"
13
14
15 [source_application.google_spreadsheets]
16 client_id = "SECRET_CLIENT_ID"
17 client_secret = "CLIENT_SECRET"
18
19 [locales]
20 available_locales = ["en", "fr", "de"]
21
```

Update advanced settings

Configuration options

Database connection

Additional

Advanced settings

Child process and DC

Export to PDF

Child process

☒ Launch a separate child JVM process for execution of report queries

Port*

3801

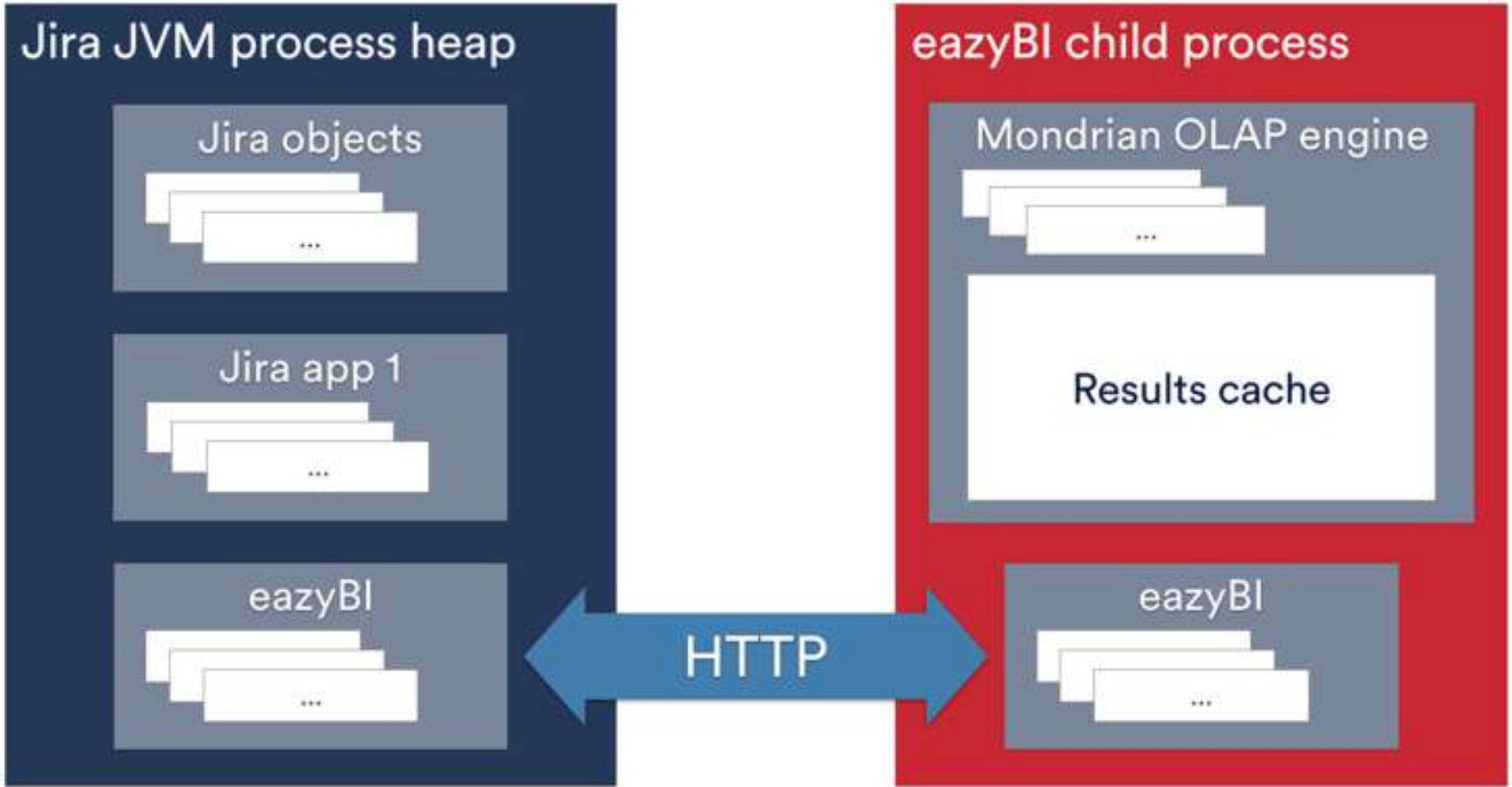
The child process will listen to incoming connections on this port

JVM options

-Xmx2g

Specify JVM memory or other options (separated by spaces). Leave empty for default options.

