

Using Helpdesk Mail Handler

- [What's the problem?](#)
- [Installing Helpdesk Mail Handler](#)
- [Configuring Helpdesk Mail Handler](#)
- [Addresses of customers from a copy \(content of Email's CC field\)](#)

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.

Mail Handler

Name *

Server

Delay

1

Delay between running time, in minutes.

Handler

HelpDesk E-mail Handler

Next

Cancel

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

Default project where new issues are created.

Issue Type

Default type for new issues.

New user group

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

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.

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	<input type="text"/>
	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	<input type="text" value="empty subject"/>
	This value will be set as subject for issues from E-mails with empty subjects
Catch Email Address	<input type="text"/>
	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.



Sales / SALE-12726

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