Action plans for atlassian technical support

Sr No	Action plan	Comments	Author

1	**Cautions needs to be taken while Fresh JIRA Installation**	1. Check OS (Linux/Window & 32/64-bit)
		2. Check JAVA version. (Avoid Java 1.8.0_25, 1.8.0_31, 1.7.0_25 and 1.7.0_45. There is a known issue with these versions, so we don't recommend running JIRA on these versions.)
		3. Check any Antivirus / Firewall exists or not. (Which needs to be **turned off while installation**)
		4. Check database server & need following within database.
		    1. **User(role)** named as "**jira**" with **encrypted password as "jira**" with **SUPERUS ER**, **CREATEDB** permissions also **i nfinite validity**.
		    2. **Database** named as "**jiradb**" with **E NCODING 'UTF8'** **owner ="jira"** & **C ONNECTION LIMIT will be -1.**
		5. Check for Supported Platforms here.
		6. Download & install JIRA here.
			Jayesh Baviskar

2	**JIRA accessibility Issue** Browser showing such error - **Unable to connect** can't establish a connection to the server	The **site could be temporarily unavailable or too busy**. Try again in a few moments. (**Server shutdown** , **Unable to ping / reach**) If you are unable to load any pages, check your **computer's network connection**. (On JIRA server try for **l ocalhost:[port number]**, like **localh ost:8080**) If your **computer or network is protected by a firewall or proxy**, make sure that browser is permitted to access the Web. (**Turn Off firewall/antivirus**)	Jayesh Baviskar
3	**JIRA Crashes Due to 'OutOfMemoryError**	1. Choose **cog Icon >System** . Select **Troubleshooting and Support > System Info** to open the System Info page. Then scroll down the page to view the Java VM Memory Statistics section and look at the memory graph during times of peak usage. 2. Determine available system memory. 3. Increase Available Memory by this.	Jayesh Baviskar
4	Listen /Understand to the problem carefully		Mahesh Karad

5	Give timelines but do not over commit,		Mahesh Karad
6	Ask general questions	Like severity of the problem	Mahesh Karad
7	Understand the problem and ask client to send the screenshots and log files		Sachin Dhamale
8	analyze the log file,	search wiki or google the occuring error,	Sachin Dhamale
9	try different solutions mentioned in the knowledge base,		Sachin Dhamale
10	If you don't get the solution then raise a ticket on answers.atlassian. com OR support.altassian.com		Sachin Dhamale
11	if error is related to OSGI cache , then clear the caches and restart JIRA		Sachin Dhamale
12	ask the customer about strength of the error	Also ask if the user has made any changes in the previous setup before the error occurred,for example changes related to database , configuration changes, UI changes, custom field changes,	Sachin Dhamale
13	**Troubleshooting of Atlassian product.**	1. Ask the end user the procedure that he followed & what error he is getting. 2. Check whether a single user is affected or all user are affected by the error. 3. Open the log file and try to recreate the error. 4. select the error message or error Id and search for the same on Atlassian Knowledge base. 5. Once you find the solution for the error please inform the user for the same and prier to applying the solution check what are the risk involved in the solution and accordingly take backup of file, database, .vm file & so on.	Satyendra Narwane