





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



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# What is CSUM?





# 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

example

Preview

tes-example-grp

Create

Cancel

## 2) Add members

Add user

Select Group(s)

tes-example-grp x

Select User(s)

user1@localhost x user2@localhost x user3@localhost x

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

Add

Cancel

## 3) Manage Groups and Members

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

Groups/Users

Audit Log

Create group

Rename group

Delete group

Add user

Remove user

Groups: tes-Name-grp

Membership: tes-example-grp

Show 10

Search

Show 10

Search

Name

tes-example-grp

Full Name

Username

Email

Showing 1-1 of 1

Prev

1

Next

Showing 1-3 of 3

Prev

1

Next

## 4) Manage Group Permissions

Licensed Users

Groups

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

	All	Pages	Blog	Attachments	Comments				
	View	Delete Own	Add	Delete	Add	Delete	Add	Delete	Add
confluence-administrators	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">Deselect All</a>									
confluence-users	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">Select All</a>									
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"/>
<a href="#">Select All</a>									





# 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	<div></div> admin	User added to local group	tes-example-grp	<div></div> user3@localhost	✓
23 Jan 2018 13:07:54 GMT	<div></div> admin	User added to local group	tes-example-grp	<div></div> user2@localhost	✓
23 Jan 2018 13:07:54 GMT	<div></div> admin	User added to local group	tes-example-grp	<div></div> user1@localhost	✓
23 Jan 2018 13:05:49 GMT	<div></div> admin	Local group created	tes-example-grp		✓

