

THE **FP** Plugin PEOPLE



A promotional banner for 'Jira AND Confluence Solutions Day'. The banner has a blue geometric pattern at the top and bottom. In the center, there is a glowing yellow lightbulb with the Atlassian logo inside it. To the left of the lightbulb, the text 'Jira AND Confluence' is displayed. To the right, 'Solutions Day' is written in a large, blue, stylized font. Further right, it says 'HOSTED BY celix' with the Celix logo. At the bottom right, there is a logo for 'Platinum Solution Partner ENTERPRISE' with the Atlassian logo.





Custom Space User Management (CSUM) Enterprise Mail Handler for Jira (JEMH)



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What is CSUM?



CSUM adoption

- Feb 2017, add-on adopted, V2.5.0 released for C6.0 (~DC compatible)
- Nov 2017, V3.0 released for C6.4 (DC compatible)

Manage app • Short link

Custom Space User Management (CSUM)

by The Plugin People Atlassian Verified
for Confluence Server 6.4.0 - 6.6.2 and more versions

★★★★★ 15
460

SUPPORTED DATA CENTER

Try it free
Buy it now

Overview Reviews Pricing Support Versions Installation Server

Space administrators manage users and groups scoped to a space

Create and manage space user groups

Easily search for group members

Bulk add/remove users from space groups

Delegated Space Group Creation & Management

What if your Space Admins could:

- 1) Create groups in Confluence, specific to their space (eg SPACEKEY-groupname)
 - 2) Add and remove users to those groups
- ✓ Your overworked network team is out of the loop
 - ✓ Space admins become *responsible* for authorization of users accessing their spaces
 - ✓ Changes are local to a space, so there is no need for change control process/delay



Rewritten in 3.0

- Legacy code removal
- Fully Data Center compatible
- Cleaner REST driven UI

1) Create a Group

Create group

Group Name

Preview

2) Add members

Add user

Select Group(s)

Select User(s)

Search for users by their user details eg: bob, Bob Smith, bob@example.com

3) Manage Groups and Members

This section allows the management of space-specific groups and the members of those groups

[Groups/Users](#) [Audit Log](#)

Groups: *tes-Name-grp* Membership: *tes-example-grp*

Show Search

Name
tes-example-grp

Showing 1-1 of 1

Full Name	Username	Email
user1@localhost	user1@localhost	user1@localhost
user2@localhost	user2@localhost	user2@localhost
user3@localhost	user3@localhost	user3@localhost

Showing 1-3 of 3

4) Manage Group Permissions

Licensed Users

Groups

Grant permissions for this space to all the members of a group.

	All	Pages	Blog	Attachments	Com				
	View	Delete Own	Add	Delete	Add	Delete	Add	Delete	Add
confluence-administrators	<input checked="" type="checkbox"/>								
confluence-users	<input checked="" type="checkbox"/>								
tes-example-grp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Auditing, just in case

Implemented so only the culprit is to blame!

