Using Helpdesk Mail Handler

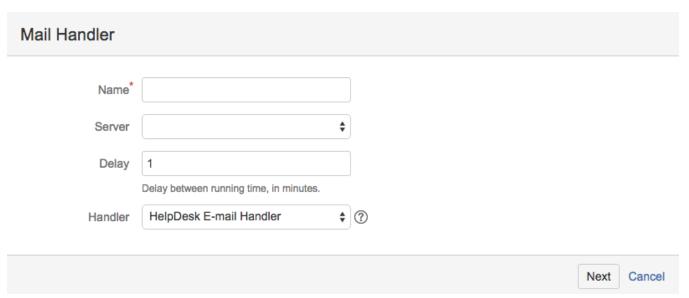
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What's the problem?

When using standard mail handler all newly created users get into **jira-core** group, so that they consume the license. This is not the best way to use JIRA licenses when you have a lot of external users which are not supposed to log into JIRA.

Installing Helpdesk Mail Handler

After installing Helpdesk plugin a new Helpdesk Mail Handler will appear.



This mail handler is based on Atlassian 'Create a new issue or add a comment to an existing issue' mail handler. It has the same features and additionally allows to:

- specify a JIRA user group which all new users will be added to. Thus all new users will not be added into jira-users group and will not consume JIRA license.
- create issues with blank Summary.

Configuring Helpdesk Mail Handler

There is a special parameter to specify a JIRA user group which all new users will be added to - New user group:

Helpdesk Email Handler

Project	Support \$		
	Default project where new issues are created.		
Issue Type	Bug ♦		
	Default type for new issues.		
New user group	helpdesk		
	New users will be added to these groups		
Regexp to filter			
attachments	Regexp to filter trash attachments from E-mail	message	
Filter embedded			
images	Embedded images will be removed		
F:16	Embedded images will be removed		
Filter embedded images by size (Kb)			
	Embedded images will be removed if the size i	s smaller than the limit	
Images types			
	Images types to remove (separated by ;)		
Field to store E-mail	Text \$		
cc	Custom field to store cc addresses from E-mai	message	
Strip Quotes			
	If checked quoted text is removed from comme	nts.	
Split Regex			
	Regular expression matching the text separating	ng the mail from any previous mails.	
			Save Cancel

Sometimes E-mails contain garbage (trash attachment) files without extensions. These files can clutter Issue Attachments section. Use 'Regexp to filter attachments' to avoid garbage in issue.

Type in regular expression to filter all files without extension	
^([^.]+)\$	

To filter all attachments with specific name (for example for JIRA-generated files) use regular expression:

```
.*[jira-generated|atlassian].*
```

You can also **filter images** embedded into text so that they will not be added as an issue attachment. If you select this parameter you can configure image size to be filtered.

If the Handler deletes any attachment from the comment it will inform about it at the end of the comment: "The following attachments were deleted:"

Split Regex			
	Regular expression matching the text separatin Note that the regexp must begin and end with a Also note that currently, commas are not allowed and there is not (as yet) an escape syntax.	-	
Default value for issues with empty subject	empty subject		
oubjoor	This value will be set as subject for issues from E-mails with empty subjects		
Catch Email Address			
	If set, only emails having the specified recipient	in fields To, Cc or Bcc will be processed.	

In previous versions the e-mails with empty subjects were not converted into Jira issues. In the field **Default value for issues with empty subject** you can set the default issue subject.

The examples of other mail handler parameters can be found on Atlassian site.

Addresses of customers from a copy (content of Email's CC field)

"Why don't you press the Reply to all button?"

"I put my colleagues in a copy. I'm uncomfortable using your Jira."

Some customers think that we communicate with them via email. Users think that they involve colleagues into discussion of the issue when they put them into CC field. In fact, we do not see the address from the copy.

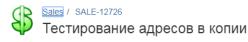
You can save the content of CC field of e-mails in selected custom field (Text or HTML field type).

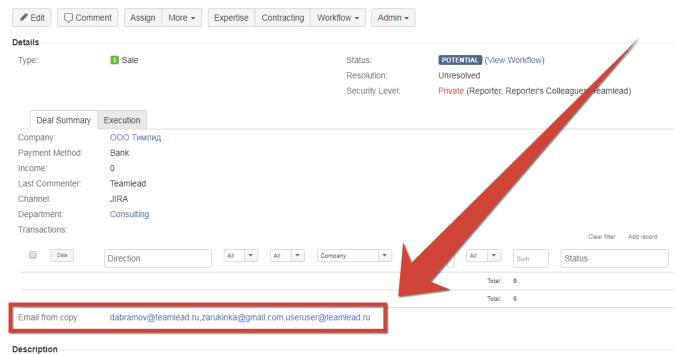
For example, see screenshot below. Now all addresses from copies will be displayed in the "Email from copy" field.

HelpDesk Email Handler

	Default type for new issues.		
New user group	helpdesk-users		
	New users will be added to these groups		
Regexp to filter			
attachments	Regexp to filter trash attachments from E-mail message	0	
Filter embedded			
images			
	Embedded images will be removed		
Filter embedded images by size (Kb)			
	Embedded images will be removed if the size is smalle	r than the limit	
Images types			
illiages types	Images types to remove (separated by ;)		
Field to store E-mail cc	Email from copy		
	Custom field to store cc addresses from E-mail message	ge	
Address to check			
	Some sender address to perform special actions with E	-mails from that sender	
Address action	\$		
	Action to perform with E-mails from that sender		
Project for address	Support \$		
	messages.hd.email.filtercheckproj.desc		
Issue type for address	Sub-Task		
	Issue type to create issues from E-mails from that send	ler	
		Sa	ve Cancel

The result.





Click to add description