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Jira Administrator 2025

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Question:62

After a recent upgrade to your Jira system, one of the apps your organization depends on is not working reliably. Which two methods can you use to debug and resolve this issue? (Choose two.)

- A. Ask the System Administrator for catalina.out logs and inspect for stack traces.
- B. Ask the System Administrator to enable the SQL log.
- C. Ask the System Administrator to set package com.atlassian to Trace logging level.
- D. Ask the System Administrator to add the app to the logger.
- E. Ask the System Administrator to set the logging level to FATAL on all package names, Under Logging & Profiling.

Answer: CE

Reference: <https://confluence.atlassian.com/adminjiraserver/logging-and-profiling-938847671.html> <https://confluence.atlassian.com/crowd/logging-and-profiling-24248601.html>

Question: 63

A team is complaining that their Jira project is slow to use. You are able to replicate the slow behavior by viewing and trying to edit one of their issues. Which logging option will help you or a system administrator to diagnose the problem?

- A. Use the Log Analyzer to get more information about the issue view process.
- B. Configure Jira to record and log the JavaScript execution from the browser console.
- C. Set the logging to DEBUG level on all packages causing activity for that issue.
- D. Enable profiling globally, so the logs can be inspected for anomalies when viewing the issue.

Answer: D

Reference: <https://www.elastic.co/guide/en/kibana/current/xpack-logs-analysis.html>

Question: 64

You are moving a workflow from your staging Jira instance to production. On importing the workflow, Jira notifies you that the post-functions will not be imported.

Staging Jira is on version 6.4 and production Jira is on version 6.3.

Why did this happen?

- A. The apps installed on staging are not the same as on production.
- B. The production and staging instances are using different versions of Jira.
- C. You exported the workflow as XML instead of JWB.
- D. Custom post-functions are not included in workflow export.

Answer: D

Reference: <https://confluence.atlassian.com/adminjiracloud/importing-and-exporting-issue-workflows-962965084.html>

Question: 65

You have planned, tested, and performed a Jira upgrade.

The upgrade appeared to be a success; however, after several hours of use, your users are reporting significant problems and you decide to roll back.

Which two effects do you expect to see after the rollback? (Choose two.)

- A. Emails will automatically be sent out to tell people about the rollback.
- B. New issues entered between upgrade and rollback will be lost.
- C. The color scheme will be set back to default to indicate there was a rollback.
- D. Jira will go back to the same schemes as before the upgrade.
- E. Jira will need to be reconnected to other systems it was integrated with.

Answer: DE

Question: 66

Your user directories are configured as shown:

| Directory Name | Type | Order | Operations |
|--|--|-------|--|
| Company B (Deprecated) | Microsoft Active Directory (Read Only) | ↓ | Disable Edit Test Synchronise Last synchronised at 3/16/18 4:49 PM Full synchronisation completed successfully |
| Crowd Server (inactive) | Atlassian Crowd | ↑ ↓ | Enable Remove Edit Test Synchronise Last synchronised at 6/19/17 3:18 PM |
| Company A | Microsoft Active Directory (Read Only) | ↑ ↓ | Disable Edit Test Synchronise Last synchronised at 3/16/18 4:48 PM Full synchronisation completed successfully |
| JIRA Internal Directory You cannot edit this directory because you are logged in through it, please log in as a locally authenticating user to edit it. | Internal | ↑ | Edit |

The Active Directory administrators have just started the process of copying all the users from the old Company B directory to Company A directory. During this process, the group membership is being changed to allow for more fine-grained security control.

A large number of migrated users complain that they do not have the correct new group memberships.

Which configuration change should you perform?

- A. Reorder the directories so Company A is before Company B.
- B. Enable the Crowd user directory.
- C. Reorder the directories so the Jira Internal Directory is listed first.
- D. Synchronize the Company A directory.
- E. Disable the Company A directory.F. Disable the Company B directory.

Answer: D

Question: 67

Your Jira has 25,000 active users across the globe using 100 projects with over a million issues.

Another administrator has made a change to a field configuration scheme and you now need to re-index Jira.

What would be the impact of rebuilding the index in the foreground?

- A. Issues will take longer to display during the re-index.
- B. Database backups cannot be run until the re-indexing is complete.
- C. The configuration change will not be applied until re-indexing is complete.
- D. Searches using the field may show erroneous results.
- E. All users will be locked out of Jira until re-indexing completes.

Answer: C

Question: 68

The configuration details of an SMTP Mail Server of a Jira instance are shown below.

The configuration hasn't been changed in the last 24 months.

