Image export troubleshooting

1. **Node.js installation and version**.
    a. In order to use image export capability you must have Node.js installed on your server. Please go to this page for more instructions. It's crucial to use Node.js starting from version **8.16.2** or above.

2. **NPM installation and version.**
    a. Execute command **npm -v** on the machine where Jira Server is running. This command should return a NPM version number.
    b. If above command returns error then you probably don't have NPM installed correctly. NPM should be installed with Node.js and if it's not try to reinstall Node.js using the link from first point.
    It's crucial to use NPM starting from version **6.4.1** or above.

3. **Puppeteer visibility.**
    a. Go to *node global module directory (NGMD)* (you can execute the following command: **npm root --quiet -g** to get global module directory path).
    b. In NGMD you should have **puppeteer** dir, enter this directory.
    c. Execute command: **npm link puppeteer**
    d. Go to your Jira Temp dir (if you don't know the path go to **Getting the path of Jira temp directory** section below)
    e. Execute command: **npm link puppeteer**

4. **Temp directory write permission.**
    a. Go to your Jira Temp dir (if you don't know the path go to **Getting the path of Jira temp directory** section below)
    b. Make sure that the user who runs Jira (by default it is a user named Jira) has permissions to create files in this directory.
    c. Execute the following command: **chmod +w *path/to/temp/dir***

5. **Temp directory read permission.**
    a. Go to your Jira Temp dir (if you don't know the path go **Getting the path of Jira temp directory** section below)
    b. Make sure that the user who runs Jira (by default it is a user named Jira) has permissions to create files in this directory.
    c. Execute the following command: **chmod +r *path/to/temp/dir***

If you experience any problems with the export to PDF using BigTemplate feel free to contact our Support Team using our Service Desk Portal or by sending an email to support@softwareplant.com

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✅ **Getting the path of Jira temp directory:**

1. Go to Jira System System Info
2. Search for the following text: **java.io.tmpdir**
3. Value of this property is temp directory path, e.g. */opt/atlassian/jira/temp*