issueLinks removal problem on Jira DC

Problem

A problem was detected on 5.28.0 release which caused issueLinks to be removed from synced items on Jira On-premise where the issueLink sync rules was being used, the affected version has been removed from the marketplace platform and remediation steps have been devised.

Cause

Issue detected on Exalate fix 5.28.0

Solution

Our team has identified all possible affected clients and is proactively reaching out to them to reinstate the data correctly.

Product

If you have not been contacted and you believe you have been affected by this issue please feel free to reach out to us through our Support Portal and we will gladly assist you.

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