Update settings



Configuration options

Database connection

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Export to PDF

Edit database advanced settings

Data Center

Please read about eazyBI setup for Jira Data Center.

Dedicated nodes

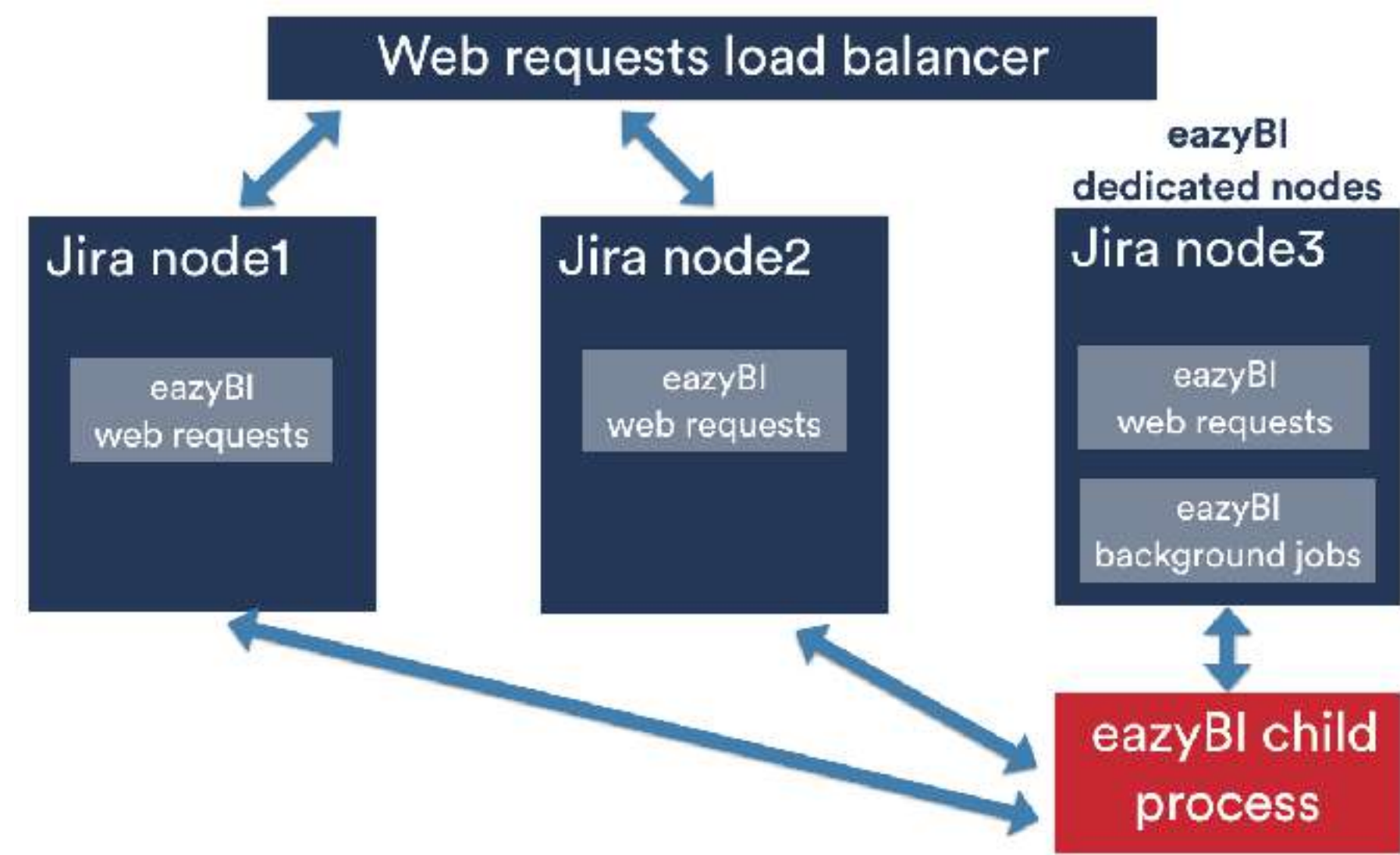
jira1 ×

Select nodes where the child process will be started and background jobs executed.

