INTEGRATION PACK FOR ATLASSIAN JIRA

For Microsoft System Center Orchestrator

For System Center 2016 and 2019, you must use the 32-bit version of the integration pack, which has the name **Kelverion_Integration_Pack_for_Atlassian_Jira_3.1**

For System Center 2022 and later, you must use the 64-bit version of the integration pack, which has the name **Kelverion_IP_Atlassian_Jira_x64_3.1**

User Guide

Version 3.1

Kelverion Integration Pack for Atlassian Jira

Published: November 2023

Feedback

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Contents

Installation and Configuration

The Integration Pack for Atlassian Jira is an add-on for System Center Orchestrator that enables you to integrate with Atlassian Jira and automate creating, updating and monitor issues.

System Requirements

The Integration Pack for Atlassian Jira requires the following software to be installed and configured prior to implementing the integration. For more information about installing and configuring Orchestrator and Atlassian Jira, refer to the respective product documentation.

Kelverion_Integration_Pack_for_Atlassian_Jira (32-bit)

- Microsoft System Center Orchestrator 2016, 2019
- Microsoft .NET Framework 4.6.2
- Atlassian Jira Server:
    - Atlassian Jira Cloud [November 2023]
    - Atlassian Jira Software 9.4.11
    - Atlassian Jira Service Management 5.4.11

Kelverion_IP_Atlassian_Jira_x64 (64-bit)

- Microsoft System Center Orchestrator 2022
- Microsoft .NET Framework 4.6.2
- Atlassian Jira Server:
    - Atlassian Jira Cloud [November 2023]
    - Atlassian Jira Software 9.4.11
    - Atlassian Jira Service Management 5.4.11

Registering and Deploying the Integration Pack

After you download the integration pack file, you must register it with the Orchestrator management server and then deploy it to Runbook Servers and Runbook Designers. For more information about how to install integration packs, see the How to Install an Integration Pack (https://technet.microsoft.com/en-us/library/hh420346.aspx).

IMPORTANT: Ensure that you are deploying the correct version of the Integration Pack.

- For System Center 2016 and 2019, you must use the 32-bit version of the integration pack, which has the name **Kelverion_Integration_Pack_for_Atlassian_Jira**
- For System Center 2022 and later, you must use the 64-bit version of the integration pack, which has the name **Kelverion_IP_Atlassian_Jira_x64**

To register the integration pack:

1. On the management server, copy the **.OIP** file for the integration pack to a local hard drive or network share.
2. Confirm that the file is not set to **Read Only** to prevent unregistering the integration pack later.

3. Start the **Deployment Manager**.
4. In the navigation pane of the Deployment Manager, expand **Orchestrator Management Server**, right-click **Integration Packs** to select **Register IP with the Orchestrator Management Server**. The **Integration Pack Registration Wizard** opens.
5. Click **Next**.
6. In the **Select Integration Packs or Hotfixes** dialog box, click **Add**.
7. Locate the **.OIP** file that you copied locally from step 1, click **Open** and then click **Next**.
8. In the **Completing the Integration Pack Wizard** dialog box, click **Finish**.
9. On the **End User Agreement** dialog box, read the Kelverion License Terms**,** and then click **Accept**.
10. The **Log Entries** pane displays a confirmation message when the integration pack is successfully registered.

To deploy the integration pack:

1. In the navigation pane of the **Deployment Manager**, right-click **Integration Packs**, click **Deploy IP to Runbook Server or Runbook Designer**.
2. Select the integration pack that you want to deploy, and then click **Next**.
3. Enter the name of the runbook server or computers with the Runbook Designer installed, on which you want to deploy the integration pack, click **Add**, and then click **Next**.
4. Continue to add additional runbook servers and computers running the Runbook Designer, on which you want to deploy the integration pack. Click **Next**.
5. In the **Installation Options** dialog box configure the following settings.
6. To choose a time to deploy the integration pack, select the **Schedule installation** check box, and then select the time and date from the **Perform installation** list.
7. Click one of the following:
    a. **Stop all running runbooks before installing the integration pack** to stop all running runbooks before deploying the integration pack.
    b. **Install the Integration Packs without stopping the running Runbooks** to install the integration pack without stopping any running runbooks.
8. Click **Next**.
9. In the **Completing Integration Pack Deployment Wizard** dialog box, Click **Finish**.
10. When the integration pack is deployed, the **Log Entries** pane displays a confirmation message.

Licensing the Integration Pack

After you register and deploy the integration pack you must provide a valid Kelverion license before running any runbooks that contain activities from the integration pack

To deploy the integration pack license file to System Center Orchestrator 2019 or earlier:

1. Copy the .KAL license file to %PROGRAMFILES(X86)%\Kelverion Automation\Licenses
2. Repeat for each Orchestrator Runbook Server and Runbook Designer host system.

To deploy the integration pack license file to System Center Orchestrator 2022 or later:

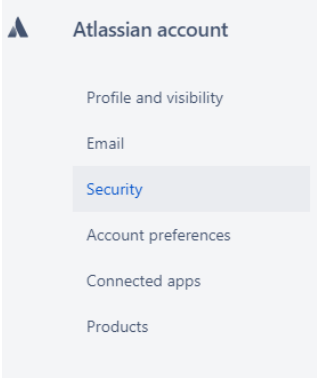
1. Copy the .KAL license file to %PROGRAMFILES%\Kelverion Automation\Licenses
2. Repeat for each Orchestrator Runbook Server and Runbook Designer host system.