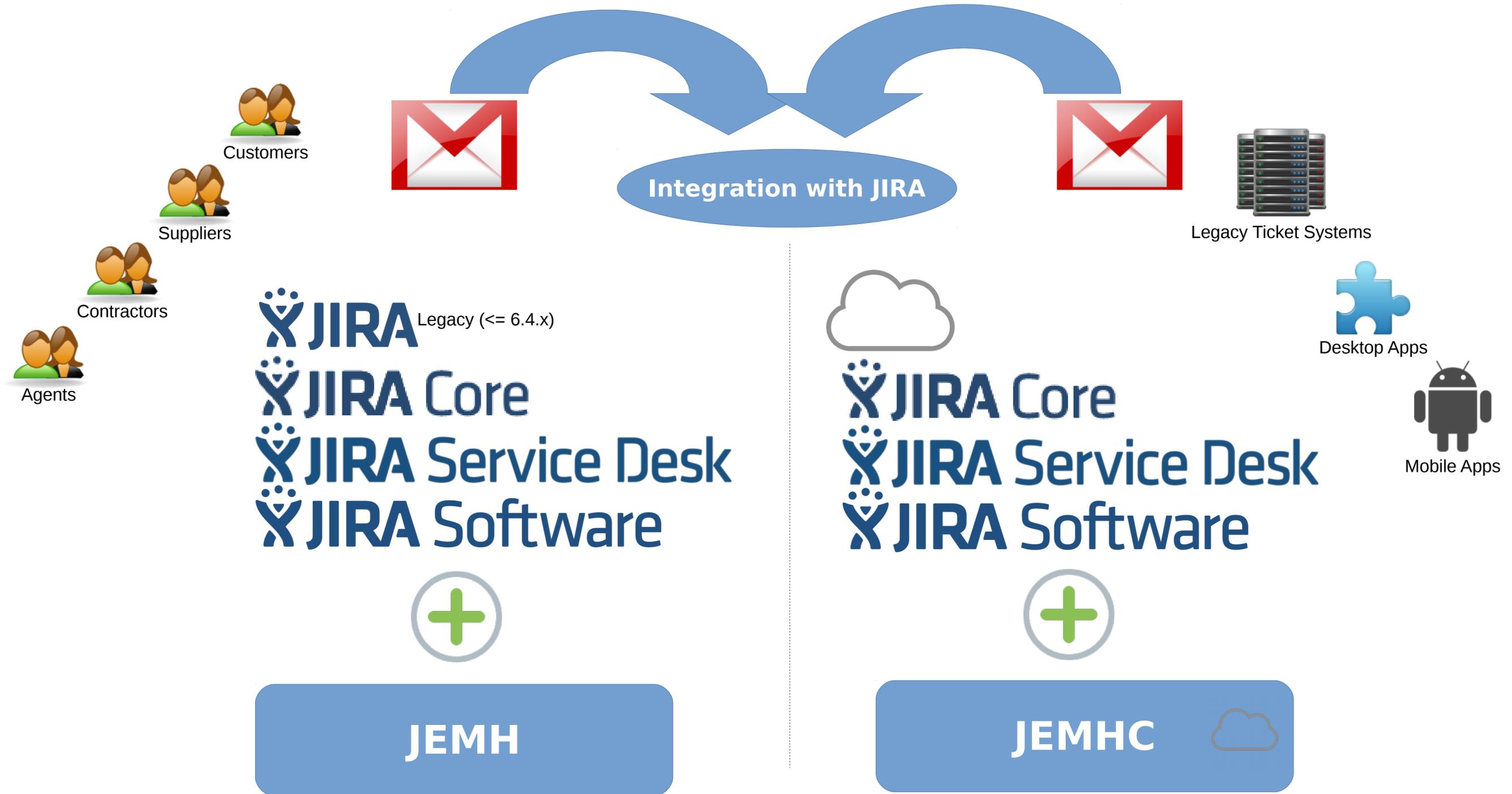
Found 4 result(s) for TES  [Delete old records](#)

Date	Changed by user	Operation	Context group	Context user	Outcome
23 Jan 2018 13:07:54 GMT	 admin	User added to local group	tes-example-grp	 user3@localhost	✓
23 Jan 2018 13:07:54 GMT	 admin	User added to local group	tes-example-grp	 user2@localhost	✓
23 Jan 2018 13:07:54 GMT	 admin	User added to local group	tes-example-grp	 user1@localhost	✓
23 Jan 2018 13:05:49 GMT	 admin	Local group created	tes-example-grp		✓

What is JEMH?

