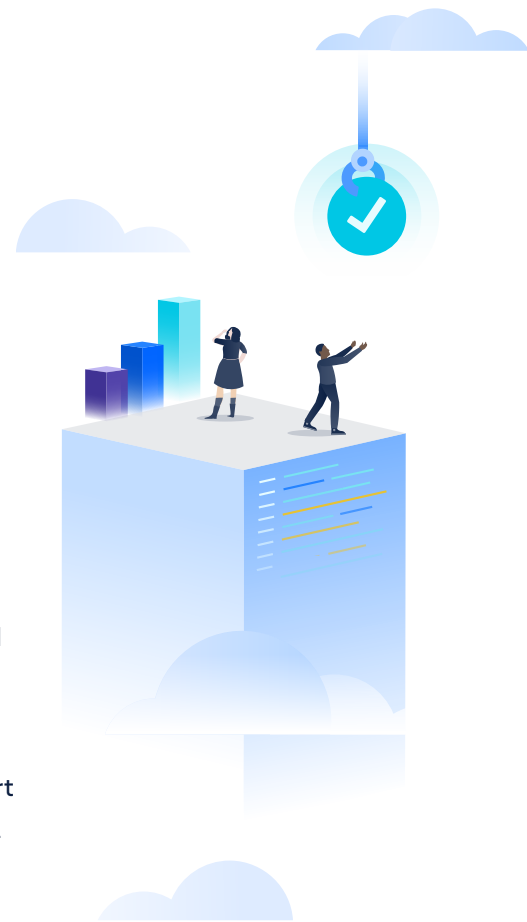




# Streamline your workflow, scale your software, and strengthen your security with the Jira Software 9.12 Long Term Support release

The Jira Software Data Center 9.12 long-term support release (LTS) comes packed with improvements to meet your organization’s most critical needs for team efficiency, performance at scale, and security and compliance.

The benefits you’ll unlock with Jira Software 9.12 will help your organization to operate effectively, remain agile, and continue to support your evolving business. Read on to ensure you’re taking advantage of all the new features and capabilities in Jira Software 9.12.



## Streamline workflows and boost team efficiency

The latest Jira Software LTS is our most user-friendly yet, ready to drive productivity. Empower your admins and end-users to accomplish more and reach their full potential with these features.

**9.11 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.”

**Updated layout in the table with custom field contexts:** Quickly find the critical configuration details faster with a new, centralized view.

**Reorder project shortcuts:** Tailor Jira’s sidebar to your liking by dragging and dropping project shortcuts, and quickly access your work.

**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.

**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.

**9.10 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.

**9.9 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.

**Disable smart query in the quick search:** Find exactly what you need when you tailor the default search behavior in Jira's quick search to your preferences.

**9.8 Comment sorting updates:** Search and sort through comments, as comment sorting now applies only to visible comments. Rest assured that your preferred sort order will not change after you add a new comment.

**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.

**Auto-managed sprints:** Save countless hours and never forget to close a sprint by scheduling sprints with a start date and end date.

**9.7 Notifications about active sprints when deleting boards:** Manage your instance and delete scrum boards with the confidence that they don't contain active sprints. A new notification shows you

any active sprints contained in a board before deletion.

**Updated validation for required custom fields of the Select list (cascading) type:** Easily validate changes to issues and preserve the hierarchy of your custom fields' options without risking incorrect display in the issue view.

**Take index snapshots with one click:** Avoid cumbersome workarounds and a manually scheduled service; create index snapshots on a given node with a single click at any time, even before the Jira reindex.

**Mail queue health check:** Determine if emails have been successfully sent from mail queues and easily detect underlying issues that could delay communication between Jira and users.

**Pin comments in Jira issues:** Quickly know and share what's important with new comment pinning. These comments will always appear above the other issue comments at the top of the Comments tab.

**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.

**Displayed version start and release dates:** Quickly learn a project's version dates with an improved display for version dates, even with different time zone settings.

## Powerful performance and stable scalability

Help admins maintain highly performant instances without having to worry about scale. Jira Software 9.12 includes new automation and diagnostic features to empower growing teams to develop more complex instances without compromising speed or reliability.