IMPORTANT: If you are upgrading an existing deployment of this integration pack and you are currently using version 1.3 or earlier, must contact your sales contact or info@kelverion.com to obtain a new license before upgrading to this version.

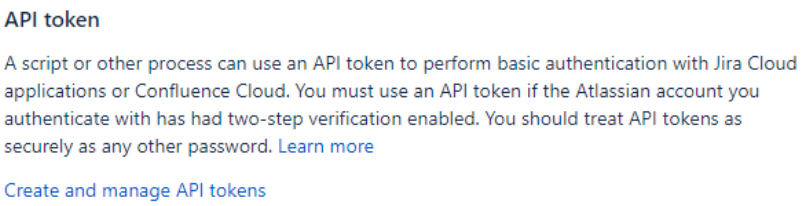
Jira Cloud API Token

A Jira Cloud API Token is required when configuring a connection for Jira Cloud.

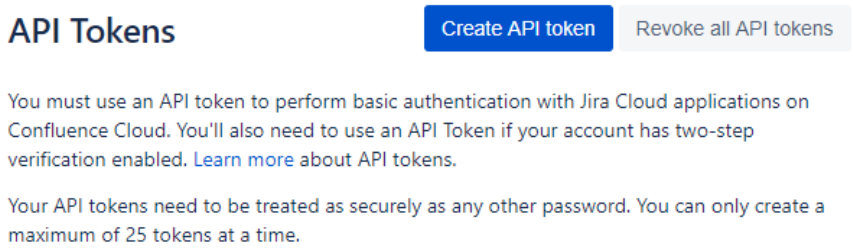
1. Log into Jira Cloud with the user you will use for your connection.
2. Click the **user avatar** in the bottom left corner of the page.
3. Click **Account Settings**.
4. Click **Security**.



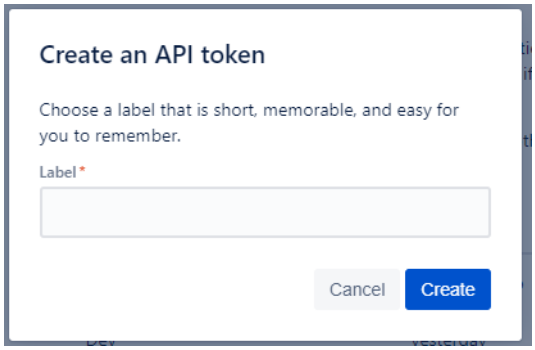
5. Under the **API token** section, click **Create and manage API tokens**.



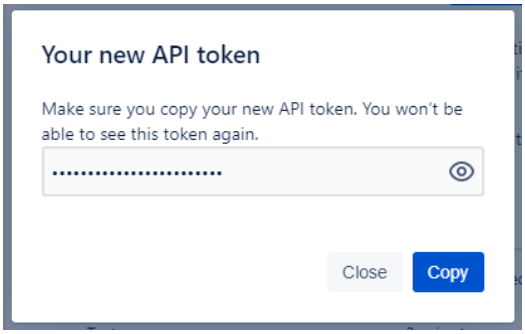
6. Click **Create API token**.



7. Give your token a label and click the “Create” button.



8. Click **Copy**, to copy your token for use in your connection.



Configuring the Kelverion Integration Pack for Atlassian Jira Connections

A connection establishes a reusable link between Orchestrator and an Atlassian Jira server. You can create as many connections as you require specifying links to multiple Jira servers. You can also create multiple connections to the same project to allow for differences in security permissions for different user accounts.

To set up an Atlassian Jira configuration:

1. In the Client, click the **Options** menu, and select *KA Atlassian Jira*. The **KA Atlassian Jira** dialog box appears.
2. On the **Configurations** tab, click **Add** to begin the configuration setup. The **Add Configuration** dialog box appears.
3. In the **Name** box, enter a name for the configuration. This could be the name of the Jira server or a descriptive name to distinguish the type of configuration.
4. Click the ellipsis button (…) next to the **Type** box and select *Atlassian Jira.*
5. In the **Jira URL** box, type the name or URL of the Atlassian Jira web service. For example: http://172.16.254.1:8080/rest/api/2 or https://172.16.254.1:8443/rest/api/2. Note: Please refer to the Jira documentation on configuring HTTPS.
6. In the **User Name** and **Password** boxes

a. For Jira Server type the credentials that Orchestrator will use to connect to the Atlassian Jira server.

b. For Jira Cloud type the Jira Cloud username and your API token. See Jira Cloud API Token.

Note: The time zone settings for the Jira User should match the time zone of the server running Orchestrator Runbook Service.

7. **Optional:** In the **Custom Config File** box specify a custom configuration file used by Create Issue (Custom) and Update Issue (Custom) activities. See Custom Activities for file specifications.

