# Step 2 - Exporting Data from the P2 Connector

● **Plan Out Your Migration**   ● **Exporting Data from the P2 Connector**   ● **Importing to the New Connector**   ● **Configuring Salesforce**   ● **Completing the Setup**

Before performing an import to the new connector, an export of P2 Connector must be produced. This includes most configuration and data of the P2 Connector.

At the end of this step, you will have:

- Re-indexed JIRA before exporting, to make sure the Connector data is up-to-date.
- Produced a data export of the P2 Connector in the form of a zipped file.
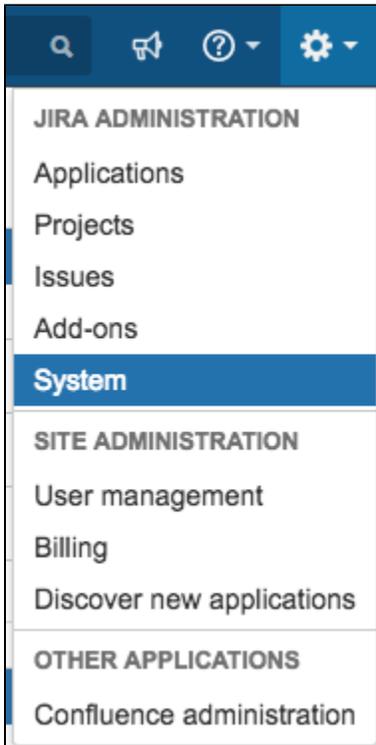- Downloaded the zipped file.

## Prerequisites

- You have reviewed Step 1 - Plan Out Your Migration.
- You are a JIRA administrator in JIRA Cloud.

## Guide

1. Log in to JIRA Cloud.

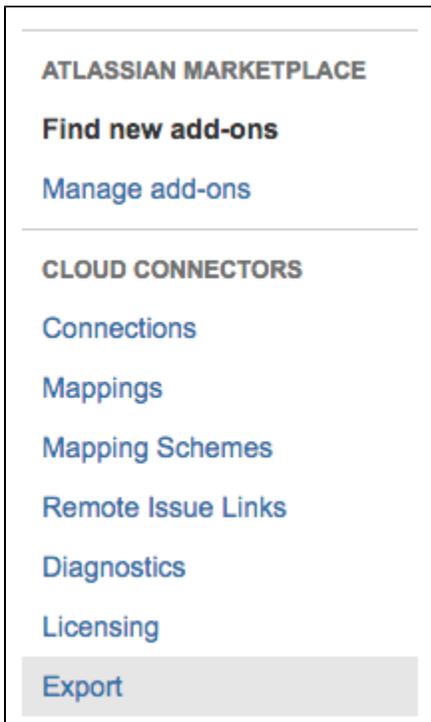2. From the **Cog Icon** ⚙️▼, select **System**.



3. In the **Administration** page, under **Advanced** section, click **Indexing**.
   Follow the instructions to run **Re-index** and wait until it completes.

4. Now, let's export the connector data.

   From the **Cog Icon** , select **Add-ons.**

5. In the **Add-ons** administration page, click **Export** from the **Cloud Connectors** section:
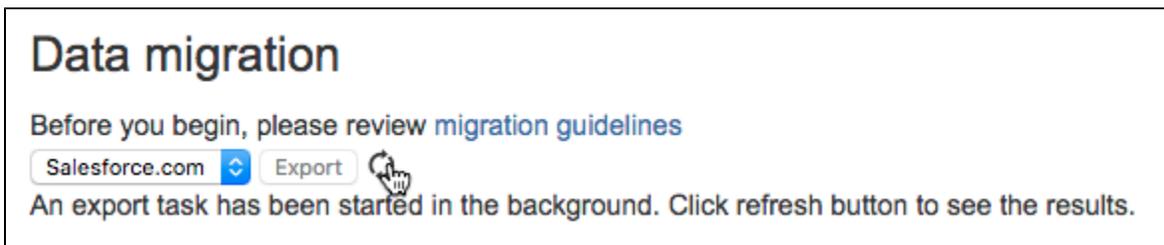


6. On the **Data migration** page, ensure '*Salesforce.com*' is selected.



7. Click **Export**.
   A process will be initiated in the background to produce the export.
   Click the refresh icon to fetch the latest status.



   Note that it may take a few seconds (or up to a few minutes, depending on the size of your instance) to complete.

   > If the export takes more than 20 minutes, the exporter will stop the background process and display an error message. To help us troubleshoot:
   >
   > 1. Raise a ticket with Atlassian Support to request for atlassian-jira.log, then
   > 2. Raise a ticket with ServiceRocket by sending the atlassian-jira.log to support@servicerocket.com.

8. If successful, you should see a table like below:

## Data migration

Before you begin, please review migration guidelines

Salesforce.com ⬍ | Export | ↻

| Index | Id | Status | Start Time | Finish Time | |
|-------|-----|--------|------------|-------------|---|
| 1 | 8bcdb2ec-466a-487b-8551-4dd7da7862d1 | Finished | Wed Aug 31 07:34:06 MYT 2016 | Wed Aug 31 07:34:07 MYT 2016 | Download |

9. Click **Download**.
   Save the zip file for the the next step.

configure Next: Importing to the New Connector