Child process

RUNNING

A separate child JVM process will be started on dedicated nodes for execution of report queries.



Configuration options

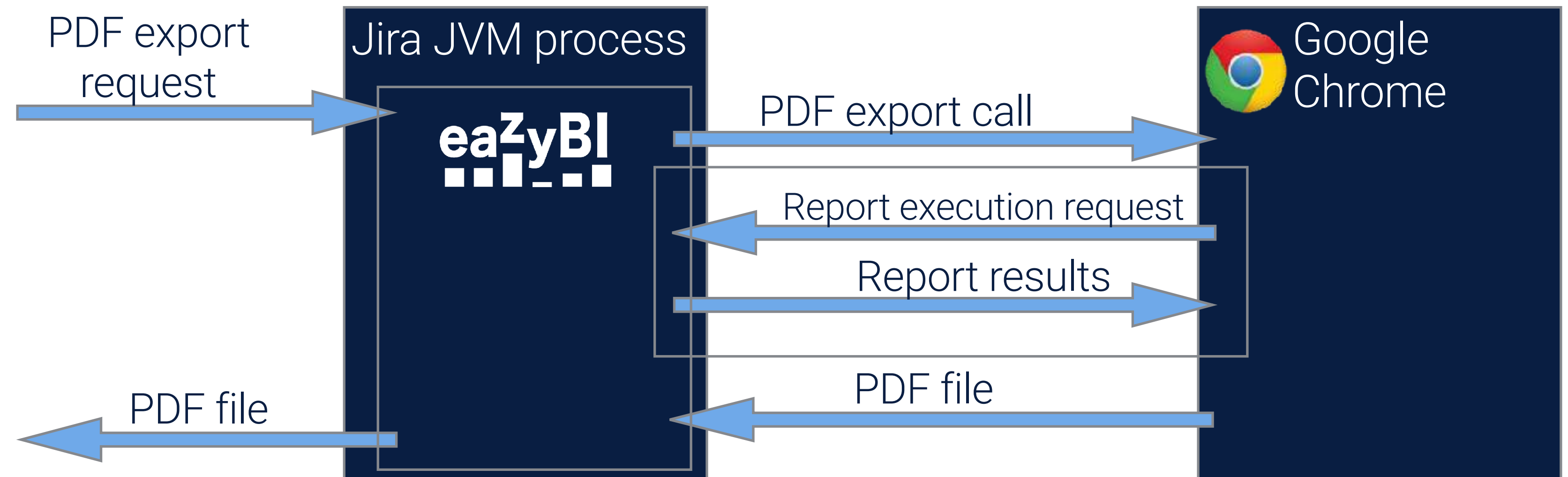
Database connection

Additional

Advanced settings

Child process and DC

Export to PDF



Administration screens

ADMINISTRATION SCREENS

Users

eazyBI user list

Access:

- Jira administrators

Users						
<input type="text"/>		Search	or	Show recently created		
Name (Email)	Created	Sign in count	Current sign in	Owned accounts		Other accounts
Anna Linda (alinda) Anna.Linda@example.com	8 days ago	528	about 5 hours ago	All together Jira		* experimental Jira
Cassy Rock (crock) Cassy.Rock@example.com	2 months ago	1	about 3 hours ago			Jira SD Jira
Constance Moon (cmoon) Constance.Moon@example.com	3 months ago	1	about 3 hours ago			Jira SD Jira
David Sand (dsand) David.Sand@example.com	6 days ago	4	about 3 hours ago	* experimental Jira CSV GoogleSheets		Bitbucket Jira
Duncan Snow (dsnow) Duncan.Snow@example.com	2 months ago	2	about 3 hours ago	REST import {REST:API}		Software {REST:API} Jira
Jānis Baiža (admin) janis.baiza@eazybi.com SYSTEM ADMIN	about a month ago	19835	less than a minute ago	Software {REST:API} Jira Xray Jira TM4J Jira		All together Jira * experimental Jira CSV

ADMINISTRATION SCREENS

All accounts

List of all eazyBI accounts

Access:

- Jira administrators
- eazyBI administrators

All Accounts

Search

or

Show recently created

Search accounts by name, description, owner, source data type or the "error" status.

