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ActivityTimeline Admin Guide

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1. Introduction

Activity Timeline application for Atlassian Jira provides a visual resource planning and project tracking dashboard to schedule Jira tasks along with custom events; calculate workload, availability and utilization; generate timesheets and reports.

It works with both Jira Server/Data Center and Jira Cloud installation options. It does not require any extra installations inside of Jira. ActivityTimeline is installable outside of Jira.

Activity Timeline provides four modules for a full workflow: **Plan. Work. Track. Report**

Plan. This module of ActivityTimeline add-on allows to do resource/project and capacity planning. Plan and manage teamwork, schedule events, vacations, bookings and tasks, calculate workload and availability.

Work. This module provides an all-inclusive personal workspace for everyday work: personal tasks and schedule, logging worked hours, see overall progress of own timesheet and display required utilization on the worklog charts.

Track. Timesheets module on Track view provides managers with a quick and easy overview of logged time and ability to approve/export the timesheets.

Repot. ActivityTimeline add-on allows generating various Web and Excel reports based on workload, skills, availability, logged work hours and utilization.

ActivityTimeline is intended to help managing service, consultancy and creative teams with a dynamic working schedule, frequent changes requests and people shared between projects.

2. Installation

There are two possible installation/licensing options:

- **Server:** downloadable web application hosted on your server behind your firewall;
- **Could:** web application hosted in our secured cloud.

Both options use Jira REST API to connect to Jira.

Application works with both Jira Cloud and Jira Server/Data Center from version 6.0 to 8.x (the latest).

2.1 ActivityTimeline Cloud option: System Requirements

There are no server requirements as your instance of ActivityTimeline is hosted in our secured AWS Cloud.

2.2 ActivityTimeline Server option: System Requirements

Minimum server configuration:

- 4GB available RAM or more
- 10GB disk space or more
- 2500MHz CPU or higher

2.3 Server Deployment

1. Download ActivityTimeline application from the https://activitytimeline.com/start-trial.html link or contact our Support Team (support@activitytimeline.com). The downloadable archive contains pre-configured ActivityTimeline application that goes together with Tomcat 6 server and built-in H2 database for indices.
   Optionally, you may switch default database from H2 to MySQL, PostgreSQL, Oracle DB or MSSQL 2008 or higher. Those databases are not included in the package and should be installed separately.

2. It is fine to run ActivityTimeline on the same server as Jira or a different one.

3. Unzip *activitytimeline-version.zip* or *activitytimeline-version.tar.gz* file

4. Launch **/bin/startup.bat** (Windows) or **/bin/startup.sh** (Linux) to start application on **8040** port. ActivityTimeline application should be available at http://localhost:8040 url.

   Important note: *do not extract ActivityTimeline package into a folder with spaces in folder path.*
   OK: *C:\apps\activitytimeline*
   NOT OK: *C:\Program Files\activitytimeline*

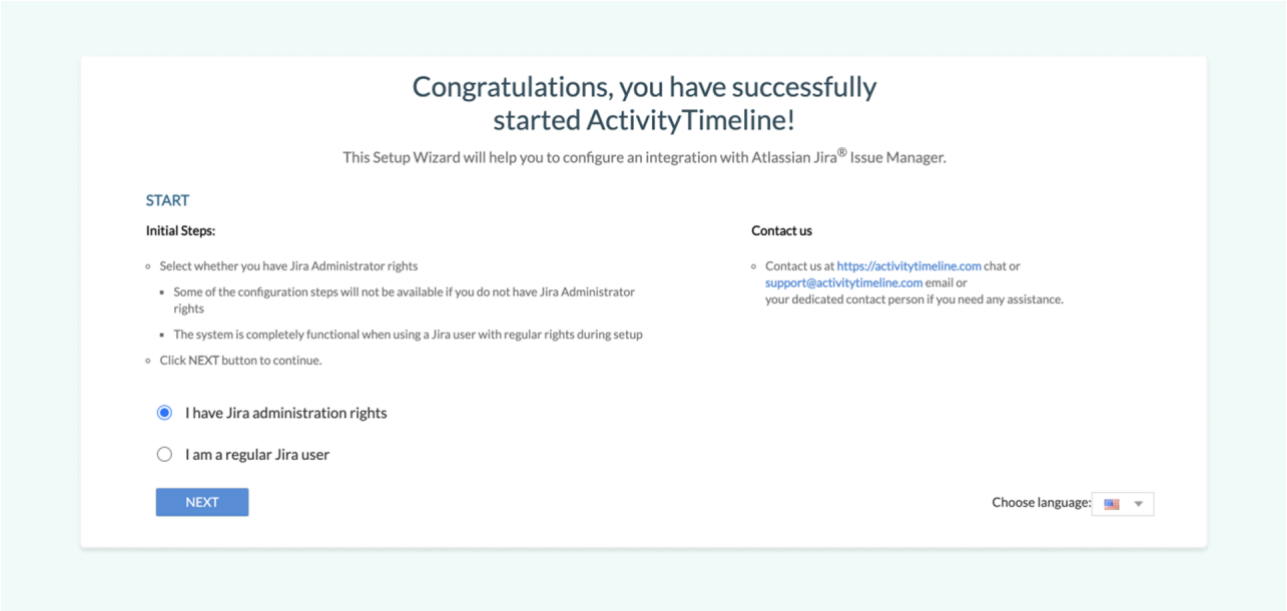
5. Open Setup Wizard (http://localhost:8040/setup) after 1-2 minutes from the launch.
   It should automatically launch the Jira integration wizard and guide you through the integration process.

3. Setup

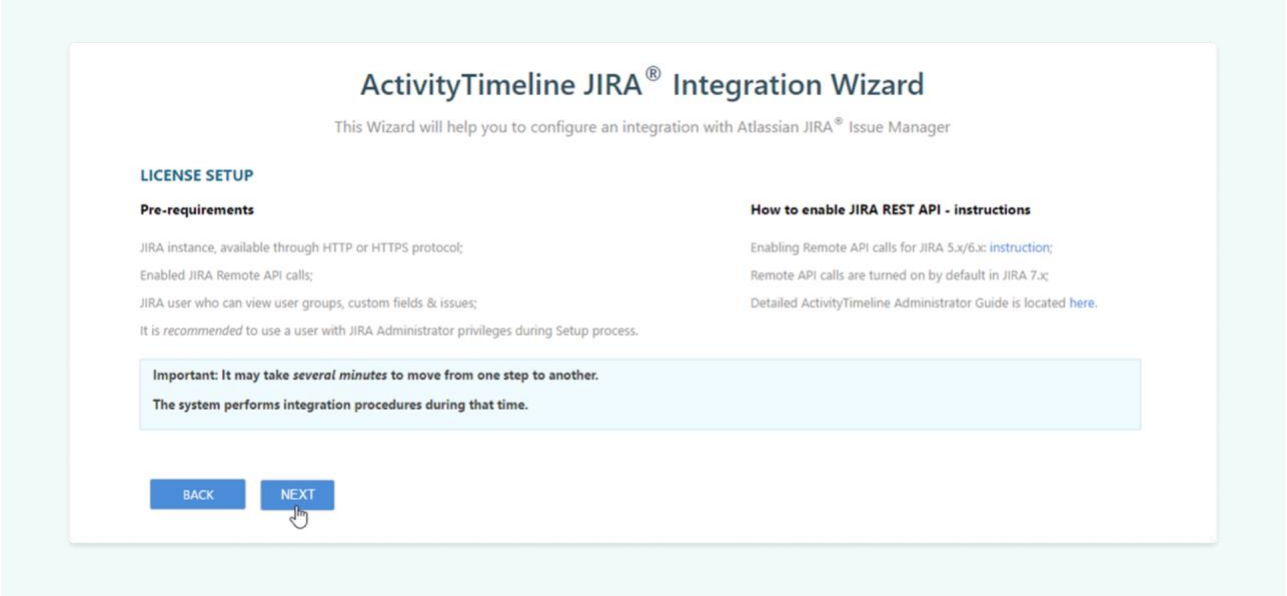
1. Open http://localhost:8040/setup URL in a Web Browser.

   Double check if Jira REST API is enabled and you have Jira Administrator privileges.

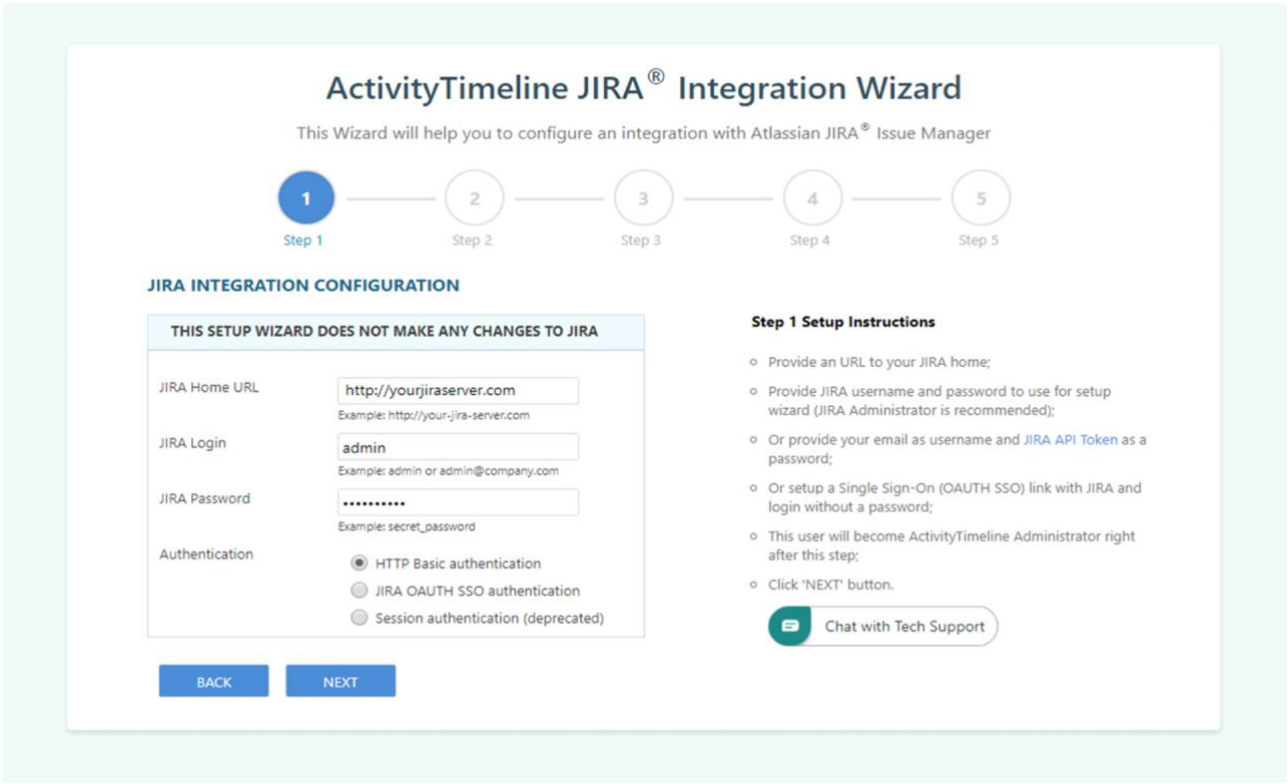
   Those privileges are required to retrieve the list of users from Jira as well as the list of Jira custom fields for one of the next setup steps. There is no need to have an administrator rights after the setup process.
   On the first page of Setup Wizard check **I have Jira administration rights** > click **Next:**



