

Atlassian Jira Functions for Resilient

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Release Notes

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

The screenshot shows the Resilient interface for an incident titled "Malicious email sent to CEO". The description states: "The CEO recieved an email with a malcious attachment". The interface includes a navigation bar with "Create" highlighted, and a user profile for "Admin User" from "Test Organization".

On the left, there are tabs for "Tasks", "Details", "Breach", "Notes", "Members", "News Feed", "Attachments", "Stats", "Timeline", and "Artifacts". Below these is a sub-tab for "Email" with "JIRA" selected. A blue "Edit" button is visible.

Key information includes:

- Jira Internal URL: <https://jira1-01.internal.resilientsystems.com/rest/api/2/issue/41939>
- Jira Ticket URL: [INT-2105](#)
- Jira Issue ID: INT-2105

The "Jira Task References" table shows one entry:

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

On the right, the "Summary" section shows:

- 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**

The "People" section lists:

- Created By: Admin User
- Owner: Admin User
- Members: There are no members.

The "Related Incidents" section states: "No related incidents."

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

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	<a href="https://<jira url>">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 and BASIC. For more information on authentication see: https://jira.readthedocs.io/en/latest/examples.html#authentication
user	Yes	<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	Yes	<jira user password>	The password for the Jira account to use with this integration
timeout	No	10	The number of seconds to timeout after when making a request to the Jira platform
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

Custom Layouts

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

RESILIENT Dashboards ▾ Inbox Incidents Create ▾ Admin User Test Organization ▾

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

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 Transition Issue 🗑️

Cancel **Save & Close** Save

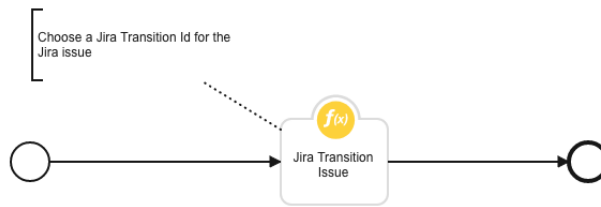
Name *

API Name *

Description

Object Type *

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:

```

# 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

The screenshot shows the Resilient console interface. At the top, there's a navigation bar with 'RESILIENT' logo and menu items like 'Dashboards', 'Inbox', 'Incidents', and 'Create'. The user is logged in as 'Admin User' from 'Test Organization'. Below the navigation bar, the 'Customization Settings' section is active, with 'Workflows' selected. The current workflow is 'Example: Jira Open Issue'. The configuration form includes fields for Name, API Name, Description, and Object Type. A metadata panel on the right shows the creator, last modified date, and associated rules. Below the form is a workflow diagram showing a 'Jira Open Issue' function node connected between two start/end nodes. Callouts describe the input mapping and output population.

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_str.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": "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:

```

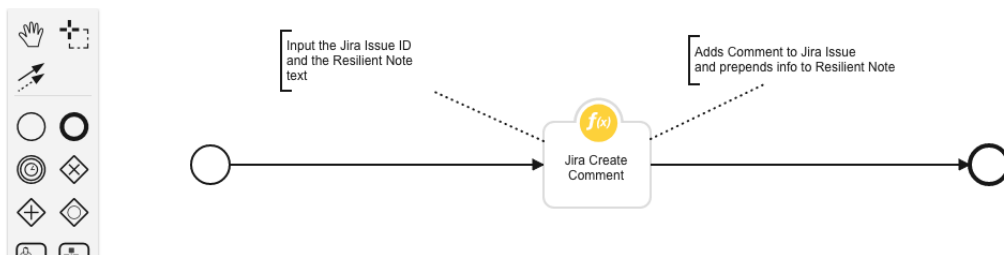
if results.success:
    results_content = results.get("content", {})
    incident.properties.jira_url = "<a href='{}' target='blank'>{}</a>".format(results_content.get("issue_url"), results_content.get("issue_key"))
    incident.properties.jira_internal_url = results_content.get("issue_url_internal")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

The screenshot shows the 'Resilient' console interface. At the top, there are navigation tabs: Dashboards, Inbox, Incidents, and Create. The 'Create' tab is active. On the right, there is a search icon and user information for 'Admin User' in 'Test Organization'. Below the navigation is the 'Customization Settings' section, with sub-tabs for Layouts, Rules, Scripts, Workflows, Functions, Message Destinations, Phases & Tasks, Incident Types, Breach, and Artifacts. The 'Workflows' sub-tab is selected, showing 'Example: Jira Create Comment'. There are 'Cancel', 'Save & Close', and 'Save' buttons. The configuration form includes:

- 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
- Metadata**: Creator (Local Integration Server), Last Modified (24/09/2020 10:45), Last Modified By (Admin User), and Associated Rules (Example: Jira Create Comment).



► Inputs:

Name	Type	Required	Example	Tooltip
------	------	----------	---------	---------

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': {
      '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

RESILIENT
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

Edit

Jira Task References

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

Custom Fields

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
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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.