Update SMTP Mail Server

Use this page to update a SMTP mail server. This server will be used to send all outgoing mail from JIRA

Name *
The name of this server within JIRA.

Description

From address *
The default address this server will use to send emails from.

Email prefix *
This prefix will be prepended to all outgoing email subjects.

Server Details

Enter *either* the host name of your SMTP server *or* the JNDI location of a javax.mail.Session object to use.

SMTP Host

Protocol

Host Name *
The SMTP host name of your mail server.

SMTP Port
Optional - SMTP port number to use. Leave blank for default (defaults: SMTP - 25, SMTPS - 465).

Timeout
Timeout in milliseconds - 0 or negative values indicate infinite timeout. Leave blank for default (10000 ms).

TLS
Optional - the mail server requires the use of TLS security.

Username
Optional - if you use authenticated SMTP to send email, enter your username.

Change Password
You need to provide the new password when changing the username.

Password
Optional - as above, enter your password if you use authenticated SMTP.

or

JNDI Location

JNDI Location
The JNDI location of a javax.mail.Session object, which has already been set up in JIRA's application server.

Currently emails are no longer being sent and the failed notifications can be seen in the Mail Error Queue. What is the likely cause of the failure?

- A. Email volume has increased and the Timeout is too low.
- B. The SMTP password has expired.
- C. The user jira has no valid Jira license.
- D. The database and/or server disk is full.
- E. The Jira license has expired.

Answer: E

Question: 69


Jan asked you to create a new Select List custom field called Department for his project MCAS.

You created the field in the morning. In the afternoon, Jan notes that his Jira dashboard is not showing the field correctly. He asks to help him troubleshoot. View the Exhibit to see Jan's entire dashboard.

- The first gadget shows 26 issues in the project by Status.
- The second gadget shows that there are three issues that have the new Department field set.
- The last gadget shows "No Data Available". The filter query for that gadget is "project=MCAS and Department is empty."

| Issue Statistics: MCAS (Status) | | |
|---------------------------------|-----------|------------|
| Status | Count | Percentage |
| OPEN | 17 | 65% |
| IN PROGRESS | 1 | 4% |
| REOPENED | 1 | 4% |
| RESOLVED | 4 | 15% |
| CLOSED | 3 | 12% |
| Total | 26 | |

| Issue Statistics: Department is not empty (Department) | | |
|--|----------|------------|
| Department | Count | Percentage |
| HR | 1 | |
| Marketing | 1 | |
| Sales | 1 | |
| Total | 3 | |

| Issue Statistics: Department is empty (Department) | |
|---|-------------------|
|  | No Data Available |

Why does Jan's gadget say "No Data Available"?

- A. The field is marked **Optional** in the Field Configuration.
- B. Jan does not have the proper **Browse** permissions.
- C. The field context on the **Department** field was not set to allow empty values.
- D. You created the field **Department** but did not re-index the MCAS project.
- E. The **JQL** query for the filter is not valid.
- F. There is issue security on the issues.

Answer: C

Question: 70

Which three factors should you consider when deciding between Jira Cloud and Jira Server? (Choose three.)

- A. the ability to integrate Jira with a cloud-based source repository (e.g. Bitbucket)
- B. the amount of time required for system administration
- C. the availability of a REST API
- D. the commercial apps you would like to use
- E. the ability to integrate with an external user directory (e.g. company LDAP directory)
- F. the number of workflows you will require

Answer: BCD

Reference: <https://confluence.atlassian.com/cloud/compare-atlassian-cloud-vs-server-744721664.html>

Question: 71

You want to introduce Jira to your small non-profit organization.

Since you are unsure of the optimal deployment option you have gathered some requirements:

You need to manage a team of up to 15 employees.

You need to be able to track a backlog of staff action items. You want to easily visualize the progress of ongoing work.

The solution must require minimal administration since your organization only has a part-time IT volunteer.

What solution is most appropriate for your organization?

- A. **Jira Service Desk Cloud**
- B. **Jira Software Data Center**
- C. **Jira Service Desk Data Center**
- D. **Jira Core Server**

Answer: A

Question: 72

The marketing team has asked you to embed the trigger tab of an issue collector on several internal web pages and change its size, color, and text.

They also want the ability to track which webpage finally generated the underlying feedback issue.

You are not familiar with advanced issue collector configuration.

Which type of developer should you contact for assistance?

- A. **Groovy**
- B. **JavaScript**
- C. **Velocity**
- D. **Python**
- E. **SQL**

Answer: B

Reference: <https://confluence.atlassian.com/adminjiracloud/using-the-issue-collector-776636529.html>

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