

# Mail Handler and Auto-reply emails

- Mail Handler
- Mail Handler Contexts
  - Mail Handler Context Attributes
- Split Regex Support
- Email Processing Strategy
- HTML Content Preserved with Inline Images
- Execute transition on issues
  - Example Use Cases when to Use This Feature
- Blacklisting
- Fallback to Default Reporter
- Fire Event
- Set Issue Fields from Email
- Gallery

Auto-reply emails is a useful means in helpdesk and support systems to acknowledge the creation of a ticket from an email. Auto-reply emails in JETI are sent to the sender's email address. The emails may be created from a custom template, may contain attributes of the newly created issue - in the usual way in JETI.

To set up auto-reply emails you must use JETI's Mail Handler and define a corresponding Mail Handler Context.

## Mail Handler

In order to set up auto-reply emails, you must use **Email This Issue Mail Handler** to process the incoming emails. This mail handler is based on JIRA's **Create Or Comment Handler**. In addition to the default behaviour, it does two more steps:

- sends the auto-reply email, if enabled
- saves the sender's and recipients' email address in a custom field, so that it can be used later as a recipient of emails sent via the [Email This Issue Workflow post-function] or [Email This Issue Event Notifications|Event Notifications]

The screenshot shows the JIRA Administration page for Mail configuration. The main content area is titled "Incoming Mail" and contains two sections: "POP / IMAP Mail Servers" and "Mail Handlers".

**POP / IMAP Mail Servers**

The table below shows the POP / IMAP mail servers currently configured for JIRA.

Name	Details	Operations
[Redacted]	Host: [Redacted] Username: [Redacted]	Edit   Delete

**Mail Handlers**

The table below shows the mail handlers currently configured for JIRA.

Handler Name / Type	Server	Project	Issue Type	Properties	Operations
jetl mail handler test Email This Issue Auto Reply Handler	jirabela@gmail.com imap.googlemail.com	DEMO	Task	Strip Quotes: false Default Reporter: tibor Create Users: false Notify Users: true CC Assignee: false CC Watchers: false	Edit   Delete

**NEW!** Email This Issue Auto-Reply Handler is based on JIRA CreateOrCommentHandler. It also uses the Mail Handler contexts to send auto-reply emails to senders and optionally saves the sender email address to a custom field which can then be used as email recipients.

## Mail Handler Contexts

Mail Handler Contexts just like any other "Contexts" in Email This Issue are used to add configure in a flexible way depending on Project and Issue Type. You can define "broad" contexts that are applied to all projects and / or issue types.

Mail Handler Contexts are used in conjunction with the JETI Mail Handlers. If you set up the handler to create issues in project "MyProject" of type "Bug", there must be a Mail Handler Context that can be resolved to match this combination, e.g. a Mail Handler Context configured with project "MyProject" or type "Bug" or both.

**Mail Handler Contexts define how Email This Issue Mail Handler should treat incoming emails**

JIRA Email This Issue Plugin

Templates  
Notifications  
Contexts  
**Mail Handlers**  
Emails  
Configuration

**Just like normal Contexts You can leave project and/or issue type empty to define a broader context**

**Highlighted contexts do not have a mail handler configured in Incoming Mails**

**Mail Handler Needed**  
We believe you have forgotten to configure at least one matching Email This Issue Mail Handler in Incoming Mails for the below highlighted context(s).  
The highlighted contexts may be obsolete and you may want to remove them.

Project	Issue Type	Template for Auto-reply Emails	Treat User Recipients	Sender Field	Recipient Field	Copy Recipient Field	Actions
DEMO	Bug	<a href="#">AutoReplyTemplate</a>	Save as Watchers	External participants	Recipients	Recipients	<a href="#">Edit</a> <a href="#">Delete</a>
DEMO		Do not send auto-reply email	Save as Email Addresses	Sender	Recipients	Recipients	<a href="#">Edit</a> <a href="#">Delete</a>
JETI		<a href="#">Scrum Story template</a>	Save as Email Addresses		Recipients		<a href="#">Edit</a> <a href="#">Delete</a>
Plugin Tests		<a href="#">AutoReplyTemplate</a>	Save as Email Addresses	Sender	Recipients	Copy Recipients	<a href="#">Edit</a> <a href="#">Delete</a>
		<a href="#">License template</a>	Save as Email Addresses	Sender			<a href="#">Edit</a> <a href="#">Delete</a>