2. Make sure you read License Setup Pre-requirements on the next page > click Next:

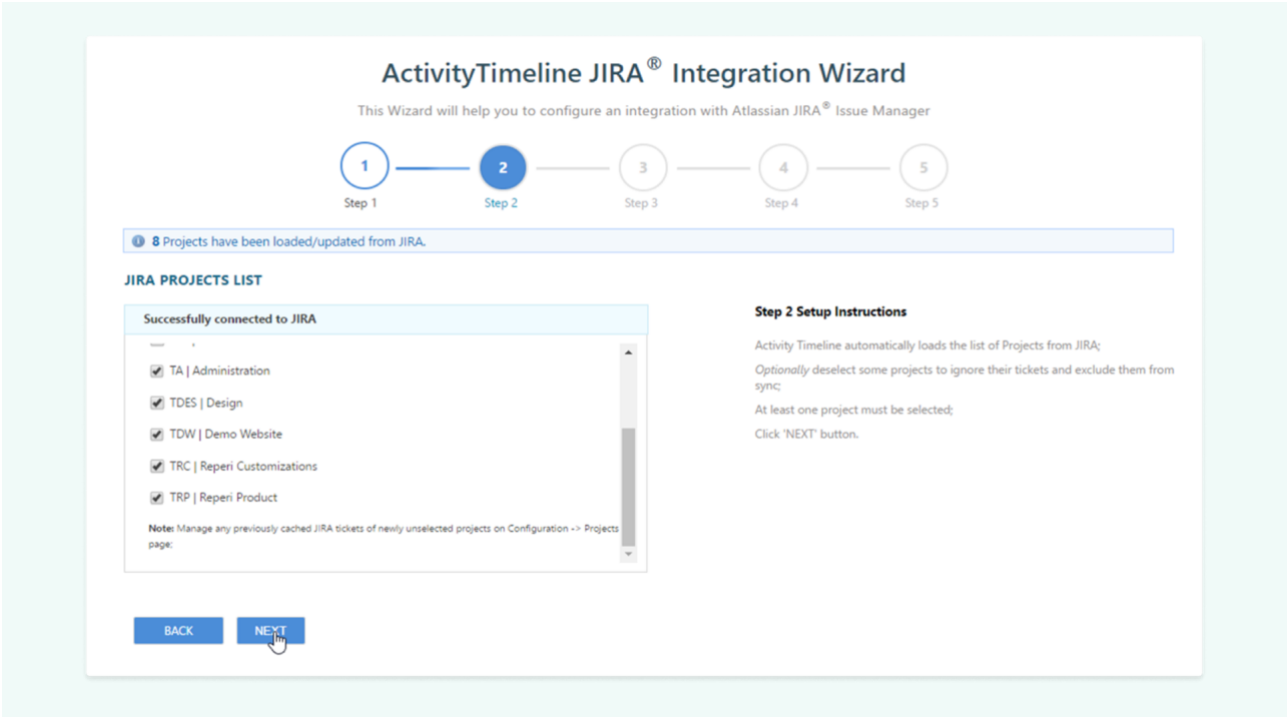


3. On Step 1 of Jira Integration Configuration setup specify **Jira Home URL**, **Jira username and Password**, and **Authentication** option > click **Next**:



Jira OAUTH SSO authentication instructions →

4. ActivityTimeline will automatically load the list of projects from Jira. Deselect the projects you do not want to be shown on ActivityTimeline Dashboard. Click *Next*:

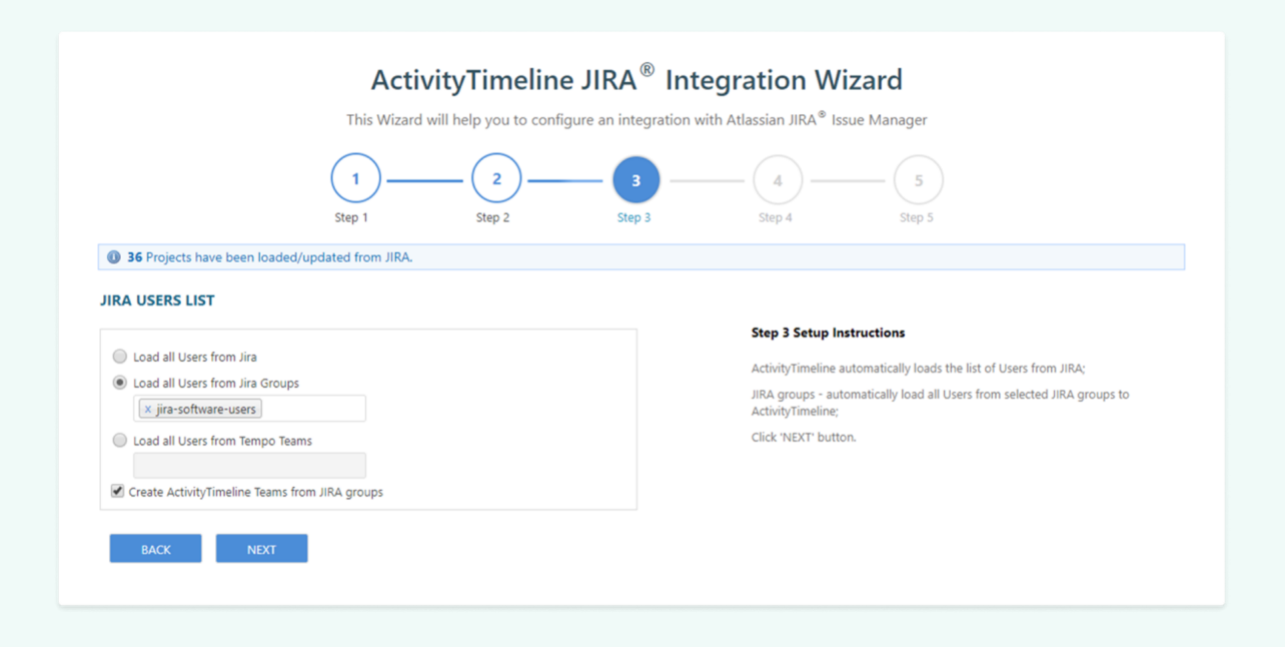


5. ActivityTimeline loads the list of users from Jira (this step will only be available for admin users. If you selected 'I am a regular Jira user' on the very first page, you will not be able to see the list of users loaded from Jira)

    - Specify how users should be loaded:
      - All Users from Jira;
      - Users from Jira Groups - load users from specified Jira group only;
      - Users from Tempo Teams - load users from specified Tempo group only (Tempo Timesheets should be installed and you should have administrative permissions for it);

    or let the system load users from default group.

    - You may tick "Create ActivityTimeline Teams from Jira groups" or "Create ActivityTimeline Teams from Tempo teams" checkbox to automatically create teams of people in ActivityTimeline. Click *Next*:



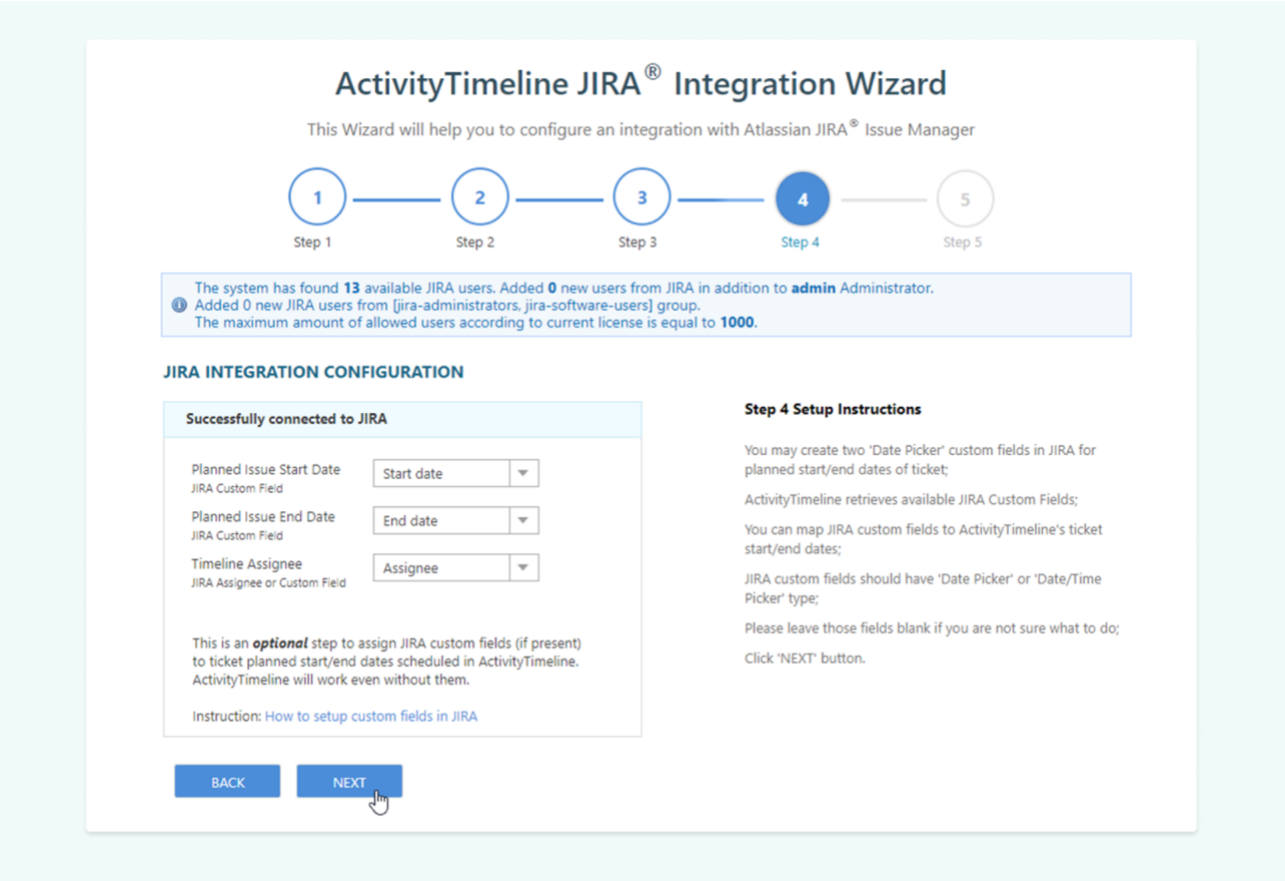
6. You may create two "Date Picker" custom fields in Jira for planned start & end dates of issue.
   You can assign Jira custom fields to ActivityTimeline's issue start & end dates *(this step will only be available for admin users. If you selected 'I am a regular Jira user' on the very first page, you will not be able to assign custom fields)*

    - ActivityTimeline will automatically update those custom fields every time you schedule a task on ActivityTimeline's Dashboard.
    - ActivityTimeline will automatically load all changes of those custom fields from Jira every 10 minutes and update tasks on the ActivityTimeline's Dashboard.