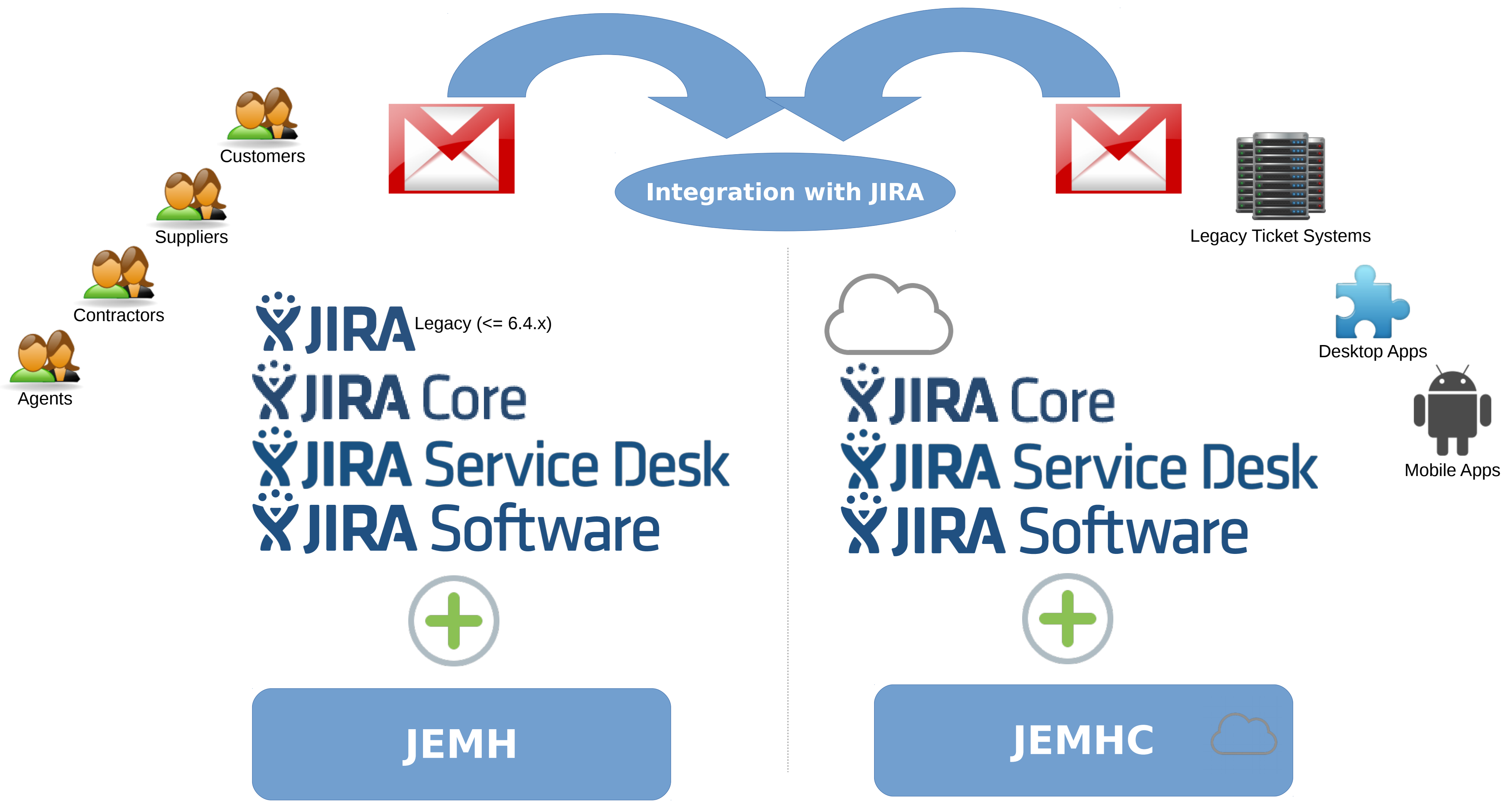


# What is JEMH?



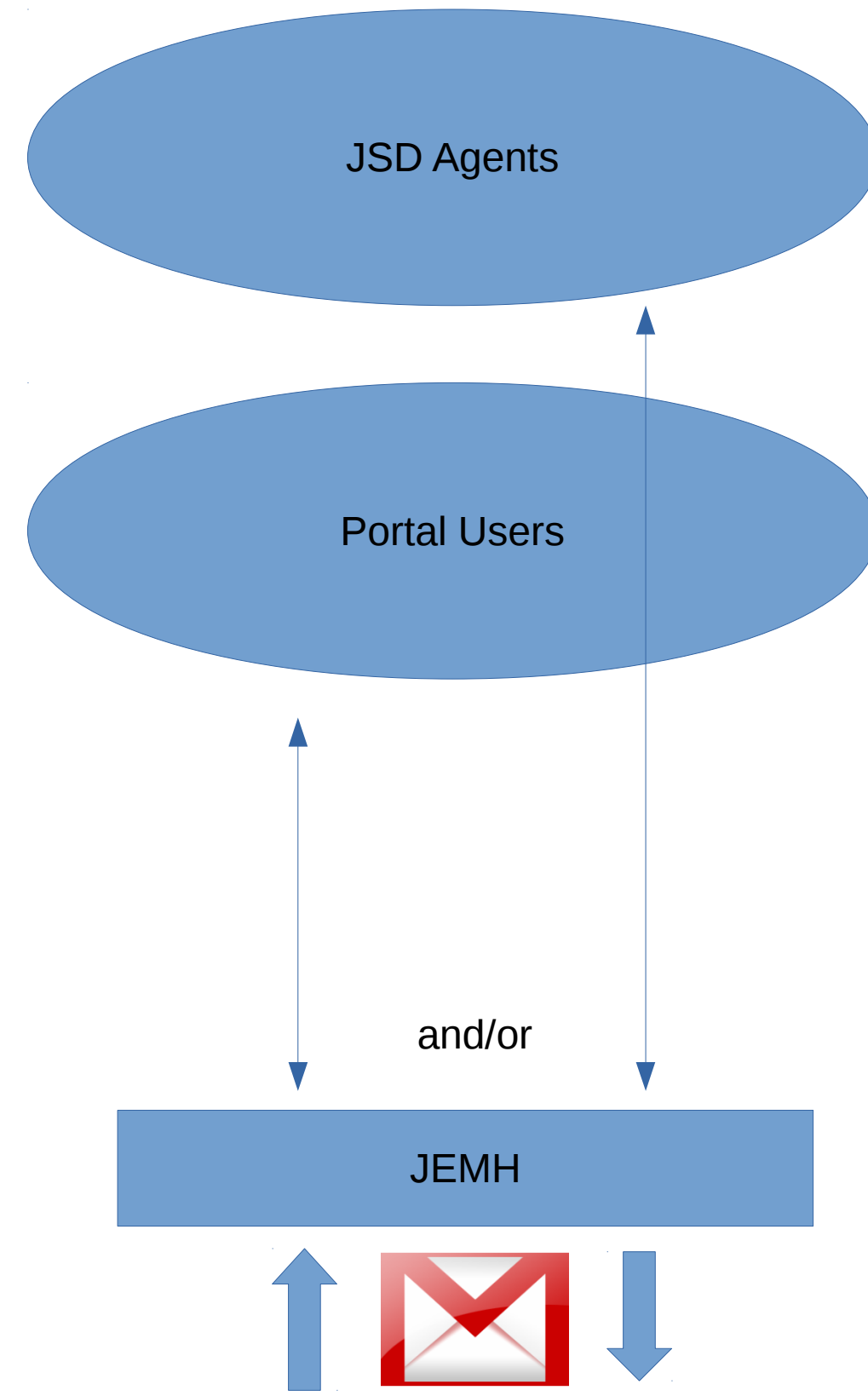


# Server or Cloud

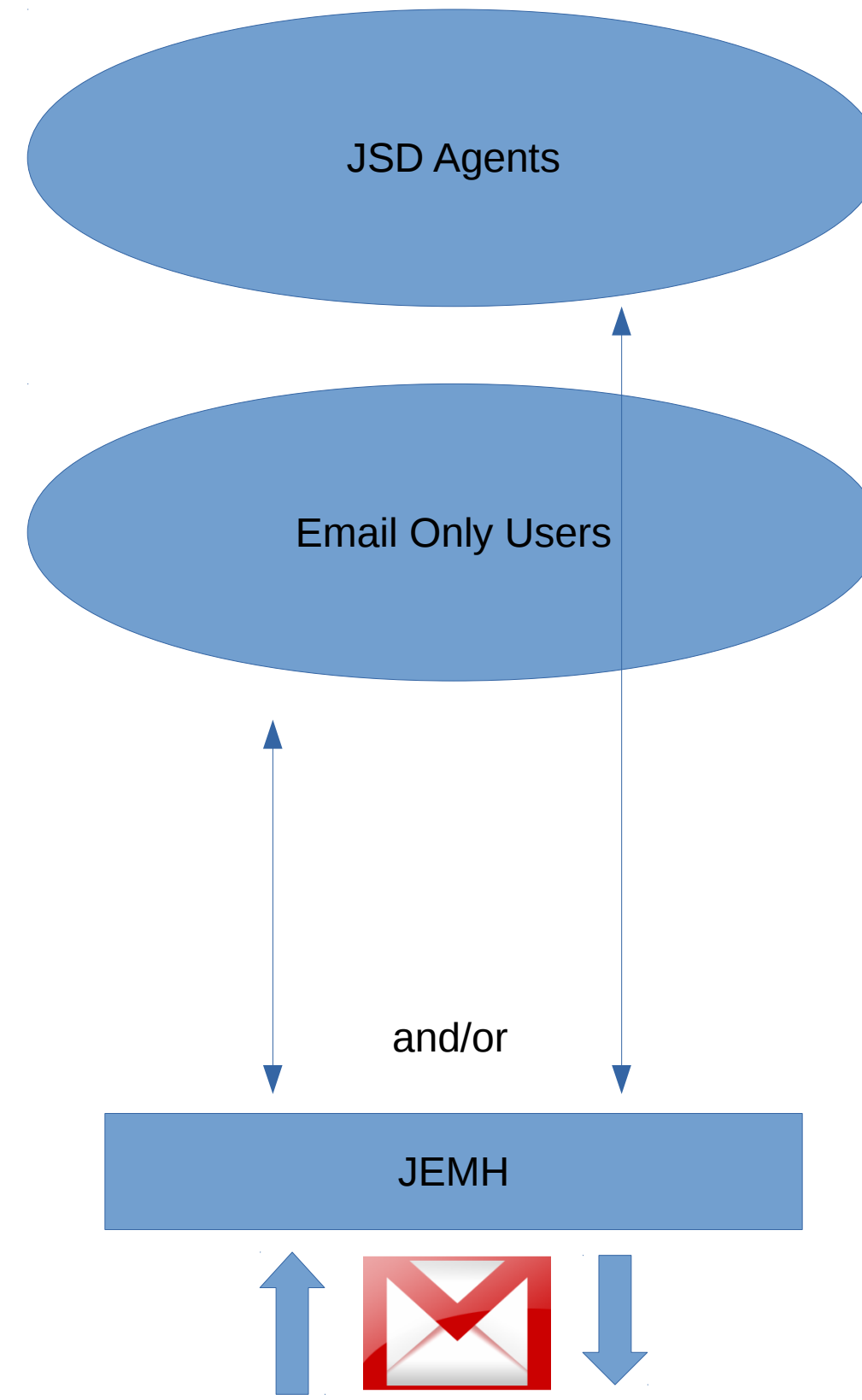


# Participation level (Service Desk)

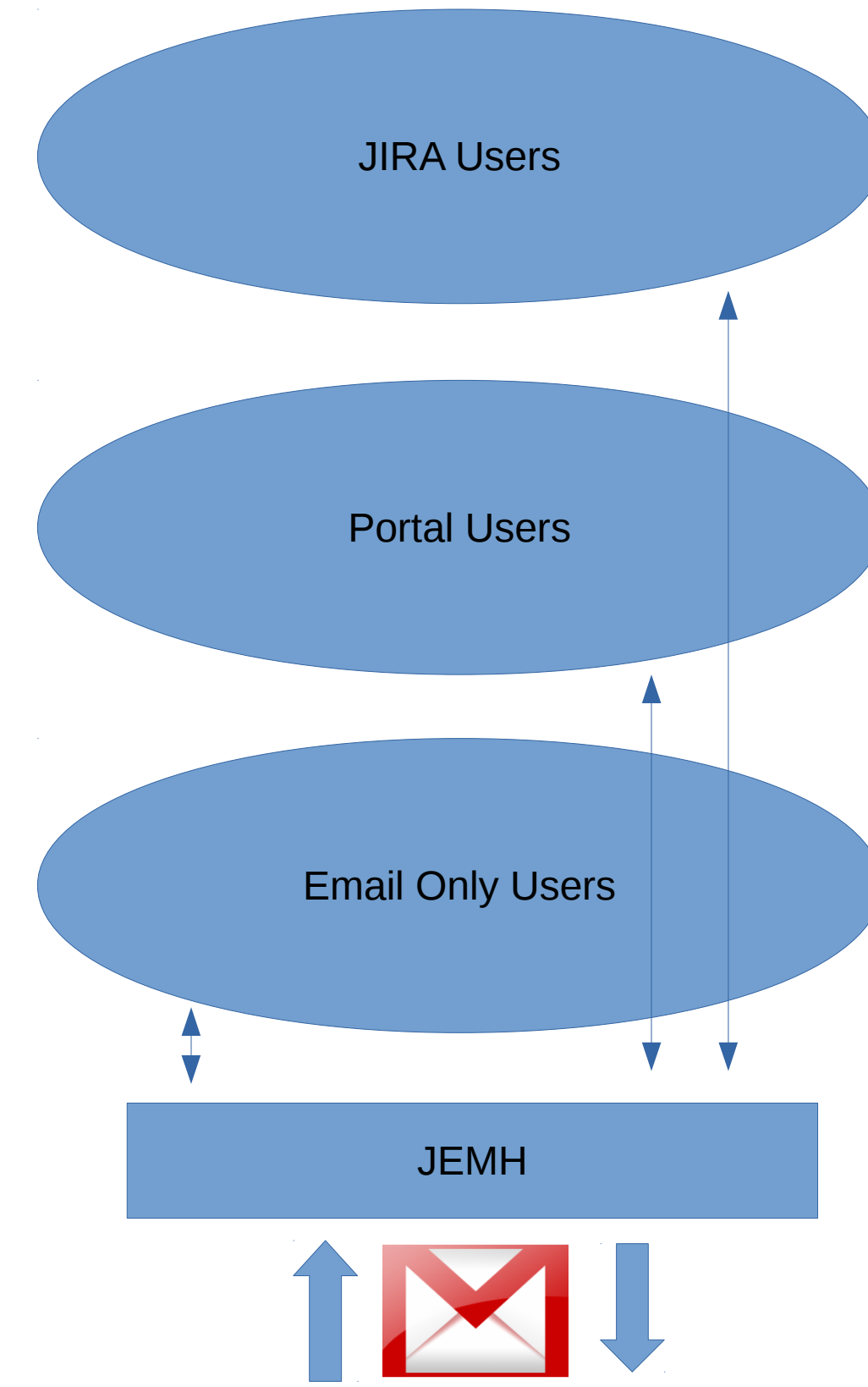
