



Introducing Jira Service Management 5.12 Long Term Support release

Boost team efficiency, scale your software, and strengthen your security

The Jira Service Management Data Center 5.12 long-term support (LTS) release comes packed with improvements to help improve the agent experience, scale sustainably, and maintain security and compliance.

The benefits you'll unlock with Jira Service Management 5.12 will help your organization to operate effectively, remain agile, and continue to support your evolving business. Read on to make sure you're taking advantage of all the new features and capabilities available to you in Jira Service Management 5.12.

Improve the agent experience and boost team efficiency

Admins and agents will find working in Jira Service Management easier with new productivity and ease-of-use improvements focused on operational effectiveness, process improvement, and self-service.

5.11 Link multiple Confluence spaces to a single portal: Build a comprehensive knowledge base, allowing agents and customers to access a wider range of articles for self-service and free up agents' precious time.

New editor in Assets: Find an updated editor in Assets that aligns with the style of Jira Service Management UI for more familiarity and ease of use.

Reorder project shortcuts: Tailor Jira's sidebar to your liking by dragging and dropping project shortcuts.

Improved search experience on the Customers page: Enjoy improved search functionality on the Customer page and better messaging during timeouts so admins can more quickly problem solve.



Improvements to the support zip creation: Quickly create a support zip in the Atlassian Troubleshooting and Support Tools (ATST) app thanks to a new design and enhanced functionality for the Create a support zip page.

New actions added to Jira automation: Manage your work more efficiently with Jira automation's two most recent actions: "Lookup issues to query for issues and aggregate results for use in other actions" and "Create variable to store text values or other smart values and use them in other actions".

5.10 Identify request types by groups: Allow help seekers to distinguish between request types with similar names. Group names associated with request types will now be visible in the search results.

Clone queues: Quickly configure new and/or similar queues by cloning existing queues with predefined configurations.

Search for projects and issue types in custom field contexts: Save time and quickly find the necessary field contexts using the new Projects and Issue types menus.

Add linked issues to the existing ones with one click: Stop using complex workarounds and start relying on the new Create linked issue screen to create and edit linked issues between Jira Software projects or between Jira Software and Jira Service Management projects.

Updates in Jira Service Management for Mobile: Log into previously unavailable instances of Jira Service Management

for Mobile without any connection or compatibility errors.

Customer Request Type field available in dashboard gadgets: Easily visualize workloads based on request types by adding the Customer Request Type field to dashboard gadgets.

Improvements to Assets import logs: Easily resolve errors associated with your Assets imports with import tags now included in the logs, helping our Support team filter the right information.

5.9 Share requests with groups: Enjoy a more scalable service desk experience by being able to share requests with groups in the customer portal.

Show or hide empty fields in the issue view: Work how you want by customizing the visibility of empty custom fields in the issue view through the new Empty custom field configuration.

Run imports on dedicated nodes and track the progress of the operations: Better control the impact on system performance during Assets imports.

Comments on approvals are now supported in Jira Service Management for Mobile: Leave comments when approving or declining requests on Jira Service Management mobile.

Changes to the login-free portal signup flow: After submitting their first request on the login-free customer portal, customers will now receive an email recommending they sign up for an account.

5.8 Enhance your approvals with attachments: Approvers can add attachments to the comments that they leave when they approve or decline a request, giving requestors more context about decisions.

Improved commenting experience: Don't miss a critical note and see the most important comments first with the new sticky comment footer. You can also start a conversation from any place in the issue view with a single click.

5.7 Enhance your approvals with comments: Use comments to explain why an approval decision was made. Admins have the ability to require comments on approval decisions.

View Assets objects in the Jira Data Center and Server mobile app: View Assets custom fields objects from a mobile device.

New design and enhanced functionality for configuring contexts for custom fields: Enjoy a brand-new design and

enhanced functionality for custom fields designed to offer quick, efficient, and predictable use.

5.6 Support for Assets referenced object fields in approvals: Use Assets referenced objects fields as a source for the names of your approvers when setting up approvals.

