License

Some features of the Lewe Jira Connector plugin require a license / subscription for a small yearly fee. See Feature Comparison for the details.

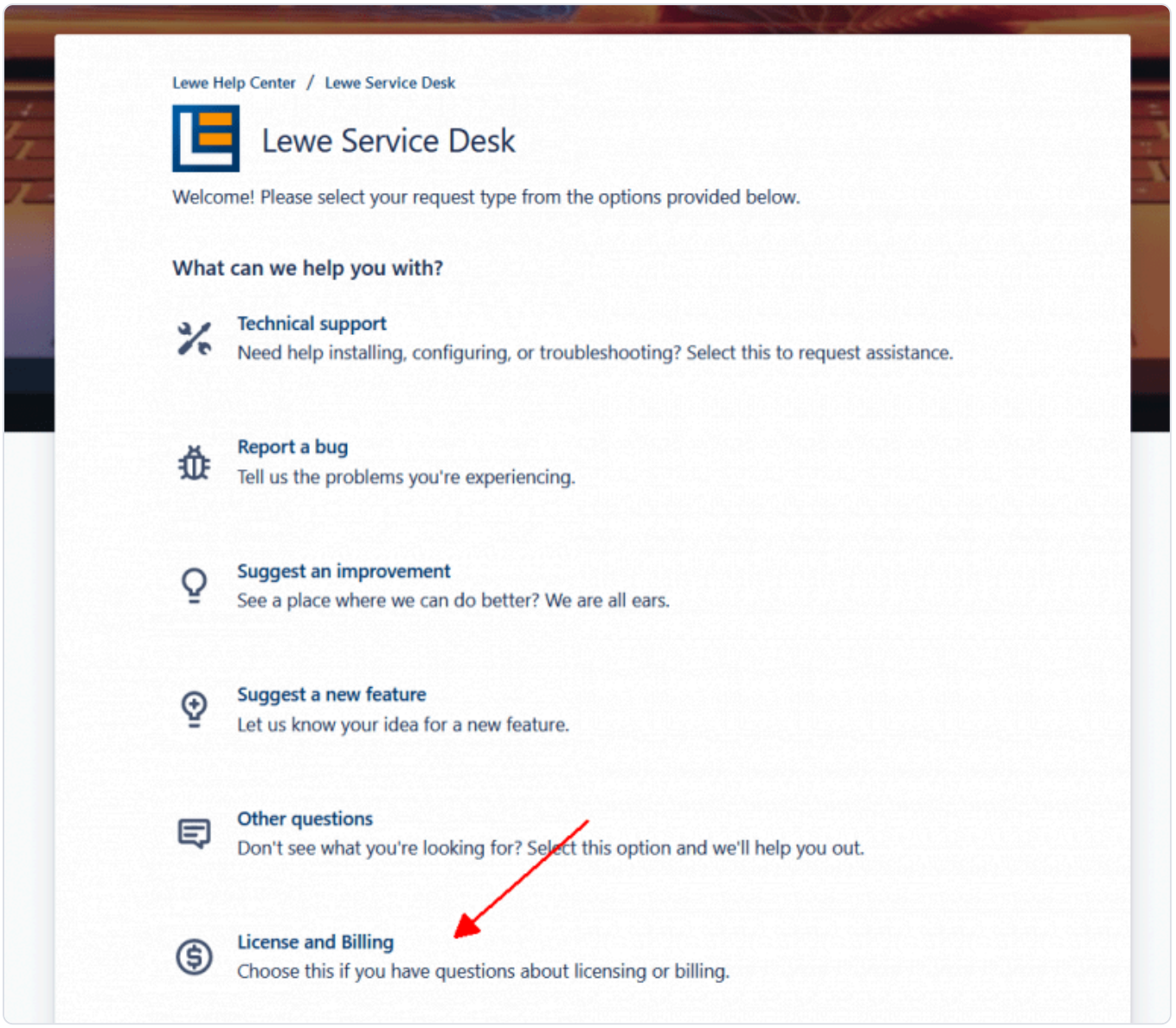
One license is valid for one domain. The free issue button works without a license; the inline, panel and filter displays need an active license.

