



KMS Lighthouse for Jira brings your KMS Lighthouse knowledge base into the Jira issue view. Agents see the right answer for a ticket without leaving it, and without a separate login.

Requirements

- A KMS Lighthouse environment (cloud) with Public API access enabled.
- The HMAC shared secret for that environment.
- A Jira Cloud site where you can administer apps.

Installation

- Install "KMS Lighthouse for Jira" from the Atlassian Marketplace onto your Jira Cloud site.
- Approve the requested permissions when prompted.

Configuration (Jira admin)

- In Jira, go to **Settings > Apps > KMS Lighthouse settings**.
- Enter your **Environment URL**, for example `https://your-tenant.lighthouse-cloud.com/kms/lh` (the base API URL, ending in `/kms/lh`, no trailing slash).
- Enter the **Shared secret** for that environment. It is stored securely on the server side and is never shown again or sent to the browser.
- Choose the **Jira to KMS Lighthouse user lookup** field, which Jira identity is used as the KMS Lighthouse username when signing each user in: Jira email address, Jira email (name before @), Jira display name, or Atlassian account ID. Pick the one that matches how your users are identified in KMS Lighthouse.
- Save.

Using the panel

Open any Jira or Jira Service Management issue and expand the **KMS Lighthouse** panel. It reads the issue summary and shows:

- **AI Answer**, an AI-composed answer to the issue's question, with the source articles it was drawn from.
- **Quick Answer**, the deterministic, author-curated answer from KMS Lighthouse.
- **Matching articles**, ranked results with relevance.

You can also:

- **Search**: type for type-ahead suggestions, or press Enter for a full search. Clear the box with the x that appears on hover.

- **Read articles inline:** click a result to open the full article, including tabs, tables, images, and glossary-term tooltips.
- **Play scenarios:** results that are scenarios open as step-by-step decision guides.
- **Breaking News:** active KMS Lighthouse announcements appear as a banner at the top of the panel.
- **Insert into the issue:** use "Add to comment" to post an answer into the issue as a comment, or "Copy" to copy it.

Authentication and security

- Each Jira user is signed in to KMS Lighthouse automatically, on the server side, using a per-user identity derived from the configured lookup field.
- The shared secret and all access tokens stay on the server and never reach the browser. There are no popups and no cookies.
- The app stores only an account-ID-keyed session token and a short-lived cache of answers. It does not store user names or email addresses.

Troubleshooting

- **"KMS Lighthouse isn't set up yet":** a Jira admin needs to complete the settings screen above.
- **No answer for an issue:** the AI Answer requires a question of at least three words. Try rephrasing in the search box.
- **A user can't be signed in:** confirm the user-lookup field matches how that user is identified in KMS Lighthouse.

Support

Contact KMS Lighthouse support at <https://kmslh.com/contact-us/>.