Your Support and Internal Customers



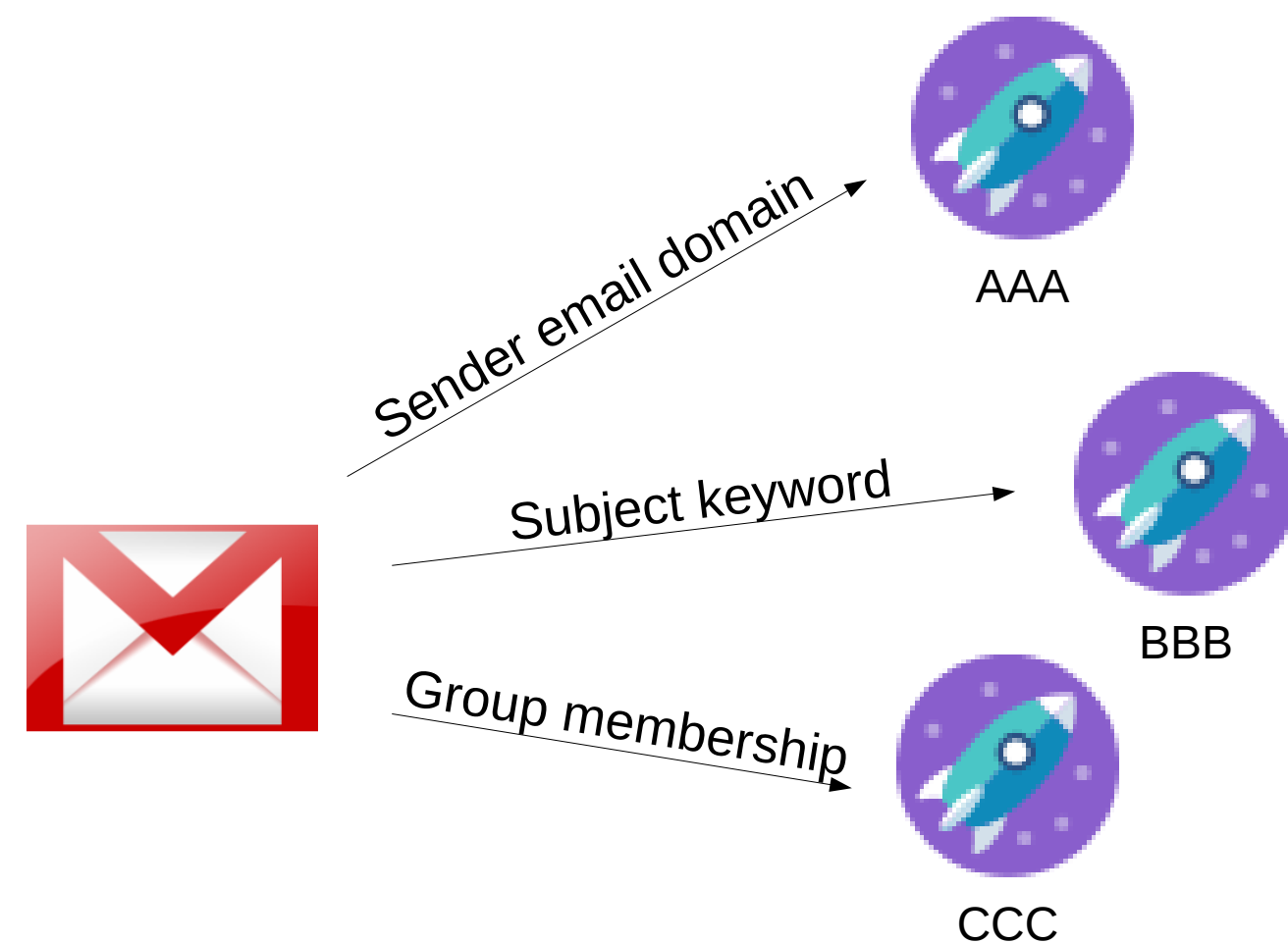
Your Support and Everyone Else



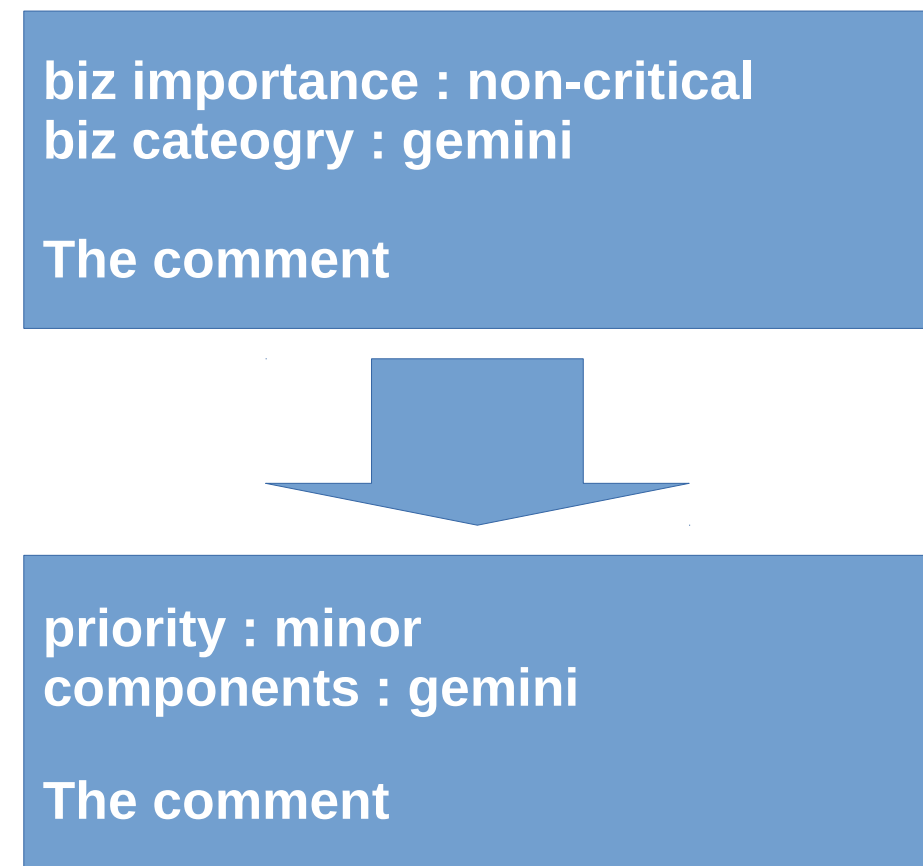