How to obtain a license

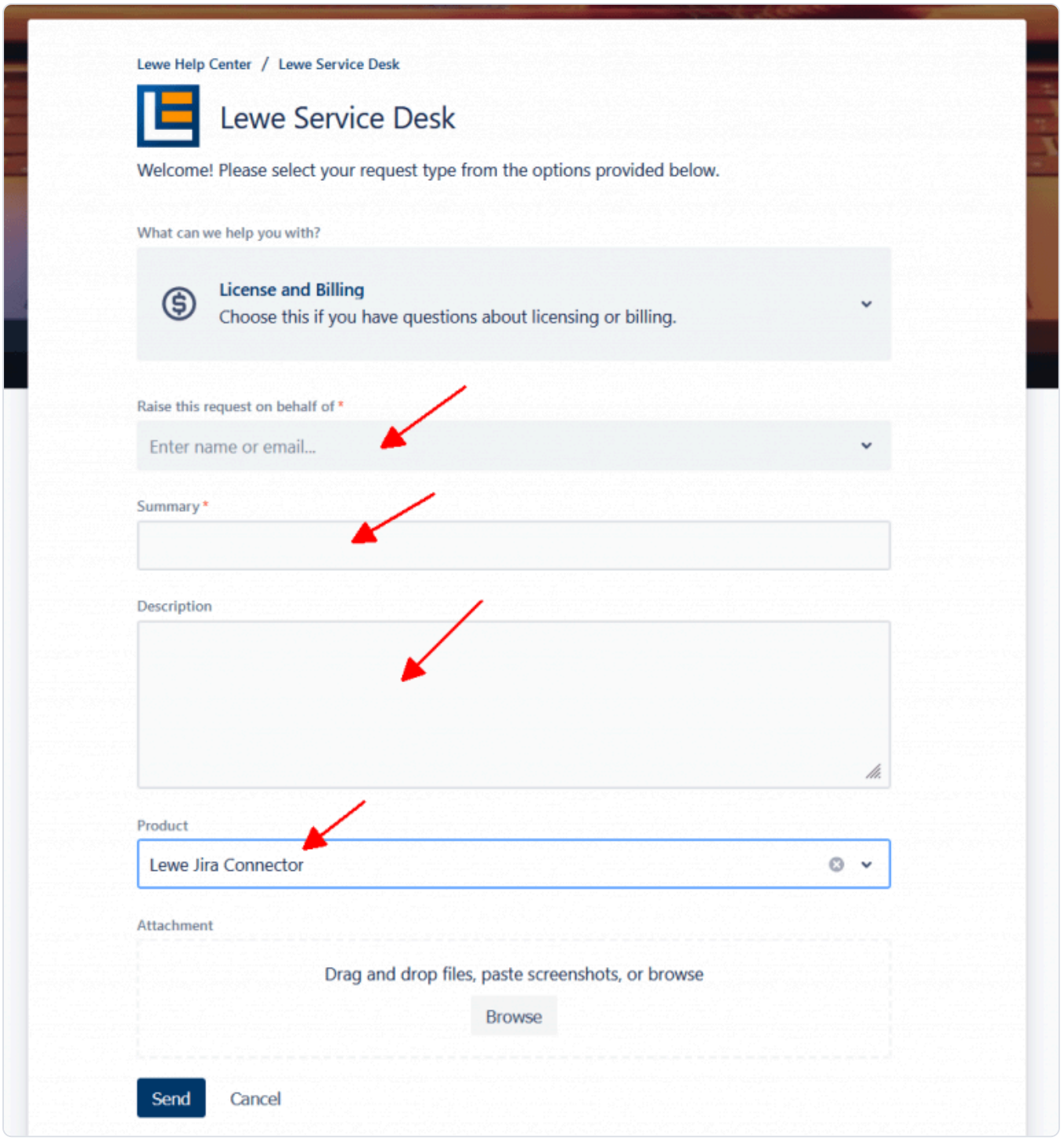
Go to the service desk at

https://desk.lewe.com (https://desk.lewe.com)

Select the “License and Billing” request type:



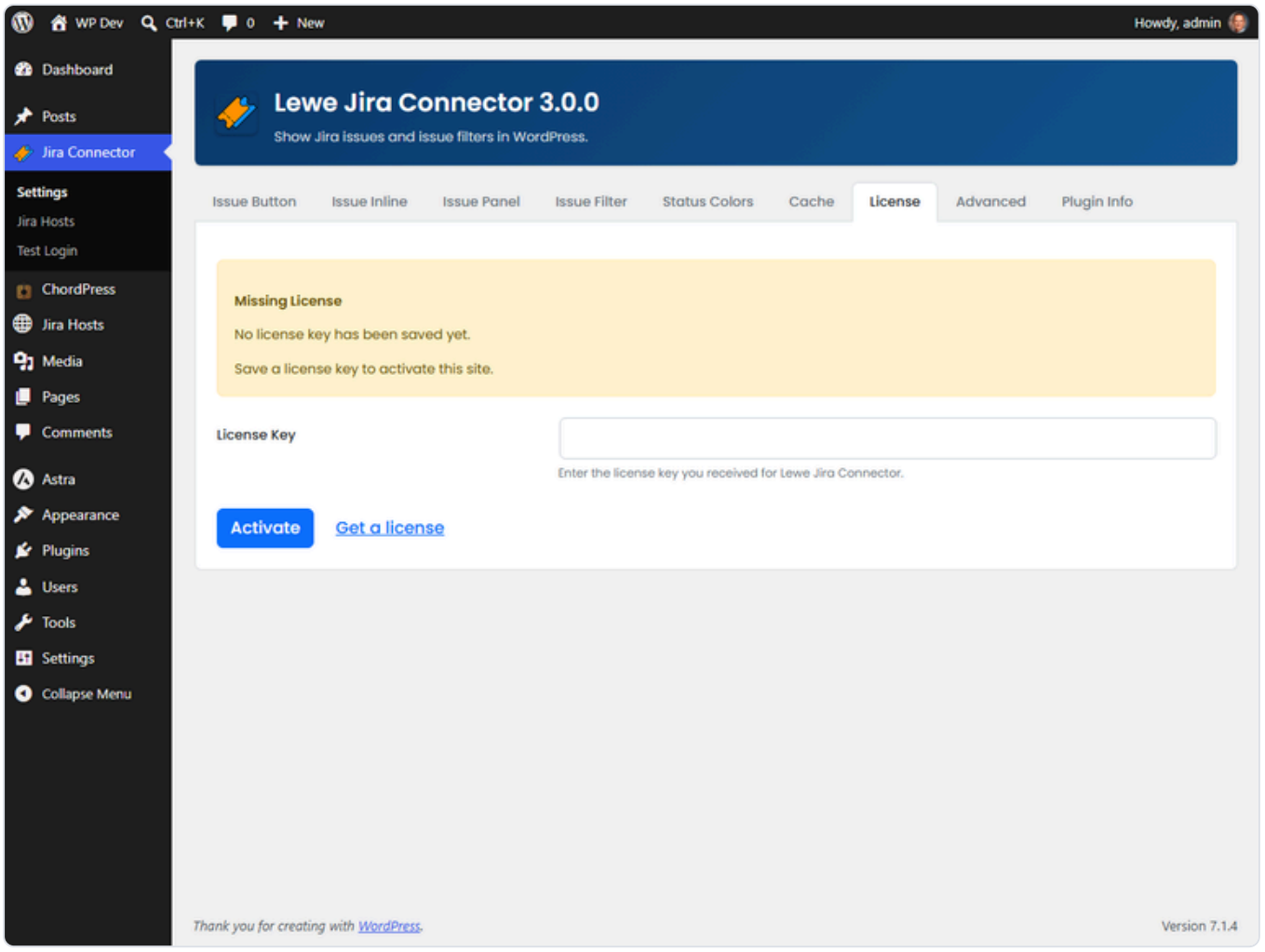
Enter a Summary and in the Description field, add the name and address you want to be on your invoice. Select “Lewe Jira Connector” in the Product select list.



You will then receive a proper invoice and the license key after your payment was received.

How to install the license key

In your WordPress back-end, navigate to **Jira Connector** → **License**:



License tab

Enter the license key you were provided in the license key field and click **Activate**.

Your license will then be active and the additional features will be available.

License statuses

- **Active**: the key is valid for this domain.
- **Expired**: the subscription ended. Renew it to re-enable the paid displays.
- **Blocked**: the license server blocked the key. Contact support.
- **Unregistered**: the key is valid but this domain is not registered for it. Send a license request to add the domain.
- **Pending**: the key exists but the activation or payment is not complete yet.
- **Invalid**: the server rejected the key. Check for typos or contact support.
- **Missing**: no key has been saved yet. The paid displays are not available.

The status is loaded from the license server and cached for a short while. **Deactivate** removes the key from this site so you can use it on another domain.

How do I renew a license?

A license is valid for one year. You can see the expiry date on the license page. If you want to renew your license, use the same process as applying for a license. Submit a Request in the Service Desk. Please add your current license key to the description field.

The license will be extended after the renewal payment has been received.

How do I unblock a license?

There are reasons that can lead to a blocked license, e.g. an overdue payment, failure to renew or fraud. In such a case submit a License Request issue in the Service Desk to have your license unblocked or renewed. Please add your current license key to the description field.

Last updated: 2026-11-24 14:34