

Version Incompatibility

If, after a Jira upgrade, your Xray or Xporter App gets incompatible, this is because your previous version of the App is not compatible with the new Jira version.

The solution is to upgrade the App to a version that is compatible with your current Jira version.

Please check versions and compatibility for [Xray](#) and [Xporter](#).



In case the same version is available for two different Jira versions, please check the examples below to find out the correct App version for your Jira version:

- Xray example:
 - 4.2.6 for Jira 8
 - 4.2.6_j7 for Jira 7
- Xporter example:
 - 6.6.7 for Jira 8
 - 6.6.7-j7 for Jira 7

In case of a major upgrade (from Jira 7 to Jira8 for instance), please follow the steps below:

Step-by-step guide

1. Uninstall the incompatible version of the App (Xray or Xporter) (no data will be lost)
2. Search for the App in the Jira option *Find new add-ons*, and it will show the correct version for the current Jira
3. Install the App

Related articles

- [\[Xray Server\] No permissions to execute Test Executions](#)
- [Xray Exploratory App Storage information](#)
- [\[Xray Cloud\] Xray Data Residency location - Germany](#)
- [\[Xray Cloud\] How to update Xray for Jira manually](#)
- [\[Xray Data Center\] How to get Xray Attachments size info on Jira Data Center?](#)