How to setup custom fields in Jira instructions →

If you do not want to make changes in Jira while drag'n'drop issues on a Dashboard then choose "None" in Timeline Assignee fied;

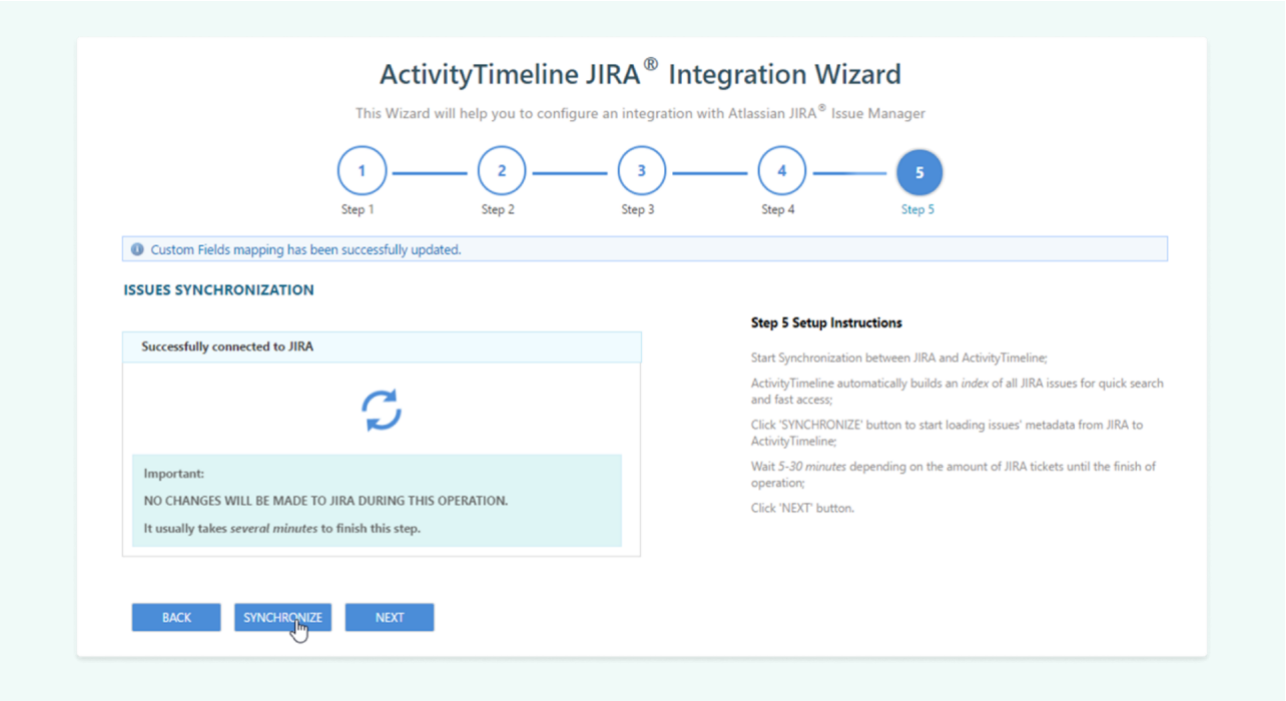
- Please leave "Planned Issue Start Date" & "Planned Issue End Date" fields blank if you are not sure what to do:



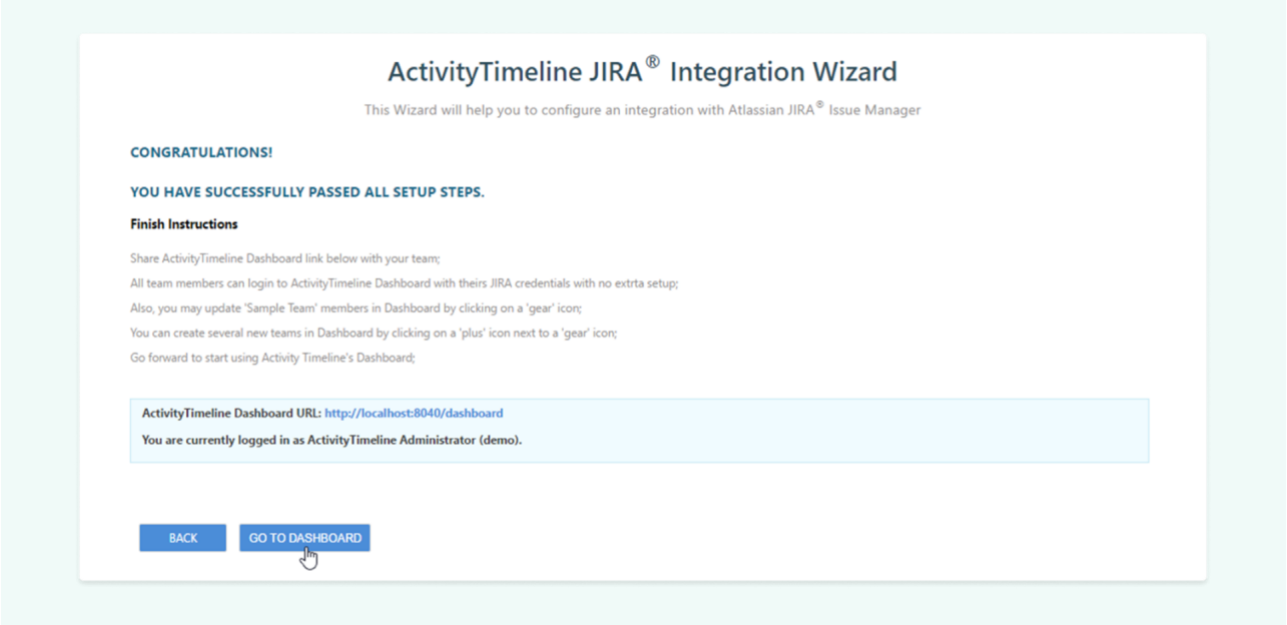
7. On Step 5 run full synchronization of Jira issues by pressing *Synchronize* button.

NO CHANGES WILL BE MADE TO JIRA DURING THIS OPERATION.

Click **Next** after successful finish of the synchronization process:



8. All steps of Setup Wizard are successfully passed. Press *Go to Dashboard* button to navigate to ActivityTimeline Dashboard:



9. Start using ActivityTimeline's Dashboard for planning, working, tracking and reporting.

- Configure teams by clicking on *blue plus icon* above the calendar;
- Drag'n'drop issue to assign it to a person;
- Move issue to change planned start date;
- Resize issue to change planned end date;
- Click on a cell to create a custom event (booking, day off, note, vacation etc.)

4. User Management

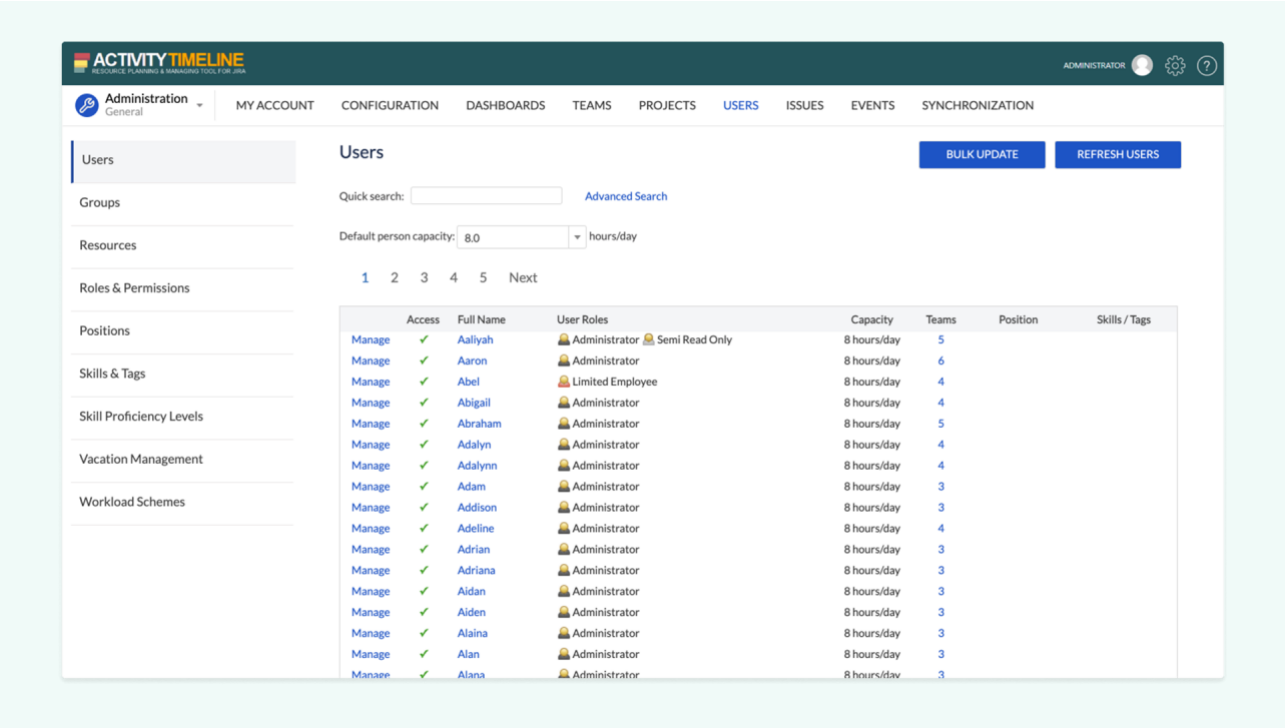
Important Note: Adding/deleting or updating users here will NOT affect Jira system.

By default, every Jira user with valid Jira credentials can login to ActivityTimeline Dashboard.

User should just login with their Jira login/password, and ActivityTimeline will automatically create or update a corresponding user in ActivityTimeline add-on. If you would like to restrict an access to the Dashboard for someone, you can do that on "Edit Person page".

To navigate to users management page click on **Configuration** icon on Dashboard toolbar and switch to *Users* tab. Direct link is http://<YOUR_SERVER>/integrationConfig/users.

You should see a page like this:



The list of all available users is represented on this page. Here you can change default person involvement for all active users, edit existing users, add position and skills, check the teams list of a user, delete users from ActivityTimeline.

On Vacation Management page possible to define how many approved vacation days each user can have in every calendar year.

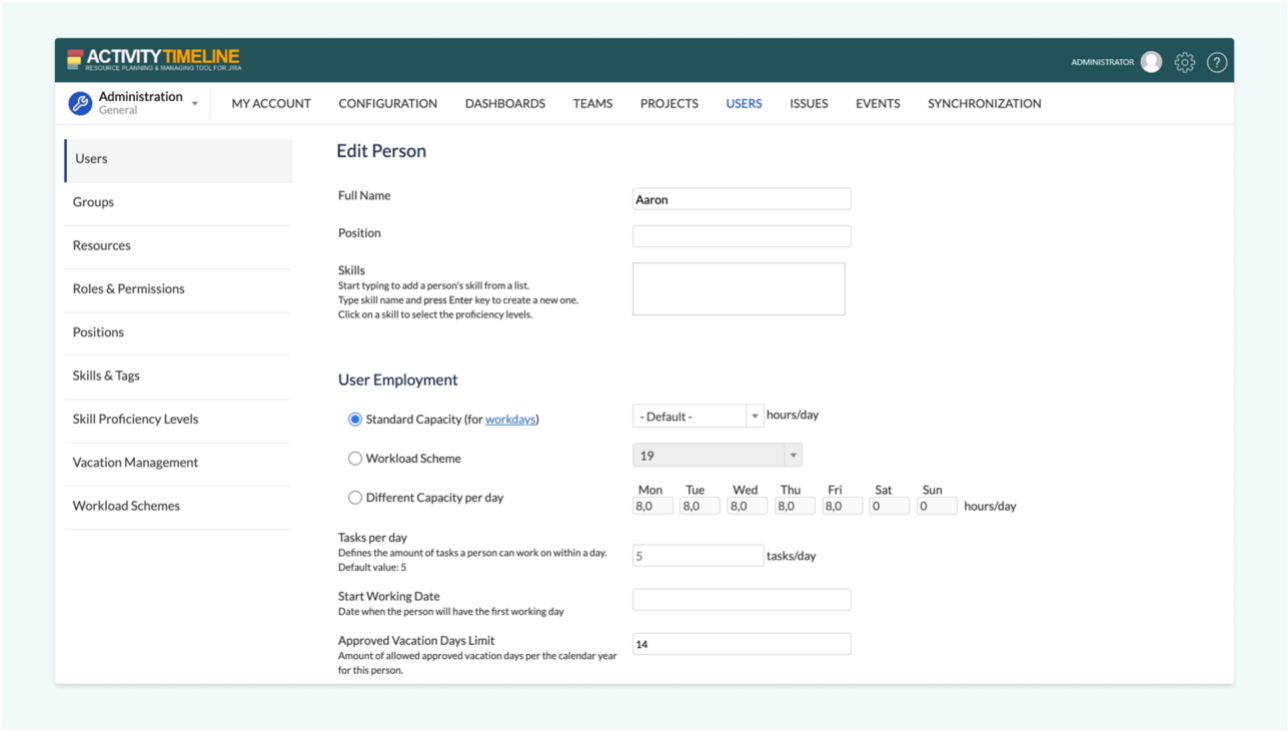
Detailed documentation:

User Management →

Vacation Management →

Add position and skills possible directly on the **Users page** by clicking on the field next to the user's name.

Click on **Edit** link to edit user's details and roles/permissions. You should see the page like below:



You may edit a Jira username, Jira password, full name and email address. In addition, you may define person's involvement in hours per day. For example, 8 hours can correspond to a full-time and 4 hours for part-time involvement.
Uncheck **Enabled** checkbox to restrict an access for that user to the Dashboard. Also, you may restrict an access by unselecting all roles.

