

Atlassian Jira Functions for Resilient

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Release Notes

v2.1.0

- Added support for authentication with OAuth
 - Includes new configs: `access_token`, `access_token_secret`, `consumer_key_name`, `private_rsa_key_file_path`
- Added support for sending SOAR task notes to Jira -- see updated example workflow
- Added support for images in notes synchronizing to Jira
- Added config `jira_task_references` for custom datatables
- Added option in example rule to set Jira project ID as activity field

v2.0.0

- Added App Host support
- Added proxy support
- Added support for `https://pypi.org/project/jira/`
- Changed config heading from `jira` to `fn_jira`
- Added configs: `timeout`, `auth_method`, `http_proxy` and `https_proxy`
- Added incident field `jira_issue_id`
- Changed column name in `jira_task_references` Data Table from `jira_api_url` to `jira_issue_id_col`

v1.0.2

- Improvements to data table handling
- Bug fixes

v1.0.1

- Support for versions of Resilient 31.0 and beyond

v1.0.0

- Initial Release
-

Overview

Provides integration with JIRA for Issue Creation, Issue Transition and Comment Creation

Example rules and workflows can be used or modified to meet your business processes.

Key Features

- Issue creation
- Issue transition
- Comment creation

Installation

Requirements

- Resilient platform >= **v35.0.0**
- App Host >= **v1.2.132** (if using App Host)
 - To setup up an App Host see: ibm.biz/res-app-host-setup
- An Integration Server running **resilient_circuits>=32.0.0** (if using an Integration Server)
 - To set up an Integration Server see: ibm.biz/res-int-server-guide
 - If using an API key account, minimum required permissions are:

Name	Permissions
Org Data	Read
Function	Read

- Proxy supported: Yes

Install

- To install or uninstall an App using the App Host see ibm.biz/res-install-app
- To install or uninstall an Integration using the Integration Server see the ibm.biz/res-install-int

App Configuration

The following table describes the settings you need to configure in the app.config file. If using App Host, see the Resilient System Administrator Guide. If using the integration server, see the Integration Server Guide.

Config	Required	Example	Description
url	Yes	<code>https://<jira url></code>	The URL of your Jira platform.
auth_method	Yes	<code>AUTH</code>	The method of authentication to use when connecting to your Jira platform. Supported methods are <code>AUTH</code> , <code>BASIC</code> , and <code>OAuth</code> . For more information on authentication see: https://jira.readthedocs.io/en/latest/examples.html#authentication
user	Required for <code>AUTH</code> or <code>BASIC</code>	<code><jira user></code>	The username of the Jira account to use with this integration. They must be a user on the Jira platform with the correct permissions.
password	Required for <code>AUTH</code> or <code>BASIC</code>	<code><jira user password></code>	The password or API Key for the Jira account to use with this integration. <code>AUTH</code> only supports password and <code>BASIC</code> supports both password and API Key.
access_token	Required for <code>OAuth</code>	<code><oauth access token></code>	Access token created through Jira OAuth 1.0a 3LO. Details below.
access_token_secret	Required for <code>OAuth</code>	<code><oauth access secret></code>	Access token secret created through Jira OAuth 1.0a 3LO. Details below.
consumer_key_name	Required for <code>OAuth</code>	<code><oauth consumer key></code>	Consumer Key name created through Jira UI. Details below.
private_rsa_key_file_path	Required for <code>OAuth</code>	<code>/etc/jira_privatekey.pem</code>	Path to file containing private RSA key associated with the public key that was uploaded in the UI. Details below.
timeout	No	<code>10</code>	The number of seconds to timeout after when making a request to the Jira platform.
jira_dt_name	No	<code>jira_task_references</code>	The datatable in which to store the data for synced SOAR tasks. Default is <code>jira_task_references</code> . If using a custom Datatable, this table <i>must</i> include the <code>task_id</code> , <code>jira_issue_id_col</code> , and <code>jira_link</code> columns.
verify_cert	No	<code>True</code>	A boolean value. Set to <code>True</code> if you want to verify SSL certificates on each request.
http_proxy	No	<code>http://localhost:3128</code>	Your HTTP Proxy.
https_proxy	No	<code>https://localhost:3128</code>	Your HTTPS Proxy.