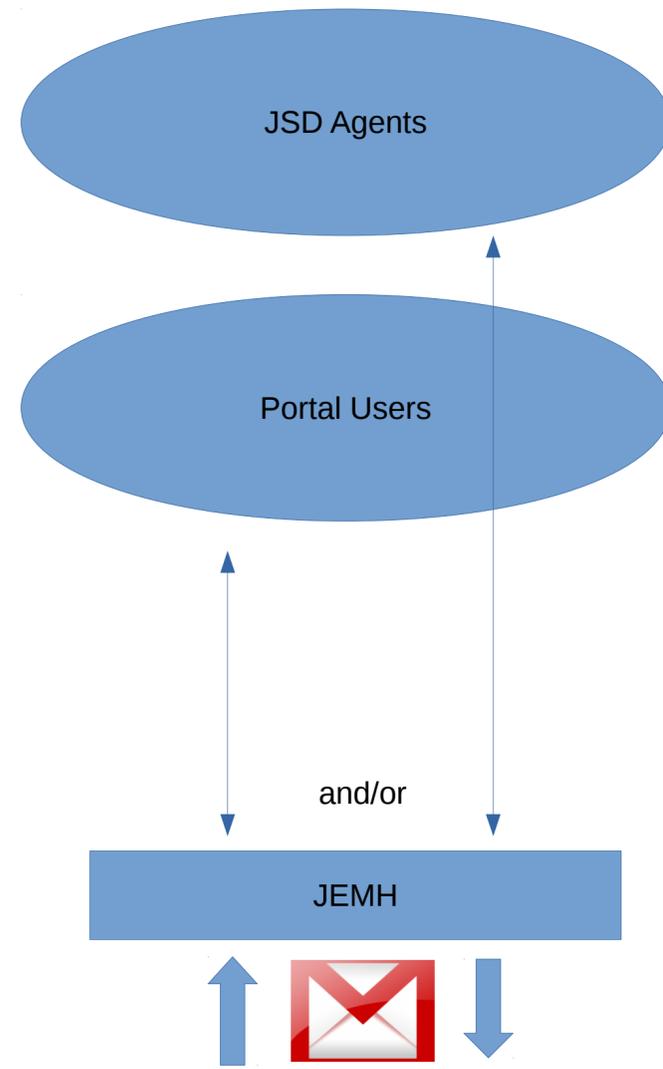


Server or Cloud

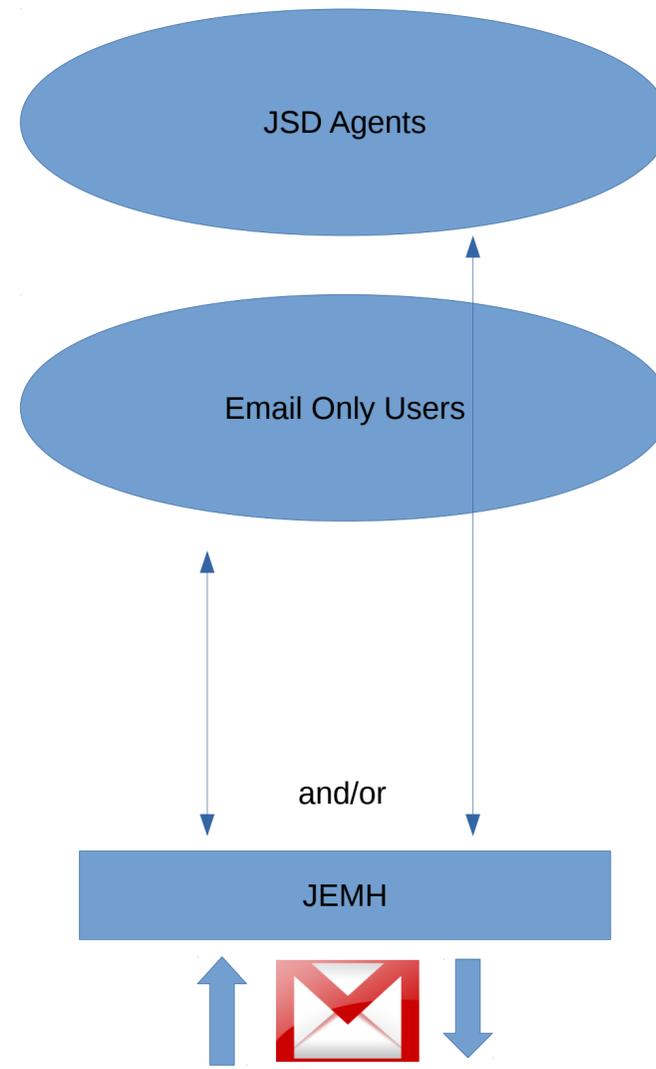


Participation level (Service Desk)

