

Gliffy Zero Egress | Compliance-Ready Diagramming: Cloud Migration Guide

The steps described here apply for migrations from Gliffy Diagrams for Confluence (Data Center) to:

- Gliffy Zero Egress | Compliance-Ready Diagramming (Cloud)
- Gliffy Zero Egress | Compliance-Ready Diagramming (Government Cloud)*
- Gliffy Zero Egress | Compliance-Ready Diagramming (Isolated Cloud)*

*Contact your Atlassian support representative to complete your migration.

1. Prepare Your Cloud Instance

Install the [Gliffy Zero Egress | Compliance-Ready Diagramming](#) app and uninstall the [Gliffy Diagrams for Confluence Cloud](#) app if you have it installed.

2. Prepare Your Data Center Instance

Ensure that your Confluence Data Center instance is updated to a version compatible with migrations:

- 12.2.0 or later for Confluence 9
- 13.1.0 or later for Confluence 10

3. Migrate Confluence Content from Data Center to Cloud

Use the Confluence Cloud Migration Assistant (CCMA) to perform your migration.

This step will migrate your diagram attachments. To migrate your diagram *data*, move on to the next step.

Important: During the migration, when prompted to assess your apps, select **Not needed in Cloud** for Gliffy.

This option prevents CCMA from attempting to migrate Gliffy diagram data to the Gliffy Diagrams for Confluence Cloud app and ensures that the data is migrated to the Gliffy Zero Egress app.

4. Export Gliffy Diagram Data from Data Center

Before you export, ensure that [site reindexing](#) is complete on your Confluence Data Center instance. If it's not, some diagrams may be missing.

How to export:

1. In Confluence Data Center, select **Confluence administration > General configuration**.
2. Under **Gliffy plugin**, select **Migration**.
3. Select **Export data**.
4. When the export is completed, select **Download data** and save the .zip file locally.

The exported .zip file expires 12 hours after export if you do not download it. If the .zip file expires, export the .zip file again to download it.

Do not edit the contents of the exported .zip file or change its file name.

5. Import Gliffy Diagram Data to Confluence Cloud

Do not start importing data immediately after the CCMA migration is completed. Gliffy import relies on Confluence indexing and search. If indexing is not complete, some diagrams might fail to import.

Because Confluence Cloud does not provide an indexing status indicator, we recommend waiting up to 48 hours—indexing can take this long for large instances.

Once you have waited for indexing to complete, remove view and edit restrictions from any restricted pages in your Confluence Cloud. Diagrams on restricted pages do not work after the import is completed.

1. In Confluence Cloud, select **Confluence administration**.
2. Select **Apps > Gliffy Configuration**.
3. Select the **Import** tab.
4. Select **Start new import**.
5. Select **Choose File** and upload the exported .zip file.
6. Select **Start Import**.
7. After the import is completed, select **Download import log** and save the log for reference. (This log is essential for troubleshooting and is available only for a limited time.)

Need Migration Assistance?

We're here to help you set your team up for success in the Cloud. If you have questions or concerns about your Gliffy Cloud migration that were not addressed in this guide, please reach out to our support team at support-gliffy@perforce.com.