

Service Gateway for Jira Service Desk Release Notes

Version

5.0.19 5.0.18 5.0.17 5.0.16
5.0.6

Incident Meshlet

Release Date: October 9, 2023

Enhancements

- Support reading comments using results from search API with changes to changelog API no longer always returning comments as changes.

Incident Meshlet

Release Date: June 29, 2023

Enhancements

- Support reading attachments using results from search API with changes to changelog API no longer always returning attachments as changes.

Incident Meshlet

Release Date: June 10, 2022

New Features

- Support reading public comments sent by email into Jira Service Desk for meshlet to process and map into Common Incident.

Incident Meshlet

Release Date: April 29, 2022

Bug Fixes

- Addresses an issue where the meshlet cannot fetch attachments created in Jira Service Desk from inbound email and goes into an infinite error loop.

Incident Meshlet

Release Date: May 21, 2020

New Features

- Syncing your [Jira Service Desk](#) incidents and requests with other Perspectium-supported ITSM applications is now available.