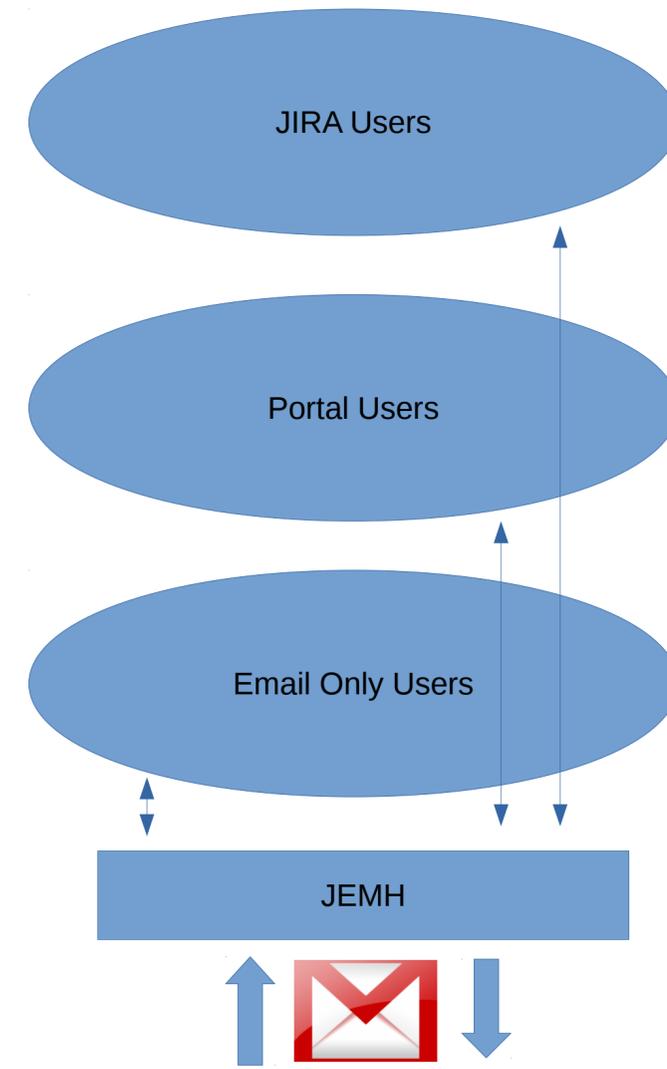
Your Support and Internal Customers



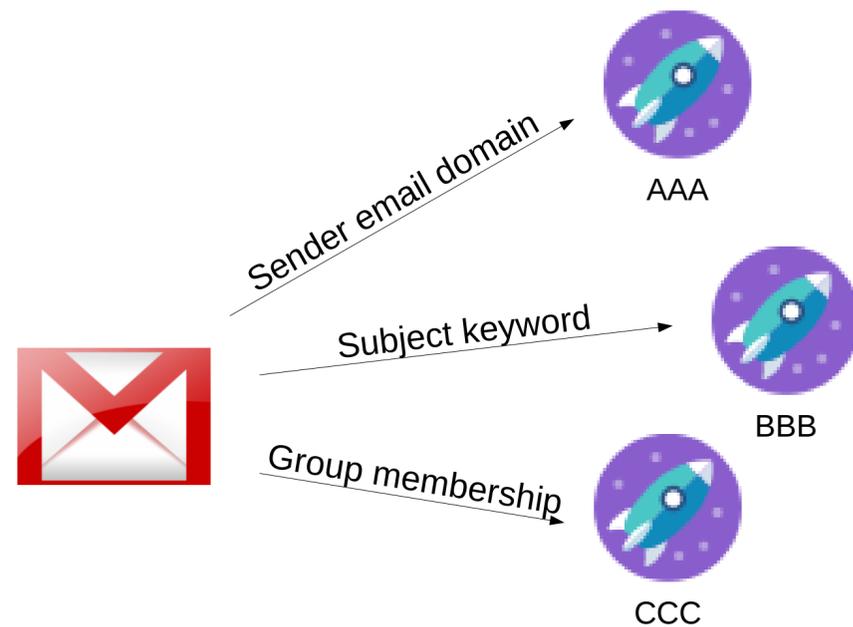
Your Support and Everyone Else



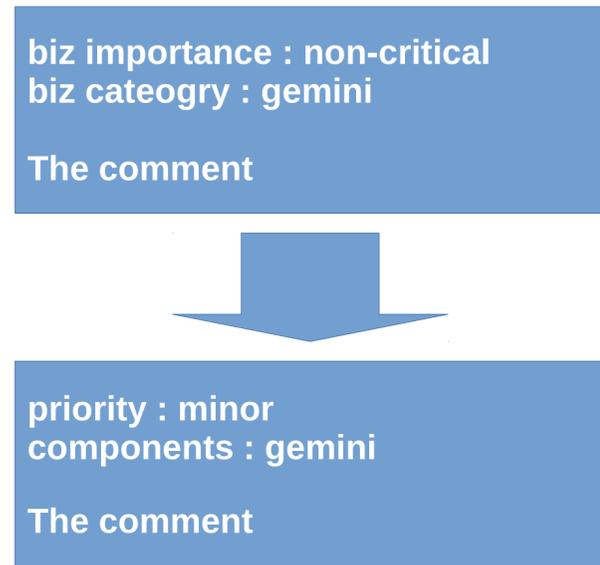
Your Support, Internal Customers and Everyone Else



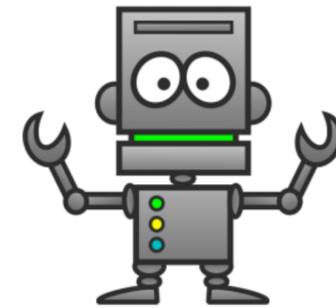
Automate routing and manipulate issues



- Automatically Map mail to Projects with Rules



- Field Extraction to Custom Fields



```
@priority=bocker  
@issueType=task  
@components=this,that,other  
@labels,this-thing,that-thing
```

- Directives

JEMH notification methods

Map ID	Issue Event	Event ID	TemplateSet ID	Template Name
1	Issue Created	1	n/a	DEFAULT
2	Issue Updated	2	n/a	DEFAULT
3	Issue Assigned	3	n/a	DEFAULT
4	Issue Resolved	4	n/a	DEFAULT
5	Issue Closed	5	n/a	DEFAULT

- Event Listener
 - Email
 - Hipchat
 - SMS

The following will be processed after the transition occurs [Add post function](#)

1. Send JEMH notification by **Email** (text) to:

Custom Subject (\$issue.getKey()) ...