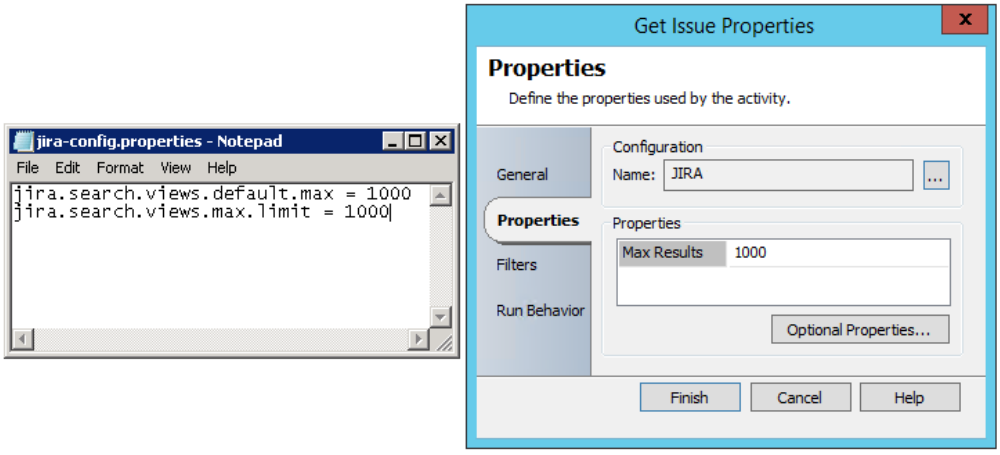
8. Add additional connections if applicable.

9. Click **OK** to close the configuration dialog box, and then click **Finish**.

Preparing to Connect to Atlassian Jira

The Jira system property "Accept remote API calls" is OFF by default. Confirm this option has been set to ON before using this Integration Pack. See Jira documentation on setting this property. Note: This step is no longer required for Jira 7 as this value is always on.

The **Get Issue** and **Monitor Issue** activities return a maximum of **50 results by default**; however, this behavior can be modified by updating your JIRA setup or by setting the **Max Results** optional property in the activity.



The Jira setting that defines the maximum number of results to return is **jira.search.views.max.limit** and it is defined in the **jira-config.properties**, which is located in your JIRA Home Directory.

Time Zone Settings

The time zone settings for the Jira User should match the time zone of the server running the Orchestrator Runbook Service. Please refer to the Jira documentation on setting the time zone of your Jira user account.

Atlassian Jira Activities

This integration pack adds the KA Atlassian Jira category to the **Activities** pane in the Client.

This category contains the following activities:

- Create Issue
- Create Issue (Custom)
- Update Issue
- Update Issue (Custom)
- Delete Issue
- Get Issue
- Monitor Issue
- Add Watcher
- Delete Watcher
- Get Watcher
- Add Comment
- Update Comment
- Delete Comment
- Get Comment
- Add Work Log
- Update Work Log
- Delete Work Log
- Get Work Log
- Upload Attachment
- Download Attachment
- Delete Attachment
- Get Attachment
- Get Transition
- Transition Issue
- Get User

Common Configuration Instructions for All Activities

The following configuration instructions apply to all activities in this integration pack. Links to this section are included in the configuration instructions for each activity.

Activity Properties

Each activity has a set of required or optional properties that define the configuration of that activity. This includes how it connects to other activities or how the activity performs its actions. You can view or modify activity properties in the Orchestrator Client.

To configure the properties for an activity:

1. Double-click the activity. Alternatively, you can right-click the activity, and then click **Properties**.
2. To save your configuration entries, click **Finish**.

In the activity properties dialog box, several tabs along the left side provide access to general and specific settings for the activity. Although the number of available tabs for activity properties differs from activity to activity, all activities will have a **General** tab, a **Properties** tab and/or **Filters** tab, and a **Run Behavior** tab. Some activities may have additional tabs.

General Tab

This tab contains the **Name** and **Description** properties for the activity. By default, the **Name** of the activity is the same as its activity type, and the **Description** is blank. You can modify these properties to create more descriptive names or provide detailed descriptions of the actions of the activity.

Properties/Filters Tab

These tabs contain properties that are specific to the activity.

All activities in this integration pack have the **Configuration Name** property at the top of the **Properties** tab. This property is used to specify the connection to an Atlassian Jira server.

To configure the Configuration Name property:

- Click the ellipsis **(…)** button next to the **Name** field, and then select the applicable connection name. Connections displayed in the list have been previously configured as described in Configuring the Atlassian Jira Connections.

Filter Behavior

The Monitor and Get activities use filters to determine the values that will invoke a runbook or retrieve activities. Property values of potential candidates are compared to the values of the filters to determine if they meet the criteria. When matching against values, you select one of the available methods of comparison. An option is provided to either match or not match the filter using each method. For example, the "Does not" version of a method causes alerts that do not match the filter to trigger the runbook. Not all fields support all filter relations.

For fields that accept multiple values such as Labels and Checkboxes, Equals relation filters will return values that match all searched values including those that contain additional values.

For example, a search for "new, ui" could return both "new, ui" and "new, triaged, ui".

Important: Filtering is passed using the JIRA Query Language (JQL). JQL has a list of reserved/special characters and words that require additional escaping. If you wish to use them in queries, please see Jira documentation:

https://confluence.atlassian.com/display/JIRA063/Performing+Text+Searches

https://confluence.atlassian.com/display/JIRA063/Advanced+Searching+Functions

- **Equals**: the field of the record exactly matches the text or number specified in the filter. The Equals filter supports special keywords **$null** or **$empty** which are equivalent to the Jira filter “is null” or “is empty”.
- **Does not equal**: the field of the record does not exactly match the text or number specified in the filter. The Does not Equals filter supports special keywords **$null** or **$empty** which are equivalent to the Jira filter “is not null” or “is empty”.
- **Is less than**: the field of the record is less than the number specified in the filter.
- **Is less than or equal to**: the field of the record is less than or equal to the number specified in the filter.
- **Is greater than**: the field of the record is greater than the number specified in the filter.