Your Support, Internal Customers and Everyone Else



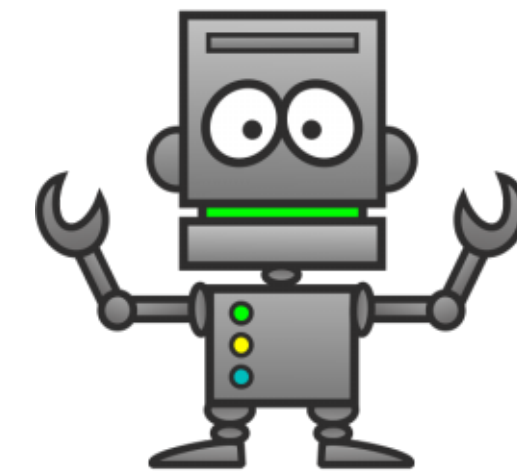
# Automate routing and manipulate issues



- 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

▪ javahollic@gmail.com

Custom Fields

▪ Email Participants

▪ Sender Email Address

Entities

▪ **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

ABC

👁

↶

↷

Formats

**B**

*I*

U

☰

☰

☰

☰


☰

☰

☰

☰

You should use trello for that:



Trello

- 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
```

**Html:**

```
1 #disable_html_escaping()  
2  
3 #defaultMailHeader("email.event.activity.co  
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)

