

Sonrai App for Jira Cloud

Release Documentation and User Guide

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Overview

The Sonrai platform is primarily a cloud-based SaaS service which deploys a workload into your cloud account(s), continually collecting and reporting data back for analysis. Sonrai provides a comprehensive view of data, identity, Workload Protection [WP, CWPP], and infrastructure across your entire cloud. Monitoring ongoing cloud and resource-level audits allows the Sonrai platform to detect changes in activity and build a comprehensive view of information in your accounts.

The *Sonrai App for Jira Cloud* provides functionality to periodically receive tickets/alerts from Sonrai into Jira based on specific filters and configured intervals and create Jira issues. The app allows users to configure filters related to Sonrai tickets/alerts. The app creates and updates Jira issues based on Sonrai tickets/alerts retrieved from the Sonrai Platform. Any updates in the status and assignee field of the Jira issue then that change would be reflected in the respective Sonrai ticket/alert. Also, the app adds the new comment of the Jira issue to the respective Sonrai ticket/alert.

Compatibility Matrix

Supported Browsers	Google Chrome, Microsoft Edge
Development Platform	Jira Forge
Jira REST API Version	v3
Supported Sonrai Platform	Sonrai Cloud
App Hosting Type	Cloud
Supported Product	Jira, Jira Service Management

Prerequisites

- Jira Cloud instance configured properly with Sonrai App installed.

User Permissions

- Only Jira admin users would be able to configure the App.

Release Notes

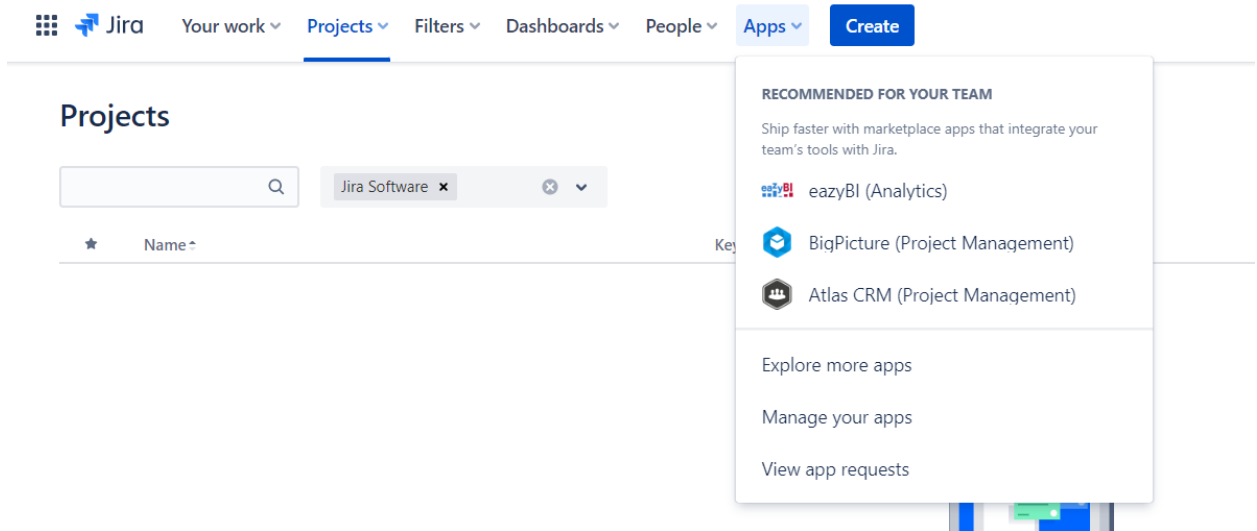
v1.0.0

- Automated Sonrai Sync
 - Automatically fetch Sonrai Alerts/Tickets and create Jira issues corresponding to them.
 - Syncing process occurs at the user-configured interval.
 - The app provides flexibility to the users for doing certain configurations for the scheduler, Jira project, and filters for Sonrai alerts.
 - The app would create custom issue types for Sonrai Alerts in Jira and add custom fields to enrich issues with Sonrai data.
- Jira to Sonrai Sync
 - The app detects changes in the status or assignee of the Jira issues and the same is synced to the corresponding Sonrai ticket/alert.
 - The app also allows users to choose the Snooze Until time when the status is changed to snoozed.
 - New comments added to the Jira issues are also detected and synced to the corresponding Sonrai ticket/alert.

