

FAQ - JIRA Server - Purchasing

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1. What is Atlassian Marketplace?

[Atlassian Marketplace](#) is business ecosystem for purchasing Atlassian products and third-party apps and extensions for them. Marketplace is the preferred way of buying commercial licenses for installed apps and extensions. You buy from Atlassian directly, and then Atlassian shares the revenue with the developer of the app.

2. Where can I buy the app?

You can purchase this app directly in the [Atlassian Marketplace](#).

3. What are the pros of buying on Atlassian Marketplace?

PROs:

- Performing purchases on Atlassian Marketplace means only dealing with Atlassian instead of dealing with separate vendors.
- You will buy from Atlassian taking the same terms and using the same purchase system you've already used to buy Atlassian products (for example, [Jira](#) or [Confluence](#)).
- We are looking forward to migrating all our products to Atlassian Marketplace to preserve the identical customer experience as if purchasing native Atlassian products. We also plan to migrate the currently purchased commercial licenses from our reseller to Atlassian Marketplace. So if you buy from Marketplace now you'll save your time on switching in the future.
- All transactions are secured from any financial frauds.

CONs:

- We have not found any yet!

4. Where do I enter the evaluation / commercial license received via Atlassian?

By default, you are prompted to automatically apply the license after purchase. If this did not happen, so follow these steps:

1. Navigate to Jira Administration > apps.
2. From the **Atlassian Marketplace** section, select *Manage apps*.
3. On the list with installed apps, locate the **Teamcity Integration app for Jira** and click it to expand.
4. In the expanded area, locate the *License key* field.
5. Click the *Edit* icon.
6. Enter your license key.
7. Click *Update*.

5. Which license should I purchase?

The license policy of TeamCity Integration for Jira copies that of [Atlassian Jira](#). Check what Jira license you currently have and purchase the corresponding license for TeamCity Integration for Jira.

6. I have a 25-User Jira license, can I purchase TeamCity Integration for Jira for fewer users?

Sorry, but it's impossible. You should purchase the app license for the entire number of users that your Jira instance is licensed for.

7. What can I get for free and for what should I pay?

[Confluence TeamCity Integration app](#) is free. [TeamCity integration for Jira](#) app is paid. See our [prices](#) or generate a 30-day trial license at my.atlassian.com to see the app in action.

8. I have a Starter license for Jira (10 users). Which plugin license should I install?

You can generate a [free trial license](#) for app evaluation, upon its expiry you need to purchase a commercial license for 10 users.

9. Can I get a discount?

When renewing license for the Jira TeamCity Integration plugin, you get a 50% discount. Also we are providing discounts for Atlassian Solution Partners and resellers. Please contact us via tech-support@stiltsoft.com to get this discount.

10. Are there any discounts for Atlassian Solution Partners?

Yes, Atlassian Marketplace provides 20-percent discount for all Atlassian Solution Partners automatically.

11. My Jira instance runs under a NonProfit or OpenSource license. Can I get Jira TeamCity Integration app for free?

Yes, in this case you can request a free Community/OpenSource/Classroom license for TeamCity Integration for Jira app directly from Atlassian. To do that, please follow this [link](#).

Your free license for the app will be valid only if your organization is approved by Atlassian for a Community/OpenSource/Classroom license type. To learn more about Atlassian Community, OpenSource, Classroom licenses, see this [page](#).

12. What payment methods are supported?

If you purchase TeamCity Integration for Jira from Atlassian, you can perform a transaction via a credit card, by a check or a bank transfer.

13. How is my online transaction secured?

All fund transactions are secured. If you perform license purchase on my.atlassian.com, your transactions are secured by Atlassian. For the details on product purchase via Atlassian, refer to [Atlassian's Licensing & Purchasing FAQ](#).

14. I started buying the app, but something went wrong. Where can I get help?

For any problems with buying the plugin in the Atlassian Marketplace, please contact [Atlassian](#).

15. What license do I purchase for Jira 7?

Starting from version [2.1.0](#), the app supports the new [Jira licensing model](#). By default, the app requires the license for the largest Jira license tier. The app works with the Marketplace license only.

16. I have more questions about purchasing and licensing TeamCity Integration for Jira app.

Please, drop an email to tech-support@stiltsoft.com.