

# How to find the SEN

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## What is SEN?

SEN stands for Support Entitlement Number that identifies the product and helps us know what support you need. A valid SEN is always needed, for support purposes about our products.

## Where is Xray Server SEN?

Go to *Jira Administration* Manage apps *Manage apps* and click over the product:

ATLASSIAN MARKETPLACE

Find new apps

**Manage apps**

XRAY

Miscellaneous

Custom Fields

Issue Type Mapping

Requirement Coverage

Requirement Projects

Manage Test Statuses

Manage Test Step Statuses

Default Column Layouts

Integrity Checker

License Management

### Manage apps

You can install, update, enable, and disable apps here. [Find new apps](#).

Filter visible apps

User-installed

[Upload app](#) [Build a new app](#)

### User-installed apps

Xray

TRIAL EXPIRING

Buy now

Xray is the #1 Manual & Automated Test Management App for QA. It's a full-featured tool that lives inside and seamlessly integrates with Jira. Its aim is to help companies improve the quality of their products through effective and efficient testing.


**Your trial is expiring on 07/May/19. Buy a license for this app.**

Buy now

Get started

Uninstall

Disable



Screenshots (28)

Version: 3.3.6\_j7

Vendor: Xpand IT

Support: Supported by vendor

App key: com.xpandit.plugins.xray

License details: Evaluation, Unlimited-user commercial license, Standard, expires 07/May/19

License status: Valid

License SEN:

License key:

Marketplace listing

Full pricing details

Documentation

EULA

Data security and privacy

Support and issues

658 of 659 modules enabled

## Where is Xporter Server SEN?

Go to *Jira Administration* *Manage apps* *Manage apps* and click over the product:

▼ Xporter

A plugin which exports JIRA Issues to PDF and DOCX Files using templates based on Microsoft Word (DOCX).


**You can learn how to configure, use, and share this app by getting started below.**

Get started

Configure

Uninstall

Disable



Screenshots (7)

Version: 5.8.1-j7

Vendor: Xpand IT

Support: Supported by vendor

App key: com.xpandit.plugins.jiraxporter

License details: Unlimited-user commercial license, Standard, expires 10/Apr/21

License status: Valid

License SEN:

License key:

[Marketplace listing](#)

[Full pricing details](#)

[Documentation](#)

[EULA](#)

[Data security and privacy](#)

[Support and issues](#)

151 of 151 modules enabled

## Where is Xray Cloud SEN?

Go to *Settings* *Apps* *Manage apps* and click over the product:

▼ Xray

Test Management app for Jira cloud - xray:1.009.001


**Learn how to configure, use, and share this app by getting started below.**

Unsubscribe

Get started

Configure

Uninstall



Screenshots (22)

Version: 1.1.37-AC

Vendor: Xpand IT

Support: Supported by vendor

App key: com.xpandit.plugins.xray

License status: Valid

License SEN:

Access token:

Access token status: Active trial ▼

[Watch app](#)

[Descriptor](#)

[Marketplace listing](#)

[Full pricing details](#)

[Documentation](#)


[EULA](#)

[Data security and privacy](#)

[Support and issues](#)

## Where is Xporter Cloud SEN?


Go to *Settings* *Apps* *Manage apps* and click over the product:

 **Xporter - Export issues from Jira**

Export issues to DOCX, XLSX, PDF, ODT, and SVG, using Microsoft Word & Excel Templates

**Learn how to configure, use, and share this app by getting started below.**

[Unsubscribe](#) [Get started](#) [Configure](#) [Uninstall](#)



Screenshots (7)

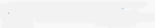
Version: 1.1.14-AC


Vendor: Xpand IT

Support: Supported by vendor

App key: com.xpandit.plugins.jiraxporter

License status: Valid

License SEN: 


Access token: 

Access token status: Active trial

[Watch app](#)  
[Descriptor](#)  
[Marketplace listing](#)  
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[Support and issues](#)


## Where is XEA (Xray Exploratory App) Cloud EN?

- If you are subscribing a Free account, you can find your EN under your profile (Go to your avatar and click *My Profile*):

 ? ~ J

[Back to workspace](#)  
[My Profile](#)  
[Change Password](#)

**My Profile**



\* First Name

\* Last Name

\* Email address

\* Job title Consultant

\* Country United States

\* Business name

Entitlement Number

[Save changes](#)

- If you are subscribing a paid account, you can find your EN in the About Workspace (click the *gear* icon in the top-right corner) of the Shared Workspace of that account:

- F

Factory

Team Account

⌵
- < Back to workspace
- Manage Team
- Manage Subscription
- About Workspace

☁️

Cloud Storage

0%

0 B of 2.5 TB used

Get More Storage

About Workspace



Factory Workspace

Workspace URL

https://phtwoqe.xea-nonprod.com/workspace/factory-2a7238

📄

Workspace Owner

JOHN DOE | john.doe@factory.com

Created at

1/10/2024, 3:06:57 PM

Entitlement Number

cus\_PLknkgc7ebZWK9

📄

Looking for Help?

For all other support requests, including ownership transfer, team or data migration, custom plans, etc... [Contact Support](#)