App Usage Instructions

Installation

1. Log in to your Atlassian Jira account. Click on the *Apps* tab on the top and then select *Explore more apps*. Only Jira administrators have the privilege to access this.



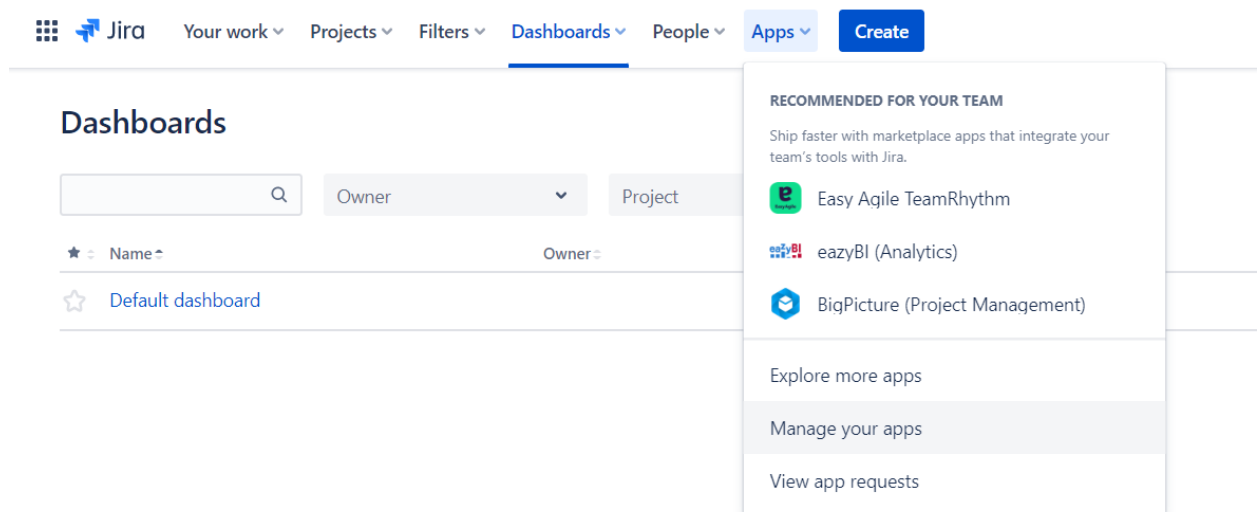
2. In the search bar, search for the **Sonrai App for Jira Cloud**. Click on the app and then press the *Get App* button. A pop-up would appear, then click on the *Get it now* button. Pressing that would begin the installation process. Once installed, a message would appear on the bottom left indicating that installation is successful.
3. Click on the apps tab on the top and navigate to *Manage Apps*. You would be able to see the Lansweeper App for Jira in the User-Installed Apps section.

Getting Sonrai Account information

1. This app requires Sonrai Organization Id, Sonrai Hostname, and Sonrai API Token
2. Users can get their Sonrai Organization Id from your Sonrai Platform under the profile section by clicking the user profile icon on the top right.
3. Users can generate the new Sonrai API token by following *Sonrai's GraphQL API* documentation. To navigate to the documentation page, click on the user profile icon and then click the *Knowledge Base*. On the documentation page, click on *API*.

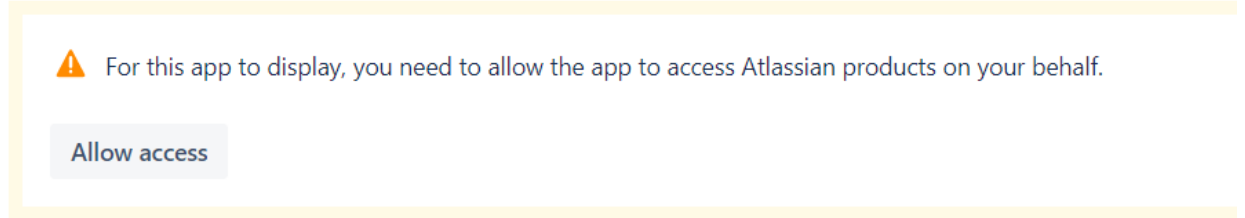
Configuring Sonrai App for Jira Cloud

1. Post successful installation, under the Apps tab on the top, a *Manage your apps* option would be visible. Clicking on it would open the Manage Apps section.