**Name:** Example HTML template Set for adhoc

**Css Style Source:** DEFAULT (JIRA) 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

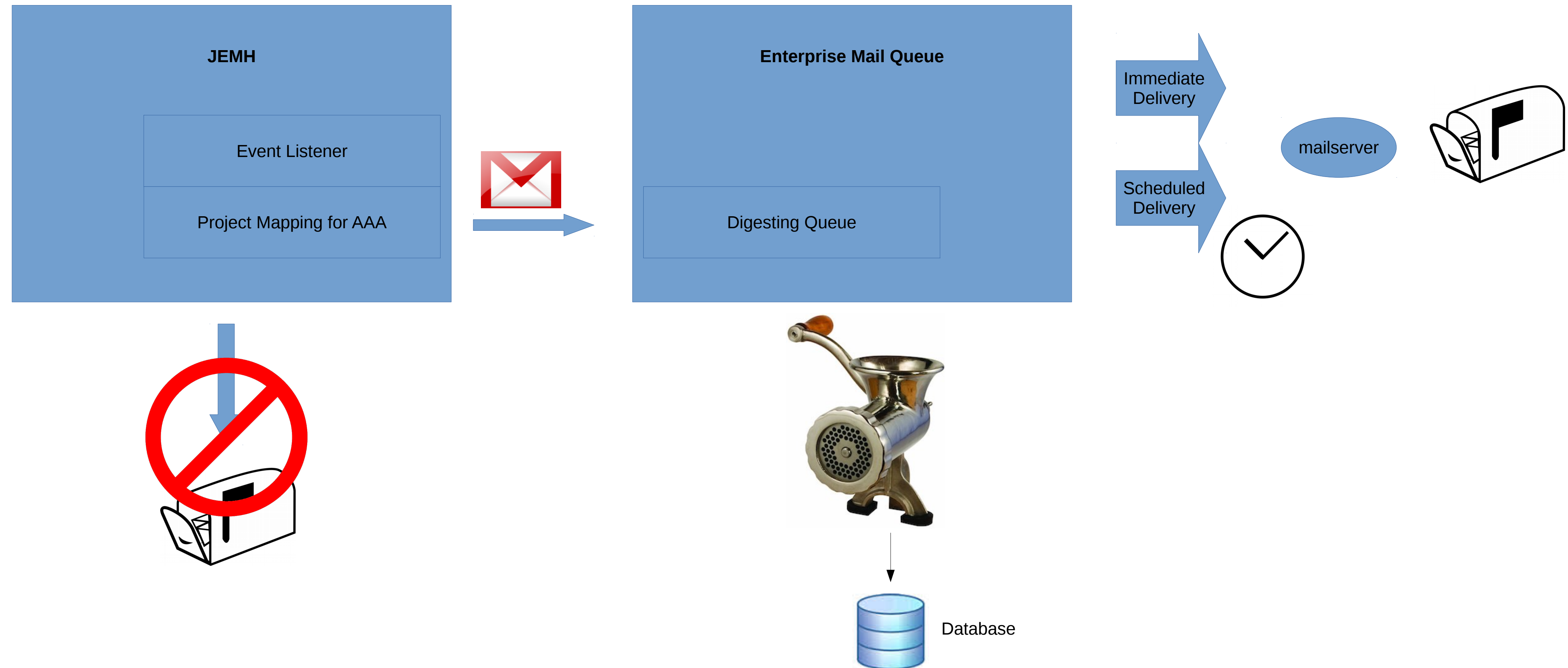
- Template Sets
- Velocimacros

- Design time preview

- 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

Project settings

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

Enterprise Message Handler

JEMH Configuration (SOFTWO)

Overview

Blacklisting

Static Resources

Adhoc Permissions

Test Cases

Auditing

The following configurations can be used to cause JEMH to silently drop (with an audit entry) match

NOTE: This section uses regular expressions, where . means any character and \* means any number

Blacklist by Email Subject

Lots of emails come with content that indicates it should be ignored, eg Out of Office. Sometimes the

Subjects (well, specifically, regexps matching those subjects), can be added here, and will be used

audited).

Subjects containing some symbols need to be specifically identified in the regexp, eg ( need to be escaped

Create a Blacklisted Subject

ID

Blacklist Subject

1

Out of Office.\*

2

Delivery Status Notification [Failure]

