

Insight Installation Guide

Before you begin

You must have the Jira System Administrators [global permission](#) before you can carry out the instructions on this page. Remember, also, to review the [System Requirements](#) for Insight.

 You should configure the JVM memory to at least 4Gb maximum memory, and at least 2Gb in "normal" environments. But in very large instances you need to increase this even more, sometimes up to 32Gb maximum.

Important note

- If you are running Jira 8 and installed an Insight version that pre-dates 7.0.0 then first **uninstall your current version** before attempting to Install Insight version 7
- Insight 7.x is optimised for Jira 8 and will **NOT** work on older Jira versions

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Installing Insight

To install Insight, 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.
 **Tip:** Use [Keyboard Shortcut](#) instead: **g+g** and start typing **manage...**
3. Click **Find new add-ons** from the left-hand side of the page and locate **Insight** via search. The appropriate add-on version appears in the search results.
4. Click **Try free** to begin a new trial or **Buy now** to purchase a license for Insight. You're prompted to log into MyAtlassian. Insight 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.

Updating Insight

Follow the same steps as above for Installing Insight, since the old add-on version is removed from the file system, as described in the Jira documentation on [Updating Add-ons](#).

Disabling Insight

1. Log in as a user with the **Jira Administrators** [global permission](#).
2. Choose the **cog icon**  at top right of the screen, then choose **add-ons**, select **Manage add-ons** (left tabs).
 **Tip:** Use [Keyboard Shortcut](#) instead: **g+g** and start typing **manage...**
3. Expand Insight in the User-installed Add-ons.
4. Click the Disable button.
 For more information: [Disabling and Enabling add-ons](#).

Uninstall Insight

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

 No Jira or Insight data will be lost after Insight has been uninstalled.

Getting help

To get help check out our [Insight Documentation](#) or contact [our support](#).



If you are upgrading your version of Jira, your current version of Insight may not be compatible with the new Jira version. The steps to take in this case are the following:

1. Upgrade your Jira version
2. Upgrade to a new compatible version of Insight