2. On the left panel, the Sonrai App for Jira Cloud under the Apps section would be visible, Clicking on it would open the configuration page for the Sonrai App for Jira Cloud.
3. For the first time, it would ask for allowing the app to access Atlassian products on your behalf. Clicking on the *Allow access* button would open the authorization

window. After validating the permission, the Accept button needs to be clicked.



4. Over the Sonrai Configuration Page user need to provide the Sonrai credentials under the *Account* section

Sonrai Configuration

Account

Sonrai Organization ID *

Organization ID of Sonrai account

Sonrai Hostname *

Hostname of Sonrai account

Sonrai API Token *

API Token of Sonrai account

Validate and Save

5. Once the *Validate and Save* button is clicked, it validates the Account information.

On successful authentication, it would show a success message.

The screenshot shows the 'Sonrai Configuration' page in the Atlassian Marketplace. The left sidebar contains a navigation menu with 'Apps' at the top, followed by 'ATLASSIAN MARKETPLACE' and 'APPS'. Under 'ATLASSIAN MARKETPLACE', there are links for 'Find new apps', 'Manage apps', 'App requests', 'Promotions', and 'OAuth credentials'. Under 'APPS', there is a link for 'Sonrai Configurati...' with a 'DEV' badge. The main content area is titled 'Sonrai Configuration' and is divided into two sections: 'Account' and 'Scheduler'. The 'Account' section contains the following fields: 'Sonrai Organization ID *' (with the value 'stage18171114'), 'Organization ID of Sonrai account', 'Sonrai Hostname *' (with the value 'app.s.sonraisecurity.com'), 'Hostname of Sonrai account', 'Sonrai API Token *' (with a masked value), and 'API Token of Sonrai account'. A 'Validate and Save' button is located below these fields. The 'Scheduler' section is partially visible. A green toast message is displayed in the center, stating 'Authentication Successful' and 'Successfully authenticated the Sonrai account credentials.'.

And on failure, it would show the appropriate failure message.

The screenshot shows the 'Sonrai Configuration' page in the Atlassian Marketplace. The left sidebar is identical to the previous screenshot. The main content area is titled 'Sonrai Configuration' and is divided into two sections: 'Account' and 'Scheduler'. The 'Account' section contains the following fields: 'Sonrai Organization ID *' (with the value 'stage18171114'), 'Organization ID of Sonrai account', 'Sonrai Hostname *' (with the value 'app.s.sonraisecurity.com'), 'Hostname of Sonrai account', 'Sonrai API Token *' (with a masked value), and 'API Token of Sonrai account'. A 'Validate and Save' button is located below these fields. The 'Scheduler' section is partially visible. A red toast message is displayed in the center, stating 'Authentication Failed' and 'Please make sure that the entered 'Sonrai Organization ID' is valid.'.

6. In the *Scheduler* section, a user needs to select the interval at which the syncing process should occur between Sonrai and Jira. The provided options are Hourly and Daily.

Sonrai Configuration

Scheduler

Interval

Hourly



Interval at which Sync should occur from Sonrai to Jira

Project

Jira Project *

Select Jira Project



Jira issues will be created in the selected Jira Project

Default Assignee ?

Select Default Assignee



The selected user would be assigned by default to the created Jira issues

Default Reporter ?

Select Default Reporter



The selected user would be reporter of the created Jira issues

7. Under the Project section the user needs to select the project in which Jira issues will be created. Initially, the project dropdown contains the most recent project. However, in order to find a more specific project, the user has to provide the project name in the search field.

The user can also select the default assignee; if no user is selected, the default will be unassigned. The users listed in the Default Assignee dropdown are those who can be assigned to the selected project.

Similarly, the user can select the default reporter; if no user is selected, the default will be "Sonrai App for Jira Cloud".

As not all users will be present in the dropdown at first, the user can search for the user's name under the Default Assignee and Default Reporter fields for the user they are looking for.

Sonrai Configuration

Scheduler

Interval

Hourly



Interval at which Sync should occur from Sonrai to Jira

Project

Jira Project *

Select Jira Project



Jira issues will be created in the selected Jira Project

Default Assignee ?

Select Default Assignee



The selected user would be assigned by default to the created Jira issues

Default Reporter ?