3

.\*JEMH has rejected your email.\*

4

.\*JEMH forwarded message

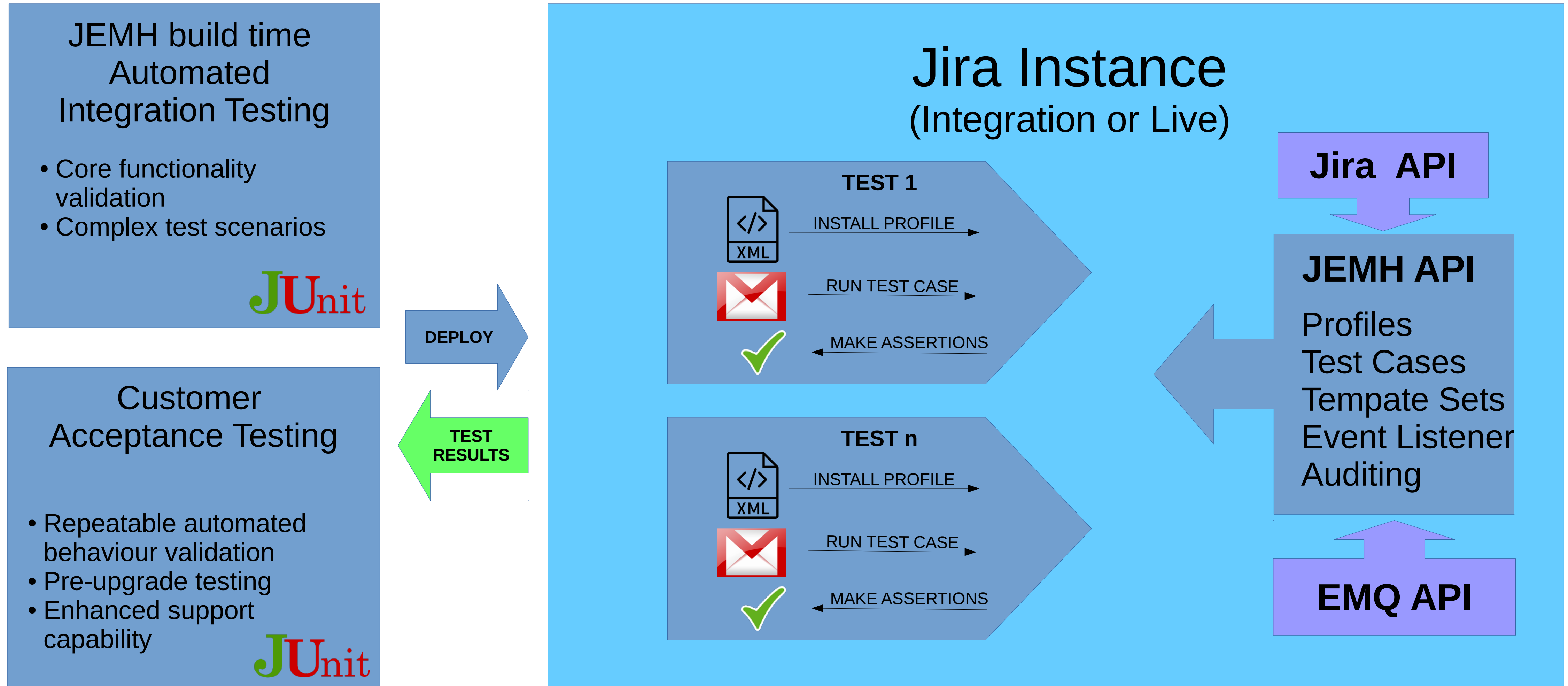
Blacklist by URL

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/>

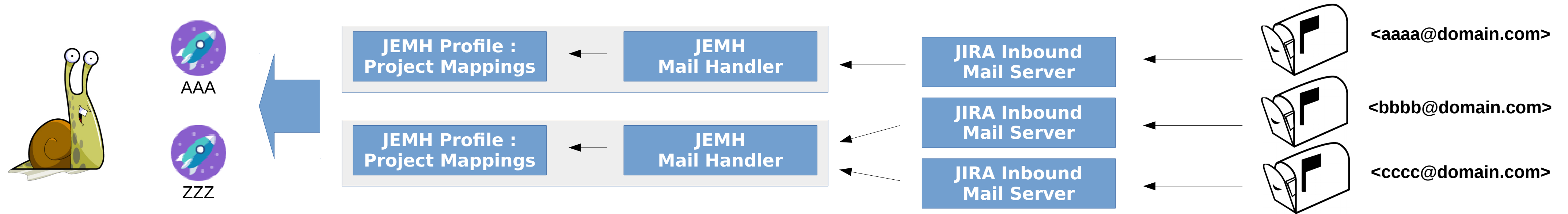
# Contact

- **Support** [jemh-support@thepluginpeople.com](mailto:jemh-support@thepluginpeople.com)
- **Issues** [thepluginpeople.atlassian.net/browse/JEMH](https://thepluginpeople.atlassian.net/browse/JEMH)
- **Sales** [sales@thepluginpeople.com](mailto:sales@thepluginpeople.com)

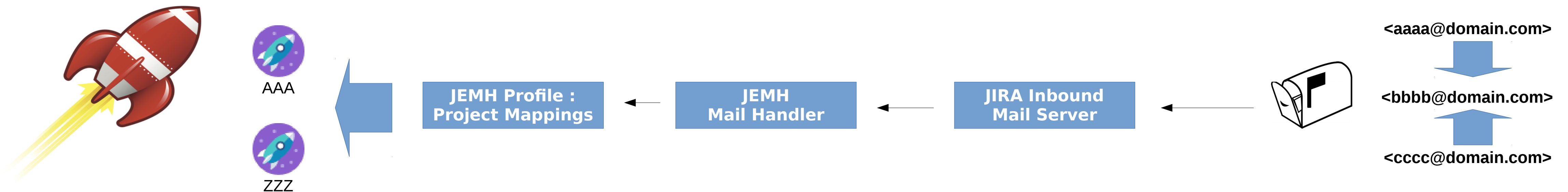




# Reduce mailbox polling to scale



- 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