

Installing Create and Link

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.
5. *This step is no longer required with Create and Link version 5.0.4 and up.* Download the [createandlink-jspfiles-5.zip](#) file for your version of JIRA and install it in the following directory:

```
atlassian-jira/secure/custom/net  
/customware/jira/plugins/createandlink
```

Create this directory if it doesn't already exist.

Copy and paste the extracted `custom` directory into the `atlassian-jira/secure/` directory.

6. Restart JIRA.

A note regarding upgrading from an older version

If you have the jsp files installed from Create and Link version 5.0.4 and under, you do not need to manually remove them. Simply uninstall the add-on and re-install with the latest version.

Manual Installation

1. Download the add-on from the [ServiceRocket Marketplace](#).
2. Go to the **Manage Add-ons** section:
Cog Icon  > **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.
7. *This step is no longer required with Create and Link version 5.0.4 and up.* Download the [createandlink-jspfiles-5.zip](#) file for your version of JIRA and install it in the following directory:

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8. Restart JIRA.

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Licensing Questions

If you have questions about our add-on licenses, consult our [Purchasing FAQ page](#).

A note regarding upgrading from an older version

If you have the jsp files installed from Create and Link version 5.0.4 and under, you do not need to manually remove them. Simply uninstall the add-on and re-install with the latest version.

Licensing

This add-on requires a license purchased from [ServiceRocket](#) before it can be used. Once purchased the license is available from your profile.

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  > **Add-ons** > **ServiceRocket Plugins** > **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**.