

Installation and Upgrade Guide

Before you begin

You must have the **JIRA System Administrators** [global permission](#) before you can carry out the instructions on this page.

Installation

To install PULSE - Monitoring Tool for JIRA, take the following steps:

1. Log in as a user with the **JIRA Administrators** [global permission](#).
2. Click the admin drop-down and choose Atlassian Marketplace and the Manage add-ons screen loads.
i Tip: Use a [Keyboard Shortcut](#) instead: **g** then **g** and start typing **manage...**
3. If your JIRA server is connected to the Internet, you can click **Find new add-ons** from the left-hand side of the page and locate PULSE - Monitoring Tool for JIRA via search.
The appropriate add-on version appears in the search results.
Otherwise, please download **PULSE - Monitoring Tool for JIRA** directly from the marketplace to your computer and click **Upload plugin** from the right-hand side of the page.
4. Click **Try free** to begin a new trial or **Buy now** to purchase a license for PULSE - Monitoring Tool for JIRA.
You're prompted to log into [MyAtlassian](#). PULSE - Monitoring Tool for JIRA Monitor begins to download.
5. Enter your information and click **Generate license** when redirected to MyAtlassian.
6. Click **Apply license**.
If you're using an older version of UPM, you can copy and paste the license into your JIRA instance.

Update

Follow the same steps as above for installing our add-on, since the old add-on version is removed from the file system, as says in the JIRA documentation on [Updating Add-ons](#).

Disabling

1. Log in as a user with the **JIRA Administrators** [global permission](#).
2. Choose the **cog icon** at the top right of the screen, then choose **add-ons**, select **Manage add-ons** (left tabs).
i Tip: Use a [Keyboard Shortcut](#) instead: **g** then **g** and start typing **manage...**
3. Expand PULSE - Monitoring Tool for JIRA in the User-installed Apps
4. Click the **Disable** button.

i See further information for JIRA documentation on [Disabling and Enabling Apps](#).

Uninstalling

1. Log in as a user with the **JIRA Administrators** [global permission](#).
2. Choose the **cog icon** at the top right of the screen, then choose **add-ons**, select **Manage add-ons** (left tabs).
i Tip: Use a [Keyboard Shortcut](#) instead: **g** then **g** and start typing **manage...**
3. Expand **PULSE - Monitoring Tool for JIRA** in the User-installed Add-ons.
4. Click the **Uninstall** button.

Upgrade JIRA

i If you are upgrading your version of JIRA, your current version of **PULSE - Monitoring Tool for JIRA** may not be compatible with the new JIRA version. In this case, follow these steps:

1. Uninstall PULSE - Monitoring Tool for JIRA as described above.
2. Upgrade your JIRA version.
3. Install a new compatible version of **PULSE - Monitoring Tool for JIRA** Plugin.

Table of Contents

- [Before you begin](#)
- [Installation](#)
- [Update](#)
- [Disabling](#)
- [Uninstalling](#)
- [Upgrade JIRA](#)