Atlassian Jira Functions for Resilient

Table of Contents

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
- Added support for images in notes synchronizing to Jira
- Added config `jira_task_references` for custom datatables

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

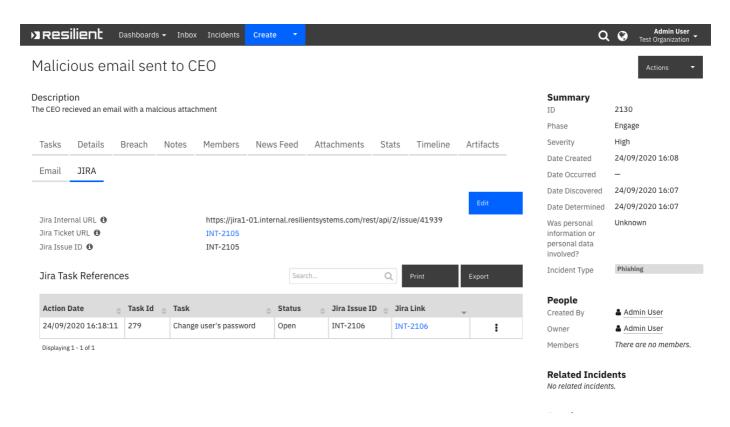- Improvements to data table handling
- Bug fixes

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

This app allows for the tracking of Resilient Incidents and Tasks as Jira Issues. Bidirectional links are saved to allow for easy navigation between the applications.

It also allows for the transitioning of Jira issues when the corresponding incident is closed and adds comments to the Jira issue when a Note is created in Resilient.

Example rules and workflows can used 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

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

- [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
```

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:
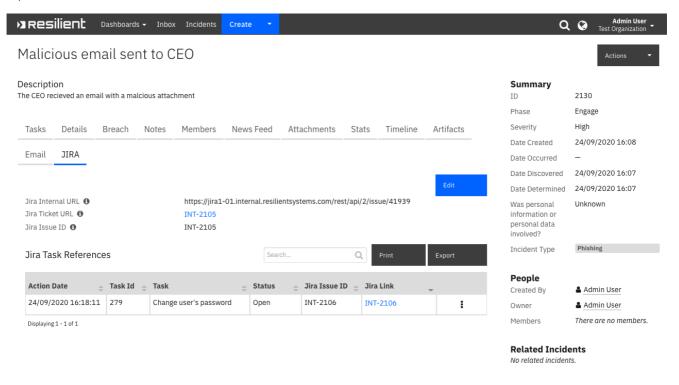
```
$ jirashell --oauthdance --consumer-key <name_of_consumer_key_in_jira_ui> --key-cert
<path_to_private_rsa_key> --print-tokens
```

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 hit 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** and upload the private key as a file by clicking **New File**.
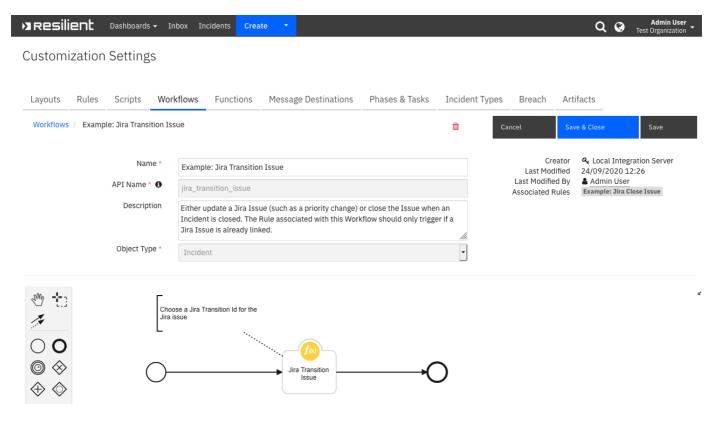

Custom Layouts

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

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

Customization Settings

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

Workflows / Example: Jira Transition Issue

Name *	Example: Jira Transition Issue
API Name * ℹ	jira_transition_issue
Description	Either update a Jira Issue (such as a priority change) or close the Issue when an Incident is closed. The Rule associated with this Workflow should only trigger if a Jira Issue is already linked.
Object Type *	Incident

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

▶ Inputs:

Name	Type	Required	Example	Tooltip
jira_comment	text	No	"Updated in IBM Resilient"	The comment to add to the issue in Jira
jira_fields	text	No	—	A JSON String of the fields to set 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"
jira_transition_id	text	Yes	11	The ID to transition the Jira issue to. More information can be found in the Jira Documentation on transition_id

▶ Outputs:

```
results = {
    'version': '1.0',
    'success': True,
    'reason': None,
    'content': 'Done',
    'raw': '"Done"',
    'inputs': {
        'jira_issue_id': 'INT-2106',
        'jira_transition_id': 'Close',
        'jira_fields': '{ "resolution":{ "name":"Done" } }',
        'jira_comment': 'Closed in IBM Resilient\n\nResolution: Done\n'
    },
    'metrics': {
        'version': '1.0',
        'package': 'fn-jira',
        'package_version': '2.0.0',
        'host': 'example',
        'execution_time_ms': 1357,
        'timestamp': '2020-09-24 16:27:09'
    }
}
```

▶ Workflows

▶ Example Pre-Process Script:

```python
# 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") }
})
```
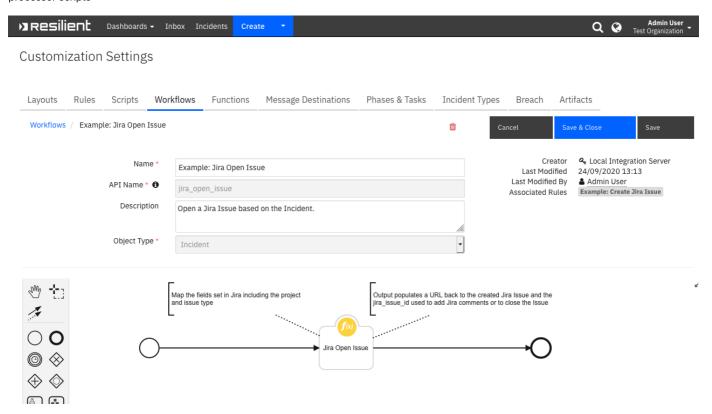
▶ Example Post-Process Script:

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

if results.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

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)
```

```python
    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": "INT",
"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"
```
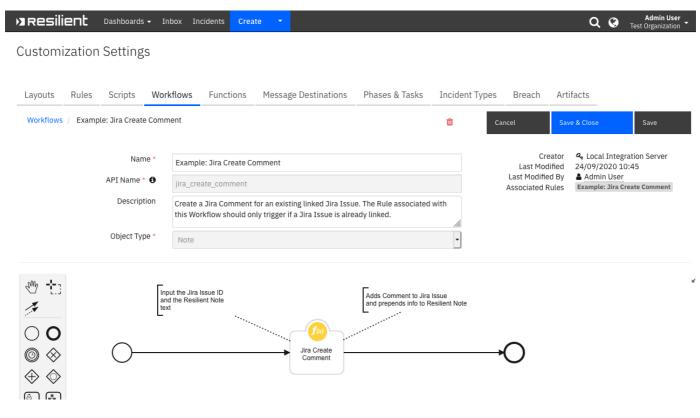
```
})
```

▶ Example Post-Process Script:

```python
if results.success:
results_content = results.get("content", {})
incident.properties.jira_url = "<a href='{}' 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

▶ 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:

```python
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': {
```

```
                '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
```

▶ Example Post-Process Script:

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

# Import Date
from java.util import Date

# Get the current time
dt_now = Date()

issue_id = results.get("inputs", {}).get("jira_issue_id")

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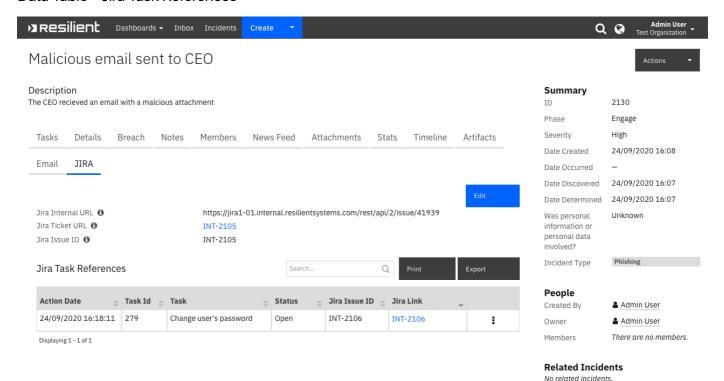
Data Table - Jira Task References

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	-
Status	status	text	-
Task	task	textarea	-
Task Id	task_id	text	-

Custom Fields

Label	API Access Name	Type	Prefix	Placeholder	Tooltip

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

Rules

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

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.