FAQ

Licenses

Is it possible to extend the evaluation period for JIRA Client?

Yes, please write to sales@almworks.com and we'll be glad to provide you with an extended corporate evaluation license. You can also order a one-time extention of evaluation period on our web-site.

How do I install the license?

To install the license:

1. Place the license key file on your hard drive.
2. Start JIRA Client.
3. Choose **Help | License Key...**
4. Click "..." and select the license key file.
5. Click **OK**.

> ⚠ Restart the application for changes to take effect.

What types of licenses are available?

To get the information on different types of JIRA Client licenses, please see a comparison table.

What is the difference between a personal and single-user licenses?

A single-user license is intended for companies and organizations which need the software for general commercial use. Such license allows anybody in the company to use the application and get a standard 1 year support service. Read more about our support services here.

Personal licenses are intended for personal use, and if you are the only person planning to use that license, then the personal license is for you. Personal licenses are non-transferable, and they are not available to companies.

Features

I see two rows with the same issue in query results table. How do I remove duplicate row?

To remove a duplicate row:

- Select **both** rows using **Ctrl + click**.
- Use **Tools | Remove Invalid Issue** menu.

- Select the query and use **Right-click | Reload Query from Server** command.

Is time tracking supported?

Yes, time tracking is supported. To start using time tracking:

1. Select the issue you're currently working on.
2. Use **Time | Work on Issue** menu (or **right-click | Work on Issue** or **Ctrl+G**).

What versions of JIRA are supported?

As of July 2009, Atlassian JIRA versions 3.3 or newer (any edition) are supported. JIRA 4.0 Beta versions are supported as well.

How should JIRA be configured to allow JIRA Client to work?

No additional installations are required on the server side. JIRA should have remote API enabled. It is disabled by default on a freshly installed JIRA, but it is probably already enabled on your JIRA, especially if someone works with JIRA from any remote client.

To enable remote API in JIRA (requires JIRA administrator privileges):

- In **Administration | General Configuration**, select **Accept Remote API Calls** (this option is set **OFF** by default).
- Enable "RPC JIRA Plugin" and "Issue Views Plugin" plug-ins. (They are enabled by default.)

Where can I get any information on command-line parameters for JIRA Client?

You can find more about it here.

If I create a custom field in JIRA, will JIRA Client pick it up?

Yes, JIRA Client will pick up custom fields and let you edit and search them. It will automatically load new custom fields during full synchronization, which by default takes place twice a day. To add a custom field immediately, you can enforce a full synchronization. To do so:

- Select **File | Synchronize** menu item.

How can I share queries in JIRA Client?

To share queries:

1. Select a query or a folder press **Ctrl + C** or right-click and select **Copy**.
2. Paste it into your e-mail program or a text editor to get an XML-formatted text.

To paste a query:

1. Select the XML text.
2. Copy it into clipboard and paste into JIRA Client somewhere in the Navigation Tree by pressing **Ctrl + V** or right-click and select **Paste**.

Is it possible to remove an attachment using JIRA Client?

JIRA Client currently does not have this feature but you can remove an attachment using the web interface.
To remove an attachment:

- Press **F9** to navigate to a web page of the selected issue and remove it.

> You can remove an attachment which you have just added to an issue but haven't uploaded yet. To do so:
>
> - Right-click and select **Discard local changes**.

What features can be used to review the current state of a project?

You can use the following features to monitor the health of the project:

- Nested queries with counters: you can break down issues with queries as needed and immediately see how many issues satisfy each query.
- Two-dimensional distribution which you can turn on using **Search | Tabular Distribution** command.
- **Tools | Export** command for further issues analysis in Microsoft Office Excel.

Problems

JIRA Client slows down

The reason for that may be that too many issues have been downloaded. Currently JIRA Client can handle effectively up to 20,000 issues. Find more about current limitations here and follow these tips.

JIRA Client doesn't start properly

This may happen if the `config.xml` file is corrupted. This file stores all the queries you make and is located in the workspace directory. By default, it is {{ $HOME/.JIRAClient}}.
Each time JIRA Client starts, `config.xml` is backed up into "backup" subdirectory in the workspace.
To fix the problem:

1. Quit JIRA Client if it is running.
2. Copy a backed up version of `config.xml` file from the backup subdirectory of a workspace. Select the largest file because JIRA Client can have several new backups since the history had been lost.

> If the procedure described above do not help, we recommend to clear the database.

There are active users in JIRA, but I can't see them in JIRA Client

JIRA Client sees only users mentioned somewhere in the issues content. If you don't see a user name in a drop-down list, you can type his or her e-mail address. After that when you edit an issue, the user's e-mail appears in the list.

How can I redistribute JIRA Client with a license key and preset values for command-line properties?

You can prepare JIRA Client for deployment within a company using the following procedure:

1. Install the latest version of JIRA Client. (Do **not** use .zip archive or files that are named *_without_java*).
2. In the installation directory, create a text file named *jiraclient.properties* using any text editor.
3. In this file, put any command-line parameters and their values as *parameter=value* pairs, each pair on a new line.
4. Specifically, to set the license key:
    a. Place license key file (let's say it's named *jiraclient-company.license*) in the installation directory.
    b. Put the following parameter in the *jiraclient.properties* file:

    ```
    jiraclient.license=jiraclient-company.license
    ```

5. Create a ZIP archive of all files in the installation directory and use it to redistribute the application.

Does JIRA Client synchronize comments, attachments, and other info?

JIRA Client works roughly in the same way as a version control system:

1. It gets data from the server.
2. You can make local modification including creation of new issues and others.
3. You can upload changes to server.

All the fields, comments, links, sub-tasks are downloaded automatically when you first download an issue as a result of a query. Some aspects of an issue such as:

- attachments
- workflow actions
- permissions
- watcher/voter lists
- work logs

are downloaded using right-click an issue or selecting **Issues | Download** or when you open an issue for at least 3 seconds.

If you change something in an issue details, your modifications are uploaded when you select **Upload** or **Upload All**.