Meshlet Configurations for Jira

To enhance **Service Gateway for Jira**, you can configure the **Jira** Meshlet to the directives listed below:

Directive	Default Value	Description

sessionAuth	true	Indicates whether you want to authenticate your Jira connection with session IDs instead of basic authentication.
		
		ℹ **NOTE**: This directive only works with **Jira server**, thus, you will need to set **server** to **true**. (See the next directive).
		
		``perspectium:
		        jira:
		                sessionAuth: true```
		
		The following example enables the use of session IDs for your connection:
		
		``perspectium:
		        jira:
		                server: true
		                sessionAuth: true```

server	true	Enable the use of the Jira server for your Jira connection.
		
		ℹ **NOTE**: This directive needs to be enabled in order to use the **sessionAuth** configuration.
		
		``perspectium:
		        jira:
		                server: true```

| useTransiti ons | false | **ℹ NOTE**: **This feature is available in Gold 5.0.12.3+**

Enables you to use your own mappings for handling [transitions](#) in Jira.

```yaml
perspectium:
        jira:
        transition:
            useTransitions: true
```

By default, the Jira meshlets will call the [transitions](#) API with just the ID value from the Common Document's \<state\> field:

```json
{
    "transition": {
        "id": "${JSON_ENCODE:$[XPATH:/common_incident/state]}"
    }
}
```

However if you want to use your own mapping that you define in the **static/mapping/default** folder of the meshlet's installed directory, you would set the **useTransitions** configuration to **true** and then add your own mapping and define it for use in the **static/config/fieldMapping.json** for the **transition** action.

For example, if you wanted to also map the resolution field and add a comment for a transition, you would add the following mapping named **transition.json** into the **static/mapping/default** folder of the meshlet's installed directory:

```json
{
    "transition": {
        "id": "${JSON_ENCODE:$[XPATH:/common_incident/state]}"
    },
    "fields": {
        "resolution": {"id": "${JSON_ENCODE:$[XPATH:/common_incident/close_code]}"}
    },
    "update": {
        "comment": [
            {
                "add": {"body": "${JSON_ENCODE:$[XPATH:/common_incident/close_notes]}"}
            }
        ]
    }
}
```

And then in the **static/config/fieldMapping.json** you would reference this mapping for the **transition** action:

```json
{
    "Source":"common_incident",
    "Target":"issue",
    "Action":"transition",
    "Description":"transition Jira status",
    "Provider":"jira",
    "Client":"default",
    "Mapping":"${file:static/mapping/default/transition.json}"
}
```

ℹ NOTE: To properly do transitions with a mapping in your Jira project such as the above example with setting the **resolution** field, you must have a transition with a [screen](#) in your workflow. See [here](#) and [here](#) for more information. Jira provides a default [Resolve Issue screen](#) you can set for the transition. If you do set up a transition with a screen in your workflow, you will get the error **Field 'resolution' cannot be set. It is not on the appropriate screen, or unknown.** when trying to do a transition with the **resolution** field. |

Similar topics

- [DataSync for Snowflake](#)

Contact Perspectium Support

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- Create a ServiceNow bulk/dynamic share for Snowflake
- Get started with DataSync for Snowflake
- Meshlet Configurations for Snowflake
- Meshlet Configurations for Jira

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