

JIRA Transition Script for Comments



A hint - Dont let any "Post Function" call in this script "Fire a **Issue Commented** event that can be processed by the listeners." - this will make a loop, as the Listener call itself etc etc

```
// Class to Transist issues on Comments

package com.netic.listener

import com.atlassian.jira.ComponentManager
import com.atlassian.jira.component.ComponentAccessor
import com.atlassian.jira.issue.link.IssueLink;
import com.atlassian.jira.issue.comments.CommentManager
import com.atlassian.jira.util.JiraUtils;
import com.opensymphony.workflow.WorkflowContext;
import com.atlassian.jira.event.issue.AbstractIssueEventListener
import com.atlassian.jira.event.issue.IssueEvent
import com.opensymphony.workflow.WorkflowContext
import com.atlassian.jira.workflow.WorkflowTransitionUtil;
import com.atlassian.jira.workflow.WorkflowTransitionUtilImpl;
import com.atlassian.jira.util.JiraUtils;

class ExampleListener extends AbstractIssueEventListener {
    ComponentManager componentManager = ComponentManager.getInstance();
    def issueLinkManager = ComponentAccessor.getIssueLinkManager();
    def authContext = componentManager.getJiraAuthenticationContext()

    WorkflowTransitionUtil workflowTransitionUtil = ( WorkflowTransitionUtil ) JiraUtils.loadComponent(
WorkflowTransitionUtilImpl.class );
    @Override
    void workflowEvent(IssueEvent event) {
        String issueid      = event.issue.id
        String issuekey      = event.issue.key
        String status        = event.issue.getStatusObject().getName()
        String eventid       = event.getEventTypeId()
        String issuetype      = event.issue.issueTypeObject.name
        String currentuser   = event.getUser()
        currentuser = currentuser.split(":")[0]
        Integer transition = 0
        System.out.println("script=Listener.groovy IssueKey=" + issuekey + " action=StartScript")
        System.out.println("script=Listener.groovy IssueKey=" + issuekey + " currentUser=" + currentuser)
        System.out.println("script=Listener.groovy IssueKey=" + issuekey + " eventid=" + eventid)
        System.out.println("script=Listener.groovy IssueKey=" + issuekey + " issuetype=" + issuetype)
        System.out.println("script=Listener.groovy IssueKey=" + issuekey + " status=" + status)
        if (issuetype == "Task" || issuetype == "Service Request")
        {
            if (status == "Waiting for Customer") // Task And Service Request
            {
                if (issuetype == "Service Request")
                {
                    transition = 831 // 831 = Reply from Customer
                    System.out.println("script=Listener.groovy IssueKey=" + issuekey + " setting transition to 831")
                }
                if (issuetype == "Task")
                {
                    transition = 841 // 841 = Reply from Customer
                    System.out.println("script=Listener.groovy IssueKey=" + issuekey + " setting transition to 841")
                }
            }
        }
        if (status == "Resolved" || status == "Closed")
        {
            transition = 3 // 3 = Reopen
            System.out.println("script=Listener.groovy IssueKey=" + issuekey + " setting transition to 3")
        }
        if (status == "Inactive")
        {
            transition = 761 // 761 = Reply from Customer
            System.out.println("script=Listener.groovy IssueKey=" + issuekey + " setting transition to 761")
        }
    }
}
```

```

    }
    if (status == "Frozen")
    {
        transition = 801 // 801 = Unfreeze
        System.out.println("script=Listener.groovy IssueKey=" + issuekey + " setting transition to 801")
    }
}
if (issuetype == "Incident") // Incident
{
    if (status == "Awaiting External Response")
    {
        transition = 211 // 211 = Resume Investigation
        System.out.println("script=Listener.groovy IssueKey=" + issuekey + " setting transition to 211")
    }
}
if (transition != 0 )
{
    // Transist Issue
    workflowTransitionUtil.setIssue(event.issue);
    workflowTransitionUtil.setUsername(currentuser);
    workflowTransitionUtil.setAction (transition)
    // Validate and transition issue
    workflowTransitionUtil.validate();
    workflowTransitionUtil.progress();
    status = event.issue.getStatusObject().getName()
    System.out.println("script=Listener.groovy IssueKey=" + issuekey + " Issue " + issueid + " transited to
new status: " + status)
}
    System.out.println("script=Listener.groovy IssueKey=" + issuekey + " action=EndScript")
}
}

```

EventId Table

| Event | Id |
|-----------------|----|
| Issue Commented | 6 |
| Issue Updated | 2 |

Sample output in catalina.out for an issue that is Transitioned

From "Waiting for Customer" to "Open" - Workflow Transtion number 841 - event number 2 (Issue Updated)

```

script=Listener.groovy IssueKey=SUPPORT-6730 action=StartScript
script=Listener.groovy IssueKey=SUPPORT-6730 currentUser=neticsupport
script=Listener.groovy IssueKey=SUPPORT-6730 eventid=2
script=Listener.groovy IssueKey=SUPPORT-6730 issuetype=Task
script=Listener.groovy IssueKey=SUPPORT-6730 status=Waiting for Customer
script=Listener.groovy IssueKey=SUPPORT-6730 setting transition to 841
script=Listener.groovy IssueKey=SUPPORT-6730 Issue 27871 transited to new status: Open
script=Listener.groovy IssueKey=SUPPORT-6730 action=EndScript

```

Sample output in catalina.out for an issue that is **not** Transitioned

```
script=Listener.groovy IssueKey=NSP-5692 action=StartScript
script=Listener.groovy IssueKey=NSP-5692 currentUser=neticsupport
script=Listener.groovy IssueKey=NSP-5692 eventId=6
script=Listener.groovy IssueKey=NSP-5692 issuetype=Service Request
script=Listener.groovy IssueKey=NSP-5692 status=Open
script=Listener.groovy IssueKey=NSP-5692 action=EndScript
```