



Issue Archiver & Attachment Housekeeper

Clean up or export attachments from your Jira

The Sustainability Challenge



- It is not possible to keep on uploading files into Jira
- The disk will become full eventually
- 2 possible options
 - **Defer the problem to later** – Increase the disk storage
 - **Address the challenge now** – Implement a housekeeping policy



The Dilemma



To delete the attachments

- Lower storage costs
- Faster performance
- Less clutter for users
- Reduced maintenance downtime



To keep the attachments

- Regulatory requirements
- In case I need it
- No time to delete



Attachment Housekeeper



What it does

- Free up disk space by removing unwanted attachments from Jira issues while retaining useful issue data

How it works

- Admins can create housekeeping policies to define the criteria based on issue and attachment info
- Matching attachments are soft-deleted and can be restored
- They are permanently deleted after the retention period
- The metadata of the processed attachments is displayed in the issue view to maintain traceability






























Use Case #1 - Housekeeping Policy

Q As a Jira Admin, I want to remove the attachments from issues closed for more than 3 years

A You can define a [housekeeping policy](#) to delete attachments from associated projects

 Attachment Housekeeper Policies

Policy List Create New Policy

S/N	Policy Name	Policy Type	Associated Projects	Last Executed On	Next Expected Run	Actions
	Exclude from Housekeeping <small>DEFAULT FOR NEW PROJECTS</small>	GLOBAL	All other projects			   
1	Test Policy	GLOBAL	No associated projects	N/A	N/A	   
2	velocity	GLOBAL	DEMO, FIR, LOOKUP, NSSS, PROJA, ...	N/A	N/A	   
3	Project Policy for SAMPLEJSM	PROJECT	SAMPLEJSM	N/A	N/A	   
4	Test 7 day retention	GLOBAL	DEMO2	07/Jan/26	N/A	   
5	Project Policy for CRED	PROJECT	CRED	07/Jan/26	N/A	   

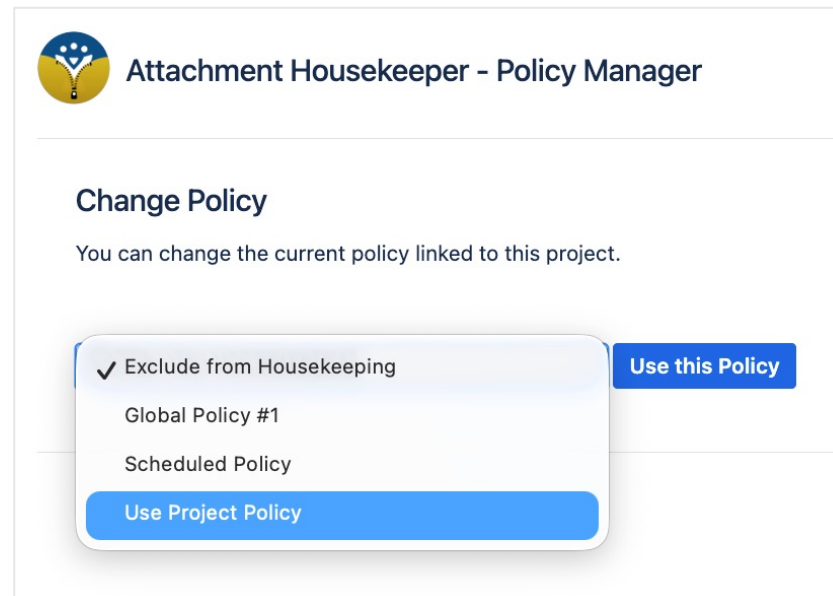
Tip: Do you really need to keep the screenshots captured as test evidences forever?



Use Case #3 - Project Policy and Exclusion

Q My project requires a different housekeeping policy for attachments

A It is possible to switch to another policy or define an independent [Project Policy](#)



Tip: Project admins can opt out of housekeeping by switching the linked policy to “**Exclude from Housekeeping**”



Use Case #4 - View Marked Attachments



Can the project users see those attachments are they are marked or housekept?



Each issue has a [Marked Attachments](#) panel which displays the metadata of all processed attachments to facilitate audit trail

▼ **Marked Attachments**

i The following attachments have been marked for deletion by a Housekeeping Policy.
Please contact your project admin or Jira admin if the attachments should not be deleted.

File	Size	Creator	Created On	Retain Until	Marked By
screenshot-2.png	6.51 KB	admin	Jun/16/2025	DELETED	Delete All
screenshot.png	8.51 KB	admin	Jun/16/2025	DELETED	Delete All
notes.txt	57.33 KB	admin	May/30/2025	Aug/09/2025	Delete All
records.xlsx	3.05 MB	admin	Jul/07/2025	Aug/09/2025	5 Year Clean Up
records.zip	1.98 MB	admin	Jul/09/2025	Aug/09/2025	5 Year Clean Up

Tip:

Marked attachments are "soft-delete". Users cannot view or download them unless they are unmarked.