Configuring OAuth

OAuth authentication is supported with OAuth 1.0a protocol on Jira Server and Jira Cloud. This requires setting some configurations through the Jira UI followed by the 3 legged-dance described in the docs linked below. The main goal of this process is to generate a public and private RSA key, as well as a `access_token` and `access_token_secret`. Follow the steps at the appropriate links to setup the RSA keys and generate an access token. Then set the values as appropriate in your app.config. It is recommended to use App Host secrets to store the tokens if deploying on App Host.

Follow the instructions at the appropriate link to create a public and private key and to create an incoming link in Jira:

- [OAuth on Jira Server](#) (only step 1)
- [OAuth 1.0a on Jira Cloud](#) (only step 2)

As of v2.1.0, this app only supports OAuth 1.0a authentication to Jira.

Once you've completed the linked step above, you can continue with the rest of Jira's guide (in Java) or you can follow the Python steps below.

Note: these steps have been verified on Python 3.6. No matter the environment that you run the app in, it is recommended to run these steps with Python 3.6.

1. Create a python environment on a machine that has internet access to your Jira server. Install **jira** in the python environment and the required associated dependencies

```
$ pip install jira cryptography pyjwt IPython
```

This will also install the **jirashell** utility which will be used in the next step.

2. Use the **jirashell** utility to preform the OAuth dance:

```
$ jirashell -s <url_of_your_jira_server> --oauth-dance --consumer-key  
<name_of_consumer_key_in_jira_ui> --key-cert <path_to_private_rsa_key> --print-tokens
```

This will prompt you at a point to follow a link to sign-in and authorize the OAuth tokens. Click "Allow" and return to the shell. Type **y** and enter. The Access Token and Access Token Secret will be printed to your terminal. You can now exit the **jirashell** prompt.

3. Use the token and secret printed to your terminal to provide access to Jira for this app. If running in App Host, it is recommended to enter the values of the tokens as secrets in the app's **Configuration** tab by clicking **Add Secret**.
4. In App Host, upload the private key as a file by clicking **New File**. Paste the contents of the private key into the file and ensure that the path to the file is the same as what you wrote in your app.config.

Custom Layouts

- Import the Data Tables and Custom Fields like the screenshot below:

The screenshot displays the Resilient incident management interface. At the top, the navigation bar includes 'Dashboards', 'Inbox', 'Incidents', and a 'Create' button. The incident title is 'Malicious email sent to CEO'. The description states: 'The CEO recieved an email with a malcious attachment'. Below the description, there are tabs for 'Tasks', 'Details', 'Breach', 'Notes', 'Members', 'News Feed', 'Attachments', 'Stats', 'Timeline', and 'Artifacts'. The 'Email' tab is selected, showing a 'JIRA' entry. To the right, a 'Summary' section lists details: ID (2130), Phase (Engage), Severity (High), Date Created (24/09/2020 16:08), Date Occurred (—), Date Discovered (24/09/2020 16:07), Date Determined (24/09/2020 16:07), Was personal information or personal data involved? (Unknown), and Incident Type (Phishing). Below the summary, the 'People' section shows 'Created By' (Admin User), 'Owner' (Admin User), and 'Members' (There are no members). At the bottom, the 'Related Incidents' section states 'No related incidents.'.

Malicious email sent to CEO

Description
The CEO recieved an email with a malcious attachment

Tasks Details Breach Notes Members News Feed Attachments Stats Timeline Artifacts

Email **JIRA**

Jira Internal URL <https://jira1-01.internal.resilientsystems.com/rest/api/2/issue/41939>

Jira Ticket URL [INT-2105](#)

Jira Issue ID INT-2105

Jira Task References

Action Date	Task Id	Task	Status	Jira Issue ID	Jira Link
24/09/2020 16:18:11	279	Change user's password	Open	INT-2106	INT-2106

Displaying 1 - 1 of 1

Summary

ID 2130

Phase Engage

Severity High

Date Created 24/09/2020 16:08

Date Occurred —

Date Discovered 24/09/2020 16:07

Date Determined 24/09/2020 16:07

Was personal information or personal data involved? Unknown

Incident Type **Phishing**

People

Created By [Admin User](#)

Owner [Admin User](#)

Members *There are no members.*

Related Incidents

No related incidents.