Custom Content **VELOCITY**

To List

Static Addressees	Custom Fields	Entities
<ul style="list-style-type: none">▪ javahollic@gmail.com	<ul style="list-style-type: none">▪ Email Participants▪ Sender Email Address	<ul style="list-style-type: none">▪ REPORTER▪ CURRENTASSIGNEE▪ ALLWATCHERS

Cc List

Bcc List

Sender Address "JEMH AdHoc Notification" <AUTO (Project address if specified, or System default)>

Reply to: Address

Issue Update **COMMENT** Comment restricted to : **Developers**

Attachments **ANY RECENT** within 36000 mS

- Workflow Postfunction

JEMH Ad-Hoc Notification

Ad hoc Notification : issue TEST-1

Comment To: Cc: Bcc: From: Attachments Issue Update Settings

Template Set Custom Content

Subject

1 | (\$issue.getKey()) ...

1 : 0

Comment

File Edit Insert View Format Table Tools

RBC Formats **B** *I* U [List Icons]

You should use trello for that:



- Ad hoc notifications

Customizing notifications

Issue Event: 1: Issue Created

Subject:

```
1 #disable_html_escaping()
2 ($issue.key) $issue.summary
```

NO PREVIEW CONTEXT

Text:

```
1 #disable_html_escaping()
2 $i18n.getText("template.text.issue.created", $
3 #dashes(!$remoteUser.displayName)-----#
4
5 $stringUtils.leftPad($i18n.getText("common.con
6 $stringUtils.leftPad($i18n.getText("common.con
7 $stringUtils.le
8 $stringUtils.le
9 $stringUtils.le
```

```
#disable html_escaping()
#macro ( helloworld $param )
Hello $param!
#end

## #jemhIncludeCustomField('customfield_10000')
## #jemhIncludeCustomField('Email Users')
#macro ( jemhIncludeCustomField $cfName )
#set ( $aCustomField = "" )
#if ($!customFieldManager.getCustomFieldObjec
#set ($aCustomField = $customFieldManager
#elseif ($customFieldManager.getCustomFieldOb
#set ($aCustomField = $customFieldManager
#end
#end
<tr>
<th>${aCustomField.getName()}:</th>
<td>${issue.getCustomFieldValue($aCustomFi
</tr>
#end
```

- Template Sets
- Velocimacros

Html:

```
1 #disable_html_escaping()
2
3 #defaultMailHeader("email.event.activity.c
4
5 #set ($issueTitleBody="#parse('templates/en
6 #rowWrapperNormal($issueTitleBody)
7
8
9 #rowWrapperNormalBegin(' 'wrapper-special
10
11 <table class="
12 ... #parse("te
13 ... #parse("te
14 ... #parse("te
15 ... #parse("te
16 ... #parse("te
17 ... #parse("te
```

Html:

admin created an issue

Testing / TEST-1

test

Issue Type: Bug

Assignee: Unassigned

Created: 03/Nov/15 12:51 PM

Priority: Medium

Reporter: admin

test

Add Comment

This message was sent by Atlassian JIRA (v7.0.0#70107-sha1:6cd5e8d)

- Design time preview

Name: Example HTML template Set for adhoc

Css Style: DEFAULT (JIRA)

Source: Configure how/wh

Subject:

```
1 this is the subject
2
```

Text:

```
1 this is $issue.get
2
```

Html:

```
1 this is $issue.get
2
```

JEMH Ad-Hoc Notification

Ad hoc Notification : issue STORY-1

Content To: Cc: Bcc: From: Attachments Issu

Template Set: Example HTML template Set for adhoc

Content Type: HTML

Subject:

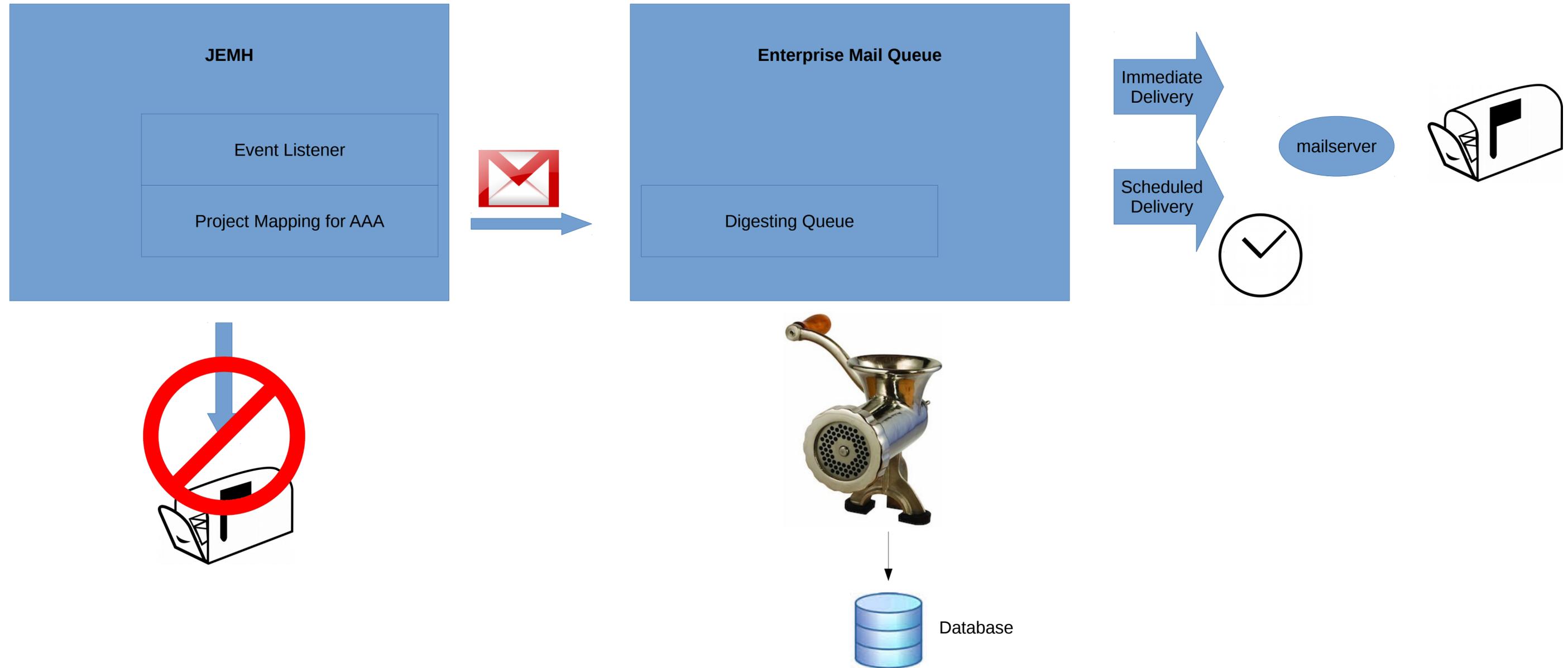
```
1 this is the subject
2
1:0
```

Content:

this is STORY-1 HTML content

- Use templates in Ad hoc notifications, preview too

Digesting JEMH notifications with EMQ



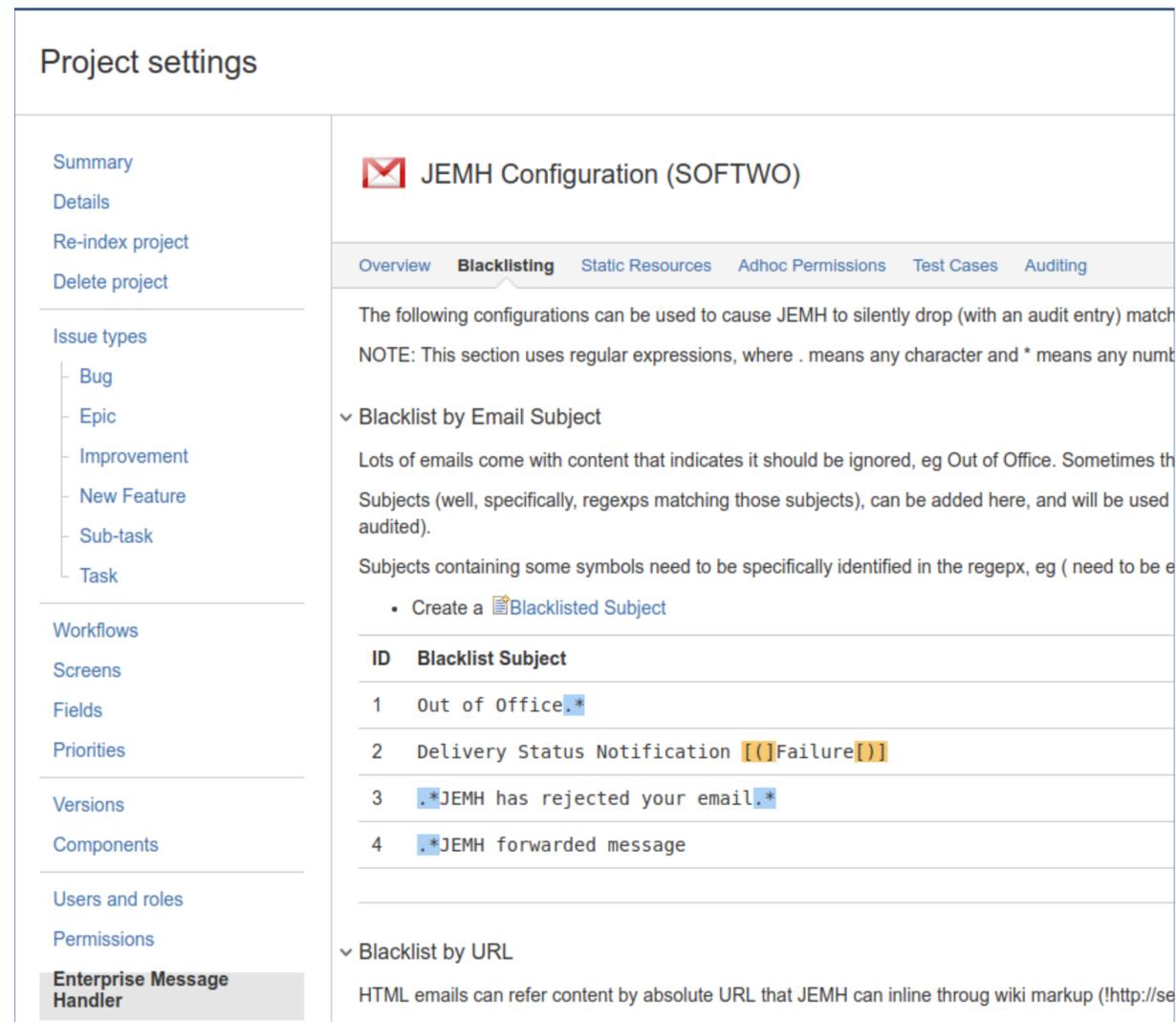
Whats new?



