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Upgrading from the old JIRA app

Ben Henley - 2017-11-08 - Comments (0) - Deskpro Apps

The older JIRA app (included in Deskpro build #383 or older) only allowed agents to export ticket information to a new JIRA issue.

It looked like this:

Agent - 1 - P -								
SLAS o BI	LLING & TIME LOG	JIRA (0) LICE	INSES (1) CLOUD (0)					
Status	Assigned To	Last Activ	vity Actions					
Macros → 🗇 Remove → 🖉 Actions → 🕼 Export to JIRA								

If you are using this older JIRA app with Deskpro On-Premise, it **will be disabled** when you update your helpdesk to a newer build. (Cloud users have already been updated).

There is no way to run the new app on an older build of Deskpro, or to continue using the old app on a newer build.

Installing the new app using the instructions in the <u>JIRA app section of the admin</u> <u>manual</u> **will restore all your JIRA links.** 

Tags			
JIRA			