Select Default Reporter



The selected user would be reporter of the created Jira issues

8. Under the *Filter Data* section users can select the Severity Category, Swimlanes, and Start DateTime fields to filter Sonrai tickets/alerts data.

If a user selects a value in the Severity Category field, Sonrai tickets/alerts of that value and above are retrieved, and the default selected value is Informational.

The user can filter the Sonrai data by selecting multiple swimlanes. If no swimlanes are selected, all Sonrai data for all swimlane types is retrieved.

Any Sonrai tickets/alerts that have been updated from the selected Start DateTime to the current DateTime are retrieved from the Sonrai. The DateTime signifies the Last Modified Date field in the Sonrai tickets/alerts.

By clicking the Save and Sync button, the user can save the configuration details and begin the syncing process.

Sonrai Configuration

Select Default Assignee ▼

The selected user would be assigned by default to the created Jira issues

Default Reporter ?

Select Default Reporter ▼

The selected user would be reporter of the created Jira issues

Filter Data

Severity Category

Informational ▼

Sonrai Tickets/Alerts will be fetched for selected Severity Category

Swimlanes ?

Select Swimlanes ▼

Sonrai Tickets/Alerts will be fetched for selected Swimlanes

Start DateTime *

1/30/2023 12:00 AM ✕

The initial sync will begin by retrieving Sonrai tickets and alerts as of the last modified date entered

Save and Sync **Reset**

When the user clicks the *Save and Sync* button, they are prompted to confirm whether they want to begin the syncing process.

Sonrai Configuration

Select Default Assignee ▼

The selected user would be assigned by default to the created Jira issues

Default Reporter ?

Select Default Reporter ▼

The selected user would be reporter of the created Jira issues

Filter Data

Severity Category

Informational ▼

Sonrai Tickets/Alerts will be fetched for selected Severity Category

Swimlanes ?

Select Swimlanes ▼

Sonrai Tickets/Alerts will be fetched for selected Swimlanes

Start DateTime *

1/23/2023 12:00 AM ✕

The initial sync will begin by retrieving Sonrai tickets and alerts as of the last modified date entered

Save and Sync **Reset**

Save and Sync Configuration

Are you sure you want to save and start syncing? It will complete the existing syncing process and then start new syncing process with new configuration.

No **Yes**

When the user clicks Yes, all of the configuration parameters are saved and the syncing process begins. This will associate the selected project with a custom issue type, custom workflow, and custom screen. The selected Jira Project and the Start DateTime field value cannot be changed later. Any changes made on the configuration page and saved during the syncing process are reflected in the next sync process.

When the user clicks the Reset button, they are prompted to confirm whether they want to reset the configuration parameter and stop the syncing process.

Sonrai Configuration

The screenshot shows the 'Sonrai Configuration' page with a modal dialog titled 'Reset Configuration' open. The dialog contains the text: 'It will reset all the fields to default and stop the sync process. Are you sure you want to reset?' and two buttons: 'No' and 'Yes'.

Select Default Assignee
The selected user would be assigned by default to the created Jira issues

Default Reporter ⓘ
Select Default Reporter
The selected user would be reporter of the created Jira issues

Filter Data

Severity Category
Informational
Sonrai Tickets/Alerts will be fetched for selected Severity Category

Swimlanes ⓘ
Select Swimlanes
Sonrai Tickets/Alerts will be fetched for selected Swimlanes

Start DateTime*
1/23/2023 12:00 AM ⓘ
The initial sync will begin by retrieving Sonrai tickets and alerts as of the last modified date entered

Save and Sync **Reset**

When the user clicks **Yes**, all of the configuration parameters are reset, and the running process in the backend completes its existing task and stops the syncing process for the next interval.

9. Configuration Page Field Information

Field Name	Description
Sonrai Organization ID	Enter Organization ID
Sonrai Hostname	Enter sonrai hostname Default: "app.sonraisecurity.com"
Sonrai API Token	Enter API token generated from Sonrai platform
Validate and Save	This button would validate the credentials. On successful validation disable the above fields and store credentials in the database
Interval	Select the interval at which the scheduler should run. Options: Hourly and Daily
Select Project	Select the project in which Jira issues will be created. This field restricts Team-managed projects.
Default Assignee	Select to whom the created issues will be assigned by default.
Default Reporter	Select who should be the reporter of the created issues.
Severity Category	Select severity to filter Sonrai alerts/Tickets Options: INFORMATIONAL, LOW, MEDIUM, HIGH, CRITICAL
Swimlanes	Select swimlanes to filter Sonrai alerts/Tickets Options: dynamically fetched from Sonrai
Start DateTime	Select the date and time from which the alerts/tickets need to be fetched from Sonrai. This is used for collecting historical data. The date signified the Last Modified Date of the Sonrai ticket/alert.

