Using Helpdesk Mail Handler

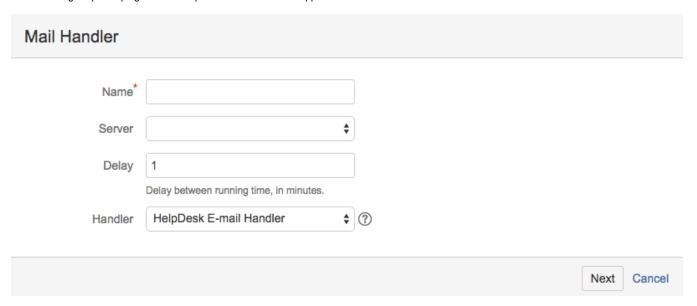## What's the problem?

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
Filter embedded images by size (Kb)	
	Embedded images will be removed if the size is smaller than the limit
Images types	
	Images types to remove (separated by ;)
Field to store E-mail cc	Text ⬍
	Custom field to store cc addresses from E-mail message
Strip Quotes	☑
	If checked quoted text is removed from comments.
Split Regex	
	Regular expression matching the text separating 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 separating the mail from any previous mails.
Note that the regexp must begin and end with a delimiter character, typically '/'.
Also note that currently, commas are not allowed in regexps, as commas are used to separate handler parameters and there is not (as yet) an escape syntax.

Default value for issues with empty subject

empty subject

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.
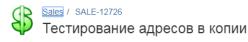
You can save the content of CC field of e-mails in selected custom field (Text or HTML field type).
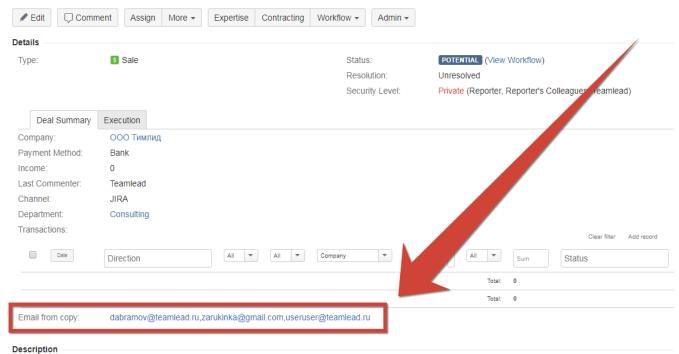
For example, see screenshot below. Now all addresses from copies will be displayed in the "Email from copy" field.

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

Filter embedded images

☐

Embedded images will be removed

Filter embedded images by size (Kb)

Embedded images will be removed if the size is smaller than the limit

Images 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

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.filter..checkproj.desc

Issue type for address

Sub-Task ▲▼

Issue type to create issues from E-mails from that sender

Save   Cancel

The result.

Тестирование адресов в копии

Edit | Comment | Assign | More ▾ | Expertise | Contracting | Workflow ▾ | Admin ▾

Details

Type:	$ Sale	Status:	**POTENTIAL** (View Workflow)
		Resolution:	Unresolved
		Security Level:	Private (Reporter, Reporter's Colleagues, Teamlead)

Deal Summary	Execution

Company:	ООО Тимлид
Payment Method:	Bank
Income:	0
Last Commenter:	Teamlead
Channel:	JIRA
Department:	Consulting
Transactions:	

Clear filter   Add record

	Date	Direction	All ▾	All ▾	Company ▾		All ▾	Sum	Status

Total: 0

Total: 0

Email from copy:	dabramov@teamlead.ru,zarukinka@gmail.com,useruser@teamlead.ru

Description

Click to add description