- **Is greater than or equal to**: the field of the record is greater than or equal to the number specified in the filter. The wildcard characters, '%' and '_' can be used to match multiple characters or a single character, respectively.
- **Matches**: use wildcards to specify a pattern that the text must match. The two wildcard values are the percent (%) and the underscore (_). The percent will match any number of characters, while the underscore will only match a single character.
- **Does not match**: use wildcards to specify a pattern that the text does not match. The two wildcard values are the percent (%) and the underscore (_). The percent will match any number of characters, while the underscore will only match a single character.

Run Behavior Tab

This tab contains the properties that determine how the activity handles multi-value published data and what notifications will be sent if the activity fails or runs for an excessive period.

Multi-Value Published Data Behavior

The Get activities retrieve information from another activity or outside source and can return one or more values in the published data. For example, when you use the Get Collection Member activity, the data output from that activity might be a list of computers that belong to the specified collection.

By default, the data from the Get activity will be passed on as multiple individual outputs. This invokes the next activity as many times as there are items in the output. Alternatively, you can provide a single output for the activity by enabling the **Flatten** option. When you enable this option, you also choose a formatting option:

- **Separate with line breaks**. Each item is on a new line. This format is useful for creating human-readable text files for the output.
- **Separate with _** . Each item is separated by one or more characters of your choice.
- **Use CSV format**. All items are in CSV (comma-separated value) format. This format is useful for importing data into spreadsheets or other applications.

The activity will produce a new set of data every time it runs. The **Flatten** feature does not flatten data across multiple instances of the same activity.

Event Notifications

Some activities are expected to take a limited amount of time to complete. If they do not complete within that time they may be stalled or there may be another issue preventing them from completing. You can define the number of seconds to wait for completion of the action. After this period a platform event will be sent, and the issue will be reported. You can also choose whether to generate a platform event if the activity returns a failure.

To be notified when the activity takes longer than a specified time to run or fails to run:

1. In the **Event Notifications** box, enter the **number of seconds** of run time before a notification is generated.
2. Select **Report if activity fails to run** to generate run failure notifications.

For more information about Orchestrator events, see the “Event Notifications " topics in the Runbook Properties (https://technet.microsoft.com/en-us/library/hh489610.aspx#Event Notifications).

Published Data

Published data is the foundation of a working runbook. It is the data produced as a result of the actions of an activity. This data is published to an internal data bus that is unique for each runbook. Subsequent activities in the runbook can subscribe to this data and use it in their configuration. Link conditions also use this information to add decision-making capabilities to runbooks.

An activity can subscribe only to data from the activities that are linked before it in the runbook. You can use published data to automatically populate the property values needed by activities.

To use published data:

1. Right-click the property value box, click **Subscribe**, and then click **Published Data**.
2. Click the **Activity** drop-down box and select the activity from which you want to obtain the data.
3. To view additional data elements common to all activities, select **Show Common Published Data**.
4. Click the published data element that you want to use, and then click **OK**.

For a list of the data elements published by each activity, see the Published Data tables in the activity topic. For information about the common published data items, see the Published Data (http://technet.microsoft.com/en-us/library/hh403821.aspx).

Custom Activities

Create Issue (Custom) and Update Issue (Custom) require a custom configuration file to define the Issue fields. The custom configuration file defines the fields using JSON and the location of the file is specified in the KA Atlassian Jira configuration using the KA Atlassian Jira options menu.

JSON fields

fields	JSON array of fields
name	Name of field
optional	If **optional** is specified, the field is optional. Valid values are: • create • update • createandupdate
values	JSON array of browser values
isdatefield	If **isdatefield** is specified, the field has a Date/Time browser. Valid values are: • true • false

Example

```
{
    "fields": [
        {
            "name": "Priority",
            "optional": "update",
            "values": ["Highest", "High", "Medium", "Low", "Lowest"]
        },
        {
            "name": "Summary"
        },
        {
            "name": "Custom Date",
            "optional": "createandupdate",
            "isdatefield": "true"
        }
    ]
}
```

Add Comment Activity

The **Add Comment** activity is used in a runbook to add a comment to an issue in Atlassian Jira.

Required Properties:

You must configure the following properties.

Project	The project the issue belongs to
Issue ID	The ID of the issue to add a comment
Comment	The comment to add to issue
Viewable By	The role the comment will be viewable by

Optional Properties

The activity does not have any optional properties.

Published Data

The activity publishes the following data.

Project	The project the issue belongs to
Issue ID	The unique ID of the issue
Comment ID	The unique ID of the comment
Author Name	The name of the author that made the comment (Jira Server only)
Author Account ID	The account ID of the comment (Jira Cloud only)
Author Display Name	The display name of the author
Author Email Address	The email address of the author

Add Watcher Activity

The **Add Watcher** activity is used in a runbook to add a watcher to an issue in Atlassian Jira.

Required Properties:

You must configure the following properties.

Issue ID	The ID of the issue to add a watcher
Watcher	The watcher to add to the issue. This is field is a valid user ID

Optional Properties

The activity does not have any optional properties.