	Max: 3 days Default: 3 days
Save and Sync	This button will validate all the configurations entered by the user and attach a custom issue type, custom workflow, and custom screen with the selected project. On successful validation, the configuration parameter will be stored and the sync process will start.
Reset	This button will reset all the configurations and remove any old checkpoints stored.

Jira Issue Creation

1. Once the Configurations are validated and saved successfully, the issue creation process will be initiated.
2. The issues will get created in the configured project and syncing will occur at user-configured intervals.
3. All the issues will be created under the custom issue type (Sonrai Alert).

The screenshot displays the Jira issue creation interface for a Sonrai alert. The left sidebar provides navigation options including 'Queues', 'Raise a request', 'Knowledge base', 'Reports', 'Channels', 'Invite team', 'Customers', 'Shortcuts', 'Project settings', and 'Give feedback'. The main content area is titled 'Configure log metric filters and alerts for changes to GCP VPC Network Routes (Sonrai-617)'. It includes a description of GCP VPC Network Routes, a resource URL, account information, and a Sonrai ticket link. The right sidebar shows SLAs, pinned fields, and details such as assignee, reporter, request type, knowledge base, priority, components, labels, last seen, swimlanes, resource, cloud, and policy title.

4. Summary, Description, Assignee, Reporter, Priority and Label are the system field.
5. Sonrai ticket/alert policy title and policy description values are stored in the Jira Summary and Description fields.

6. When a Jira issue is created, the Assignee and Reporter values are taken from the configuration Default Assignee and Default Reporter fields.
7. The Jira Issue Priority field contains the severity category of Sonrai tickets/alerts, and the mapping of the Priority field value with the severity category is shown below.

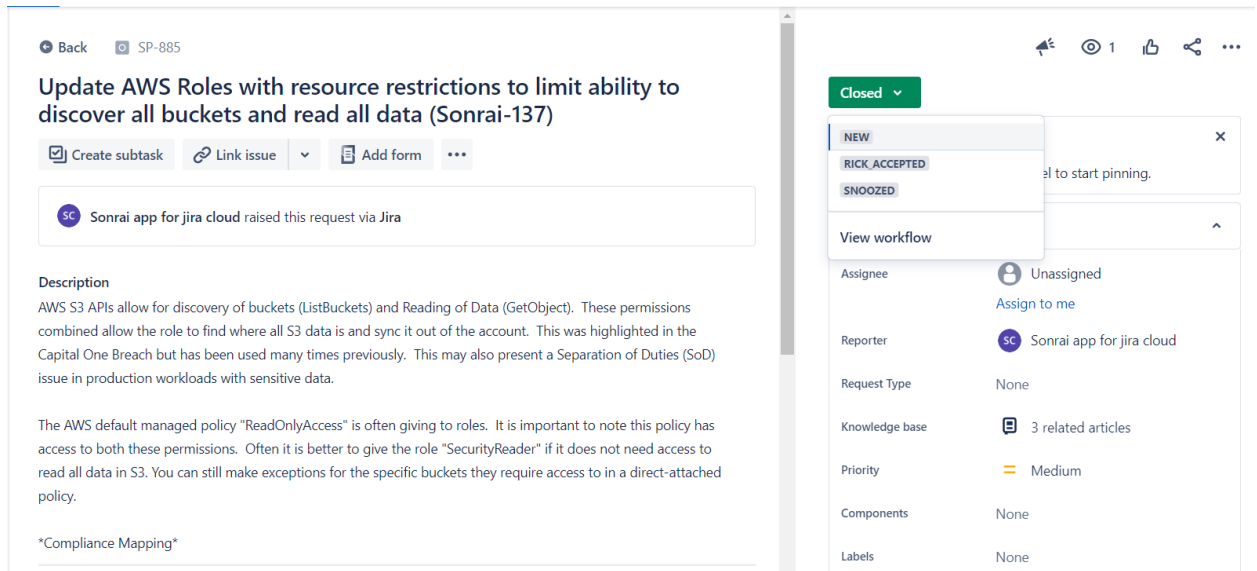
	Sonrai Severity	Jira Priority
1	Critical	Highest
2	High	High
3	Medium	Medium
4	Low	Low
5	Informational	Lowest