Email channels support mailbox folders: Specify the name of the folder in your mailbox that you want Jira Service Management to monitor for incoming emails and better organize your work.

Linking issues are no longer limited to agents: Allow all users with Create Issue and Link Issue permissions to link issues between different projects and get work done more quickly.

5.5 Improved email filtering: Control how email requests that your customers send are filtered by Jira Service Management and better manage your inbox for more efficient work.

Powerful performance and stable scalability

Your instances will grow with your organization, but that doesn't mean software performance has to suffer. Jira Service Management 5.12 includes automation and diagnostic features to empower growing teams to develop more complex instances without compromising speed or reliability.

5.11 Store attachments in Amazon S3 object storage: Store attachments in Amazon S3 object storage for an enhanced enterprise experience compared to the Network File System (NFS).

Performance improvements to the AQL `connectedTickets()` method: Improve the efficiency of Advanced Query Language (AQL) searches with `connectedTickets()`

to increase the performance and stability of Jira Service Management.

5.9 Store your avatars in Amazon S3 storage: Scale your instance and efficiently store data by keeping avatar data, such as user avatars, issue type icons, request type icons, and project icons, in Amazon S3 buckets instead of storing them in the `<sharedhome>` directory.

5.8 New mail queue metrics for in-product diagnostics: Get a more detailed picture of mail queue contents and collect more data for better performance monitoring.

5.7 Guardrails for Jira Service Management: Improve performance, identify potential risks, and make informed decisions about your instance with more guardrails added to Jira Service Management.

Performance improvements in Assets: Enhanced performance and reliability of Assets with new system behaviors, including import performance and UI improvements.

5.5 Audit log improvements: Work more efficiently as the audit log loads faster, even when the database contains millions of events.

Support for Java 17 added: Enjoy better performance and strengthened instance stability with support for Java 17.

Jira migrates to Log4j2: Take the extra step to ensure continued compliance with Log4j version 2.17.2.

In-product diagnostics updates: Know you're always putting your instances' best foot forward when you monitor and maintain its performance thanks to several improvements to the in-product diagnostics (IPD) tool, such as a new user interface, REST API updates, and performance metrics improvements.

Jira Temporary Directory Cleaner introduced: Don't waste time manually cleaning your instance to save space; Jira automatically cleans its temporary directory during startup.

Enhanced security and increased compliance

When it comes to security, there's no such thing as being too safe. Jira Service Management 5.12 includes new admin controls and accessibility improvements to help safeguard your data, enforce compliance protocols, and keep your instance stable and reliable.

5.11 Masking secret keys in your automation rules: Safely reuse data across your instance as Jira masks secret keys and the URLs used in the automated notifications when connected to external services.

Allowlist in Jira automation enabled by default: Strengthen Jira automation's security and enhance protection against Server-Side Request Forgery (SSRF) attacks by default, enabling Jira allowlist.

Restrict issue watchers: Keep confidential information secure with a

background filter that excludes users who don't have access to a specific project from the list of potential issue watchers.

Read-only access to Assets information for Confluence users: Improve the security of Assets data as unlicensed users can now only access Assets data when authorized through application links.

The Rich Text gadget substitutes the deprecated Text gadget: Eliminate potential security risks posed by possible

arbitrary HTML that the Text gadget might contain and replace it with the new Rich Text gadget.

Project permissions get extended

configuration: Enhance the privacy and security of your project information with more granular control over the level of data displayed to users.

Accessibility fixes for low-vision and keyboard-only users: Improved usability for keyboard-only and screen reader users.

New settings for Groovy scripts in Assets: Choose who has access to the Assets script console by setting limitations by user type.

Get data for any time slice: Analyze data for custom time periods by selecting specific date ranges in addition to the preset options.

5.6 Auditing improvements: Increased coverage of audit logs including logs that will let admins track events related to the customer portal, reports, and Assets.

5.5 H2 database upgraded from 1.4.200 to 2.1.214: Enjoy a more secure instance with the newly upgraded embedded database.

Ready to upgrade?
Get started [here](#).