**Send autoreply emails if template is selected**

**Custom fields to save sender and recipient email addresses**

Bug tracking and project tracking for software development powered by Atlassian JIRA (v6.0#6095-sha1:601557e) · About JIRA · Report a problem

## Mail Handler Context Attributes

Attribute	Description	Required
Project	Project to which the context applies. If left empty, context applies to all projects	
Issue Type	Issue Type to which the context applies. If left empty, context applies to all issue types	

<p>Email Processing Strategy</p>	<p>Determines how Email This Issue Mail Handler processes the incoming emails.</p> <p>There are various strategies available out-of-the-box:</p> <ul style="list-style-type: none"> <li>■ Create Or Comment Issues: either create new issue or comment it. It supports Split Regex (see below)</li> <li>■ Create Or Comment Or Link Issues: either create new issue or comment it if the issue matches the given JQL criteria, otherwise Create a new issue and link it. It supports Split Regex (see below)..</li> <li>■ Always Add Comments: find a related issue for each email and if found, comment it. It supports Split Regex (see below)..</li> <li>■ Always Create Issues: create new issues for all incoming emails.</li> </ul> <p>All strategies also do the following (if configured to do so):</p> <ul style="list-style-type: none"> <li>■ Execute transition on the issue: if ticked, the mail handler executes a workflow transition on the issue (see below for more details)</li> <li>■ Initialize Issue Fields: if ticked, the mail handler looks up a <a href="#">Field Context</a> and applies its field rules to initialize issue fields.</li> <li>■ Override Issue Lookup: if ticked, the mail handler looks up a <a href="#">Field Context</a> and applies its issue lookup field rules to find the issue that can be associated with the incoming email.</li> </ul>	
<p>Mail Handler Event</p>	<p>An issue event that is fired for each incoming emails that the mail handler processes.</p>	
<p>Acknowledge New Issues</p>	<p>if an email template is selected here, it will be used to generate auto-acknowledge emails when a new issue is created from email.</p>	
<p>Acknowledge New Comments</p>	<p>if an email template is selected here, it will be used to generate auto-acknowledge emails when a new comment is added to an issue from email.</p>	

User Recipients	<p>This attribute determines how the mail handler should treat users recognized for recipient email addresses.</p> <p>Options are:</p> <ul style="list-style-type: none"> <li>▪ save as watchers in the issue</li> <li>▪ save them in the selected user picker field</li> <li>▪ treat them as email addresses and save the email addresses in the recipient fields (see below)</li> </ul>	
Sender Field	Custom field selected here will be used to store email addresses of the email senders	
Recipient Field	Custom field selected here will be used to store email addresses of the email senders	
Copy Recipient Field	Custom field selected here will be used to store email addresses of the email senders	
Email Address Exclusion	Email addresses (one per line) entered here are not saved in the sender or recipient fields	
Split Regex	Regular expressions (one per line) entered here are used to split email body by a delimited. See more details below.	

## Split Regex Support

SINCE VERSION 5.3.2

Email This Issue Mail Handler supports regular expressions to split email body into new content and original messages and import only the new content. See this [page](#) and the [JIRA documentation](#) for more details on this topic.

Multiple regular expressions can be entered in the Mail Handler Context.

Split regex support works the same way as of JIRA's but JETI supports multiple expressions not only one expression.

Regular expressions must follow [Perl5 syntax](#).

An example regex that many users successfully use is:

```
/From: |_____|On .wrote:|----Orig.|On .(JIRA)./
```

## Email Processing Strategy

## SINCE VERSION 5.3.3

As written above If you configure Email This Issue Mail Handler in the Incoming Mail section of JIRA's Administration page, you must add a corresponding Mail Handler Context to fine tune your mail handler.

As part of this, you can now easily configure how Email This Issue Mail Handler should process the emails.

**Configure Mail Handlers with Email processing strategy. Options are:**  
- Create Or Comment Issues  
- Always Create Issues  
- Always Comment Issues

**More strategies are coming soon.**

Currently supported Email Processing Strategies are:

- Create or Comment issues: Either a new issue or a new comment is created depending on whether an existing issue is recognized for the incoming email. This strategy supports split regex to prevent old content in the emails to be added.
- Always Create Issue: a new issue is created for each email
- Always Add Comment: a new comment is created if a matching issue is found, otherwise the email is not processed. This strategy supports split regex to prevent old content in the emails to be added.

