

Maintenance Mode

User: have you ever been working on Jira and suddenly your work couldn't be saved?

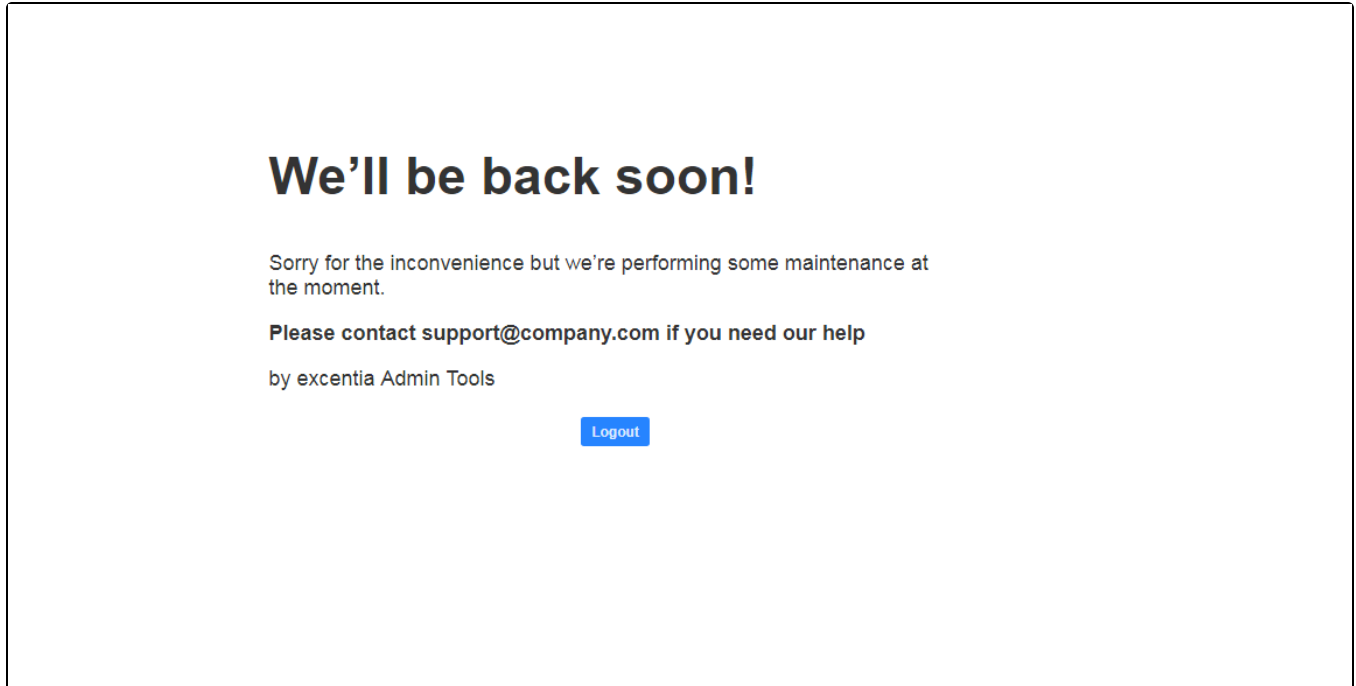
Admin: have you been solving a Jira problem and an user introducing data have messed up with your work?

What about if we let users know in Jira, that they can't use Jira because it's under maintenance? What if, basically, there is a tool to improve communications and important notices between IT and the rest of the company?