Name	Owner	Created	Last import	Regular import frequency	Source Data	Data size	Reports	Actions
* experimental	David Sand (dsand)	about a year ago	5 days ago	No regular import	<div>Jira</div> <div>Excel</div>	<div>Size: 12.8 MB</div> <div>Files size: 24.6 KB</div> <div>Issues: 161</div>	144 reports 2 dashboards	...
All together	Anna Linda (alinda)	21 days ago	2 days ago	No regular import	<div>Jira</div>	<div>Size: 59 MB</div> <div>Issues: 490</div>	72 reports	...
Bitbucket	Jānis Baiža (admin)	about a month ago	about a month ago	No regular import	<div>Jira</div>	<div>Size: 7 MB</div> <div>Issues: 160</div>	8 reports	...
CSV	David Sand (dsand)	about a month ago			<div>CSV</div>	Files size: 0.1 KB		...
GoogleSheets	David Sand (dsand)	about a month ago		No regular import	<div>Google Sheets</div>	<div>Size: 176 KB</div>		...
Jira SD	Jānis Baiža (admin)	21 days ago	21 days ago	No regular import	<div>Jira</div>	<div>Size: 2.4 MB</div> <div>Issues: 109</div>	18 reports	...
Profields	Jānis Baiža (admin)	about a month ago	about a month ago	No regular import	<div>Jira</div>	<div>Size: 8.1 MB</div> <div>Issues: 160</div>	8 reports	...
REST import	Duncan Snow (dsnow)	about a month ago		No regular import	<div>{REST:API}</div>	<div>Size: 952 KB</div>		...
Software	Jānis Baiža (admin)	about a month ago	about 21 hours ago	No regular import	<div>{REST:API}</div> <div>Jira</div>	<div>Size: 76.6 MB</div> <div>Issues: 161</div>	47 reports	...
TM4J	Jānis Baiža (admin)	about a month ago	15 days ago	No regular import	<div>Jira</div>	<div>Size: 26.3 MB</div> <div>Issues: 316</div>	41 reports	...
Test	Jānis Baiža (admin)	5 days ago	3 days ago	Default (every day)	<div>Jira</div>	<div>Size: 6.2 MB</div> <div>Issues: 161</div>	18 reports	...
Xray	Jānis Baiža (admin)	23 days ago	23 days ago	No regular import	<div>Jira</div>	<div>Size: 2.8 MB</div> <div>Issues: 6</div>	8 reports	...
Zephyr	Jānis Baiža (admin)	23 days ago	23 days ago	No regular import	<div>Jira</div>	<div>Size: 8 MB</div> <div>Issues: 3</div>	6 reports	...

ADMINISTRATION SCREENS

System Events

Displays important events and errors in eazyBI.

Access:

- Jira administrators
- eazyBI administrators

System Events						
<input type="text" value="delete"/>		<input type="button" value="Search"/>				
Account / User	Name	Start	Duration (ms)	Error	Payload	
* experimental	delete.invalid_calculated_member.eazybi	3 days ago	24	Java::MondrianOlap::MondrianException: Hierarchy for calculated member '[Epic T-shirt size].[without S]' not found	> "cube_name": "Issues", "cube_id": 28, "calculated_member": { "name": "without S", "dimension": "Epic ...	