Function – Jira Transition Issue

Transition a Jira issue. This can be used when a Resilient Incident is closed or to change the Jira Issue's workflow state. See example workflow for configuration of function pre-processor and post-processor scripts

Cancel

Cancel Save & Close

Save

Creator	Local Integration Server
Last Modified	24/09/2020 12:26
Last Modified By	Admin User
Associated Rules	Example: Jira Close Issue



► Outputs:

► Example Pre-Process Script:

```
# Example: Jira Transition Issue pre-processing script

#####
### Define pre-processing functions ###
#####
def dict_to_json_str(d):
    """Function that converts a dictionary into a JSON string.
    Supports types: basestring, unicode, bool, int and nested dicts.
    Does not support lists.
    If the value is None, it sets it to False."""

    json_entry = u'"{0}":{1}'
    json_entry_str = u'"{0}":"{1}"'
    entries = []

    for entry in d:
        key = entry
        value = d[entry]

        if value is None:
            value = False

        if isinstance(value, list):
            helper.fail('dict_to_json_str does not support Python Lists')

        if isinstance(value, basestring):
            value = value.replace(u'\"', u'\\\"')
            entries.append(json_entry_str.format(unicode(key), unicode(value)))

        elif isinstance(value, unicode):
            entries.append(json_entry.format(unicode(key), unicode(value)))

        elif isinstance(value, bool):
            value = 'true' if value == True else 'false'
            entries.append(json_entry.format(key, value))

        elif isinstance(value, int):
            entries.append(json_entry.format(unicode(key), value))

        elif isinstance(value, dict):
            entries.append(json_entry.format(key, dict_to_json_str(value)))

        else:
            helper.fail('dict_to_json_str does not support this type: {0}'.format(type(value)))

    return u'"{0} {1} {2}'.format(u'{' , '}'.join(entries), u'}')

#####
### Define Inputs ###
#####

inputs.jira_issue_id = incident.properties.jira_issue_id
inputs.jira_transition_id = "Close"
inputs.jira_comment = u"Closed in IBM Resilient\n\nResolution:
{0}\n{1}".format(incident.resolution_id, incident.resolution_summary.content)

resolution_map = { "unresolved": "Obsolete", "duplicate": "Duplicate", "not an issue": "Won't Do",
"resolved": "Done" }

# Define JIRA fields here
inputs.jira_fields = dict_to_json_str({
"resolution": { "name": resolution_map.get(str(incident.resolution_id).lower(), "Done") }
})
```

► Example Post-Process Script:

```
from java.util import Date
time_now = Date().time

if results.get("success"):
    row.date = time_now
    row.status = "Closed"
```

Function - Jira Open Issue

Create a jira issue. To be used when a Resilient Incident is created. See example workflow for configuration of function pre-processor and post-processor scripts

Resilient Dashboards ▾ Inbox Incidents Create ▾

Admin User
Test Organization

Customization Settings

Layouts Rules Scripts **Workflows** Functions Message Destinations Phases & Tasks Incident Types Breach Artifacts

Workflows / Example: Jira Open Issue

Cancel Save & Close Save

Name * Example: Jira Open Issue

API Name * jira_open_issue

Description Open a Jira Issue based on the Incident.

Object Type * Incident

Creator Local Integration Server
Last Modified 24/09/2020 13:13
Last Modified By Admin User
Associated Rules Example: Create Jira Issue

Map the fields set in Jira including the project and issue type

Jira Open Issue

Output populates a URL back to the created Jira Issue and the jira_issue_id used to add Jira comments or to close the Issue

NOTE: Some fields in Jira are required to open a new Issue. Ensure you add those fields in the pre-process script to `jira_fields` when creating a new Jira Issue

► Inputs:

Name	Type	Required	Example	Tooltip
incident_id	number	Yes	—	—
jira_fields	text	No	—	A JSON String of the fields to set in Jira
task_id	number	No	—	—