Use Case #5 - Unmark Attachments



Can I restore an attachment that has been marked wrongly so that users can access it?



It is possible to [unmark attachments](#) before they are permanently deleted after the retention period



Attachment Housekeeper Marked Attachments

File Name Issue Key More than (KB) [Search](#) [Unmark Selected Attachments](#)

<input type="checkbox"/>	Attachment Name	Issue Key	Date Marked	Size	Creator	Marked by Policy	Retained Until
<input type="checkbox"/>	Letter.docx	CRED-2	17/Sep/25	12.90 KB	admin	Project Policy for CRED	24/Sep/25
<input type="checkbox"/>	report.png	CRED-2	17/Sep/25	865.75 KB	admin	Project Policy for CRED	24/Sep/25
<input type="checkbox"/>	Text Report	CRED-2	17/Sep/25	0.01 KB	admin	Project Policy for CRED	24/Sep/25

Tip: You may want to refine the Housekeeping Policy so that it does not get marked again



Use Case #6 - Automated Housekeeping



Can the attachment housekeeping be automated on a regular basis?



It is possible to [schedule policy runs](#) within the settings besides triggering runs manually

Policy Settings

Policy Name: Scheduled cleanup

Description: To be done at the end of each month

Schedule Frequency: Every 1 month
How frequently this policy should be run automatically on each project. Policies will only be run automatically if enabled by the Jira admin.

Next Expected Run: 2026-01-30
The next time this policy can be scheduled to run.

Tip:

The housekeeping is only executed during the configured off-peak hours to minimize workloads




Use Case #7 - Safety Mechanism




I am worried that people do not have time to review a lot of attachments within a short time




Beside having a [dry run mode](#), you can set a cap on the number of attachments marked per run.

 **Settings Page for Attachment Housekeeper**

Delete Attachments: 

When this is disabled, marked attachments will not be deleted after the retention period

Automatic Housekeeping: 

Allow policies to be run automatically based on their scheduled frequency. Otherwise, housekeeping can only be triggered manually by admins

Off-peak Hours: From to

The period where policies can be run automatically. The policy will be run automatically from the start hour onwards and ends once the time reaches the end hour.

Maximum Marked Attachments:

The maximum number of attachments to mark per run per project

Tip:

We recommend to increase the threshold gradually to make sure the people are confident of the housekeeping process




Use Case #8 - View Policy Runs



Can I see the number of attachments marked and disk space freed up?



The [Policy Runs](#) report provides the results of each housekeeping policy runs for each project

 Attachment Housekeeper Policy Runs

1 2 3 ... 22

Policy	Run Status	Project	By User	Start Time	Duration	Issues Scanned	Attachments Marked	Total Attachment Size
Archive Delete All	COMPLETE	ATWO	admin	Jul/10/2025	5 min(s)	4086	28920	165.05 MB
Archive Delete All	LIMIT HIT	AONE	admin	Jul/10/2025	6 min(s)	3905	50000	285.13 MB
Archive Delete All	LIMIT HIT	AFIVE	admin	Jul/10/2025	5 min(s)	2832	50000	284.67 MB
Archive Delete All	LIMIT HIT	AFOUR	admin	Jul/10/2025	5 min(s)	2905	50000	285.67 MB

Tip: You can click the link to check the Housekeeping policy configuration



How “Useful” is Your Backup?

- Have you ever tried searching for something inside your Jira backup?
- The data is stored in a format meant for machine rather than humans
 - CSV export does not show paragraphs and formatting easily
 - Database dump requires understanding of SQL
- The attachments are renamed to ID upon upload to Jira storage
 - requires mapping to the database to get the original filenames
- Time consuming to restore backup
- So, most backups are buried after creation

```
Notepad
<div>
  <h1>Heading</h1>
  <p>This is a paragraph.</p>
  <ul>
    <li>First item</li>
    <li>Second item</li>
    <li>Third item</li>
  </ul>
</div>
```

File Home Insert Draw

Heading

This is a paragraph.

- First item
- Second item
- Third item

Issue Archiver



What it does

- Provides a human-readable snapshot of issues and attachments for access without Jira
- Generates a human-readable archive for storage before permanent deletion of issues

How it works

- Admins can select the issues to archive/snapshot in bulk
- A HTML/PDF file is generated for each matching issue
- The attachments are copied into directories organized by issue keys and project keys
 - During the process, they are restored back to the original filenames
- The zip file can be shared or transferred elsewhere for long term storage





Use Case #1 - Generate Snapshots



I need a point-in-time snapshots to share the progress with our customer without Jira access



You can use the **Issue Archiver** to take a snapshot of the project into HTML format. Attachments are also copied out for future reference.

