

[Xray Cloud] How to re-install Xray






In case it is necessary to re-install Xray Cloud, it is possible to quickly do it without losing any data, unsubscribe or uninstall Xray.

Steps to Re-install the Xray



1. Go to Settings - Apps:

Settings

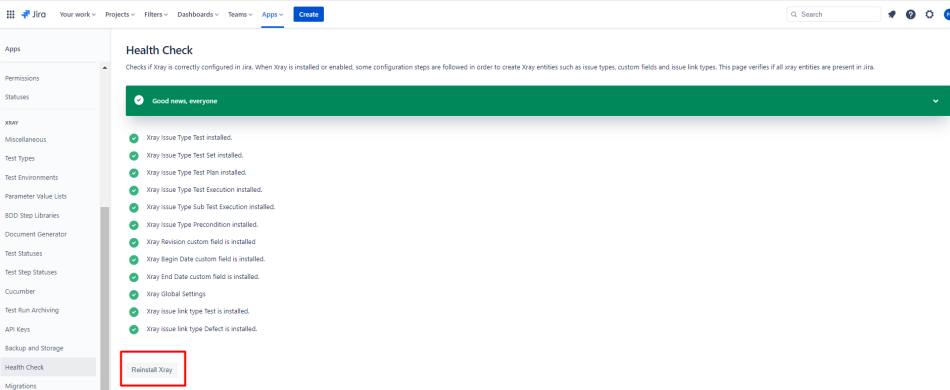
JIRA SETTINGS

-  **System**
Manage your general configuration, global permissions, look and feel and more.
-  **Products**
Manage your Jira products' settings and integrations.
-  **Projects**
Manage your project settings, categories, and more.
-  **Issues**
Configure your issue types, workflows, screens, custom fields and more.
-  **Apps**
Add and manage Jira Marketplace apps.

PERSONAL SETTINGS

-  **Atlassian account settings**
Manage your language, time zone, and other profile information.
-  **Personal Jira settings**
Manage your email notifications and other Jira settings.

- 2.
3. Then choose Xray and Health Check:



The screenshot shows the Jira 'Apps' page. On the left is a sidebar with a list of categories: Apps, Permissions, Statuses, Misc, Miscellaneous, Test Types, Test Environments, Parameter Value Lists, BDD Step Libraries, Document Generator, Test Statuses, Test Step Statuses, Cucumber, Test Run Archiving, API Keys, Backup and Storage, Health Check, and Migrations. The 'Health Check' item is selected and highlighted. The main content area is titled 'Health Check' and contains a green banner that says 'Good news, everyone'. Below the banner is a list of 12 items, each with a green checkmark and the text 'Xray issue type [name] installed.' The 'Reinstall Xray' button is located at the bottom of the list and is highlighted with a red box.

- 4.

Known Causes



- Xray health check has detected errors: Xray issue type (Pre-condition, Test, Test Set, etc.) delete of missing from project

Related articles

- [\[Xray Cloud\] Which IP addresses need to be whitelisted in order to use Xray?](#)
- [\[Xray Cloud\] Not Xray configured project shows Xray Options like Test Coverage in some Issue Types](#)
- [\[Xray Cloud\] Single user can't see the Tests within the folder view in Test Repository](#)
- [\[Xray\] What to do if Xray upgrades from 6.X to 7.X gives you errors](#)
- [\[Xray\] Why some Tests show as N/A status and with no Test Runs in the Test Coverage section of the Requirement Issue?](#)