

VCAP – Video Capture for Jira Service Management Documentation

Restrictions

VCAP - Video Capture for Jira Service Management is a Jira Service Management plugin. VCAP plugin will only be working on instances accessed via https and will not be available if JSM is accessed via plain http.

Minimum browser version requirements:

- Chrome/Chromium 72
- Firefox 66
- Opera 60
- Edge 79

Install plugin from Atlassian Marketplace

1. Log into your Jira instance as an admin.
2. Click the admin dropdown and choose Atlassian Marketplace.
3. The Manage add-ons screen loads.
4. Click Find new apps or Find new add-ons from the left-hand side of the page.
5. Locate VCAP - Video Capture for Jira Service Management via search.
6. The appropriate app version appears in the search results.
7. Click Try free to begin a new trial or Buy now to purchase a license for VCAP - Video Capture for Jira Service Management.
8. You're prompted to log into MyAtlassian. VCAP - Video Capture for Jira Service Management begins to download.
9. Enter your information and click Generate license when redirected to MyAtlassian.
10. Click Apply license.

11. If you're using an older version of UPM, you can copy and paste the license into your Jira instance.

Activation on Jira Service Management projects

Once plugin installation is succeeded, VCAP plugin can be activated on selected projects by accessing the Settings page under VCAP plugin menu. The capture feature will be present for all request type on those projects activated on Settings page only.

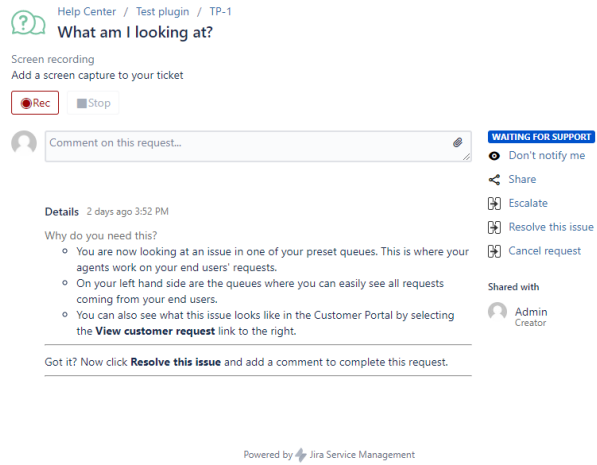
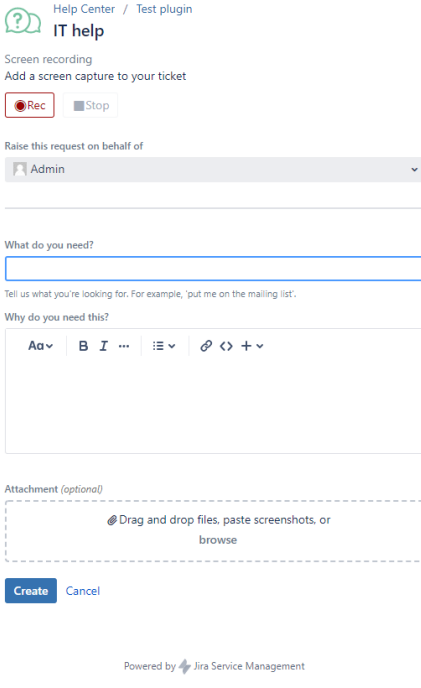


Since a capture file will be treated as a usual attachment, the capture feature will show on a request only if attachment field is present (See attachments on advanced menu, request type fields and permissions).

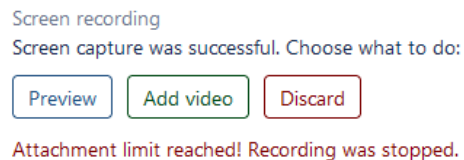
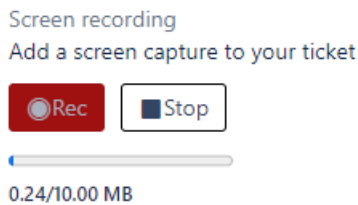
If attachments are disabled the capture feature won't be shown.

Attach a video capture

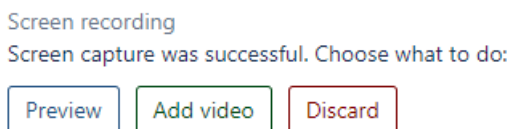
Once the plugin is activated for the selected projects a screen recording section will appear on the request both in creation and edit mode.



As soon as the Rec button is pressed, a video capture request is sent to the browser, which may ask for confirmation and for screen or single window to capture (depends on browser). Once confirmation is given, the capture starts indicating the size of the file growing up while capturing in respect of the attachments size limit (See attachments on advanced Jira menu to increase the limit).



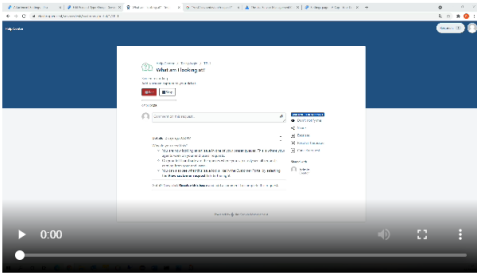
When the stop button is pressed or the attachments size limit has been reached, the capture stops. You may now want right away to add the captured video as an attachment, discard it or preview it.



You can watch the preview from the popup and choose if add or discard the video.

Video preview

X



Close **Add video** Discard

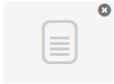
A video captured attachment is named recording_yyyymmddhhMMss.webm

Screen recording

Add a screen capture to your ticket

Rec Stop

Comment on this request...



recording_2021070...

Add Cancel

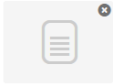
Drag and drop files, paste screenshots, or browse

Screen recording

Add a screen capture to your ticket

Rec Stop

Comment on this request...



recording_2021070...

Add Cancel

Drag and drop files, paste screenshots, or browse

Help Center / Test plugin

IT help

Screen recording

Add a screen capture to your ticket

Rec Stop

Raise this request on behalf of

Admin

What do you need?

Tell us what you're looking for. For example, 'put me on the mailing list.'

Why do you need this?

Aa B I ...

Attachment (optional)

Drag and drop files, paste screenshots, or browse



recording_2021070...

Create Cancel