New Features

Project Administrator delegation

- Blacklisting
- Static Resources
- Test Cases
- Auditing



The screenshot shows the 'Project settings' page for 'JEMH Configuration (SOFTWO)'. The left sidebar contains navigation links for Summary, Details, Re-index project, Delete project, Issue types (Bug, Epic, Improvement, New Feature, Sub-task, Task), Workflows, Screens, Fields, Priorities, Versions, Components, Users and roles, Permissions, and Enterprise Message Handler. The main content area is titled 'JEMH Configuration (SOFTWO)' and has tabs for Overview, Blacklisting, Static Resources, Adhoc Permissions, Test Cases, and Auditing. The 'Blacklisting' tab is active, showing a section for 'Blacklist by Email Subject'. It explains that configurations can be used to cause JEMH to silently drop (with an audit entry) matching emails. A note states: 'NOTE: This section uses regular expressions, where . means any character and * means any number of occurrences'. Below this, there is a list of blacklisted subjects:

ID	Blacklist Subject
1	Out of Office.*
2	Delivery Status Notification [()]Failure[()]
3	.*JEMH has rejected your email.*
4	.*JEMH forwarded message

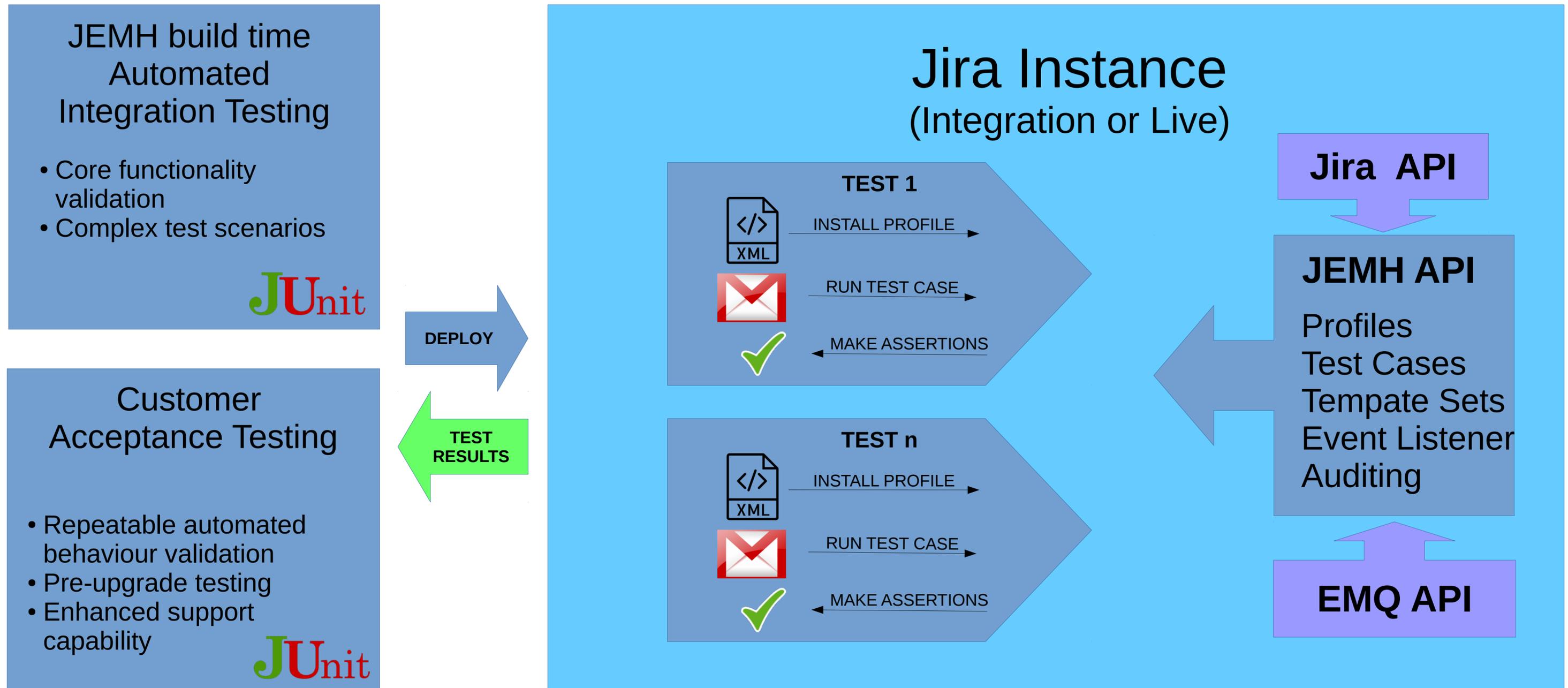
Below the table, there is a section for 'Blacklist by URL' which states: 'HTML emails can refer content by absolute URL that JEMH can inline through wiki markup (!http://se