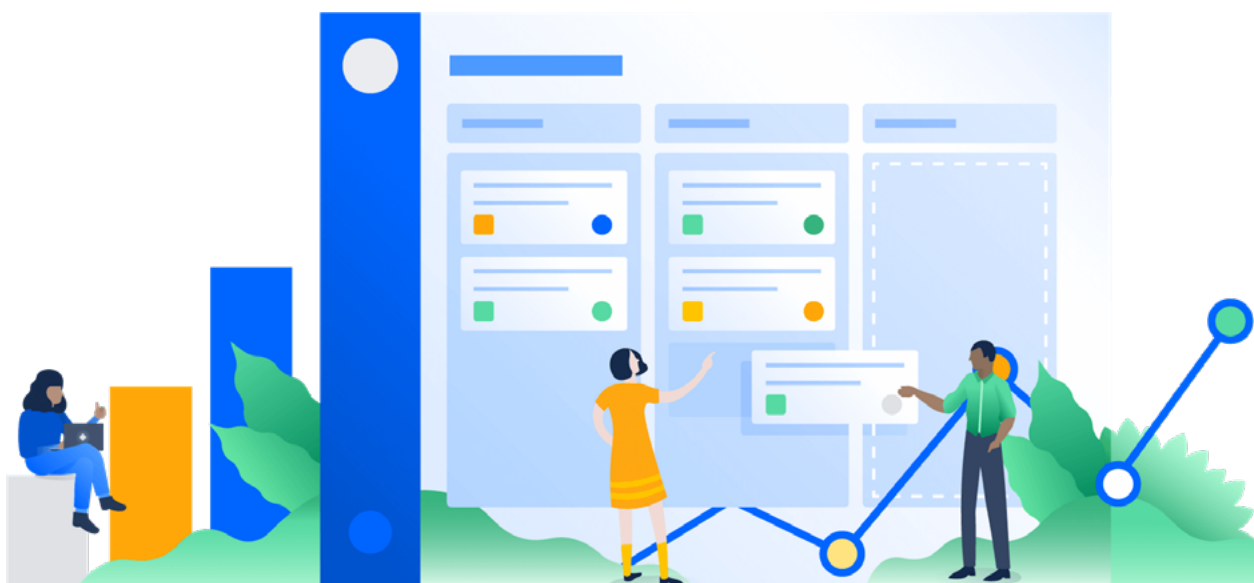
**9.9 Store your avatars in Amazon S3 storage:** Scale your instance and efficiently store data by keeping avatar data, such as user avatars, issue type icons, request type icons, and project icons, in Amazon S3 buckets instead of storing them in the <sharedhome> directory.

**9.6 Crowd membership changes batched during full and incremental directory syncs:** Improve the performance of Crowd membership changes with batched full and incremental directory syncs, as well as cached requests for DirectoryManager lookups.

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

**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

Jira Software 9.12 includes these new admin controls and accessibility improvements to help safeguard your data and enforce compliance protocols. Upgrading to this LTS reduces the risk of data breaches, cyberattacks, and other security threats – without adding administrative burden.

### 9.11 Masking secret keys in your automation rules:

Safely reuse data across your instance as Jira masks secret keys and the URLs used in notifications for the automation connecting 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.

**The Rich Text gadget substitutes the deprecated Text gadget:** Eliminate potential security risks posed by a possible arbitrary HTML that the Text gadget might contain and replace it with the new Rich Text gadget.

**Use AWS Secrets Manager to manage Jira Software configurations:** Protect Jira Software from credentials leakage with support for [AWS Secrets Manager](#).

**9.10 Accessibility fixes for low-vision and keyboard-only users:** This LTS includes several accessibility updates that improve the usability for keyboard-only and screen reader users, such as an improved label description in the Kanban board and improved navigation when creating an issue.

**9.9 Microsoft Graph API integration for incoming mail:** Protect your Jira instance from unauthorized access, corruption, and breaches with the new Microsoft Graph API to configure incoming mail servers.

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