8. The app creates custom fields for Resource URL, Account, Sonrai Ticket Link, Last Seen, Swimlanes, Resource, Cloud, and Policy Title. Resource URL, Sonrai Ticket Link, and Account are the multiline and editable fields. Rest all the custom fields are read-only. The table below shows the Sonrai ticket/alert values that are used as custom fields in Jira.

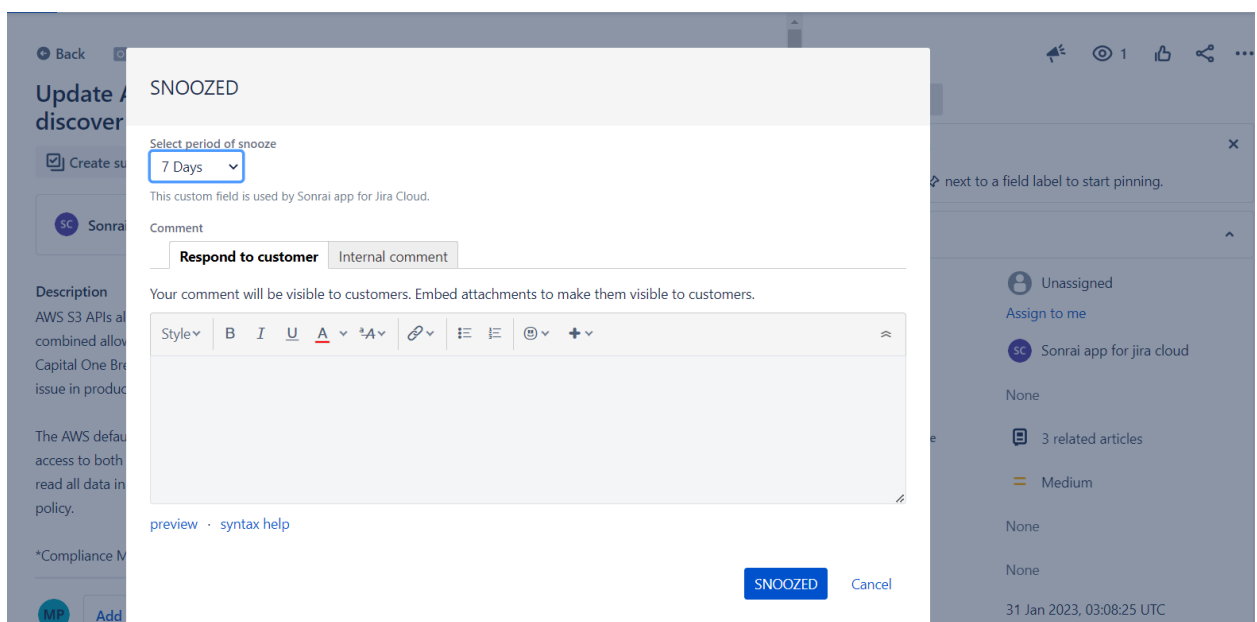
	Jira Issue	Sonrai ticket/alert
1	Resource URL	resourceSRN
2	Account	account
3	Sonrai Ticket Link	srn
4	Last Seen	lastSeen
5	Swimlanes	swimlanes
6	Resource	resourceName
7	Cloud	cloudType
8	Policy Title	policyTitle

9. When a Jira issue is successfully created, the custom field "Jira Issue Link" with the link to the Jira issue is added to the corresponding Sonrai ticket/alert.

10. Triggers for status, assignee, and comments are available in the app. When a user changes the status or assignee of a Jira issue, it is reflected in the corresponding Sonrai ticket/alert.
11. In addition, any new comments added to the Jira issue are added to the corresponding Sonrai ticket/alert.
12. Below image shows the workflow that the issue can be transitioned into.



