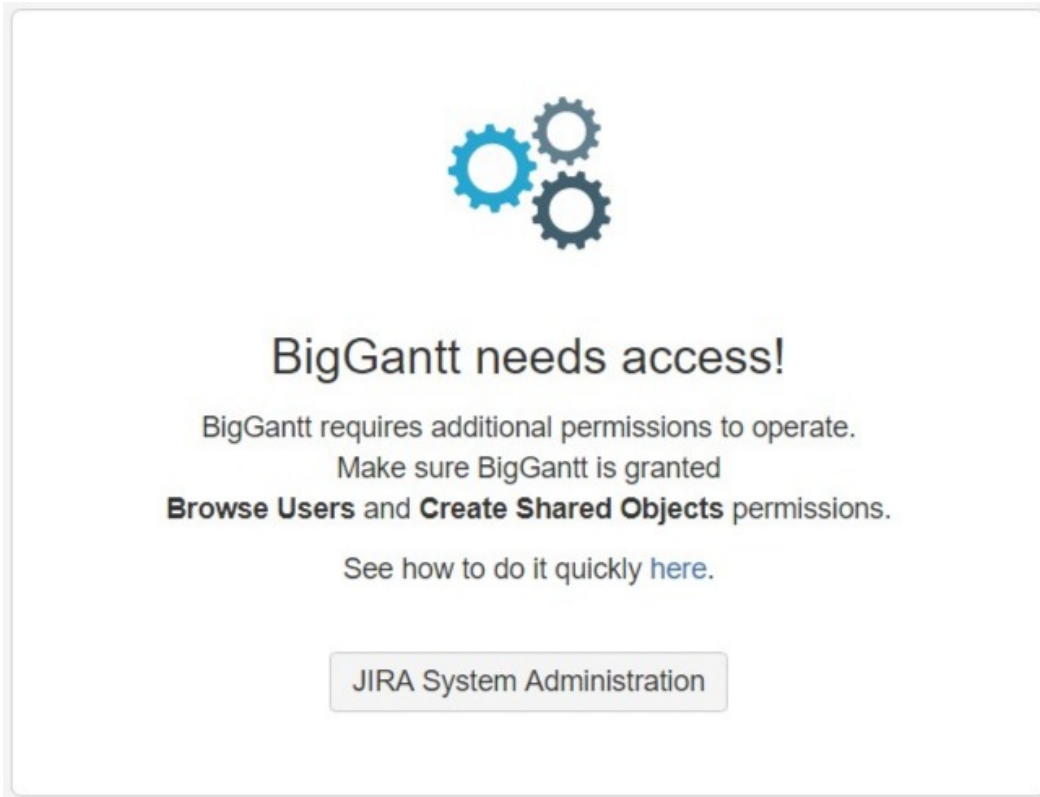


Insufficient JIRA Permissions in the BigGantt Cloud

If you are seeing the following message whilst trying to access either BigGantt or BigPicture for Jira Cloud, steps given below need to be done on your end in order to retrieve an access to the plugin.



Steps to-do:

1. Go to Settings → System → Global permissions
2. Scroll down to 'Grant Permission' section wherein you need to select 'atlassian-addons-admin' Group.

The screenshot shows the 'Global permissions' page in JIRA. On the left is a sidebar with navigation links. The main area displays a list of groups with 'atlassian-addons-admin' selected. Below the list is a 'Grant Permission' form with two dropdown menus: 'Grant' and 'Group', and an 'Add' button. A yellow arrow points to the 'atlassian-addons-admin' group in the list.

3. Steps:
 - a. From the "Grant" drop-down select - **Browse users and groups.**
 - b. From the "Group" drop-down select - atlassian-addons-admin.
 - c. Click "Add" button below.

Repeat for **Share dashboards and filters**.

- System
- General configuration
- TRUBLESHOOTING AND SUPPORT
- Audit Log
- SECURITY
- Project roles
- Global permissions
- Issue collectors
- USER INTERFACE
- Default user preferences
- System dashboard
- Look and feel
- IMPORT AND EXPORT
- Backup manager
- External System Import
- MAIL
- Global Mail Settings
- Outgoing Mail
- Incoming Mail
- Send email

Make bulk changes
Modify collections of issues at once. For example, resolve multiple issues in one step.

Create next-gen projects
Create projects separate from shared configurations and schemes. Next-gen projects don't affect existing projects or shared configurations like workflows, fields or permissions. Only licensed users can create next-gen projects.

Grant Permission

Grant:
Group:

Showing 4 of 4 matching groups

- administrators
- atlassian-addons-admin
- jira-administrators
- system-administrators

- site-admins
View Users Delete
- jira-software-users
View Users Delete
- site-admins
View Users Delete
- jira-administrators
View Users Delete
- system-administrators
View Users Delete
- atlassian-addons-admin
View Users Delete
- trusted-users-46d7ec2f-b694-446c-9e07-623fafd3b944
View Users Delete
- administrators
View Users Delete
- Public, anyone on the internet, including logged in and anonymous users.
View Users Delete

You can see that the permissions above have been updated.

- System
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Browse users and groups
View and select users or groups from the user picker, and share issues. Users with this permission can see the names of all users and groups on your site.

Share dashboards and filters
Share dashboards and filters with other users.

- jira-administrators
View Users
- site-admins
View Users Delete
- jira-software-users
View Users Delete
- jira-administrators
View Users Delete
- system-administrators
View Users Delete
- trusted-users-46d7ec2f-b694-446c-9e07-623fafd3b944
View Users Delete
- administrators
View Users Delete
- atlassian-addons-admin
View Users Delete
- jira-software-users
View Users Delete
- jira-administrators
View Users Delete
- site-admins
View Users Delete
- administrators
View Users Delete
- atlassian-addons-admin
View Users Delete
- system-administrators
View Users Delete

4. If the "BigGantt/BigPicture needs access!" message still appears, **reinstall the plugin (go to Apps drop-down at the top > Manage your apps)**.

- Apps
- ATLASSIAN MARKETPLACE
- Find new apps
- Manage apps
- App requests
- OAuth credentials **BETA**
- BIGPICTURE
- Technical configuration

Apps

Manage apps

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

Filter visible apps

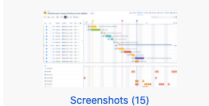
[Upload app](#) [Build a new app](#)

User-installed apps

BigPicture

BigPicture plugin introduces Project Portfolio Management in JIRA. It allows users to drive their backlog on enterprise level. Users can efficiently manage projects through Gantt Charts, Agile Roadmaps, Resources and Risks. Now SAFe compliant!

Your trial is expiring on 01/Jan/21. You will be billed for this app after your trial ends.

| | | |
|---|---|---|
|  Screenshots (15) | <p>Version: 1.4.38-AC</p> <p>Vendor: SoftwarePlant</p> <p>Support: Supported by vendor</p> <p>App key: eu.softwareplant.bigpicture</p> <p>License details: Evaluation, billing begins 01/Jan/21</p> | <p>Watch app</p> <p>Descriptor</p> <p>Marketplace listing</p> <p>Full pricing details</p> <p>Documentation</p> <p>EULA</p> <p>Data security and privacy</p> <p>Support and issues</p> |
|---|---|---|

If by any chance the problem still occurs on your end do not hesitate to contact our support team via the [Service Desk](#).