Published Data

The activity publishes the following data.

Issue ID	The unique ID of the issue

Add Work Log Activity

The **Add Work Log** activity is used in a runbook to add a work log to an issue in Atlassian Jira.

Required Properties:

You must configure the following properties.

Project	The project the issue belongs to
Issue ID	The ID of the issue to add a work lo
Viewable By	The role the comment will be viewable by
Time Spent	The time spent on work (e.g., 3w 4d 12h)
Date Started	The date and time that the work started
Remaining Estimate	Indicates how to adjust the remaining estimate by options: • Adjust automatically • Use existing estimate • Set to • Reduce by
Set to Value	When **Remaining Estimate** is set to *Set to,* specifies the new value for the remaining estimate (e.g., 3w 4d 12h)
Reduce by Value	When **Remaining Estimate** is set to *Reduce by,* specifies the amount to reduce the remaining estimate by (e.g., 3w 4d 12h)

Optional Properties

You can use the following properties to provide additional details for the work log.

Work Description	The description of the work done

Published Data

The activity publishes the following data.

Issue ID	The unique ID of the issue
Work Log ID	The unique ID of the work log
Author Name	The author that created the comment (Jira Server only)
Author Account ID	The account ID of the author (Jira Cloud only).
Author Display Name	The display name of the author
Author Email Address	The email of the author

Create Issue Activity

The **Create Issue** activity is used in a runbook to create an issue in Atlassian Jira.

Important: The properties provided by this activity can change depending on the project and issue type selected and on your Jira configuration. Any custom fields added in Jira will appear in the properties.

Required Properties:

You must configure the following properties.

Project	The project to create this issue in
Issue Type	The type of issue to create
Summary	A summary of the issue
Reporter	The ID of the user to assign as the reporter of the issue

Optional Properties

You can use the following properties to provide additional details for the issue:

Time Tracking	The **Original Estimate** and **Remaining Estimate**. This is a comma separated value. Example: 3w 4d 12h,3w 4d 12h
Labels	A CSV list of labels.
Assignee	The ID of the user to the assignee of the issue
Fix Version/s	A CSV list of fixed versions
Affected Version/s	A CSV list of affected versions
Environment	Specifies environmental details
Priority	The priority of the issue
Description	The description of the issue
Due Date	The date and time that the issue is due
Component/s	A CSV list of components

Published Data

The activity publishes the following data.

Issue ID	The ID of the issue that was created
Issue Key	The Issue Key of the issue that was created

Create Issue (Custom) Activity

The **Create Issue (Custom)** activity is used in a runbook to create an issue in Atlassian Jira.

This activity requires a custom configuration file be specified in the configuration setting. See Custom Activities for defining a custom configuration file.

Required Properties:

The activity will provide properties for any required fields that have been defined in Custom Activity configuration file that is referenced in the configuration that you selected. You must also configure the following properties.

Project	The project to create this issue in
Issue Type	The type of issue to create

Optional Properties

The activity will provide properties for any optional fields that have been defined in Custom Activity configuration file that is referenced in the configuration that you selected.

Published Data

The activity publishes the following data.

Issue ID	The Issue ID of the issue that was created
Issue Key	The Issue Key of the issue that was created

Delete Attachment Activity

The **Delete Attachment** activity is used in a runbook to delete an attachment in Atlassian Jira.

The following tables list the required properties and published data for this activity.

Required Properties:

You must configure the following properties.

Attachment ID	The ID of the attachment to delete

Optional Properties

The activity does not have any optional properties.

Published Data

The activity does not publish any data.

Delete Comment Activity

The **Delete Comment** activity is used in a runbook to delete a comment on an issue in Atlassian Jira.

Required Properties:

You must configure the following properties.

Issue ID	The ID of the issue to delete the comment from
Comment ID	The ID of the comment to delete

Optional Properties

The activity does not have any optional properties.

Published Data

The activity publishes the following data.

Issue ID	The ID of the issue that
Comment ID	The ID of the comment that was deleted

Delete Issue Activity

The **Delete Issue** activity is used in a runbook to delete an issue in Atlassian Jira.

Required Properties:

You must configure the following properties.

Issue ID	The ID of the issue to delete
Delete Subtasks	Indicates whether to delete subtasks determines. If set to *False* and subtasks exists, the activity will fail.

Optional Properties

The activity does not have any optional properties.

Published Data

The activity does not publish any data.

Delete Watcher Activity

The **Delete Watcher** activity is used in a runbook to delete a watcher on an issue in Atlassian Jira.

Required Properties:

You must configure the following properties.

Issue ID	The ID of the issue to add a watcher to
Watcher	The ID of the user to add as a watcher of the issue

Optional Properties

The activity does not have any optional properties.

Published Data

The activity publishes the following data.

Issue ID	The ID of the issue that the watcher was added to

Delete Work Log Activity

The **Delete Work Log** activity is used in a runbook to delete a work log to an issue in Atlassian Jira.

Required Properties:

You must configure the following properties.

Issue ID	The ID of the issue to delete the worklog from
Work Log ID	The ID of the work log to delete
Adjust Estimate	Indicates how to adjust the remaining estimate. Options include: • Adjust automatically • Use existing estimate • Set to • Increase by
Set to Value	When **Adjust Estimate** is set to *Set to,* specifies the new value for the remaining estimate (e.g., 3w 4d 12h)
Increase by Value	When **Adjust Estimate** is set to *Increase by,* specifies the amount to Increase the remaining estimate by (e.g., 3w 4d 12h)

Optional Properties

The activity does not have any optional properties.