13. When a Jira issue is moved to the Snoozed status, the user is prompted to a screen where they can select any option from the *Select period of snooze* field to snooze the Sonrai ticket/alert. If the user chooses "None," the Sonrai ticket/alert is snoozed with the current date and time.



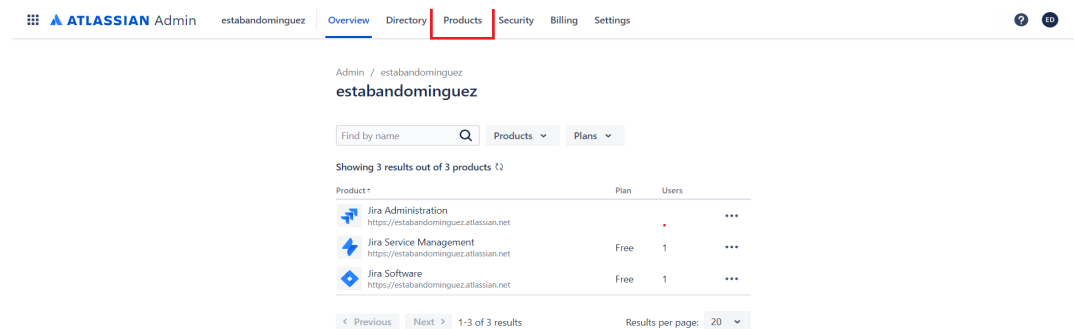
Known Behavior

1. Any configuration parameter changes made after the sync process has started will affect the Jira issues creation and will be reflected in the following sync.
2. Ticket Creation might not get initiated immediately after Save and Sync button is clicked, it might take some time as the scheduler is invoked by Jira itself.
3. When a Jira issue is deleted after it has been created and if a user updates an associated Sonrai ticket/alert then that ticket/alert should not be created again in Jira.
4. If the user resets the configuration page while a syncing process is currently running, that syncing process will complete its task and if the user again sets all configuration parameters then that changes will be reflected in the next scheduler sync.
5. The app may not function as intended and may behave differently if the user manually deletes or modifies the custom issue types and fields that have been created.
6. This app would work only for the configured project. i.e. if the user initially configured project PRO-1 and after the creation of some Jira issues, if the user changes the project PRO-1 to PRO-2 and tries to update the Jira issues from the old project(PRO-1) then those changes would not be reflected in Sonrai.
7. There should be at least one project before installing the app, otherwise the app would not work as expected.
8. The app might add multiple comments in Sonrai for the same Jira comment if the Sonrai API response time is more than 20 seconds.
9. This app is build on a Atlassian forge framework, so this app has certain limitations. One of the limitations is that it would invoke 1000 recursive queues and because of this app may not create all Sonrai tickets/alerts in one sync, it would create/update the remaining tickets in the next sync.
10. App will not create a new ticket if any ticket has been deleted from the current selected project.
11. When there is an unexpected error on the platform, or if the process gets stuck due to heavy load on Jira, the process will be killed after 48 hours.
12. Any field with value having more than 255 characters will be sliced into 255 characters.
13. At the time of app installation from marketplace, if user give "Allow access" permission in configuration page before successful installation of app then App would not work as expected