Core JEMH

- Smarter custom field selection (2.4.x)
- Multiple LDAP repository usage (2.3.x)
- JSD Organisations (2.3.x)
- Priority Scheme support
- Enable injection of recipients during rendering
- Re-implemented within Project Mappings:
 - Custom Field defaults
 - Workflow auto-advance



Integration Testing API



Live Demo!

Round Trip



Future roadmap

- **Increased Integration test coverage**
- **Performance**
- **Responsibility Devolution**
- **Profile to Project Mapping migration**
- **UI re-design**





Thank you!



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Links

- **JEMH on Atlassian Marketplace** (<https://marketplace.atlassian.com/plugins/com.javahollic.jira.jemh-ui>)
- **Create A Profile** (<https://thepluginpeople.atlassian.net/wiki/display/JEMH/Create+a+Profile>)
- **Use Project Mappings** (<https://thepluginpeople.atlassian.net/wiki/display/JEMH/Use+Project+Mappings>)
- **Use Directives** (<https://thepluginpeople.atlassian.net/wiki/display/JEMH/Use+Directives>)
- **Use Template Sets** (<https://thepluginpeople.atlassian.net/wiki/pages/viewpage.action?pageId=2850840>)

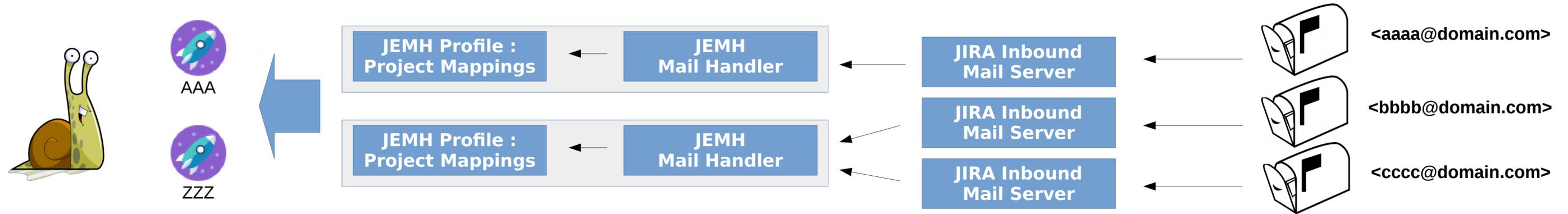
- **Development** : <https://thepluginpeople.atlassian.net/wiki/x/AYAr>
- **Example Source** : <https://bitbucket.org/javahollic/jemh-example-extensions/src>
- **Maven API Repo** : <https://nexus.thepluginpeople.com/repository/ppl-public/>
- **JEMH API Javadoc** : <http://ppl-docs.s3-website-us-east-1.amazonaws.com/JEMH/>

Contact

- **Support** jemh-support@thepluginpeople.com
- **Issues** thepluginpeople.atlassian.net/browse/JEMH
- **Sales** sales@thepluginpeople.com



Reduce mailbox polling to scale



- 1:1 ratio between mailboxes and mail handlers is fine for small numbers of mailboxes, it won't scale. Mailboxes are polled sequentially, so will only get slower
- Multiple inbound mailservers can drive individual mail handlers that in turn use a common Profile, to save configuration overhead



- Arranging for all required mail to be in one physical mailbox (eg through Aliases or server side re-routing) allows **one** inbound mailserver, **one** mail handler, **one** Profile ; this enables JEMH to demultiplex all mail to all mapped projects
- Every single mailbox poll will then retrieve and process all mail