A click on **Update** button will save your changes. A click on **Delete from ActivityTimeline** button will delete this user from ActivityTimeline but **NOT** from Jira.

To refresh the list of ActivityTimeline users from Jira switch to **Refresh Users from Jira** page. The system will trigger a connection to Jira and will try to retrieve newly added users in Jira:

Important Note: Deleting a user in ActivityTimeline will NOT restrict his/her access to ActivityTimeline Dashboard, as the user may login one more time and the system will automatically create an account for him/her. Use "Enabled" checkbox to restrict an access.

As alternative, you may set **Default role for added users** property in Users > Users Settings to **No Access** so that newly created users will not have an access to ActivityTimeline's Dashboard by default.

5. User Roles

There are six user roles available in ActivityTimeline application. Those roles may not match the roles in Jira.

5.1 Administrator Role

User with this role has full access to all ActivityTimeline configuration settings including *Plan, Work, Track, Report* pages. This user may delete other users and change permissions of other users.

Only a user with an Administrator role may access Setup Wizard, perform a refresh of users or projects from Jira, see and manage teams' and users' data. Administrator Role has full access to all ActivityTimeline configuration settings including the Dashboard.

5.2 Manager Role

User with this role has full access to *Plan, Work, Track, Report* pages and can manage users and teams. He/she can edit members of existing teams and create new teams. User can create/edit and approve custom events like Placeholders or Vacations.

5.3 Power Employee Role

User with this role can access *Plan, Work* and *Report* pages, view Jira tickets and perform a drag'n'drop, move or resize of Jira tickets. User can create/edit custom events. The system will not update Jira ticket of Jira project 'A' if user does not have permission to view/edit issues in Jira project 'A'. The changes will disappear from the Dashboard after page refresh.

5.4 Employee Role

User with this role has an access to *Plan, Work* and *Report* pages and to the data of the teams he/she belongs to. This user can see just the issues that were assigned to him/her and their teammates. User can create/edit custom events for teams he/she belongs to.

5.5 Limited Employee Role

User with this role can see his/her own data only on *Plan, Work* and *Report* pages. This user will see just the issues that were assigned to him/her. User can create/edit custom events on his/her timeline only.

This role is set as default role for newly added users.
This can be changed by **Default role for newly self-created users** setting in **Users > Users Settings.**

5.6 Read Only User Role

User with this role can access and view the Dashboard. He/she can also open/search/filter Jira tickets. Read Only User Role does not allow any changes on the Dashboard. This role can be applied in addition to any other role.

6. Workload Calculation modes

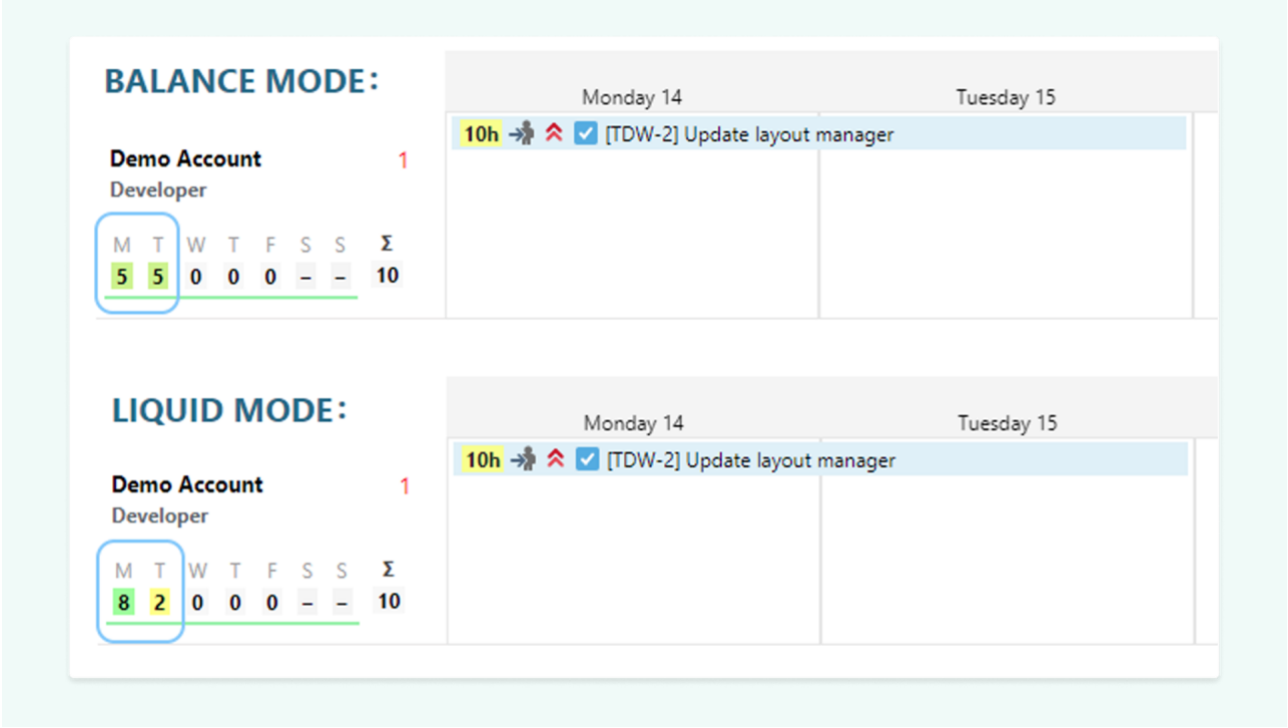
Workload Indicator displays how many hours are used per each work day by each person based on remaining estimate of scheduled Jira issues. The system respects weekends, days off, sick leaves, holidays and vacations during workload calculation.

It calculates all Jira tasks across all projects assigned and scheduled to every person. In addition, Workload Indicator displays total amount of person's work hours for the week.

There are two workload calculation modes:

- **BALANCE** - number of remaining hours are split equally across scheduled days. *Examples:*
  - 12 hours task scheduled for two days would take 6 hours each day;
  - 12 hours task scheduled for three days would take 4 hours each day;
  - 3 hours task scheduled for three days would take 1 hour each day.
- **LIQUID** - workload is calculated based on the remaining estimate and 8 hours work day. Work hours will transfer to the next day if the issue is scheduled for more than one day and the previous days are fully booked. *Examples:*
  - 10 hours task scheduled for two days will get 8 hours scheduled for the first day and 2 hours moved to the second day;
  - 1 hour task scheduled for two days would be completely moved to the second day if there are already 8 hours of tasks scheduled for the first day;
  - 4 hours task scheduled for two days would take 4 hours of the first day and 0 hours of the second day.

By default, BALANCE mode is turned on.



Detailed documentation:

Workload indicator →

You may change Workload calculation mode in **Configuration > Workload Indicator** page.

Direct link is http://<AT_SERVER>/config/edit_workload

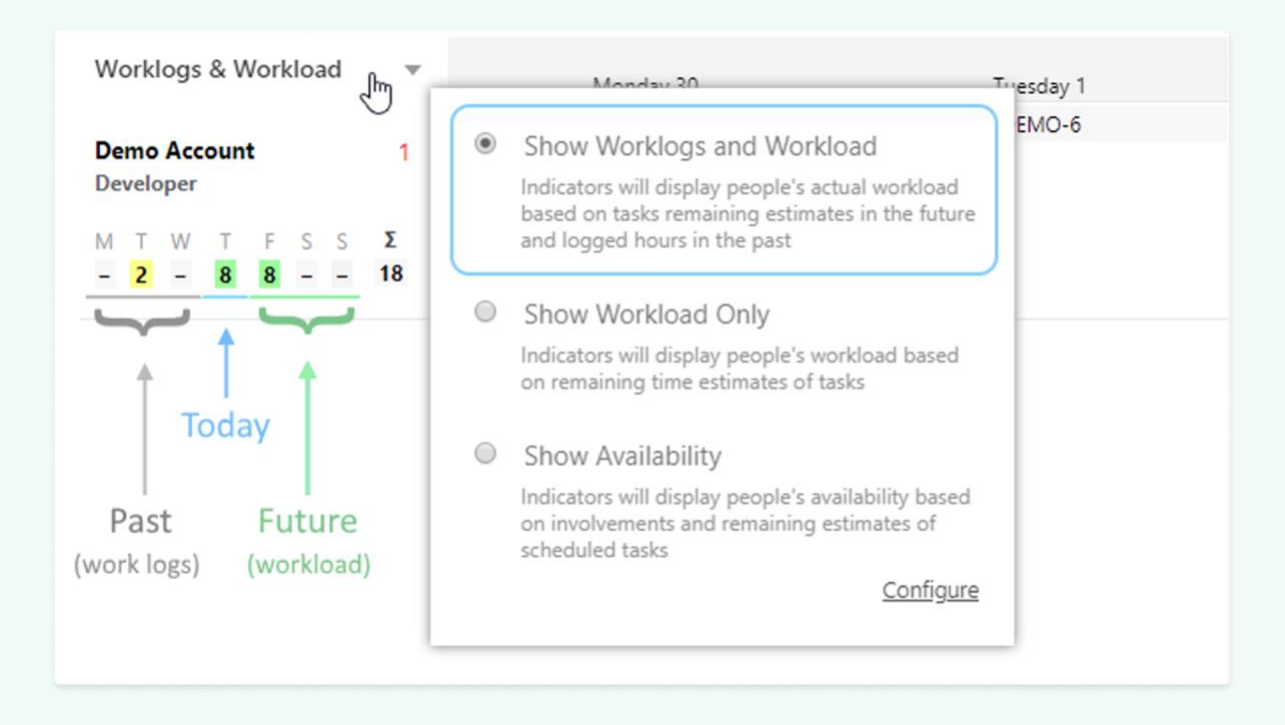
In *Time Tracking* section change **Workload Calculation Algorithm** property.

Different color indicates person's workload of any particular day:

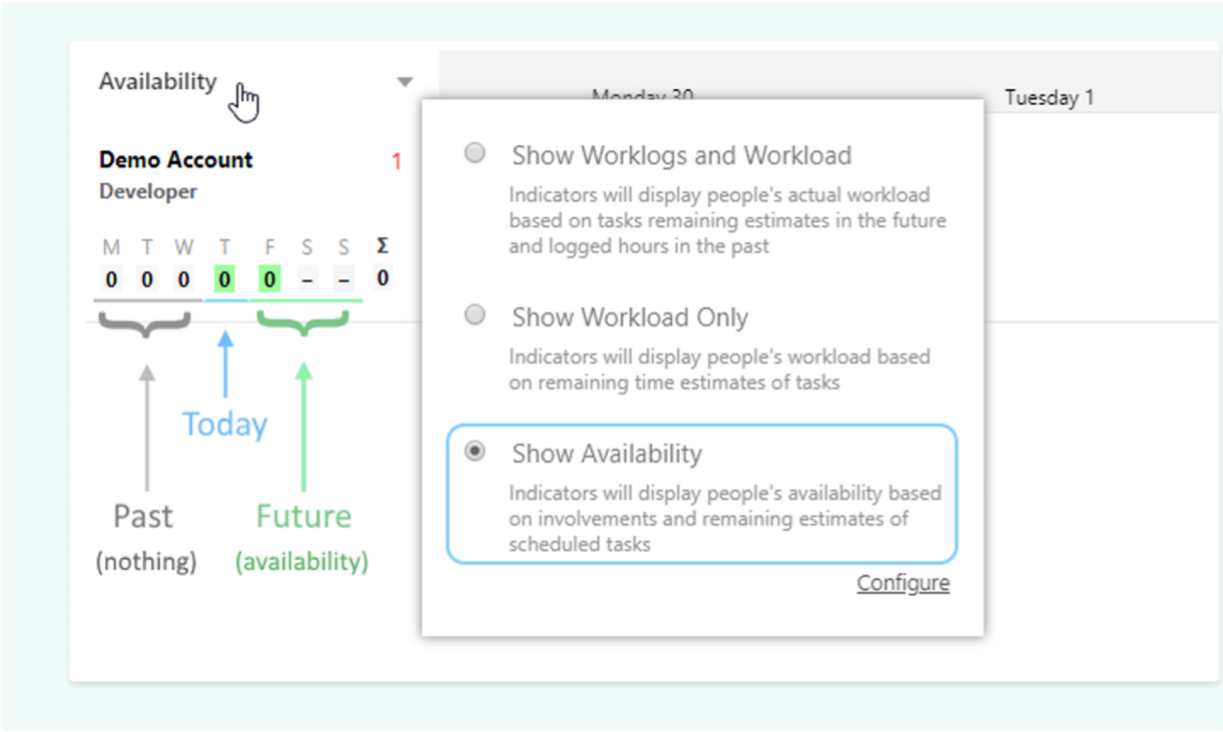
- grey (0 hours - nothing scheduled)
- yellow (less than 50% h/day)
- olive (between 50-88% h/day)
- green (between 88-100% h/day)
- light red (between 100-125% h/day)
- red (more than 125% h/day)
- purple (issue is assigned on Logged time, Day Off, Vacation, Sick Leave or Holiday)
- blue (Day Off, Vacation, Sick Leave or Holiday is scheduled on a user)

Workload ranges are automatically adjusted in accordance to person's involvement.