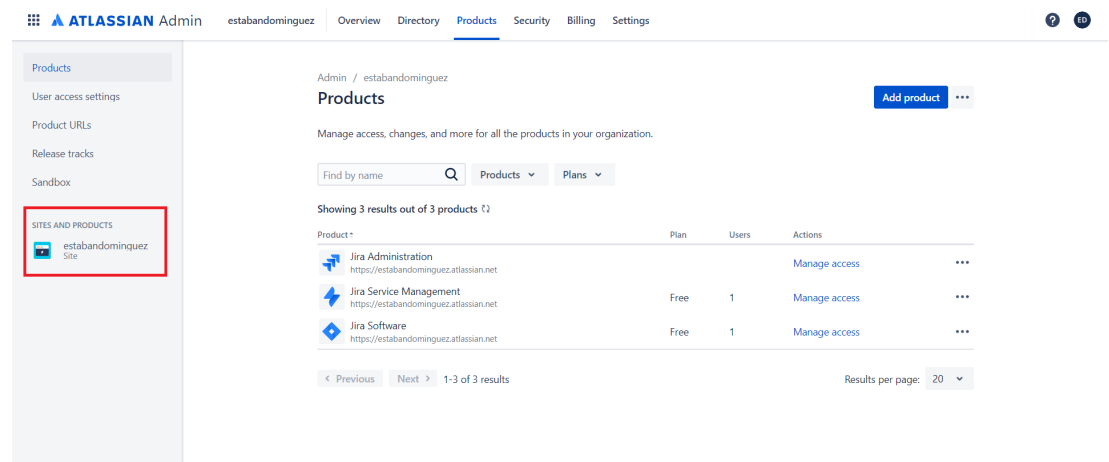
Troubleshooting

1. Check application logs whenever any error/issue is observed. To see the application logs, follow the below steps. It would require the role of a system administrator.

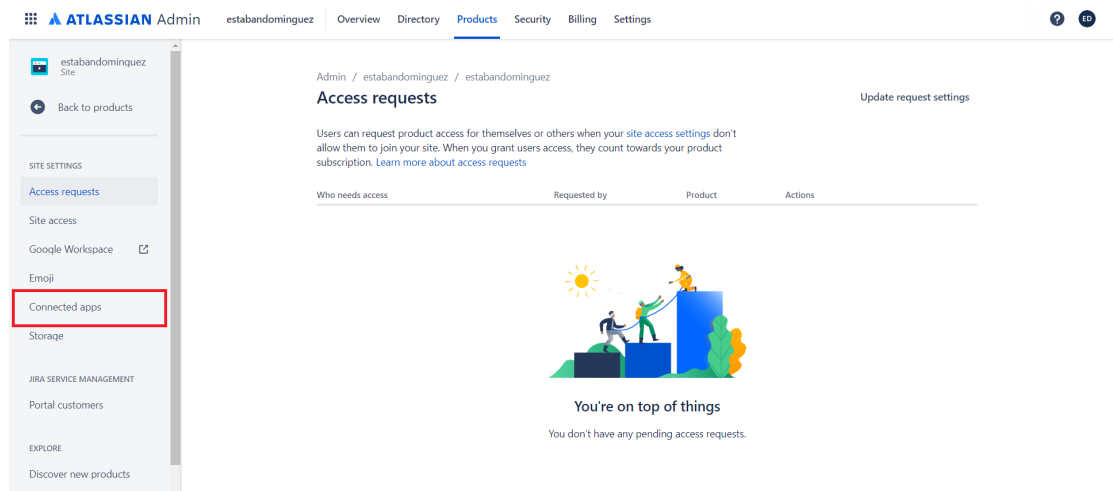
- Go to <https://admin.atlassian.com/>.
- Click on Products.



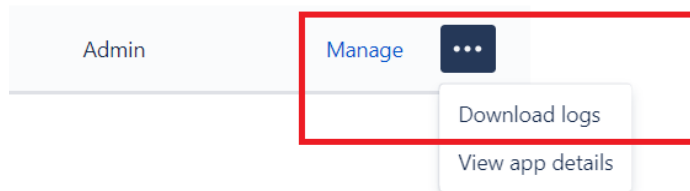
- Click on SITES AND PRODUCTS.



- Navigate to “Connected Apps”.



- Click on 3 dots and click on Download logs.



2. Manage users, groups, permissions, and roles in Jira Cloud
 - To manage users, groups, permissions, and roles in Jira Cloud, review the following link and execute the steps
<https://support.atlassian.com/jira-cloud-administration/docs/manage-users-groups-permissions-and-roles-in-jira-cloud/>
3. Unable to install/activate the app on Jira Cloud
 - If any issue is faced during installation/activation of the app on the Jira Cloud, review the following link and execute the steps.
<https://confluence.atlassian.com/upm/installing-marketplace-apps-273875715.html>
4. If the user receives the error shown below after granting the "Allow access" permission on the configuration page, then the user can resolve the issue by reinstalling the app.

Apps

ATLASSIAN MARKETPLACE

Find new apps


Manage apps

App requests

Promotions

OAuth credentials

APPS

 Sonrai Configuration

Sonrai Configuration

Account

Sonrai Organization ID *

Organization ID of Sonrai account

Sonrai Hostname *

Hostname of Sonrai account

Sonrai API Token *

API Token of Sonrai account

Validate and Save

Scheduler



Error



An unexpected error has occurred.

... from Sonrai to Jira