All together Jānis Baiža	destroy.cube_reports_folder.eazybi	11 days ago	0		v "cube": "Issues", "cube_reports_folder_id": 57, "cube_reports_folder_name": "Samples Jira Software", "accou... { "cube": "Issues", "cube_reports_folder_id": 57, "cube_reports_folder_name": "Samples Jira Software", "account_id": 12, "user_id": 1 } ⬇ Export definition	
All together Jānis Baiža	destroy.cube_reports_folder.eazybi	18 days ago	0		> "cube": "Issues", "cube_reports_folder_id": 41, "cube_reports_folder_name": "Samples Jira Software", "accou... ⬇ Export definition	
Software Jānis Baiža	destroy.cube_reports_folder.eazybi	18 days ago	0		> "cube": "Issues", "cube_reports_folder_id": 28, "cube_reports_folder_name": "Samples Jira Software", "accou... ⬇ Export definition	
Software Jānis Baiža	delete.invalid_calculated_member.eazybi	about a month ago	8	Java::MondrianOlap::MondrianException: Hierarchy for calculated member '[Epic Fix Version].[Test]' not found	> "cube_name": "Issues", "cube_id": 4, "calculated_member": { "name": "Test", "dimension": "Epic Fix Ve...	
Software Jānis Baiža	delete.invalid_calculated_member.eazybi	about a month ago	7	Java::MondrianOlap::MondrianException: Hierarchy for calculated member '[Epic Fix Version].[Test]' not found	> "cube_name": "Issues", "cube_id": 4, "calculated_member": { "name": "Test", "dimension": "Epic Fix Ve...	

ADMINISTRATION SCREENS




Background jobs

Information about eazyBI
background job activity

Access:

- Jira administrators
- eazyBI administrators

Job Queues							
Read the background job queues documentation to learn more about available settings.							
Queue name	Status	Size	Busy	Waiting	Processed	Failed	Advanced settings
regular_import	PAUSED	1					disabled_hours = "9-18"
application_import	ACTIVE	2	2	1	21		enabled_hours = "9-11,15-18" size = 2
file_import	ACTIVE	1					
dashboard_email	ACTIVE	1					

Account	Job type	Last import	Updated	Status	Actions
* experimental	 Jira	3 days ago	about an hour ago	⌵ Waiting in queue	Cancel import