Worklogs & Workload mode displays both past and future: work logs for past, workload for future (based on remaining estimate of scheduled issues):



Availability mode displays how many hours the person is still available to do in future (capacity):


Availability
Tuesday 1
Demo Account
1
Developer
M T W T F S S Σ
0 0 0 0 0 – – 0
Today
Past
(nothing)
Future
(availability)
Show Worklogs and Workload
Indicators will display people's actual workload based on tasks remaining estimates in the future and logged hours in the past
Show Workload Only
Indicators will display people's workload based on remaining time estimates of tasks
Show Availability
Indicators will display people's availability based on involvements and remaining estimates of scheduled tasks
Configure

7. General Settings

ActivityTimeline administrator can change general settings, Jira integration settings, the settings for timeline panel, workload indicator, Advanced settings etc.

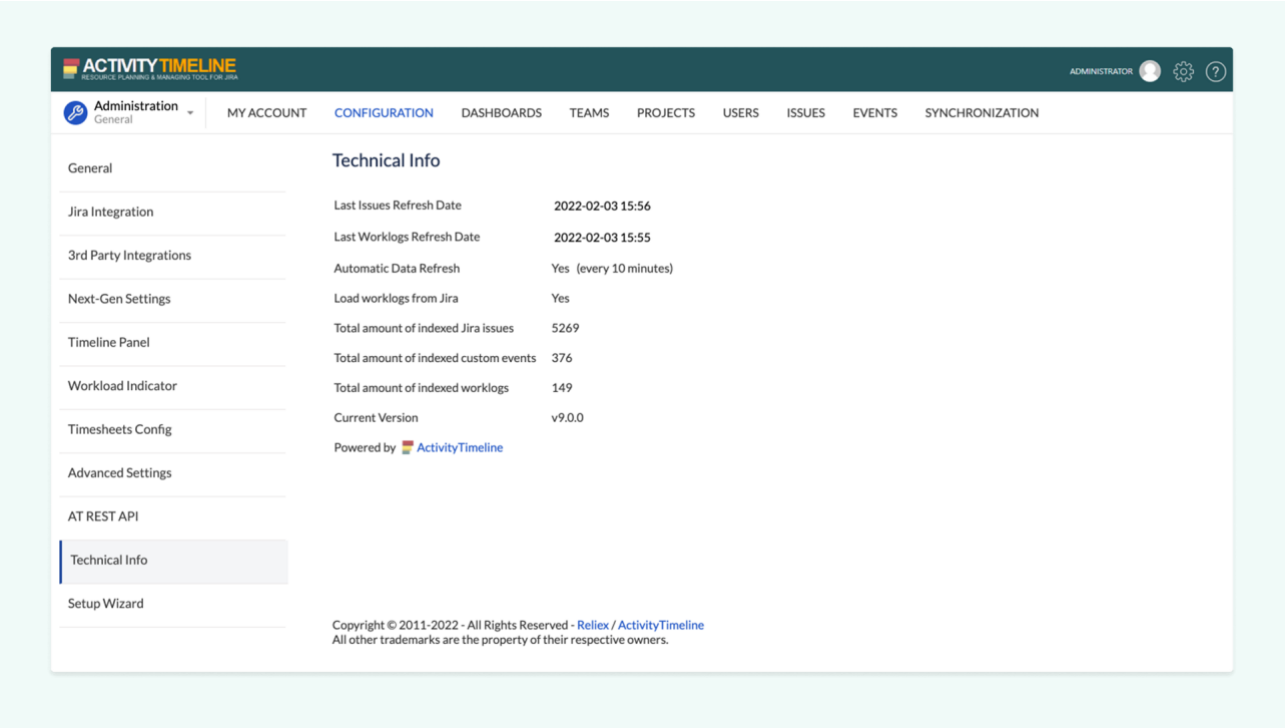
To navigate to Configuration setting from the Dashboard view click on Configuration (gear) icon on a toolbar or go to direct link http://<AT_SERVER>/config/general

In Technical info tab admin user can see general settings such as:

- ActivityTimeline Dashboard URL
- Jira URL
- Last Issues and Last Worklog Sync Dates
- Automatic Synchronization (Yes/No)
- Total amount of indexed Jira Issues and custom events
- License
    - click *Show* link to be redirected to License page
- Installation ID
- Language
- Current Version of ActivityTimeline

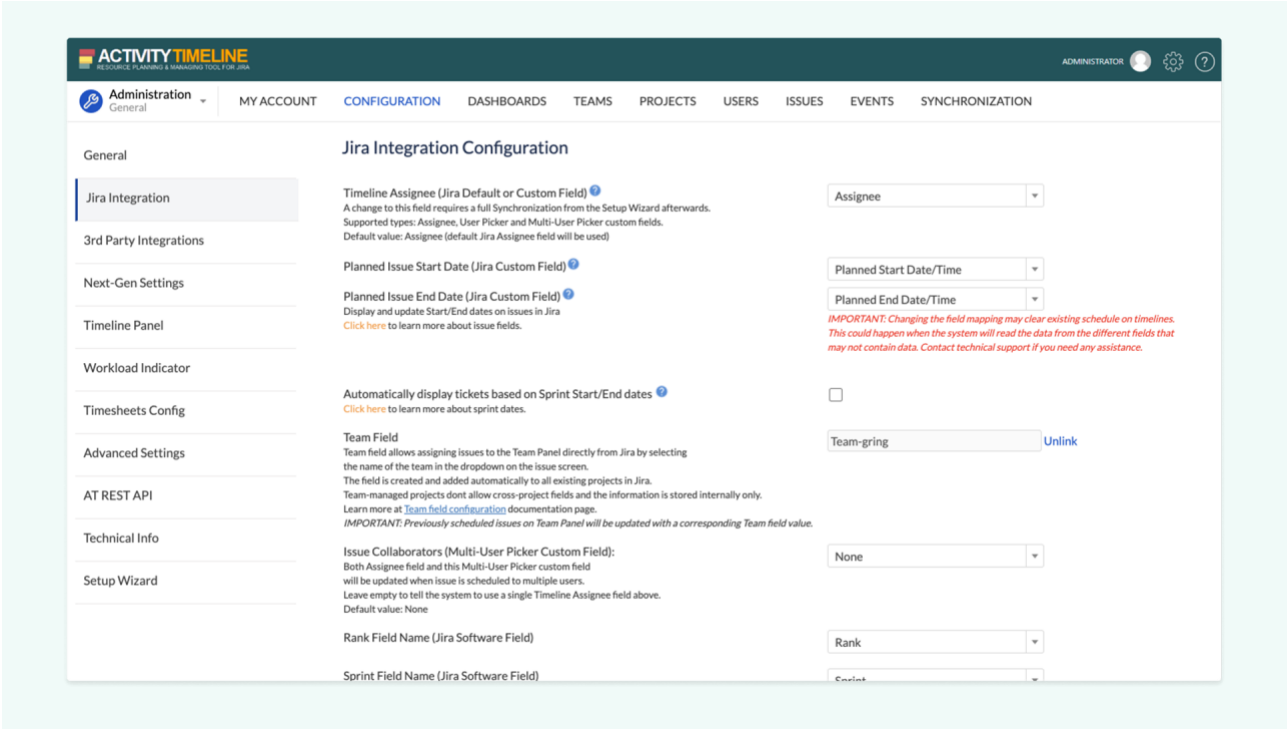
Admin can also check if newer version ActivityTimeline is available. Simply click '*Check for Updates*' → the system will redirect you to a website page with the latest version of the add-on.

To edit General Settings click *Edit* button, you will be navigated to *Jira Integration Configuration* page.



8. Jira Integration Configuration Settings

To change Jira Integration configuration, log into ActivityTimeline as an administrator, click **Configuration** icon on Dashboard toolbar and switch to Jira Integration page:



Here you can specify access to Jira and set of custom things:

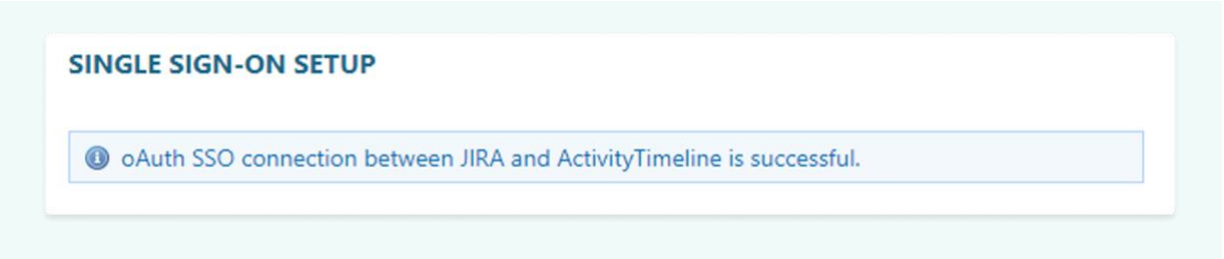
1. Administrator can change Jira URL, specify *Authentication Mode*
    a. Default session authentication
    OR
    b. HTTP Basic Authentication
2. Change *Jira Synchronization Username* and *Jira Synchronization Password*
    a. They are used to synchronize data from Jira service to log Jira project lists, issues and users in Jira groups. If a certain user does not have access to a particular project, then those issues will not appear in the ActivityTimeline.
3. Switch *Automatic Synchronization* by checking the box
    a. by default, the system automatically synchronizes the changes every 10 minutes**.**
4. In the *Advanced Configuration* section map Jira custom fields of date, namely, *Planned Issue Start Date* and *Planned Issue End Date*.
    a. Due date can be set as Planned Issue End Date: click on *Advanced* link to set custom option.
5. Map *Assignee* (default value = Assignee, supported types: Assignee, User Picker, Multi-User Picker fields)
6. Map *Rank Field Name, Sprint Field Name* and *Epic Link Field Name*
    a. Those are Jira Agile fields

9. Single Sign-On Setup

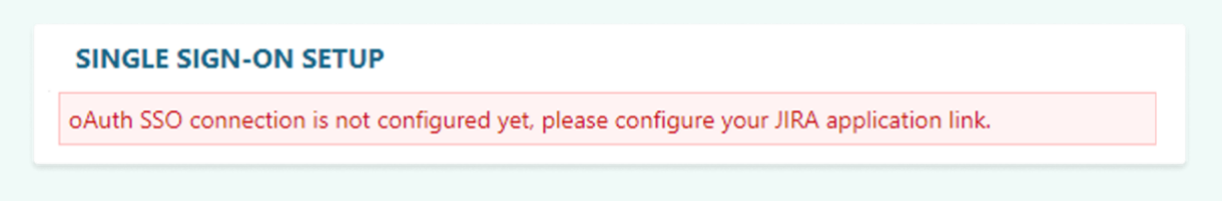
To setup Single Sign-On link (oAuth) between Jira and ActivityTimeline user should have administration permission in ActivityTimeline and administration permission in Jira.

