

# [Xporter Server] Incompatibility with Jira 9.11 and above

## Problem

After a clean install of Jira 9.11 or above, Xporter is not able to generate reports.

## Solution

This happens because the JAVA version that Jira installs is not compatible with Xporter or DocGen.

To mitigate this issue, JAVA version needs to be set to JAVA 11.

1. Install in the Operational System or download the version of Java required by Xporter (JAVA 11);
2. Keep the path of the Java home folder noted, to be used later (step 4);
3. Stop JIRA;
4. Set the path where you installed Java as the `JAVA_HOME` (JDK) or `JRE_HOME` (JRE) variables for JIRA (see instructions below);

Note: If `JRE_HOME` is not defined, Jira will define its value using the `JAVA_HOME` value.

## Specific actions per operating system:

### Windows (manual start):

- Go to the path where you installed Jira, then open the bin folder;
- Edit the `setenv.bat` file, including the below just under the `@echo off` line;

If the JAVA installed is JRE:

```
SET JRE_HOME="%path\to\new\jre\home"
```

If the JAVA installed is JDK:

```
SET JAVA_HOME="%path\to\new\jdk\home"
```

- Set `PATH` to include the `<Java>\bin` folder;

```
SET PATH="%path\to\new\jdk\bin or jre\bin;%PATH%"
```

- Restart JIRA;

### Windows (Jira as a Service):

- Stop the JIRA service;
- Run the below command on a Command Prompt as an Administrator, inside the `bin` folder of JIRA's Installation Directory;

```
tomcat8w.exe //ES//JIRA050815072407
```

This command is dependent on the version of Tomcat your instance is using. Check the executable present in **<JIRA Install Directory>/bin/**

You can get the service name by going to your Windows services and copying the service name for the "Atlassian JIRA" service. For example, 'JIRA050815072407' in this case.

- On the **Java** tab, choose the location of the `jvm.dll` file from the JDK/JRE installation directory you want to use;
- Start the JIRA service;

### Linux/Unix:

For Linux/Unix based operational system, using manual start:

- Go to the location where you installed JIRA, then to the `bin` folder;
- Edit the `setenv.sh` file and add the lines at top of the file:

If the JAVA installed is JRE:

```
JRE_HOME="/path/to/new/jre/home"
```

If the JAVA installed is JDK:

```
JAVA_HOME="/path/to/new/jdk/home"
```

- For instance: `JAVA_HOME="/Library/Java/JavaVirtualMachines/jdk1.8.0_241.jdk/Contents/Home"`

- Set `PATH` to include the `<Java>/bin` folder

```
PATH="/path/to/new/jdk or jre/bin:$PATH"
```

- Restart JIRA

## Related articles

[How to change the Java version used by Jira | Jira | Atlassian Documentation](#)

[Bundled Tomcat and Java versions | Atlassian Support | Atlassian Documentation](#)