Published Data

The activity publishes the following data.

Issue ID	The ID of the issue that the worklog was deleted from
Work Log ID	The ID of the work log that was deleted

Download Attachment Activity

The **Download Attachment** activity is used in a runbook to download an attachment.

Required Properties:

You must configure the following properties.

Attachment ID	The ID of the attachment to download
Destination Folder	The local path to save the file to

Optional Properties

The activity does not have any optional properties.

Published Data

The activity does not publish any data.

Get Attachment Activity

The **Get Attachment** activity is used in a runbook to get attachment data on a Jira issue using filter criteria that you specify.

Required Properties:

You must configure the following properties.

Issue ID	The ID of the issue to get the comments from

Optional Properties

The activity does not have any optional properties.

Filters

The activity has the following filters that you can use to determine which attachments to retrieve.

Attachment ID	The ID of the attachment to retrieve
Filename	The filename of attachment
File Size	The size of attachment in bytes
Mime Type	The Mime type of attachment
Author Name	The name of the author (Jira Server only)
Author Account ID	The account ID of the author (Jira Cloud only)
Author Display Name	The display name of the author
Author Email Address	The email address of the author
Author Active	Indicates whether the author is active
Created Date	The date and time that the attachment was created

Published Data

The activity publishes the following data.

Issue ID	The ID of the issue that the attachment is associated with
Attachment ID	The ID of the attachment
Filename	The file name of attachment
File Size	The size of attachment in bytes
Mime Type	The Mime type of attachment
Author Name	The name of the author (Jira Server only)
Author Account ID	The account ID of the author (Jira Cloud only)
Author Display Name	The display name of the author

Author Email Address	The email address of the author
Author Active	Indicates whether the author is active
Created Date	The date and time that the attachment was created
Count	The number of attachments that were retrieved

Get Comment Activity

The **Get Comment** activity is used in a runbook to get comments on a Jira issue using filter criteria that you specify.

Required Properties:

You must configure the following properties.

Issue ID	The ID of the issue to get the comments from
Project	The project that contains the issue

Optional Properties

The activity does not have any optional properties.

Filters

The activity has the following filters that you can use to determine which comments to retrieve.

Comment ID	The ID of the comment
Viewable By	The visibility restricted to group
Comment	The description of the comment
Author Name	The author's name (Jira Sever only)
Author Account ID	The author's Account ID (Jira Cloud only)
Author Display Name	The author's display name
Author Email Address	The author's email address
Author Active	The author's active state
Update Author Name	The update author's name (Jira Server only)
Update Author Account ID	The update author's Account ID (Jira Cloud only)
Update Author Display Name	The update author's display name
Update Author Email Address	The update author's email address
Update Author Active	The update author's active state
Created Date	The date and time that the comment was created
Updated Date	The date and time that the comment was updated

Published Data

The activity publishes the following data.

Restricted To	The group that the comment is restricted to
Comment ID	The ID of the comment

Comment	The description of the comment
Author Name	The author's name (Jira Sever only)
Author Account ID	The author's Account ID (Jira Cloud only)
Author Display Name	The author's display name
Author Email Address	The author's email address
Author Active	The author's active state
Update Author Name	The update author's name (Jira Server only)
Update Author Account ID	The update author's Account ID (Jira Cloud only)
Update Author Display Name	The update author's display name
Update Author Email Address	The update author's email address
Update Author Active	The update author's active state
Created Date	The date the comment was created
Updated Date	The date the comment was updated.
Count	Number of comments matching filter criteria

Get Issue Activity

The **Get Issue** activity is used in a runbook to get a list of issues using filter criteria that you specify.

Required Properties:

The activity does not have any required properties.

Optional Properties

The activity has the following properties that you can use to determine which issues to return.

Start At	The index of the first issue to return
Max Results	The maximum number of issues to return. Defaults to **jira.search.views.default.max**, if not specified.

Filters

The filters provided by the activity are based on the issue fields in your Jira setup. You can combine filters to control which issues to retrieve.

Published Data

The activity publishes data based on the fields that are associated with the issue. The activity also publishes the following data:

Issue ID	The unique ID of issue
Issue Key	The Issue Key
Count	The number of issues that were retrieved
Total Results	The total number of issues that match the specified filters
Start At	The index of the first issue to return
Max Results	The maximum number of issues to return

Note: complex fields, such as Linked Issues and Sub-Tasks, are published as JSON formatted text.

Get Transition Activity

The **Get Transition** activity is used in a runbook to get transitions on a Jira issue using filter criteria that you specify.

Required Properties:

You must configure the following properties.

Issue ID	The ID of the issue to get the transitions from

Optional Properties

The activity does not have any optional properties.

Filters

The activity has the following filters that you can combine to control which transitions to retrieve.

Transition ID	The ID of the transition
Transition Name	The name off the transition

Published Data

The activity publishes the following data.

Transition ID	The ID of transition
Transition Name	The name of transition
Transition Fields	The set of available fields in the transition, in JSON

Get User Activity

The **Get User** activity is used in a runbook to get assignable users on a Jira project using filter criteria that you specify.