► Outputs:

```
results = {
  'version': '1.0',
  'success': True,
  'reason': None,
  'content': {
    'issue_url': 'https://jira1-01.example.com/browse/INT-2105',
    'issue_url_internal': 'https://jira1-01.example.com/rest/api/2/issue/41939',
    'issue_key': 'INT-2105',
    'issue': {
      'expand':
'renderedFields,names,schema,operations,editmeta,changelog,versionedRepresentations',
      'id': '41939',
```

```

    'self': 'https://jira1-01.example.com/rest/api/2/issue/41939',
    'key': 'INT-2105',
    'fields': {
      'issuetype': {
        'self': 'https://jira1-01.example.com/rest/api/2/issuetype/10001',
        'id': '10001',
        'description': 'Created by Jira Software – do not edit or delete. Issue type for a
user story.',
        'iconUrl': 'https://jira1-01.example.com/images/icons/issuetypes/story.svg',
        'name': 'Story',
        'subtask': False
      },
      'timespent': None,
      'project': {
        'self': 'https://jira1-01.example.com/rest/api/2/project/10101',
        'id': '10101',
        'key': 'INT',
        'name': 'Example',
        'projectTypeKey': 'software',
        'avatarUrls': {
          '48x48': 'https://jira1-01.example.com/secure/projectavatar?avatarId=10324',
          '24x24': 'https://jira1-01.example.com/secure/projectavatar?
size=small&avatarId=10324',
          '16x16': 'https://jira1-01.example.com/secure/projectavatar?
size=xsmall&avatarId=10324',
          '32x32': 'https://jira1-01.example.com/secure/projectavatar?
size=medium&avatarId=10324'
        }
      },
      'fixVersions': [],
      'aggregatetimespent': None,
      'resolution': None,
      'customfield_10901': {
        'self': 'https://jira1-01.example.com/rest/api/2/customFieldOption/10807',
        'value': 'No',
        'id': '10807'
      },
      'resolutiondate': None,
      'lastViewed': None,
      'watches': {
        'self': 'https://jira1-01.example.com/rest/api/2/issue/INT-2105/watchers',
        'watchCount': 1,
        'isWatching': True
      },
      'created': '2020-09-24T15:10:06.296+0000',
      'customfield_10220': None,
      'priority': {
        'self': 'https://jira1-01.example.com/rest/api/2/priority/2',
        'iconUrl': 'https://jira1-01.example.com/secure/attachment/14751/high.svg',
        'name': 'High',
        'id': '2'
      },
      'labels': [],
      'timeestimate': None,
      'aggregatetimeoriginalestimate': None,
      'versions': [],
      'customfield_10219': None,
      'issuelinks': [],
      'assignee': None,
      'updated': '2020-09-24T15:10:06.296+0000',
      'status': {
        'self': 'https://jira1-01.example.com/rest/api/2/status/1',
        'description': 'The issue is open and ready for the assignee to start work on
it.',
        'iconUrl': 'https://jira1-01.example.com/images/icons/statuses/open.png',
        'name': 'Open',
        'id': '1',
        'statusCategory': {
          'self': 'https://jira1-01.example.com/rest/api/2/statuscategory/2',
          'id': 2,
          'key': 'new',

```



```

        'colorName': 'blue-gray',
        'name': 'To Do'
    },
    },
    'components': [],
    'timeoriginalestimate': None,
    'description': 'IBM Resilient Link: https://example.ibm.com:443/#incidents/2130\n\nThe
CEO recieved an email with a malcious attachment',
    'timetracking': {},
    'attachment': [],
    'aggregatetimeestimate': None,
    'summary': 'IBM Resilient: Malicious email sent to CEO',
    'creator': {
        'self': 'https://jira1-01.example.com/rest/api/2/user?username=example',
        'name': 'example',
        'key': 'example',
        'emailAddress': 'example@ibm.com',
        'avatarUrls': {
            '48x48': 'https://jira1-01.example.com/secure/useravatar?
ownerId=example&avatarId=10713',
            '24x24': 'https://jira1-01.example.com/secure/useravatar?
size=small&ownerId=example&avatarId=10713',
            '16x16': 'https://jira1-01.example.com/secure/useravatar?
size=xsmall&ownerId=example&avatarId=10713',
            '32x32': 'https://jira1-01.example.com/secure/useravatar?
size=medium&ownerId=example&avatarId=10713'
        },
        'displayName': 'example',
        'active': True,
        'timeZone': 'UTC'
    },
    },
    'subtasks': [],
    'reporter': {
        'self': 'https://jira1-01.example.com/rest/api/2/user?username=example',
        'name': 'example',
        'key': 'example',
        'emailAddress': 'example@ibm.com',
        'avatarUrls': {
            '48x48': 'https://jira1-01.example.com/secure/useravatar?
ownerId=example&avatarId=10713',
            '24x24': 'https://jira1-01.example.com/secure/useravatar?
size=small&ownerId=example&avatarId=10713',
            '16x16': 'https://jira1-01.example.com/secure/useravatar?
size=xsmall&ownerId=example&avatarId=10713',
            '32x32': 'https://jira1-01.example.com/secure/useravatar?
size=medium&ownerId=example&avatarId=10713'
        },
        'displayName': 'example',
        'active': True,
        'timeZone': 'UTC'
    },
    },
    'aggregateprogress': {
        'progress': 0,
        'total': 0
    },
    },
    'environment': None,
    'duedate': None,
    'progress': {
        'progress': 0,
        'total': 0
    },
    },
    'comment': {
        'comments': [],
        'maxResults': 0,
        'total': 0,
        'startAt': 0
    },
    },
    'votes': {
        'self': 'https://jira1-01.example.com/rest/api/2/issue/INT-2105/votes',
        'votes': 0,
        'hasVoted': False
    }
}