All together	 Jira	about 2 hours ago	14 minutes ago	⌵ Imported 400 issues (100%)	Cancel import
Software	 Jira	about 2 hours ago	14 minutes ago	⌵ Imported 400 issues (22%)	Cancel import

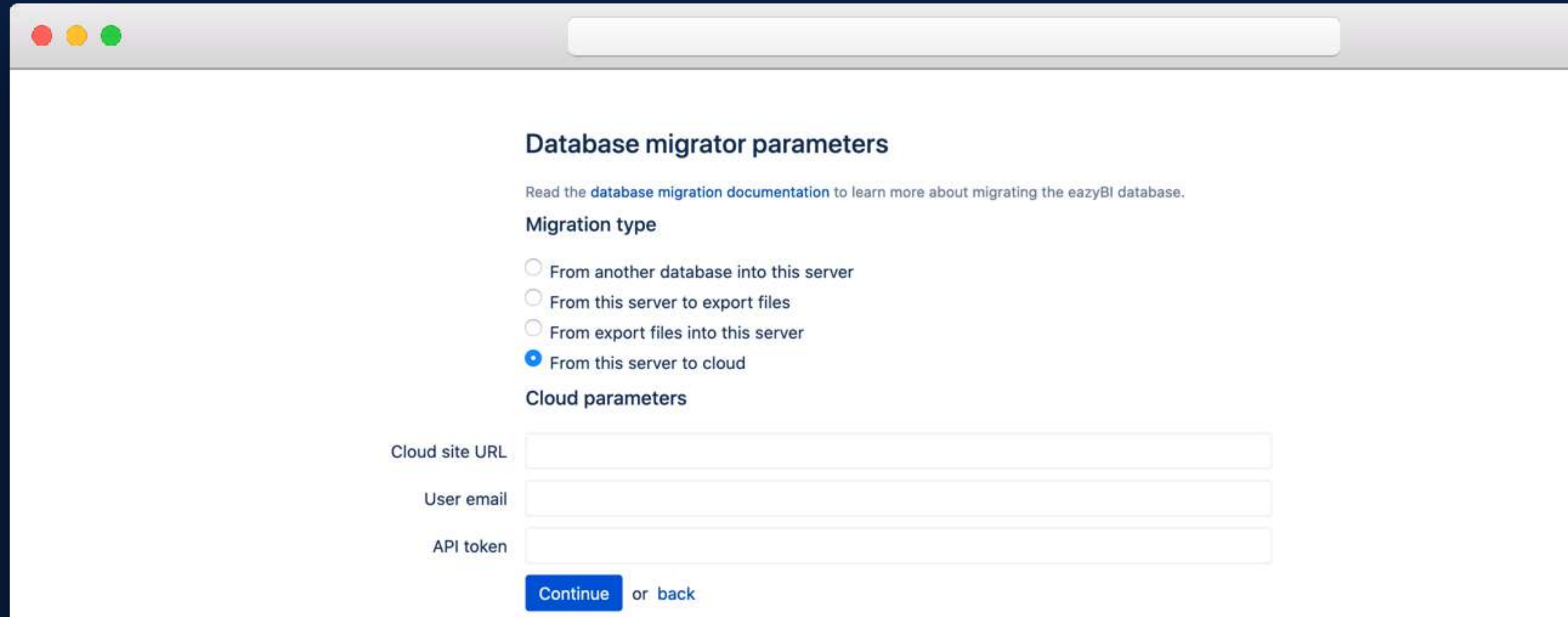
ADMINISTRATION SCREENS

Migrator

Different options to migrate
easyBI configuration between
Jira instances

Access:

- Jira administrators



The screenshot shows a web browser window with a title bar containing three colored window control buttons (red, yellow, green) and a search bar. The main content area is titled "Database migrator parameters" and includes a link to "Read the database migration documentation to learn more about migrating the easyBI database." Below this, the "Migration type" section has three radio button options: "From another database into this server", "From this server to export files", and "From export files into this server", all of which are unselected. The fourth option, "From this server to cloud", is selected with a blue dot. The "Cloud parameters" section contains three input fields: "Cloud site URL", "User email", and "API token", all of which are currently empty. At the bottom of the form, there is a blue "Continue" button followed by the text "or back".

Database migrator parameters

Read the [database migration documentation](#) to learn more about migrating the easyBI database.

Migration type

☐ From another database into this server

☐ From this server to export files

☐ From export files into this server

☒ From this server to cloud

Cloud parameters

Cloud site URL

User email

API token

[Continue](#) or [back](#)

ADMINISTRATION SCREENS

Troubleshooting

Basic information about Jira and easyBI.

Child process status, parameters and memory usage information.

Last 1000 log file lines and option to download all of them

Access:

- Jira administrators
- easyBI administrators

Troubleshooting information

Please check [Troubleshooting documentation page](#) to see more most common troubleshooting guidelines.