There are two statuses of oAuth SSO connection:

- ActivityTimeline has configured oAuth SSO connection



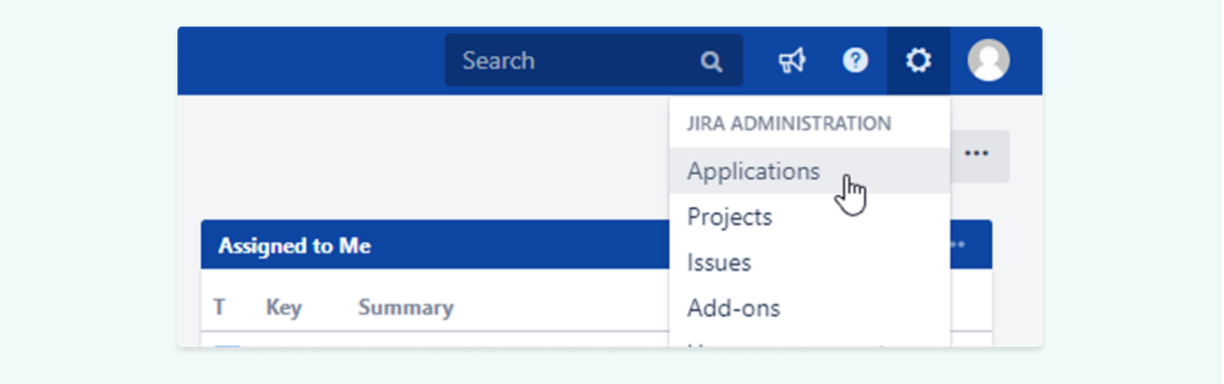
- ActivityTimeline without configured oAuth SSO connection



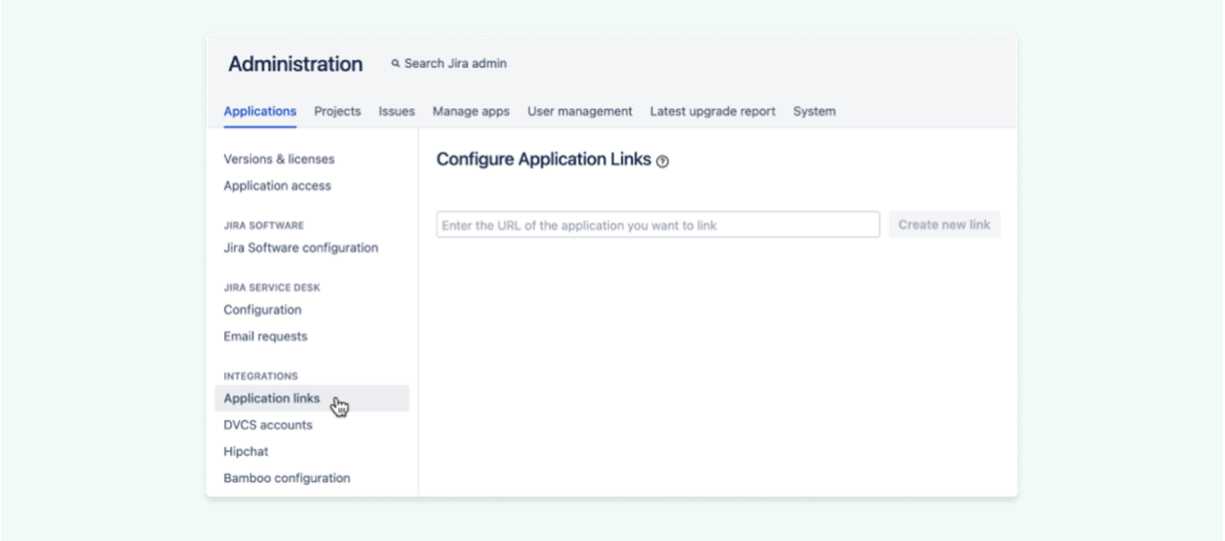
Procedure to configure Single Sign-On (SSO) between Jira and ActivityTimeline:

Step 1

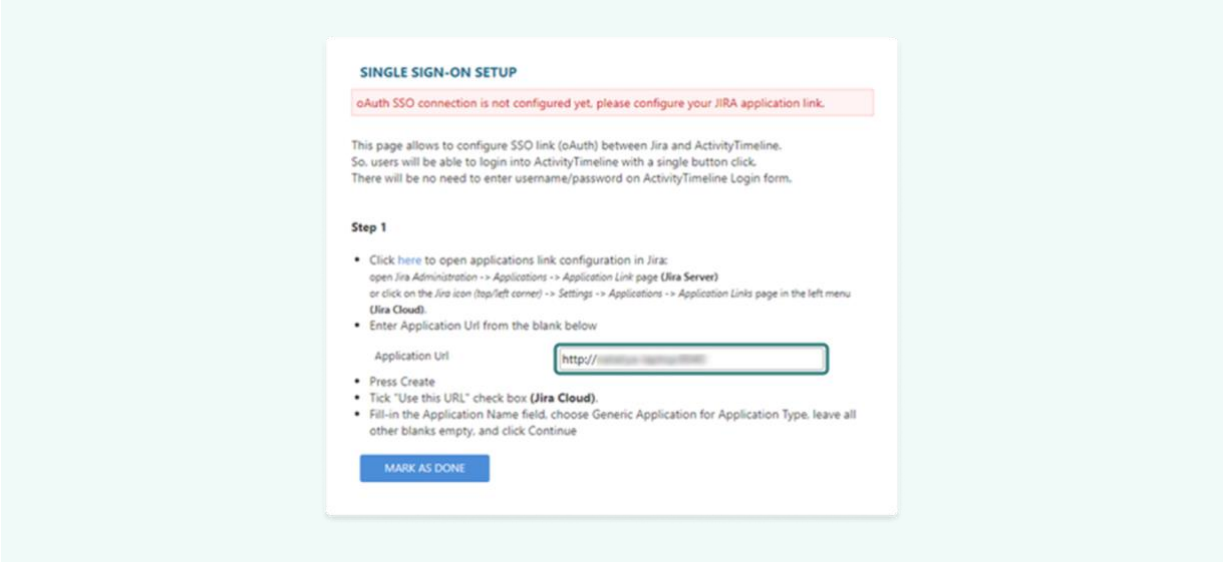
- Open **Jira** → Click on Gear icon → *Jira Administration* → *Applications* **(Jira Server)**
  or click on the Jira icon (top/left corner) → *Settings* → *Products* → *Application Links* page in the left menu **(Jira Cloud)**



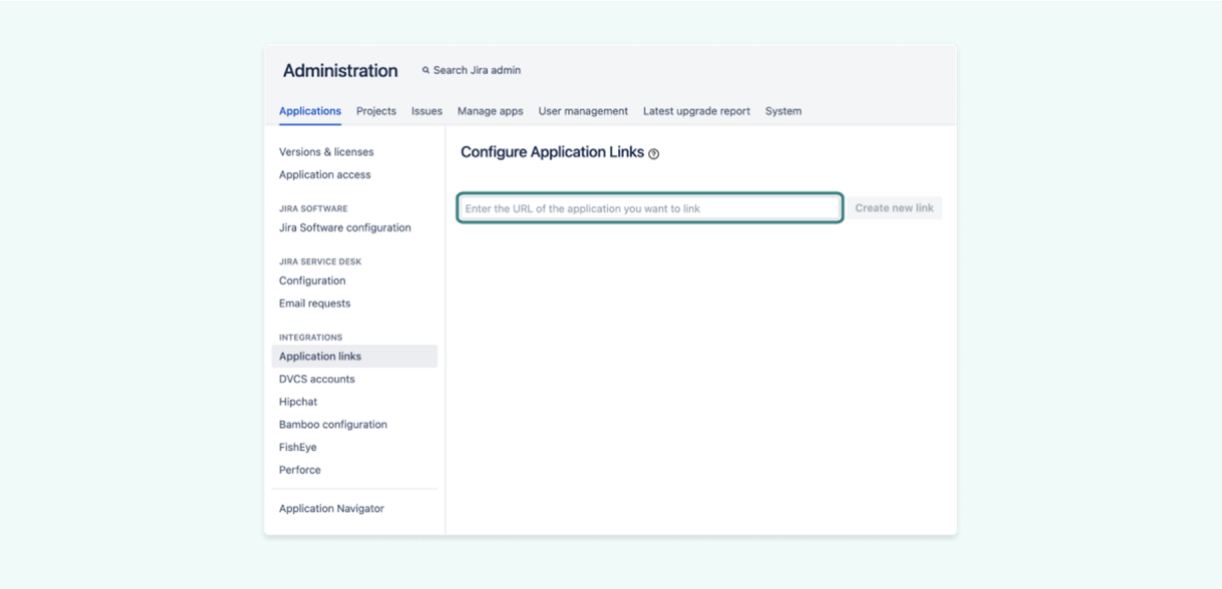
- Click on "Application links"



- Copy "Application Url" from the blank on Single Sign-On Setup in Activity Timeline → to blank on Configure Application Links tab in Jira

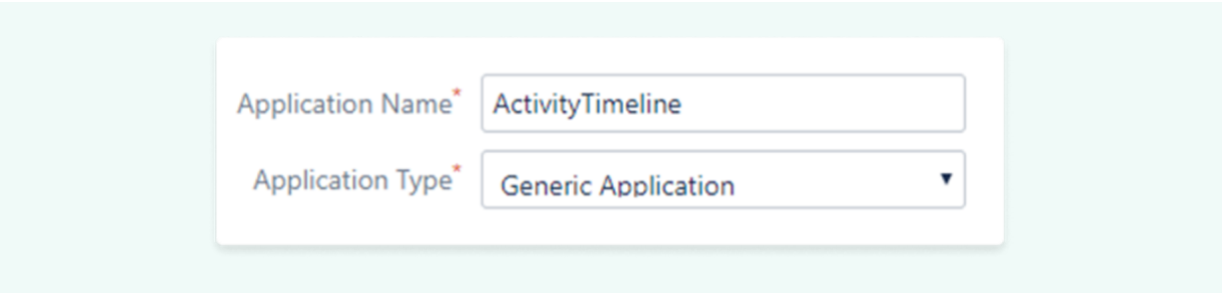


- Click "Create new link" button → Click "Continue"



- Tick "**Use this URL**" checkbox

- Fill-in the "Application Name" field, choose *Generic Application* for Application Type, leave all other blanks empty

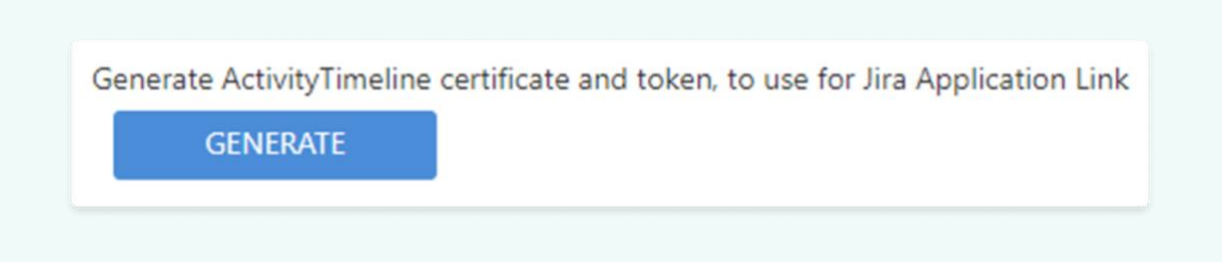


- Click "Continue" button
- On Single Sign-On Setup page in ActivityTimeline click "Mark as done" button

Step 2

Generate ActivityTimeline certificate and token, to use for Jira Application Link:

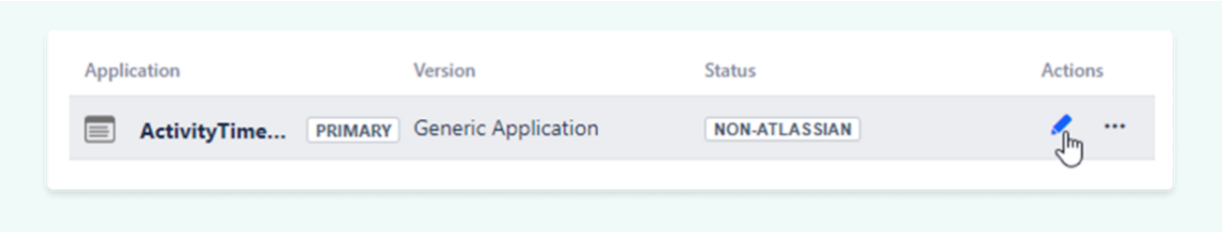
- Click "Generate" button:



