Installation and licensing

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

Installation via the UPM

1. Go to the **Find New apps** section:
   Cog Icon [⚙ ▾] **> apps**
2. Search for the app.
3. Click on **Install**.
4. Ensure the app 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 app and re-install with the latest version.

Manual installation

1. Download the app from the ServiceRocket Marketplace.
2. Go to the **Cog Icon** [⚙] **> apps**.
3. Click on **Upload app**.
4. Choose the app file (`.obr` or `.jar`) from the directory where you downloaded the app to.
5. Click **Upload**.
6. Ensure the app 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:

   ```
   atlassian-jira/secure/custom/net/customware/jira/plugins/createandlink
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   Create this directory if it doesn't already exist.
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8. 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 app and re-install with the latest version.

Licensing

This app 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 app license:

1. Go to the appropriate app section in your **JIRA Admin** section:

   Cog Icon **> apps > 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**.