The screenshot shows the configuration interface for the Jira Issue Archiver. It includes the following fields and options:

- Mode:** Radio buttons for **Archive** – delete all archived issues and attachments and **Snapshot** – do not delete the issues and attachments.
- Name:** Text input field containing "Snapshot on".
- Setting(s):** Dropdown menu set to "Basic". Below it, a note says "Please select setting(s) to use for building the list of issue to be archived."
- Issue created from:** Date input field with "yyyy-mm-dd" placeholder.
- to:** Date input field with "yyyy-mm-dd" placeholder.
- Project(s):** Dropdown menu set to "Attachment Checker for Jira". Below it, a note says "Archiving issue from the following project(s)".
- Issue Type(s):** Dropdown menu set to "New Feature". Below it, a note says "Archiving issue from the following issue type(s)".
- Issue Status:** Empty dropdown menu. Below it, a note says "Archiving issue from the following issue status(s)".
- Output File Format:** Radio buttons for **HTML** and **PDF** – You must have the [Better PDF Exporter for Jira plugin](#) installed.
- Submit:** Button at the bottom.

Tip:

You can further fine-tune the selection criteria if you do not need the whole project



Use Case #2 - View Archives

Q I want to view the archives directly on Jira

A Use the Archive Viewer to [see past archives and their attachments](#).



Current Archive Home Directory: /var/atlassian/application-data/jira/archives/

[SAMPLEJSM-41] Photo editing software request Created: 08/Feb/24 Updated: 11/Aug/25 Resolved: 10/Feb/24

Status:	Resolved		
Project:	Sample JSM Project		
Component/s:	None		
Affects Version/s:	None		
Fix Version/s:	None		
Type:	Service Request		
Reporter:	Alana Grant	Assignee:	Unassigned
Resolution:	Done	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:

Downloadable	snapshot-attachment.png text-attachment.txt zip-attachment.zip
Attachments:	snapshot-attachment.png text-attachment.txt zip-attachment.zip

Request participants: None
Organizations: None
Groups: None

Description

Need some photo editing software for the marketing campaign.

Comments

Comment by Vincent Wong (10/Feb/24)

Hi Alana Grant,
I have purchased the software and you should receive an email in the next few minutes on how to set up the software.
- Vincent Wong

Tip: The attachments can be downloaded from links



Use Case #3 - Bulk download



I want to download all the progress reports attached to Jira issues



Generate a snapshot with those issues. The attachments can be accessed from the [downloaded zip file](#)

Archive Manager

Search in your past archives

View details of your archives

Search:

ID	Archive Request Name	Date Archived	Archived By	Details	Actions
8	Out of Office Assistant for JIRA (2012)	2017/07/21 15:58:30	Aleena Fong [Project Manager]	134 issues	Download
7	All Claims (2016)	2017/07/21 15:57:49	Jennifer Evans [HR]	34 issues	Download
6	Attachment Checker for JIRA (2016)	2017/07/21 15:57:22	Jason Dot [JIRA Administrator]	244 issues	Download
5	Attachment Checker for JIRA (2015)	2017/07/21 15:55:25	Elly Tran [System Administrator]	108 issues	Download
4	Attachment Checker for JIRA (2014)	2017/07/21 15:54:08	Jason Dot [JIRA Administrator]	4 issues	Download
3	MChart (2014)	2017/07/21 15:34:43	Alex Grant [Product Manager]	3556 issues	Download
2	MChart (2015)	2017/07/21 15:30:10	Alex Grant [Product Manager]	2982 issues	Download
1	MChart (2016)	2017/07/21 15:14:39	Alex Grant [Product Manager]	3308 issues	Download

Showing 8 of 8 records

Share your archives with Jira users

Pages: Previous 1 Next

Tip: Using Jira's native archiving feature does not help reduce disk space usage.

When to use



Attachment Housekeeper

- Running low on disk space
- Remove unnecessary attachments such as email signatures/banners
- Remove malicious or unauthorized file types
- Address GDPR requests
- Risk minimization in event of data breach
- Clean up before migration to Atlassian Cloud

Issue Archiver

- Take point-in-time snapshots
- Bulk download attachments with their original names
- Sharing to 3rd parties without Jira license
- Safekeeping before deletion in Jira





Additional Resources

- [Marketplace Listing](#)
- [User Guide](#)
- [Our Service Desk](#)
- [What type of Jira attachments can be deleted](#)
- [Different types of file attachments in Jira](#)
- [Differences between Jira issue archiving and Issue Archiver](#)



We welcome any feedback and suggestions for improvement



Other Related Apps



[Attachment Checker for Jira](#) ensures all attachment uploads are safe & acceptable. It helps to inform users of virus-infected uploads instead of missing attachments silently. It can also enforce disk usage quotas for each Jira project.



[Site Statistics for Jira](#) is a free app which tracks the growth of Jira, allowing you to understand how Jira is used. You can use it to project the growth of attachments.



[File Type Checker for Jira Cloud](#) allows you to detect unwanted file types and understand the distribution of attachments types used in your Cloud.