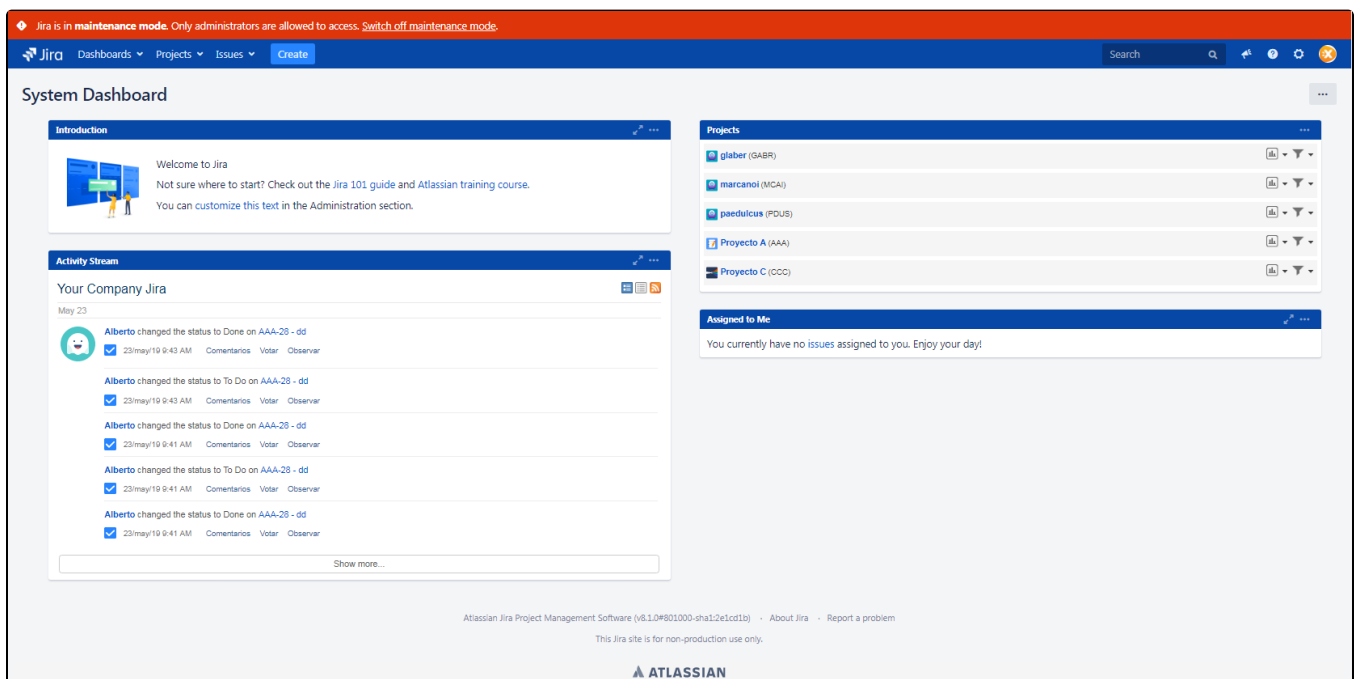
We suffered similar cases too, and that's why we developed this cool and very useful functionality, available now in **excentia Admin Tools**.

Maintenance Mode allows Jira admins to communicate maintenance work on Jira in an effective way. The communication will be shown on the right environment, avoiding uncomfortable situations.

When an user tries to access Jira, a warning message will be shown and log in will be invalidated:

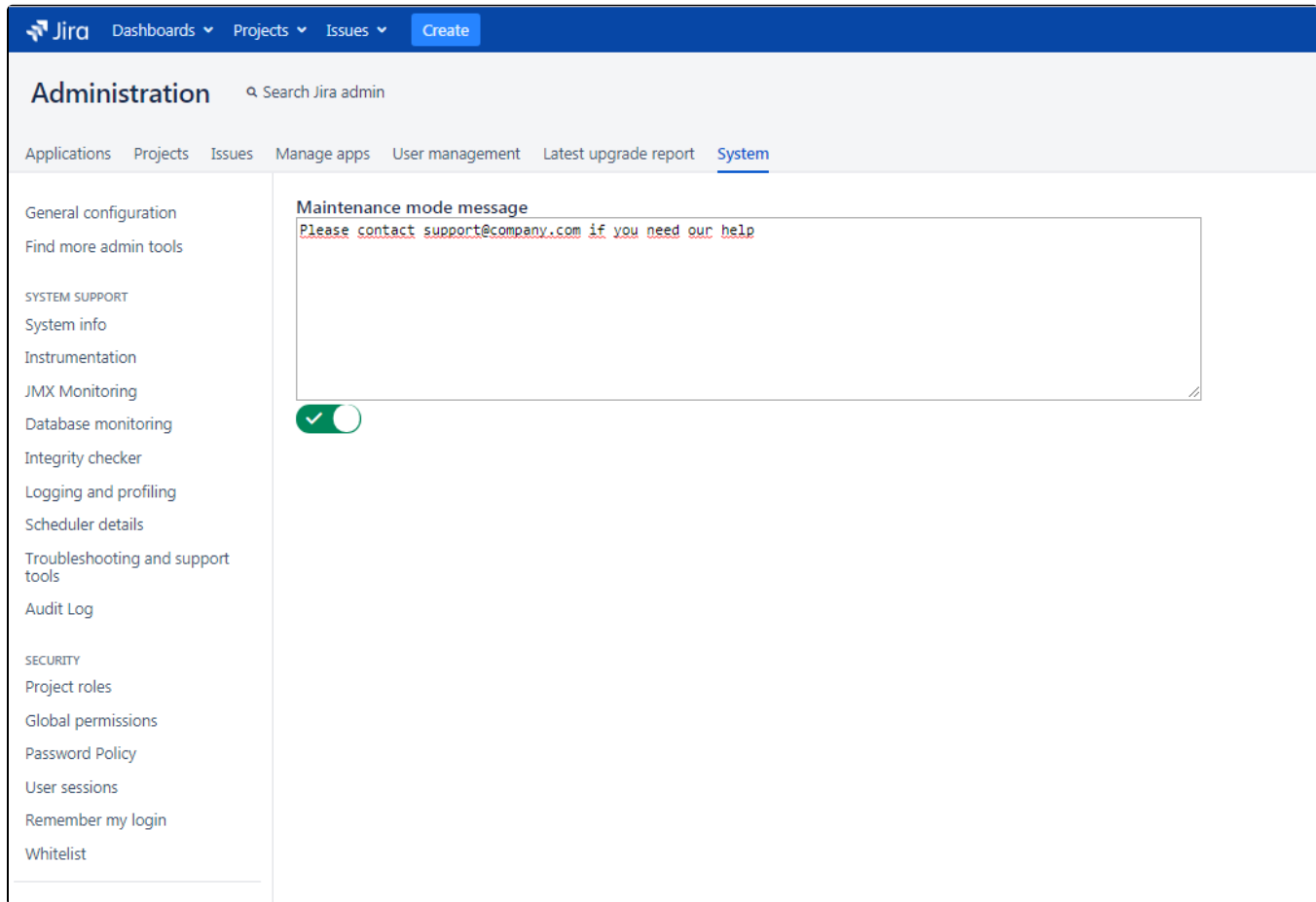


Moreover, Jira admins will be able to access Jira, but with a warning that **Maintenance Mode** it's being carried on.



How to do it?

1. Choose **blocked URL** >System
2. On the left-hand panel at the bottom, you'll find 'MAINTENANCE MODE' panel
3. Click on Settings
4. In this page, you would be able to activate or deactivate maintenance mode and write a message that would be integrated on the user alert screen.



The screenshot shows the Jira Administration interface. At the top, there's a navigation bar with 'Jira', 'Dashboards', 'Projects', 'Issues', and a 'Create' button. Below this is the 'Administration' section with a search bar 'Search Jira admin'. A horizontal menu includes 'Applications', 'Projects', 'Issues', 'Manage apps', 'User management', 'Latest upgrade report', and 'System' (which is highlighted). On the left, a sidebar lists various configuration categories: 'General configuration', 'Find more admin tools', 'SYSTEM SUPPORT', 'System info', 'Instrumentation', 'JMX Monitoring', 'Database monitoring', 'Integrity checker', 'Logging and profiling', 'Scheduler details', 'Troubleshooting and support tools', 'Audit Log', 'SECURITY', 'Project roles', 'Global permissions', 'Password Policy', 'User sessions', 'Remember my login', and 'Whitelist'. The main content area is titled 'Maintenance mode message' and contains a text input field with the placeholder text 'Please contact support@company.com if you need our help'. Below the text field is a toggle switch that is currently turned on, indicated by a green checkmark and a green circle.



Remember to check your Jira permissions to know who will be able to see each of the views available.