```

```

        },
        'worklog': {
            'startAt': 0,
            'maxResults': 20,
            'total': 0,
            'worklogs': []
        }
    }
},
'raw': '{"issue_url": "https://jira1-01.example.com/browse/INT-2105", "issue_url_internal": "https://jira1-01.example.com/rest/api/2/issue/41939", "issue_key": "INT-2105", "issue": ...
'inputs': {
    'incident_id': 2130,
    'jira_fields': '{ "summary": "IBM Resilient: Malicious email sent to CEO", "issuetype": "Story", "project": "INT", "description": "<div class=\\\"rte\\\"><div>The CEO recieved an email with a malcious attachment</div></div>", "priority": { "name": "High" } }'
},
'metrics': {
    'version': '1.0',
    'package': 'fn-jira',
    'package_version': '2.0.0',
    'host': 'example',
    'execution_time_ms': 2016,
    'timestamp': '2020-09-24 16:09:51'
}
}

```

► Workflows

► Example Pre-Process Script:

```

# Example: Jira Open Issue [Incident] pre-processing script

#####
### Define pre-processing functions ###
#####
def list_to_json_str(l):
    """
    Function that converts a list into a JSON string.
    Supports types: basestring, unicode, bool, int, list and dicts.
    If the value is None, it sets it to False.
    """
    list_as_str = ''
    json_entry = u'{0},'
    json_entry_str = u'"{0}"',

    for value in l:

        if value is None:
            value = False

        if isinstance(value, list):
            list_as_str += json_entry.format(list_to_json_str(value))

        elif isinstance(value, dict):
            list_as_str += json_entry.format(dict_to_json_str(value))

        elif isinstance(value, basestring):
            value = value.replace(u'"', u'\\\"')
            value = value.replace("\n", "\\n")
            list_as_str += json_entry_str.format(unicode(value))

        elif isinstance(value, unicode):
            list_as_str += json_entry.format(unicode(value))

        elif isinstance(value, bool):
            value = 'true' if value is True else 'false'
            list_as_str += json_entry.format(value)

```

```

elif isinstance(value, int):
    list_as_str += json_entry.format(value)

else:
    helper.fail('list_to_json_str does not support this type: {0}'.format(type(value)))

return u'{0} {1} {2}'.format(u'[' , list_as_str[:-1], u']')

def dict_to_json_str(d):
    """
    Function that converts a dictionary into a JSON string.
    Supports types: basestring, unicode, bool, int, list and nested dicts.
    If the value is None, it sets it to False.
    """

    json_entry = u'"{0}":{1}'
    json_entry_str = u'"{0}": "{1}"'
    entries = []

    for entry in d:
        key = entry
        value = d[entry]

        if value is None:
            value = False

        if isinstance(value, list):
            entries.append(json_entry.format(unicode(key), list_to_json_str(value)))

        elif isinstance(value, dict):
            entries.append(json_entry.format(key, dict_to_json_str(value)))

        elif isinstance(value, basestring):
            value = value.replace(u'"', u'\\\"')
            value = value.replace("\n", "\\n")
            entries.append(json_entry_str.format(unicode(key), unicode(value)))

        elif isinstance(value, unicode):
            entries.append(json_entry.format(unicode(key), unicode(value)))

        elif isinstance(value, bool):
            value = 'true' if value is True else 'false'
            entries.append(json_entry.format(key, value))

        elif isinstance(value, int):
            entries.append(json_entry.format(unicode(key), value))

        else:
            helper.fail('dict_to_json_str does not support this type: {0}'.format(type(value)))

    return u'{0} {1} {2}'.format(u'{', ','.join(entries), u'}')

#####
### Define Inputs ###
#####

# ID of this incident
inputs.incident_id = incident.id

# A map for JIRA priorities
priority_map = { "Low": {"name": "Low"}, "Medium": {"name": "Medium"}, "High": {"name": "High"} }
jira_priority = priority_map.get(incident.severity_code, {"name": "Low"})

# Define JIRA fields here
inputs.jira_fields = dict_to_json_str({
    "project": rule.properties.jira_project_id,
    "issuetype": rule.properties.jira_issue_type,
    "priority": jira_priority,
    "summary": u"IBM Resilient: {0}".format(incident.name),
    "description": incident.description.content if incident.get("description") else "Created in IBM Resilient"
})