Note: The Jira API has lowered the maximum users returned from 1,000 to 100.

Required Properties:

You must configure the following properties.

Project	The Jira project

Optional Properties

The activity does not have any optional properties.

Filters

The activity has the following filters that you can combine to control which users to retrieve.

Name	The user's name (Jira Server only)
Account ID	The user's Account ID (Jira Cloud only)
Time Zone	The user's time zone (Jira Cloud only)
Locale	The user's local (Jira Cloud only)
Active	Indicates whether the user is active
Email Address	The user's email address (Jira Server only)

Published Data

The activity publishes the following data.

Name	The user's name (Jira Server only)
Account ID	The user's Account ID (Jira Cloud only)
Time Zone	The user's time zone (Jira Cloud only)
Locale	The user's local (Jira Cloud only)
Active	Indicates whether the user is active
Email Address	The user's email address (Jira Server only)

Get Watcher Activity

The **Get Watcher** activity is used in a runbook to get the current watchers on a Jira issue using filter criteria that you specify.

Required Properties:

You must configure the following properties.

Issue ID	The ID of the issue to get the work logs for

Optional Properties

The activity does not have any optional properties.

Filters

The activity has the following filters that you can combine to control which watchers to retrieve.

Watcher Name	The watcher's name (Jira Server only)
Watcher Account ID	The watcher's Account ID (Jira Cloud only)
Watcher Display Name	The watcher's display name
Watcher Key	The Issue Key
Watcher Active	Indicates whether the watcher is an active user

Published Data

The activity publishes the following data.

Issue ID	Unique ID of the issue
Watcher Name	The watcher's name (Jira Server only)
Watcher Account ID	The watcher's Account ID (Jira Cloud only)
Watcher Display Name	The watcher's display name
Watcher Key	The Issue Key
Watcher Active	Indicates whether the watcher is an active user
Count	The number of watchers that were retrieved

Get Work Log Activity

The **Get Work Log** activity is used in a runbook to get comments on a Jira issue using filter criteria that you specify.

Required Properties:

You must configure the following properties.

Issue ID	The ID of the issue to get the work logs for
Project	The project that contains the issue

Optional Properties

The activity does not have any optional properties.

Filters

The activity has the following filters that you can combine to control which work logs to retrieve.

Work Log ID	The unique ID of the work log
Restricted To	The group that the worklog is restricted to
Comment	The description of the work that was done
Author Name	The name of the worklog's author (Jira Server only)
Author Account ID	The Account ID of the worklog's author (Jira Cloud only)
Author Display Name	The author's display name
Author Email Address	The author's email address
Author Active	Indicates whether the author is an active user
Update Author Name	The name of the author that updated the worklog (Jira Server only)
Update Author Account ID	The Account ID of the author that updated the worklog (Jira Cloud only)
Update Author Display Name	The update author's display name
Update Author Email Address	The update author's email address
Update Author Active	Indicates whether the update author is an active user
Created Date	The date and time that the work log was created
Updated Date	The date and time that the work log was updated.
Started Date	The date and time that the work was started
Time Spent	The time that was spent working (e.g., 3w 4d 12h)

Published Data

The activity publishes the following data.

Issue ID	The ID of the issue
Viewable By	The group that the worklog is restricted to
Work Log ID	The unique ID of the worklog
Comment	The description off the worklog
Author Name	The name of the worklog's author (Jira Server only)
Author Account ID	The Account ID of the worklog's author (Jira Cloud only)
Author Display Name	The author's display name
Author Email Address	The author's email address
Author Active	Indicates whether the author is an active user
Update Author Name	The name off the worklog's update author (Jira server only)
Update Author Account ID	The Account ID of the worklog' update author (Jira Cloud only)
Update Author Display Name	The update author's display name
Update Author Email Address	The update author's email address
Update Author Active	Indicates whether the update author is an active user
Created Date	The date and time the work log was created
Updated Date	The date and time the work log was updated.
Started Date	The date and time that the work was started
Time Spent	The time spent on the work
Count	The number of worklogs matching the criteria

Monitor Issue Activity

The **Monitor Issue** activity is used in a runbook to monitor issues using filter criteria that you specify.

Required Properties:

You must configure the following properties.

Monitor New Issues	Specifies whether to trigger the monitor on new issues
Monitor Updated Issues	Specifies whether to trigger the monitor on updated issues
Monitor Interval	The polling interval. Defaults to 30 seconds

Optional Properties

The activity does not have any optional properties.

Filters

The filters provided by the activity are based on the issue fields in your Jira setup. You can combine filters to control which issues will trigger the monitor.

Published Data

The activity publishes data based on the fields that are associated with the issue. The activity also publishes the following data:

Issue ID	The unique ID of the issue
Issue Key	The Issue Key
Count	The number of issues that triggered the monitor

Note: complex fields, such as Linked Issues and Sub-Tasks, are published as JSON formatted text.

Transition Issue Activity

The **Transition Issue** activity is used in a runbook to perform a transition on an issue.

Important: When configuring the activity, you must specify the **Transition ID** or **Transition Name**. If you specify both, the **Transition Name** will be used.

Required Properties:

You must configure the following properties.

Issue ID	The ID of the issue to transition

Optional Properties

You can use the following properties to control which transition to use and to provide additional details for the transition.