## HTML Content Preserved with Inline Images

### SINCE 5.5.0.1

Email This Issue Mail Handler retains the HTML layout and content of the incoming emails including inline images. Send an HTML formatted email to JIRA and see the original content and layout in the issue.

This feature works if the Issue Description and Comment fields are configured with the JEditor Renderer type. This requires JEditor to be installed and licensed properly in JIRA.

## Execute transition on issues

### SINCE 5.5.0.1

Email This Issue Mail Handler executes a transition on the issue that is associated with the email that is being processed.

The transition to execute is identified by a transition property called *jeti.on.email.transition*. Add this property to the transitions in the statuses of the workflows, set its value to "true". JETI executes the first transition that has this property in the status the issue is in. Also you must enable "Execute transition" attribute in the Mail Handler:

Execute Transition  Tick this to execute a transition on the issue that is related to the email being processed on Issue: Email is fully processed even if the transition cannot be executed (e.g. due to a blocking workflow condition). The transition to execute is identified by a transition property called *jeti.on.email.transition* that you must add to transitions in the workflow steps you may want to execute when an email is processed.

## Example Use Cases when to Use This Feature

### Use Case #1:

JETI mail handler is processing an email that is associated with an Issue that is Closed. JETI besides adding a comment to the issue, may execute a "Reopen" transition to reopen the issue for further investigation.

### Use Case #2:

JETI is processing an email and creates a new issue in status Open, after the issue is created it executes a transition to move the Issue to new status called "Raised via email".

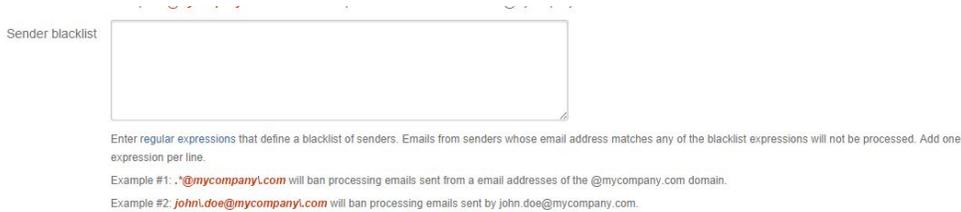
## Blacklisting

SINCE 5.5.0.1

Email This Issue Mail Handler skips emails sent from blacklisted domains or email addresses. Item in the blacklist are regular expressions. If the sender's email address matches any of the regular expressions, the email is not processed.

If you configure the Mail Handler in JIRA Administration / Incoming Mails with forwarding email option, then JETI will forward the skipped emails to this address.

Blacklist is maintained in the Configuration tab of the JETI Admin screen.



## Fallback to Default Reporter

SINCE 5.5.0.1

Email This Issue Mail Handler falls back to the Default Reporter when JIRA users who send email do not have permission to create or comment in the project. JIRA would simply skip these emails, while JETI imports them with the default reporter.

## Fire Event

SINCE 5.4.1.1

Email This Issue Mail Handler can fire an event when it processes an email.

- Mail Handlers
- Emails
- Configuration
- Responses
- MD5 Patterns

Project:

Issue Type:

Email Processing Strategy: **Create or Comment or Link Issues (Supports Split Regex)**

Select how you want to process incoming emails.

Comment criteria:

line:1character:1 Syntax Help

Enter a JQL query fragment to define comment criteria. Issues matching this criteria will be commented, otherwise a new issue is created and linked.

Link type:

Select the link type with which you want the mail handler to link issues.

Mail Handler Event: **Email Processed**

Select the event type to fire when processing incoming emails.

Acknowledge new issues: **Do not send emails**

Select the template of auto-reply emails that create new issues.

Acknowledge new issues: **Do not send emails**

**Event to fire when emails are processed**

Example Usage:

- Define a custom event in JIRA Administration, e.g. "Email Processed" (this is optional, you can use a system event too)
- Edit your Mail Handler Context and select "Email Processed" in the Mail Handler Event field
- Configure your JETI Event Notifications for "Email Processed" with recipients or have a custom Event Listener to react on emails.

## Set Issue Fields from Email

Email This Issue Mail Handler allows you to fill issue fields (system fields and custom fields), execute workflow transitions from email content of the email.

## Gallery