Server information [hide](#)

easyBI version

6.0.0-beta.9

Jira version

8.8.0

Base URL

http://jira.latest:8080

Local base URL

http://localhost:8080

Local trusted base URL

http://localhost:8080

OS version

Mac OS X 10.15.4 x86_64

Java VM name

OpenJDK 64-Bit Server VM

Java version

11.0.5

easyBI database adapter

postgresql

Database version

9.6.16

HTTP request environment [hide](#)

SERVER_NAME

jira.latest

SERVER_PORT

8080

SERVER_SOFTWARE

Apache Tomcat/8.5.42

HTTP_HOST

jira.latest:8080

HTTP_USER_AGENT

Mozilla/5.0 (Macintosh; Intel Mac OS X 10.15; rv:76.0) Gecko/20100101 Firefox/76.0

HTTP_ACCEPT

text/html,application/xhtml+xml,application/xml;q=0.9,image/webp,*/*; q=0.8

HTTP_ACCEPT_LANGUAGE

lv,en-US;q=0.7,en;q=0.3

HTTP_ACCEPT_ENCODING

gzip, deflate

HTTP_REFERER

http://jira.latest:8080/plugins/servlet/easybi/admin/background_jobs

HTTP_DNT

1

HTTP_CONNECTION

keep-alive

HTTP_COOKIE

atlassian.xsrf.token=BJR4-Z995-8LCJ-R7D3_1e97a74aa8e5fcfdca09db4a84a69706f2b2caeb_lin; JSESSIONID=FF56AD80B1D4F491578DF0CE96608010

HTTP_UPGRADE_INSECURE_REQUIREMENTS

1

STS

ADMINISTRATION SCREENS

Troubleshooting

Basic information about Jira and easyBI.

Child process status, parameters and memory usage information.

Last 1000 log file lines and option to download all of them

Access:

- Jira administrators
- easyBI administrators

Child process

RUNNING

Restart

Port

3801

JVM options

-Dcom.sun.management.jmxremote.port=7199

-Dcom.sun.management.jmxremote.authenticate=false

-Dcom.sun.management.jmxremote.ssl=false

JVM memory

Total 502 MB

Free 242 MB

Max 1024 MB

JVM process CPU load

0.02 %

Log files

Web requests

eazybi-web.log

Show last 1000 lines

Background jobs

eazybi-queues.log

Show last 1000 lines

Child process requests

eazybi-child.log

Show last 1000 lines

Child process output

eazybi-child.out

Show last 1000 lines

Download all log files

Download a zip archive of all log files from the current and previous weeks.

eazyBI log files

Log files from troubleshooting

Background jobs

Filter

Limit

Search also in previous week ☐

Use a regular expression as a filter and specify a limit how many last matching lines should be displayed.

```
2020-05-05 09:08:46 +0300 INFO: [application_import 15] account 12 : get_custom_fields
2020-05-05 09:08:53 +0300 INFO: [application_import 15] account 12 : get_jira_server_info
2020-05-05 09:08:53 +0300 INFO: [application_import 15] account 12 : import_projects D1, D2, D3, ISD, XRAY, ZEP
2020-05-05 09:08:53 +0300 INFO: [application_import 15] account 12 : import_all_components
2020-05-05 09:08:53 +0300 INFO: [application_import 15] account 12 : import_issues
2020-05-05 09:08:53 +0300 INFO: [application_import 15] account 12 : check_sprint_date_changes will check 6 sprints
2020-05-05 09:08:54 +0300 INFO: [application_import 15] account 12 : import_issues using importer max size 4, available core
2020-05-05 09:08:54 +0300 INFO: [application_import 15] account 12 : each_search_result profiling results:
2020-05-05 09:08:54 +0300 INFO: [application_import 15] account 12 : check_not_updated_issues
2020-05-05 09:08:54 +0300 INFO: [application_import 15] account 12 : import_issues using importer max size 4, available core
2020-05-05 09:08:54 +0300 INFO: [application_import 15] account 12 : each_search_result profiling results:
2020-05-05 09:08:54 +0300 INFO: [application_import 15] account 12 : get_subtasks_with_different_sprint Will re-import 0 sub
2020-05-05 09:08:54 +0300 INFO: [application_import 15] account 12 : import_issues profiling results:
2020-05-05 09:08:54 +0300 INFO: [application_import 15] account 12 : import_issues imported 0 from 484 issues (0.819 sec)
2020-05-05 09:08:54 +0300 INFO: [application_import 15] account 12 : update_issue_subtask_keys
```


Log file location

- JIRA_HOME/log
- or
- JIRA_SHARED_HOME/
log
 - eazybi-*.log*

Log file contents - web request log

- › 2020-05-03 08:36:30 +0200 INFO: [0F133183:999dd737] Started GET "/jira2/plugins/servlet/eazybi/eazy/accounts/77/dashboards/125" for 10.42.9.51 at 2020-05-03 06:36:30 +0000
- › 2020-05-03 08:36:30 +0200 INFO: [0F133183:999dd737] Processing by Eazy::DashboardsController#show as JSON
- › 2020-05-03 08:36:30 +0200 INFO: [0F133183:999dd737] Parameters: {"account_id"=>"77", "id"=>"125"}
- › 2020-05-03 08:36:30 +0200 INFO: [0F133183:999dd737] Completed 200 OK in 107ms (Views: 4.5ms | ActiveRecord: 22.3ms)
- › 2020-05-03 08:36:30 +0200 INFO: [0F133183:6f905a11] Started GET "/jira2/plugins/servlet/eazybi/eazy/accounts/77/cubes/Issues" for 10.42.9.51 at 2020-05-03 06:36:30 +0000
- › 2020-05-03 08:36:30 +0200 INFO: [0F133183:6f905a11] Processing by EazyCube::CubesController#show as JSON
- › 2020-05-03 08:36:30 +0200 INFO: [0F133183:6f905a11] Parameters: {"account_id"=>"77", "id"=>"Issues"}
- › 2020-05-03 08:36:30 +0200 INFO: [0F133183:6f905a11] Completed 200 OK in 302ms (Views: 37.6ms | ActiveRecord: 2.8ms)
- › 2020-05-03 08:36:30 +0200 INFO: [0F133183:d2c42f8a] Started POST "/jira2/plugins/servlet/eazybi/eazy/accounts/77/cubes/Issues/query" for 10.42.9.51 at 2020-05-03 06:36:30 +0000
- › 2020-05-03 08:36:30 +0200 INFO: [0F133183:d2c42f8a] Processing by EazyCube::QueriesController#create as JSON

Log file contents - background job log

- 2020-05-03 02:10:00 +0200 INFO: [application_import 30] *** SourceApplication id=30 perform_import start ***
- 2020-05-03 02:10:01 +0200 INFO: [application_import 30] account 45 : get_custom_fields
- 2020-05-03 02:10:02 +0200 INFO: [application_import 30] Dwh::OlapConnectionPool flush_unused_olap_schemas flushed 1 schema from total 1 schema (0.005 sec)
- 2020-05-03 02:10:02 +0200 INFO: [application_import 30] account 45 : get_jira_server_info
- 2020-05-03 02:10:02 +0200 INFO: [application_import 30] account 45 : import_projects PROJECT1, PROJET2, PROJECT3
- 2020-05-03 02:10:02 +0200 INFO: [application_import 30] account 45 : import_all_components
- 2020-05-03 02:10:02 +0200 INFO: [application_import 30] account 45 : import_issues
- 2020-05-03 02:10:02 +0200 INFO: [application_import 30] account 45 : check_sprint_date_changes will check 9 sprints
- 2020-05-03 02:10:03 +0200 INFO: [application_import 30] account 45 : import_issues using importer max size 4, available cores 16
- 2020-05-03 02:10:04 +0200 INFO: [application_import 30] account 45 : each_search_result (jira_search 0.065 sec, issue_as_json 0.656 sec, yield_issue 0.152 sec)
-
- 2020-05-03 02:10:04 +0200 INFO: [application_import 30] account 45 : update_duplicate_user_display_names
- 2020-05-03 02:10:04 +0200 INFO: [application_import 30] account 45 : Completed
- 2020-05-03 02:10:06 +0200 INFO: [application_import 30] *** SourceApplication id=30 perform_import done: 5.156 sec ***



Thank you!

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