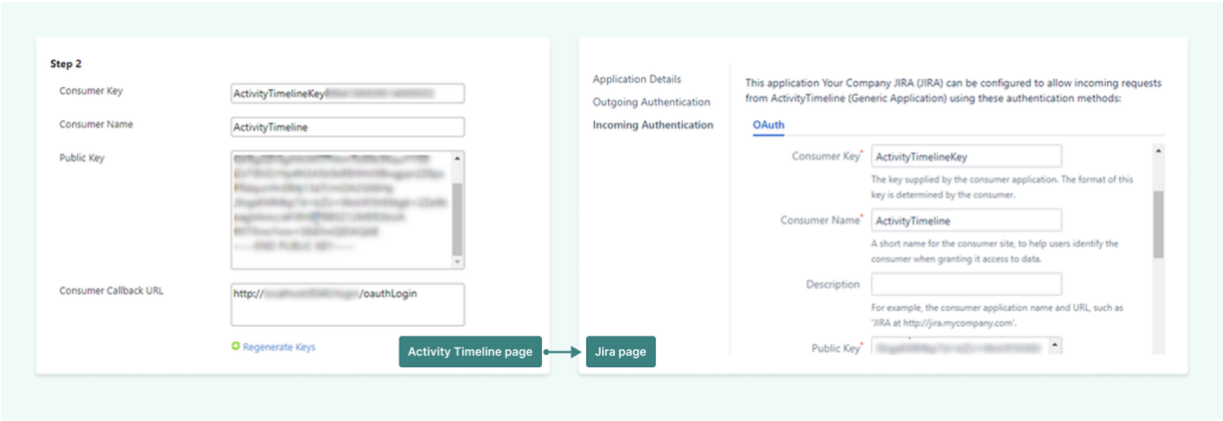
Public Key is created.

Step 3

- Click on a pencil icon on *Application Links* page created in Step 1



- Choose ***Incoming Authentication link*** and fill-in the details using data from ActivityTimeline in Step 2
- You can leave all other fields as default



- Click "Save" button on Jira Application Link Configuration
- Click "Verify" button on Single Sign-On Setup page

Jira should ask whether you allow the connection as a currently logged-in Jira user.

Important: Please make sure the currently logged-in user in Jira has Administrator role in ActivityTimeline.

Click **"Allow"** to grant connection and finish the setup of SSO. ActivityTimeline will make that user as Synchronization user (that loads updates from Jira).

10. Timeline Panel Settings

In Configuration tab administrator can define the settings of Timeline Panel. The page has two sections: Timeline View and Events where you can change different options.

Reuse Agile Sprint period for start/end dates of its issues

If task does not have planned start/end dates, then the system will use Agile sprint's start/end dates as start/end dates of a task. This will be applied to all tickets that belong to a sprint.

- Possible values: checked = turned on, unchecked = turned off
- Default value = unchecked
- **Required**: perform Refresh of Agile Boards/Sprints and Full Issues Synchronization after turning this feature on.

Default color for issues

Allows user to select default color for Jira issue bars on the dashboard.

- Possible values: Blue, Red, Orange, Yellow, Green, Purple, Violet, Livid, Teal, Olive, Silver, Gray
- Default Value: Blue

Default color for events

Allows user to select default color for custom event bars like Notes, Holidays etc. on the dashboard.

- Possible values: Green, Red, Orange, Yellow, Blue, Purple, Violet, Livid, Teal, Olive, Silver, Gray
- Default Value: Green

First Day of week

Defines the first day of the week on the calendar

- Possible values = Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday
- Default value = Monday
- Workload Indicator works properly with Monday as a first day of the week only.

First Week of year

Defines the first week numbering scheme.

- Possible values:
    - Starts on Jan 1 (first week starts on Jan 1 if a year starts on Monday otherwise first week starts on the last Monday of the previous year)
    - First 4-day week (first week starts on the first week of the year that contains 4 days in this year)
    - First full week (first week starts on the first full week of the year)
- Default value: Starts on Jan 1

Weekend displaying mode

Show thin or full-sized weekend columns (Saturday and Sunday) on the calendar.

- Possible values:
    - Thin weekend columns.
    - Full sized weekend columns.
- Default Value: Thin weekend columns

Planned Start/End Dates format

Defines whether Planned Start/Planned End date custom fields has Date Picker type or Date/Time Picker type.

- Possible value:
    - Date Only (for Date Picker type)
    - Date/Time (for Date/Time Picker type)
- Default Value: Date Only
- Time zone shift/fix setting in Advanced Settings section must be set to 0 in case of Date/Time mode.

Time format

Defines time format for Date/Time fields.

- Possible values:
    - 12h am/pm clock
    - 24h clock
- Default value: 12h am/pm clock

Confirmation on Event removal

Specifies if ActivityTimeline should show a confirmation box when user clicked on an icon of custom event to remove it.

- Possible values:
    - unchecked - remove custom events without a confirmation dialog
    - checked - show confirmation dialog.
- Default Value: checked

Displaying of Resolved Tickets

Controls whether to show resolved issues on timelines and whether to count their remaining time estimate for the workload.

- Possible values:

    - display resolved tickets and count their remaining time estimate for the workload
    - display resolved tickets but do not count their remaining time estimate for the workload
    - hide resolved tickets and do not count their remaining time estimate for the workload
- Default value: Show on timelines with remaining estimates

Deadline Warning Period

Defines the amount of days from current date till the due date of the task.

- Default Value: 7 (days)

If the due date is shorter, then the task will appear emphasized (in bold black color by default).

11. Workload Indicator Settings

ActivityTimeline administrator can define and change the settings of Workload indicator in timeline panel.

Workload Indicator Settings page has 3 sections: Time Tracking, Work Time, Past Days.

Show Workload Indicator

Defines whether ActivityTimeline should show or hide workload/availability indicators.

- Possible values:
  - checked - Workload Indicator is shown
  - unchecked - Workload Indicator is hidden
- Default value: checked

Workload Calculation Algorithm

Defines calculation algorithm for Workload Indicator.

- Possible values (refer to the Admin Guide for the details):
  - BALANCE
  - LIQUID.
- Default Value: BALANCE

Time Estimate Format

Defines 'Original Time Estimate' and 'Remaining Time Estimate' values displaying format.

- Possible values:
  - Auto - estimate is grouped by periods e.g. 10 hours estimate will show up as '1d 2h';
  - Hours - estimate is displayed in hours only e.g. '10h'
  - Days - estimate is displayed in days only e.g. '1.25d'
  - Weeks - estimate is displayed in weeks only e.g. '0.2w'
- Default Value: Hours

Work hours in day

Defines the number of working hours in a day (default person's involvement in hours per a working day). It has an influence on the workload/availability indicator.
Also, this setting is used to convert long time estimates from days to hours. E.g. 2 days = 16 work hours by default.

- Default Value: 8

Work days

Defines the list of work days. 'sat' and 'sun' are treated as weekend and workload indicator will ignore them during workload calculation as well as vacations, holidays, sick leaves and days off.

- Default Value: Mon, Tue, Wed, Thu, Fri

Past Days

Determines how worklogs are calculated in the past days.

- Possible values:
  - Include past days in workload calculation
  - Exclude days from workload calculation
  - Exclude past days and current day from workload calculation
  - Exclude past weeks from workload calculation
- Default Value: Include past days in workload calculation

Workload & Availability Modes

Choose how the task estimate is split across days if a task is scheduled from the past to the future and has remaining time estimate.

- Possible values:
  - Distribute remaining estimate into past days (not recommended)
  - Exclude past (days/weeks/ days and today) from distributing remaining estimate

Detailed documentation:

Workload indicator →

12. Advanced Settings

In Advanced Settings ActivityTimeline administrator can turn on REST API, change date and time formats, and modify Jira integration settings.

Public Jira URL

You may set a custom Jira public URL for issue preview. Useful when you have used localhost as Jira Home URL in the Jira Integration Settings/Setup Wizard page, but regular Jira users do not have an access to it.

- Default Value: [EMPTY] (ActivityTimeline will use the default Jira Home URL)

ActivityTimeline REST API

Turns on or off ActivityTimeline REST API that enables an access to the scheduling data.
Documentation: http://activitytimeline.com/docs/activitytimeline-rest-api.html

- Possible values:
  - checked - REST API is turned on
  - unchecked - REST API is turned off
- Default value: unchecked

Default Date Format

Specifies Date format. Should be the same as for Jira Date Picker field.

- Default Value: d/MMM/y

Default Date/Time Format

Specifies DateTime format. Should be the same as for Jira DateTime Picker field.

- Default Value: dd/MMM/yy h:mm a

Timezone shift/fix

Defines Time Zone shift in hours. Please change this value if tasks appear shifted by one day on the dashboard.

- Possible values:
  - negative value - move tasks few hours back;
  - positive value - move tasks few hours forward;
  - 0 value - no time zone shift.
- Default Value: 11.5

Custom Functionality

Turn On or Off features that are currently not turned on by default.

- Set value to a specific keyword or a combination of them to enable custom ActivityTimeline features. Default Value: 0

Reuse Jira Project permissions for each User

Defines whether ActivityTimeline should reuse Jira Project Permissions in addition to built-in ActivityTimeline User roles. The system will reuse Jira Project Permissions for each logged in user if enabled. Turning on this feature will decrease performance of the dashboard.

- Possible values:
  - unchecked - default ActivityTimeline User Roles are used to filter issues/teams
  - checked - Jira Project Permissions and ActivityTimeline User Roles are enabled to filter issues/projects/teams
- Default value: unchecked

Number of Issues to Load from Jira

Defines the maximum amount of tasks that ActivityTimeline should retrieve from Jira during Setup Wizard Synchronization

- Recommended maximum: 100000
- Default Value: 30000

Ignore issues older than (NN months)

Do not synchronize issues, which were last modified more than NN months ago.

- Default Value: 12

Amount of Issues to load per request

Defines the amount of issues to load per each request to the server.

- Default Value: 150

Issue ID in Jira

System property. Should not be changed manually.

- Default Value: 10011

Unresolved Resolution ID

Defines an extra resolution status id. Jira tasks with this ID will appear in left issues panel in addition to all unresolved tasks.

