Jira upgrading :

1. Get all the required information before the upgrading process and note it to yourself : Jira version ,Plugins version, Environment (AWS, onPremise,Azure,etc),Database type + version,OS type(Linux,windows).
2. Make a Test Environment
3. Take a Snapshot of the instances
4. Copy the following configuration files : setenv.sh , server.xml , dbconfig.xml , jira-config.properties
5. Download the relevant version of new jira to temp folder
6. Permit the relevant permissions to the file(For example in linux : chmod a+x “file”)
7. Upgrade Jira , Please notice for the jira installations exceptions
8. Make Jira as a service
9. Re-write the following files : : setenv.sh , server.xml , dbconfig.xml , jira-config.properties
10. Start Jira
11. Make a full Sanity of the App , check for troubleshooting and support tab (in the UI),Make sure all the system works as well .

Relevant Links:

<https://confluence.atlassian.com/adminjiraserver/upgrading-jira-manual-938846939.html>

Good luck,