

Installing the Add-on

Installation

There are two methods of installation: installation via the UPM (Universal add-on Manager), or manual installation.

Installation via the UPM

1. Go to the **Find New Add-ons** section:

Cog Icon  > **Add-ons**

2. Search for the add-on.
3. Click on **Install**.
4. Ensure the add-on is installed successfully.

Manual Installation

1. Download the add-on from the [ServiceRocket Marketplace](#).
2. Go to the **Manage Add-ons** section:

Cog Icon  > **Add-ons > Manage Add-ons**

3. Click on **Upload Add-on**.
4. Choose the add-on file (`.obr` or `.jar`) from the directory where you downloaded the add-on to.
5. Click **Upload**.
6. Ensure the add-on is installed successfully.


Licensing

This add-on requires a license purchased from [ServiceRocket](#) before it can be used. Some add-on licences are free and others may require a purchase.

Please refer to our [Purchasing FAQ](#) on how to obtain a license, specifically the [Download](#) section on how to download the license key.

To install the add-on license:

1. Go to the appropriate add-on section in your **JIRA Admin** section:

Cog Icon  > **JIRA Admin > ServiceRocket plugins > CustomWare JIRA Parent Issue Plugin License Details**.

2. Upload the generated license file by clicking **Choose File**.
3. Click **Install**.
4. Your license will now be displayed under **Current License**.

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