Audit Logs

The Audit Logs screen allows users access to exportation history, complete with exportation scope, final status, specific details on template used and many other details. These logs are created and updated along with the exportation process and are kept for 30 days after creation. This provides the ability to know at any time during this period the final status of all exportations that were attempted or concluded in the instance.

The results are automatically sorted by descending order of creation date, making it so that the most recent logs are the first to show on the page.

Details

The audit log row contains detailed information about the exportation, accessible by clicking in this icon on the left of each row. Depending on the type of exportation and its result, several items will be displayed. Possible details include errors, processing time, template information, the type of exportation (Single or Bulk export, Agile boards, etc.), JQL query used and also the issue count of that specific export.

Example with an error.

Refresh

Clicking in this button on the upper right corner, refreshes the page with fresh data but maintaining the same filters. This makes it so that it's possible to get the most recent logs without losing the filters already in place.

Filters

There are several filters that can be applied so that only relevant data is displayed. These filters are cumulative and applying each subsequent filter will result in finer sorting of the results.

Search

Results can be filtered by searching for three different criteria: template name or filename or output format. Searches match partial results such as "template" when searching for the word "temp".

Status and Scope

These filters can be used together or each by its own. If used together, results will be whichever records match both criteria. Otherwise each will make it so that only that kind of status or scope is displayed.

Start Date and End Date

Date filters can limit the search to a specific date range. If both dates are selected, results that fall within those limits are displayed. Additionally there's the possibility to choose only Start Date or End Date. In those situations, the results will be filtered from the specified date onwards (in the case of only defining Start Date) or up to a certain date (if only End Date is defined) not taking into account an upper or lower limit, respectively.

Clear All

This option clears all filters that are being currently applied, similar to when the page was first loaded. This is a different behavior from the refresh button which maintains all filters and only gets the most recent data.

Possible Statuses

Near the bottom of the page there's a small collapsible caption that provides a quick explanation of what each status means in the exportation context. Some of these statuses are unique to a specific kind of exportation, like partial success and pending.

⌄ What do the different statuses mean?

IN PROGRESS	Exportation currently being processed.
PENDING	Exportation in queue to be processed.
FINISHED	Exportation completed without errors.
CANCELED	Exportation was canceled by the user.
PARTIAL SUCCESS	Exportation completed but some errors occurred on post functions actions.
ERROR	Error occurred while trying to export. Check log details for more information.
TIMED OUT	Exportation was aborted due to internal timeout of the process.