```

```
} )
```

► Example Post-Process Script:

```
if results.get("success"):
    results_content = results.get("content", {})
    incident.properties.jira_url = "<a href='{issue_key}' target='blank'>{}</a>".format(results_content.get("issue_url"), results_content.get("issue_key"))
    incident.properties.jira_internal_url = results_content.get("issue_url_internal")
    incident.properties.jira_issue_id = results_content.get("issue_key")
```

Function - Jira Create Comment

Create a Jira comment. To be used when a Resilient Note is created. See example workflow for configuration of function pre-processor and post-processor scripts

Resilient

Dashboards

Inbox

Incidents

Create

Admin User

Test Organization

Customization Settings

Layouts

Rules

Scripts

Workflows

Functions

Message Destinations

Phases & Tasks

Incident Types

Breach

Artifacts

Workflows / Example: Jira Create Comment

Name *

Example: Jira Create Comment

API Name *

jira_create_comment

Description

Create a Jira Comment for an existing linked Jira Issue. The Rule associated with this Workflow should only trigger if a Jira Issue is already linked.

Object Type *

Note

Creator

Local Integration Server

Last Modified

24/09/2020 10:45

Last Modified By

Admin User

Associated Rules

Example: Jira Create Comment

Input the Jira Issue ID and the Resilient Note text

Adds Comment to Jira Issue and prepends info to Resilient Note

Jira Create Comment

► Inputs:

Name	Type	Required	Example	Tooltip
jira_comment	text	No	"Updated in IBM Resilient"	The comment to add to the issue in Jira
jira_issue_id	text	Yes	JRA-1000	The ID of the issue in Jira. Also known as the issue key. E.g: "JRA-1330"

► Outputs:

```
results = {
    'version': '1.0',
    'success': True,
    'reason': None,
    'content': {
        'self': 'https://jira1-01.example.com/rest/api/2/issue/41939/comment/53123',
        'id': '53123',
        'author': {
```

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```

      'self': 'https://jira1-01.example.com/rest/api/2/user?username=.example',
      'name': 'example',
      'key': 'example',
      'emailAddress': 'example@ibm.com',
      'avatarUrls': {
        '48x48': 'https://jira1-01.example.com/secure/useravatar?
ownerId=.example&avatarId=10713',
        '24x24': 'https://jira1-01.example.com/secure/useravatar?
size=small&ownerId=.example&avatarId=10713',
        '16x16': 'https://jira1-01.example.com/secure/useravatar?
size=xsmall&ownerId=.example&avatarId=10713',
        '32x32': 'https://jira1-01.example.com/secure/useravatar?
size=medium&ownerId=.example&avatarId=10713'
      },
      'displayName': 'example',
      'active': True,
      'timeZone': 'UTC'
    },
    'body': 'Please note that the CEO is travelling',
    'updateAuthor': {
      'self': 'https://jira1-01.example.com/rest/api/2/user?username=.example',
      'name': 'example',
      'key': 'example',
      'emailAddress': 'example@ibm.com',
      'avatarUrls': {
        '48x48': 'https://jira1-01.example.com/secure/useravatar?
ownerId=.example&avatarId=10713',
        '24x24': 'https://jira1-01.example.com/secure/useravatar?
size=small&ownerId=.example&avatarId=10713',
        '16x16': 'https://jira1-01.example.com/secure/useravatar?
size=xsmall&ownerId=.example&avatarId=10713',
        '32x32': 'https://jira1-01.example.com/secure/useravatar?
size=medium&ownerId=.example&avatarId=10713'
      },
      'displayName': 'example',
      'active': True,
      'timeZone': 'UTC'
    },
    'created': '2020-09-24T15:23:12.870+0000',
    'updated': '2020-09-24T15:23:12.870+0000'
  },
  'raw': '{"self": "https://jira1-01.example.com/rest/api/2/issue/41939/comment/53123", "id":
"53123", "author": ...
  'inputs': {
    'jira_issue_id': 'INT-2105',
    'jira_comment': '<div class="rte"><div>Please note that the CEO is travelling</div></div>'
  },
  'metrics': {
    'version': '1.0',
    'package': 'fn-jira',
    'package_version': '2.0.0',
    'host': 'example',
    'execution_time_ms': 1150,
    'timestamp': '2020-09-24 16:22:57'
  }
}

```

- Workflows
- Example Pre-Process Script:

```

# Example: Jira Create Comment pre-processing script

inputs.jira_issue_id = incident.properties.jira_issue_id
inputs.jira_comment = note.text.content
inputs.incident_id = incident.id

# If this is a task note, get the taskId
if note.type == 'task':

```

```
# Set the task_id
inputs.task_id = task.id
```

► Example Post-Process Script:

```
# Example: Jira Create Comment post-process script

# Import Date
from java.util import Date

if results.get("success"):
    # Get the current time
    dt_now = Date()

    if results.get("content", {}).get("jira_url"):
        jira_url = results.get("content", {}).get("jira_url")
    else:
        jira_url = incident.properties.jira_url.content

    # Prepend message and time to the note
    note.text = u"<b>Sent to the Jira issue {0} at {1}</b><br>{2}".format(jira_url, dt_now,
unicode(note.text.content))
```

Data Table - Jira Task References

resilient

Dashboards

Inbox

Incidents

Create

Admin User

Test Organization

Malicious email sent to CEO

Actions

Description

The CEO recieved an email with a malcious attachment

Tasks

Details

Breach

Notes

Members

News Feed

Attachments

Stats

Timeline

Artifacts

Email

JIRA

Jira Internal URL

https://jira1-01.internal.resilientsystems.com/rest/api/2/issue/41939

Jira Ticket URL

INT-2105

Jira Issue ID

INT-2105

Jira Task References

Search...

Print

Export

Action Date	Task Id	Task	Status	Jira Issue ID	Jira Link	
24/09/2020 16:18:11	279	Change user's password	Open	INT-2106	INT-2106	

Displaying 1 - 1 of 1

Summary

ID

2130

Phase

Engage

Severity

High

Date Created

24/09/2020 16:08

Date Occurred

—

Date Discovered

24/09/2020 16:07

Date Determined

24/09/2020 16:07

Was personal information or personal data involved?

Unknown

Incident Type

Phishing

People

Created By

Admin User

Owner

Admin User

Members

There are no members.

Related Incidents

No related incidents.

API Name:

jira_task_references

Columns:

Column Name	API Access Name	Type	Tooltip
Action Date	date	datetimepicker	-
Jira Issue ID	jira_issue_id_col	text	-
Jira Link	jira_link	textarea	-

Column Name	API Access Name	Type	Tooltip
Status	<code>status</code>	<code>text</code>	-
Task	<code>task</code>	<code>textarea</code>	-
Task Id	<code>task_id</code>	<code>text</code>	-

Custom Fields

Label	API Access Name	Type	Prefix	Placeholder	Tooltip
Jira Ticket URL	<code>jira_url</code>	<code>textarea</code>	<code>properties</code>	-	Contains URL back to the Jira issue created via the UI
Jira Internal URL	<code>jira_internal_url</code>	<code>text</code>	<code>properties</code>	-	The REST API URL
Jira Issue ID	<code>jira_issue_id</code>	<code>text</code>	<code>properties</code>	JRA-1000	The ID of the issue in Jira. E.g. JRA-1000

Rules

Rule Name	Object	Workflow Triggered
Example: Create Jira Issue (Task)	<code>task</code>	<code>example_jira_open_issue_task</code>
Example: Jira Close Issue (Task)	<code>jira_task_references</code>	<code>jira_transition_issue_task</code>
Example: Create Jira Issue	<code>incident</code>	<code>jira_open_issue</code>
Example: Jira Close Issue	<code>incident</code>	<code>jira_transition_issue</code>
Example: Jira Create Comment	<code>note</code>	<code>jira_create_comment</code>

Troubleshooting & Support

If using the app with an App Host, see the Resilient System Administrator Guide and the App Host Deployment Guide for troubleshooting procedures. You can find these guides on the [IBM Knowledge Center](#), where you can select which version of the Resilient platform you are using.

If using the app with an integration server, see the [Integration Server Guide](#)

For Support

This is an IBM Supported app. Please search <https://ibm.com/mysupport> for assistance.