

# Importing Data from CSV file

"The CSV import feature allows you to import issues from an external (issue tracking) system into Jira"

## The CSV import process consists of:

1. Preparing your CSV file.
2. Running the CSV file import wizard

## 1. Preparing your CSV file

The JIRA Importers plugin assumes that your CSV file is based off a default Microsoft Excel-styled CSV file. Fields are separated by commas and any content that must be treated literally, such as commas and new lines/carriage returns themselves are enclosed in quotes.

### CSV file requirements

In addition to being 'well-formed', CSV files have the following requirements.

#### Each CSV file must possess a heading row with a Summary column

The CSV file import wizard uses a CSV file's header row to determine how to map data from the CSV file's 2nd row and beyond to fields in JIRA.

The header row *should avoid containing any punctuation* (apart from the commas separating each column) or the importer may not work correctly.

The header row *must* contain a column for 'Summary' data.

#### Commas (as column/field separators) cannot be omitted

For example, this is valid:

```
Summary, Assignee, Reporter, Issue Type, Description, Priority
"Test issue", admin, admin, 1, ,
```

... but this is not valid:

```
Summary, Assignee, Reporter, Issue Type, Description, Priority
"Test issue", admin, admin, 1
```

## Importing attachments

You can attach files to issues created from your CSV file. To do this, specify the URL of your attachment in an 'Attachments' column within your CSV file.

```
Assignee, Summary, Description, Attachment
Admin, "Issue demonstrating the CSV attachment import", "Please check the attached image below.", https://localhost:8080/secure/attachment/imagename.png
```

## 2. Running the CSV file import wizard

**Before you begin:** If your JIRA installation has existing data — Backup your existing JIRA data.

1. Log in to JIRA as a user with the **JIRA Administrators**.
2. Select **Administration > System > Import & Export > External System Import > Import** button associated with the Comma-separated values (CSV) option to open the **CSV File import** page.
3. On the **CSV File import** page, select your **CSV Source File**.
4. Leave the **Use an existing configuration file** check box cleared.
5. Click the **Next** button to proceed to the **Setup project mappings** step of the CSV file import wizard.
6. On the **Setup project mappings** page,
  1. **Select a project.**
  2. Enter the email address domain for any new users specified in the CSV file which will be added to JIRA during the import.
  3. Specify the date format used in your CSV file. Use the syntax that complies with the [Java SimpleDateFormat](#).
7. Click the **Next** button to proceed to the **Setup field mappings** step of the CSV file import wizard.
8. On the **Setup field mappings** page, specify each **CSV Field** (determined by your CSV file's header row) you want to import into your chosen JIRA project by selecting their check boxes under the **Import** column on the left.

**Please Note:**

- At least one of these fields must contain data for JIRA's **Summary** field.
9. In the **JIRA field** column, select the JIRA fields you want to match to fields defined in your CSV file.

**Please Note:**

- The **Summary** field must be specified for one of your JIRA fields and the **Next** button will remain unavailable until you do so.
10. To modify the values of any fields' data in the CSV file *before* they are imported into JIRA, select the **Map field value** check boxes next to the appropriate fields.
  11. Click the **Next** button to proceed to the **Setup value mappings** step of the CSV file import wizard.
  12. On the **Setup value mappings** page, specify the JIRA field values for each CSV file field value.
  13. Click the **Begin Import** button when you are ready to begin importing your CSV data into JIRA. The importer will display updates as the import progresses, then a success message when the import is complete.

	Custom Field need to be created in Jira	Available fields in Jira										
<b>Jira Mapping Fields</b>	Case ID	Issue Type	Reporter	Summary	Customer Name	Priority	Assignee	Assigned Group	Date Created	Date Resolved	Labels	Description
<b>CSV Format Headings</b>	Case #,	Case Type,	Reporter,	Case Subject,	Company,	Priority,	Assigned Agent,	Assigned Group,	Created At,	Resolved At,	Labels,	Body