# **Using Helpdesk Mail Handler**

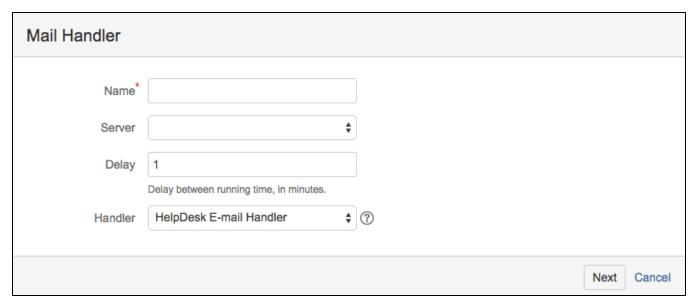
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### What's the problem?

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.

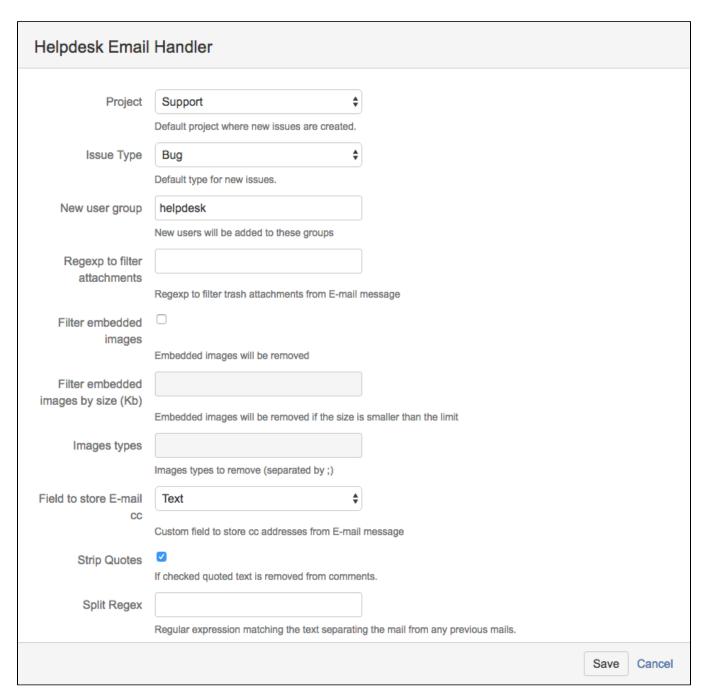


This mail handler is based on Atlassian 'Create a new issue or add a comment to an existing issue' mail handler. It has the same features and additionally allows to:

- 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:



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	empty subject			
issues with 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	t 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 Emai	l Handler			
	Detault 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	nessage		
Filter embedded				
images	Embedded images will be removed			
Filter embedded images by size (Kb)				
illiages by size (ND)	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	Email from copy \$	-		
55	Custom field to store cc addresses from E-mail	message		
Address to check				
	Some sender address to perform special action	s with E-mails from that sender		
Address action	<b>‡</b>			
	Action to perform with E-mails from that sender			
Project for address	Support			
	messages.hd.email.filtercheckproj.desc			
Issue type for address	Sub-Task			
444,000	Issue type to create issues from E-mails from the	nat sender		
			Save	Cancel

The result.