Transition ID	The ID of the transition to perform.
Transition Name	The Name of the transition to perform.
Transition Comment	A comment to apply with transition (only applicable for transitions that support comments)

Published Data

The activity publishes the following data.

Transition ID	The unique ID of transition that was performed
Transition Name	The name of transition that was performed
Issue ID	The unique ID of the issue that was transition

Update Comment Activity

The **Update Comment** activity is used in a runbook to update a comment on an issue in Atlassian Jira.

Required Properties:

You must configure the following properties.

Project	The project the issue belongs to.
Issue ID	The ID of the issue that the comment is for
Comment ID	The ID of the comment to update
Comment	The text of the comment
Viewable By	The role the comment will be viewable by.

Optional Properties

The activity does not have any optional properties.

Published Data

The activity publishes the following data.

Issue ID	The unique ID of the issue
Comment ID	The unique ID of the comment
Author Name	The name of the user that authored the comment (Jira Server only)
Author Account ID	The Account ID of the user that authored the comment (Jira Cloud only)
Author Display Name	The author's display name
Author Email Address	The author's email address
Update Author Name	The name of the user that updated the comment (Jira Server only)
Update Author Account ID	The Account ID of the user that updated the comment (Jira Cloud only)
Update Author Display Name	The author's display name
Update Author Email Address	The author's email address

Update Work Log Activity

The **Update Work Log** activity is used in a runbook to update a work log on an issue in Atlassian Jira.

Required Properties:

You must configure the following properties.

Project	The project the issue belongs to.
Issue ID	The ID of the issue that the worklog is for
Work Log ID	The ID of the work log to update
Viewable By	The role the comment will be viewable by.
Time Spent	Time spent of work (e.g., 3w 4d 12h)
Date Started	The date and time that the work was started
Remaining Estimate	Specifies how to adjust the remaining estimate. Options include: • Adjust automatically • Use existing estimate • Set to
Set to Value	When **Remaining Estimate** is set to Set to, specifies the new value for the remaining estimate (e.g., 3w 4d 12h)

Optional Properties

You can use the following properties to update the update the work log.

Work Description	The description of the work done

Published Data

The activity publishes the following data.

Issue ID	The unique ID of the issue
Work Log ID	The unique ID of the work log
Author Name	The name off the author of the worklog (Jira Server only)
Author Account ID	The Account ID of the user that authored the work log (Jira Cloud only)
Author Display Name	The author's display name
Author Email Address	The author's email address
Update Author Name	The name of the user that updated the worklog (Jira Server only)
Update Author Account ID	The Account ID of the user that updated the worklog (Jira Cloud only)
Update Author Display Name	The update author's display name

Update Author Email Address	The update author's email address

Upload Attachment Activity

The **Upload Attachment** activity is used in a runbook to upload an attachment to an issue in Atlassian Jira.

Required Properties:

You must configure the following properties.

Issue ID	The ID of the issue to upload attachment.
Attachments	Comma separated list of files to upload

Optional Properties

The activity does not have any optional properties.

Published Data

The activity publishes the following data.

Issue ID	The unique ID of the issue
Attachment ID	The unique ID of the attachment
Author Name	The name of the user authored the attachment (Jira Server only)
Author Account ID	The Account ID of the user that authored the attachment (Jira Cloud only)
Author Display Name	The author's display name
Author Email Address	The author's email address
Mime Type	The MIME type of attachment
File Name	The file name
Created Date	The date and time that the attachment was created
File Size	The File size of attachment, in bytes
Count	The number of attachments that were uploaded

Update Issue Activity

The **Update Issue** activity is used in a runbook to update an issue in Atlassian Jira.

Important: The properties can change depending on the project and issue type selected and on your Jira configuration and any customization that has been done. Any custom fields added in Jira will appear in the properties. The following properties are listed only as a guideline.

Required Properties:

You must configure the following properties.

Project	The project that the issue belongs
Issue Type	Issue type
Issue ID	The ID of the issue to update

Update Issue Optional Properties

Summary	A summary of the issue
Reporter	The ID of the user to reporting to the issue
Time Tracking	The original **Estimate** and **Remaining Estimate**. This is a comma separated value. Example: 3w 4d 12h,3w 4d 12h
Labels	A CSV list of labels.
Assignee	The ID of the user to assign to the issue
Fix Version/s	A CSV list of fixed versions
Affected Version/s	A CSV list of affected versions
Environment	The environmental details
Priority	The priority of the issue
Description	A description of the issue
Due Date	The date and time that the issue is due
Component/s	A CSV list of components

Published Data

The activity publishes the following data.

Issue ID	The unique ID of the issue

Update Issue (Custom) Activity

The **Update Issue (Custom)** activity is used in a runbook to update an issue in Atlassian Jira. T

This activity requires a custom configuration file be specified in the configuration setting. See Custom Activities for defining a custom configuration file.

Required Properties:

The activity will provide properties for any required fields that have been defined in Custom Activity configuration file that is referenced in the configuration that you selected. You must configure all required properties, including the ones in the table below:

Project	The project the issue belongs to.
Issue Type	The issue type
Issue ID	The ID of the issue to update

Optional Properties

The activity will provide properties for any optional fields that have been defined in Custom Activity configuration file that is referenced in the configuration that you selected.

Published Data

The activity publishes the following data.

Project	The project the issue belongs to.
Issue Type	The issue type
Issue ID	The unique ID of the issue