- Default Value: [EMPTY]

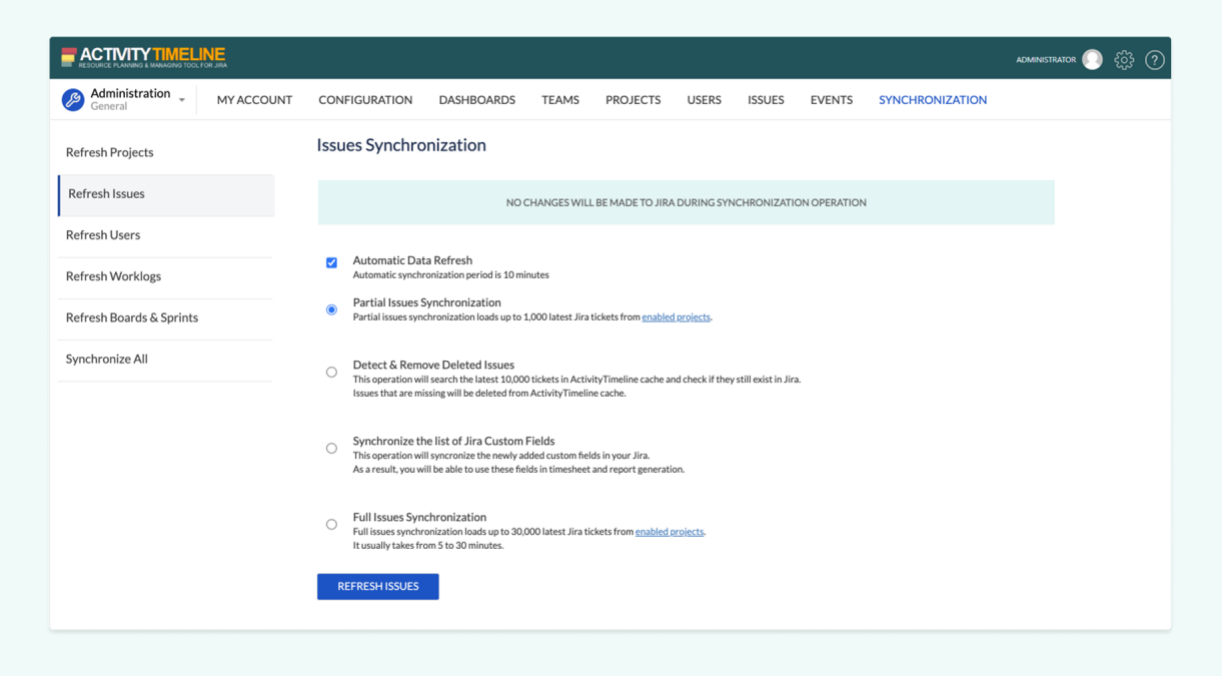
13. Miscellaneous

13.1 ActivityTimeline Upgrade

1. Stop ActivityTimeline application;
2. Backup <INSTALL_PATH>/**activitytimeline/bin/atdb** folder and
   <INSTALL_PATH>/**activitytimeline/webapps/ROOT/WEB-INF/classes/configuration.properties** file
3. Rename current installation directory to <INSTALL_PATH>/**activitytimeline-old**;
4. Install new version of ActivityTimeline from an archive into <INSTALL_PATH> folder;
5. Copy previously backed up **atdb** folder and **configuration.properties** file into corresponding folders of upgraded ActivityTimeline application;
6. Start upgraded ActivityTimeline application (startup location should remain the same);
7. Perform **Full Synchronization** at **http://<AT_SERVER>/issue/issues** if you upgraded from an earlier than v4.0 version of the add-on (screen shot below).

Note: The location of **atdb** folder is different when running ActivityTimeline as a Windows service.
It is located in Windows system directory:
<WINDOWS_DIR>\System32\atdb or <WINDOWS_DIR>\System32\SysWOW64\atdb

Note 2: You would need to re-install ActivityTimeline Windows Service if upgraded from an earlier than v4.0 version of the add-on.



13.2 Install ActivityTimeline as Windows service

Please perform the following steps to install ActivityTimeline as Windows service:

- Run the following command to install the service:
  c:\path\to\activitytimeline\bin\service.bat install
- Open *Start -> Windows Control Panel -> Administration -> Services* and find service called "ActivityTimeline"
- Switch startup mode from Manual to Automatic and start it.

Note: You might need to re-run through the setup wizard steps after switching to a Windows service as the location of ActivityTimeline data folder (atdb) is different while running from a startup.bat script and as a Windows service. As an alternative, you may copy all data files from <AT_INSTALL_LOCATION>\bin\atdb to <WINDOWS_DIR>\System32\atdb or <WINDOWS_DIR>\System32\SysWOW64\atdb folder (the folder depends on Windows version – 32bit or 64bit).

Uninstallation:
Simply launch **c:\path\to\activitytimeline\bin\service.bat uninstall** command to uninstall the service.

Note: Avoid spaces in folder names.

13.3 How to switch database engine

1. ActivityTimeline is pre-configured to use built-in H2 database.
2. Please refer to **activitytimeline/webapps/ROOT/WEB-INF/classes/configuration.properties** file if you'd like to change a database engine to external Oracle DB, MySQL 5.x, PostgreSQL or MSSQL 2008 and above.
3. Please make sure external database is installed on your server before changing the database connection configuration file.
4. It is also required that "**timeline**" database already exists and uses UTF8 character set by default.

MSSQL note: It is recommended to use the same collation as for Jira. Usually:
'SQL_Latin1_General_CP437_CI_AI' or 'Latin1_General_CI_AI' case-insensitive.

13.4 Configuring ActivityTimeline to be accessible through HTTPS (SSL)

1. ActivityTimeline uses Tomcat 7 as application server, so HTTPS configuration is the same as for a regular Tomcat application server.
2. Please refer to the following guide for details:
   https://activitytimeline.com/how-to-setup-https-activitytimeline.html

14.Troubleshooting

14.1 ActivityTimeline application does not start

Please make sure OpenJDK 8/11 or Oracle Java 8/11 or AdoptOpenJDK 8/11 or Azul JDK 8/11 is installed on the server.
You may download Java 8 or 11 at https://www.azul.com/downloads/?package=jdk

It is alright to use either JDK or JRE (Java Runtime Environment) version 8 or 11.

14.2 Ngnix Configuration

ActivityTimeline works behind the reverse proxy like Apache HTTPD or nginx. It is important to make sure the proxy server conveys the request headers with underscore. This includes SYNCHRONIZER_TOKEN and SYNCHRONIZER_URI for CSRF security.
Nginx config sample:

```
server {
.....
 underscores_in_headers on;
 location / {
        proxy_set_header Host $host;
        proxy_set_header X-Real-IP $remote_addr;
        proxy_set_header X-Forwarded-For $proxy_add_x_forwarded_for;
        proxy_set_header X-Forwarded-Proto $scheme;
        proxy_pass_request_headers      on;
        proxy_pass http://127.0.0.1:8040;
  }
}
```

14.3 Running ActivityTimeline from a context path

If you would like to run ActivityTimeline from a context path like http://server:8040/activitytimeline/ then the following steps should be performed:

1. Stop ActivityTimeline
2. Open *<Installation_Folder>/activitytimeline/webapps* folder
3. Rename “ROOT” folder to “activitytimeline”
4. Start ActivityTimeline
5. ActivityTimeline should be accessible at http://server:8040/activitytimeline/ url

14.4 Shifted Jira tickets

If ActivityTimeline displays all Jira tickets shifted by one day on the dashboard, then it indicates a time zones configuration issue. This usually happens when Jira and ActivityTimeline are running on two different servers with different Time Zone settings.

Please perform the following steps to fix the issue:

- Update the Time Zone on the server with ActivityTimeline to match the Jira server's one;
- Reboot the server with ActivityTimeline so the time zone setting are applied to applications;
- Start ActivityTimeline, open step 5 of ActivityTimeline Setup Wizard and perform a complete synchronization one more time so the system will update all date caches to a proper time zone setting.
- Alter ***Time zone shift/fix*** setting in *Configuration > Advanced Settings* to compensate the shift.

14.5 Cannot parse date format error

This error occurs if you have configured custom **Date** or **DateTime** format in Jira or you are using a locale different from **US (United States)**.

Please go to http://localhost:8040/config/edit_advanced URL and change the next three fields to match the settings in Jira:

- Default Date Format **d/MMM/yy**
- Default Date/Time Format **dd/MMM/yy h:mm a**

You may specify Default Date/Time Format for Default Date Format field if Jira custom fields have Date/Time Picker type (*Configuration > Timeline Panel* settings).

Please take a looks at http://activitytimeline.com/how-to-setup-jira-start-end-date-custom-fields.html for the details.

14.6 Synchronization does not work after upgrade

This could occur if you were using old version of Jira that was connected through SOAP communication mode. The latest version of Jira does not support this protocol and uses REST communication mode.

Please go to http://localhost:8040/config/edit_advanced URL and change the next two fields to REST:

- Issues Synchronization Mode **REST**
- Users Synchronization Mode **REST**

14.7 ActivityTimeline cannot connect to Jira

Please make sure there is no proxy server between ActivityTimeline and Jira. If ActivityTimeline and Jira are installed on the same server then you can use ***localhost*** in the Jira Home URL.

In this case, Jira Home URL will look like http://localhost:8080

This will require to change ***Jira URL*** ActivityTimeline Configuration setting (*Configuration >Jira Integration Configuration* page) to point to the external Jira Home URL where all users normally access Jira.

As a result, ActivityTimeline will communicate with Jira internally through a local connection while all external users will access Jira issues through an external (public) link.

14.8 ActivityTimeline Sync stopped working

Most likely, the username or password of the synchronization user that ActivityTimeline is using to receive updates from Jira has changed. You should update them.

Open ActivityTimeline *Dashboard > Configuration > Jira Integration Configuration* page. Update username and password of the Synchronization User. Save changes by clicking on Update button at the bottom of the page.

14.9 Cannot login to ActivityTimeline using my Google Apps account

If you have Google account connected to Jira then you should create a special Atlassian Cloud password to access ActivityTimeline (separate to your Google Apps password).

If you haven't set an Atlassian Cloud password yet, go to the login page and choose **Unable to access your account?** in the Atlassian Cloud login section.

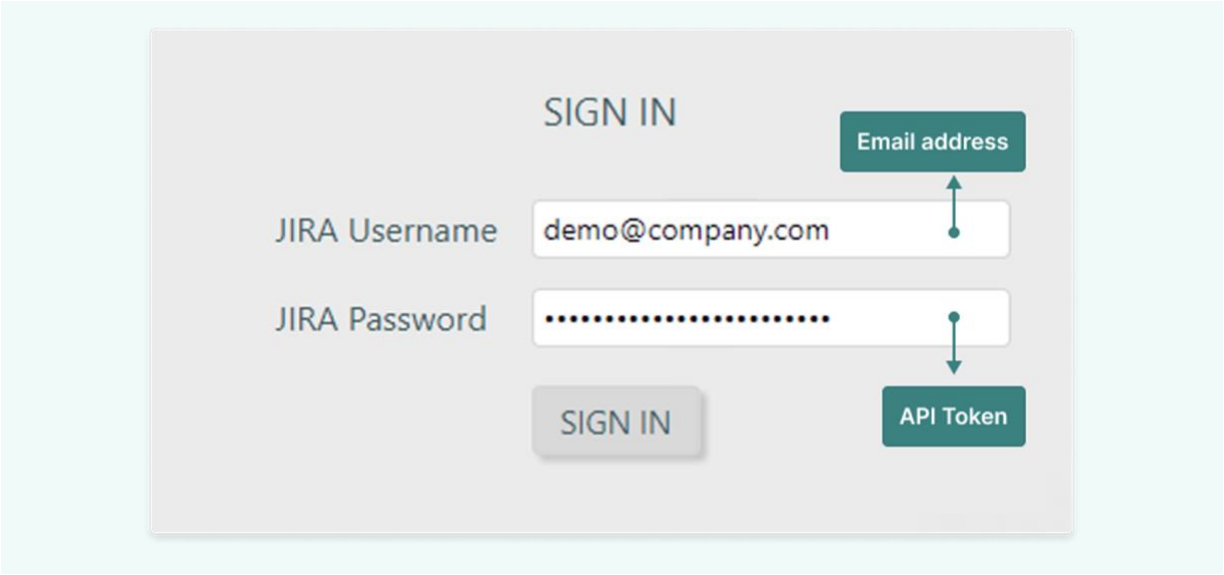
Details: https://confluence.atlassian.com/cloud/manage-your-profile-and-password-744721602.html

14.10 Cannot login to ActivityTimeline Cloud with Jira Cloud two-factor authentication enabled

It is required to login using email address and Atlassian Login Token as a password when Jira Cloud two-factor authentication is enabled.

Each user can create an individual API Token at the following page:
https://id.atlassian.com/manage/api-tokens

Afterwards, login into ActivityTimeline by using your email address as username and created API token as a password (shown on the screenshot below).



Also, you should update the credentials of the AT Synchronization user in the same way (email and token) at **Dashboard -> Configuration -> Edit page**.

14.11 ActivityTimeline Data is gone after restart

Make sure you start ActivityTimeline from the same base folder each time. The system may look for the configuration data and cache in a different empty folder if started differently.

Also, you can search the hard drive of the server for **atdb** data folder. If there is more than one occurrence then you can stop ActivityTimeline, backup both **atdb** folders, swap them and start ActivityTimeline again.

15.Help Portal

You can access the latest version of the Administrator and User Guides, FAQ and other documentation at our online portal at:

https://activitytimeline.atlassian.net/wiki/spaces/AC