Comments.py Documentation

Overview

comments.py is a Python script for re-importing comments into FreshService tickets from FreshDesk, particularly useful when comments have been deleted after initial import.

- **Version:** 1.04
- **Author:** Taylor Giddens (taylor.giddens@ingrammicro.com)

Prerequisites and Installation

For Windows Users:

1. **Python Installation**:
   - Download and install Python from python.org.
   - Ensure 'Add Python to PATH' is selected during installation.
   - Verify installation: Open Command Prompt and type python --version.
2. **Command Line Interface**:
   - Use Command Prompt or PowerShell.

For macOS Users:

1. **Python Installation**:
   - Verify with python3 --version in Terminal.
   - If not installed or another version is needed, download from python.org or install via Homebrew (brew install python).
2. **Terminal Usage**:
   - Utilize the built-in Terminal application.

Setup Script (setup.py)

1. **Download setup.py Script**:
   - Download setup.py from the GitHub repository: [setup.py GitHub link](#).
2. **Run setup.py**:
   - In Terminal or Command Line, navigate to the directory with setup.py.
   - Execute the script: python setup.py or python3 setup.py.
3. **Script Execution**:
   - The script will automatically:
     - Check Python version.
     - Install necessary packages (requests, python-dotenv).
     - Prompt for .env file configuration.
     - Create necessary directories.
     - Download comments.py and documentation from GitHub.

4. **Setup Completion**:
   - o A message "Setup completed successfully" indicates the script is ready.

Running comments.py Script

1. **Required Input Variables for Running the Script**:
   - o -i --input-file: Path to the input JSON file with ticket data.
     1. Contact Taylor Giddens for the export of ticket data required to perform the re-import.
   - o -m --mode: API mode (staging or production).
   - o -t --time-wait: Time in milliseconds between API calls.
     1. Do not put lower than 200
   - o --actor: Actor ID to check specific activity. This is the ID of the user that was likely deleted and led to the comments being removed.
     1. 23000972474 is the actor ID to use for re-import.

2. **Required Input Variables for Running the Script**:
   - o --number-to-process: Number of tickets to process (0 for all).
     1. Used when you are wanting to troubleshoot or running the script for the first time. It is suggested to start with "1" as the value to test and confirm all is working before proceeding to a full file.
   - o -b --bigcomments-support: Flag for supporting tickets with 50+ comments.
     1. If this flag is not present, tickets with 50 or more comments/notes will be skipped.
   - o --log-level: Set logging level (WARNING, DEBUG).

3. **Execute comments.py**:
   - o Use the command: python comments.py --input-file 'tickets.json' --mode 'staging' --actor 12345 --time-wait 500.

4. **Monitor Script Execution**:
   - o Check the log files for process details and troubleshooting.

Errors and Common Problems

- **Error 403 (Forbidden)**:
  - o Indicates the user associated with the API key is locked.
  - o Solution: Check FreshService user status and unlock if necessary.
  - o URL for checking: FreshService User Management.
- **Error 401 (Unauthorized)**:
  - o Suggests an issue with the provided API key.
  - o Solution: Verify the API key's correctness using instructions at FreshService API Key Guide.
- **Error 429 (Too Many Requests)**:
  - o Implies exceeding the API rate limit.

- o Solution: Wait before making further requests and ensure the user isn't locked.