
Jira Server Add-in

Installation and user guide





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Introduction

Jira Server Add-in for RingCentral app allows users to embed their Jira workflows directly into RingCentral team messaging for a seamless task management experience and communication with co-workers.

Feature overview

For administrators

- Easy installation from within the Apps tab of the RingCentral app.
- Install the Jira Server Add-in to any conversation of choice.

For end users

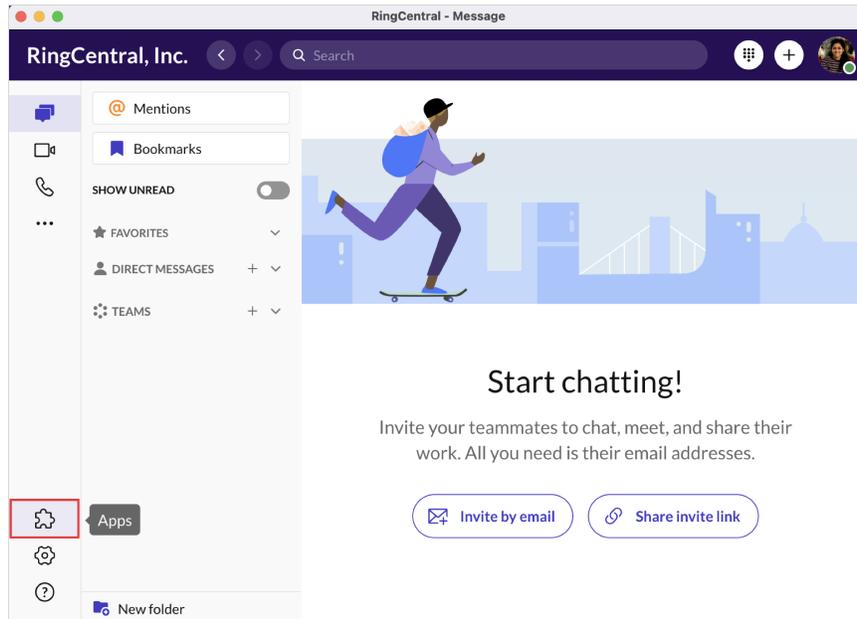
- Receive real-time message notifications of Jira tickets whenever they are created or updated to a conversation of choice.
- Receive notifications in a direct, group, or team message.
- Add comments, change ticket status and due dates with interactive buttons available within the message notifications.
- Manage communication with co-workers and Jira ticket updates from the same conversation.
- Take your work wherever you go, receive Jira notifications on any device including desktop, mobile, or tablet.

System requirements

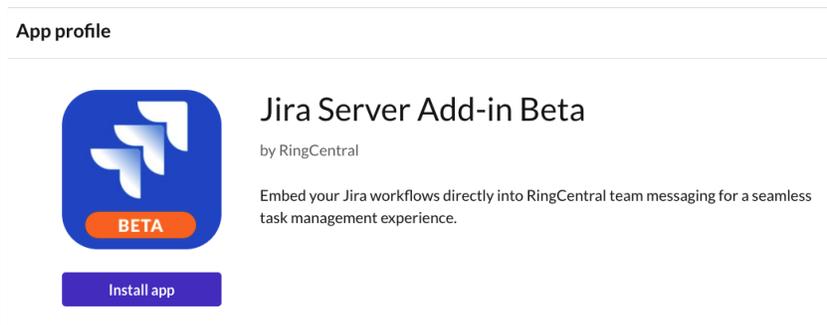
- Users should have a RingCentral MVP account
- Users should have the latest version of the [RingCentral app](#) installed on their devices.
- Users should have **administrator access** to Jira Server or on-premise software or be able to contact their company Jira administrator to install add-in to their RingCentral conversations.
- Users should have a Jira Server or on-premise account to login to the add-in and update their Jira tickets from within the RingCentral app.

Installation (for Jira administrator)

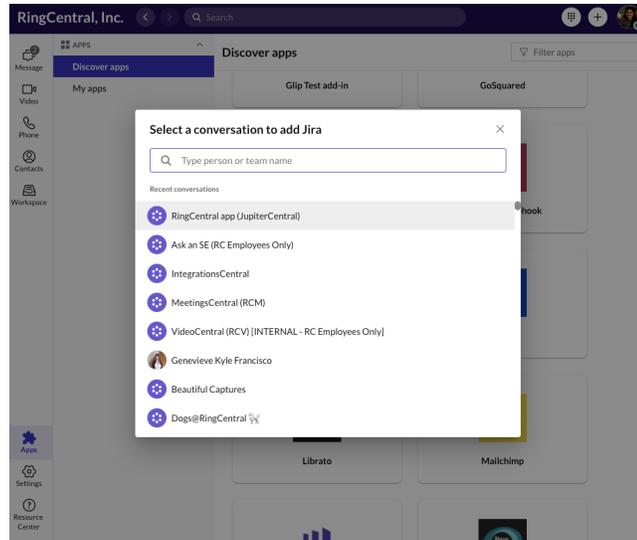
1. Navigate to the Apps tab of the RingCentral app



2. Search for Jira Server Add-in



3. Select 'Install app' and select the conversation where you would like to receive the Jira ticket updates.



4. Once a conversation is selected, enter your Jira web address (Example: <http://jira.mycompany.com>).
Login to your Jira Server on a web browser and follow the steps mentioned in the RingCentral app to link your Jira Server and RingCentral conversation using webhooks.

Set up Jira Server Add-in

App will be added to:
Integration Development - Google

 Embed your Jira workflows directly into RingCentral team messaging for a seaml...

Confirm your Jira Server's web address
Enter the web address you use to access your Jira Server instance

To set WebHook, follow these steps:

1. Sign in to your Jira Server as an administrator.
2. Select the gear icon in the upper-right corner and choose "System" from the Settings menu.

[Having trouble? Set up manually](#)

[Cancel](#) [Finish](#)

Important note: Make sure to whitelist RingCentral IP addresses so the add-in can successfully connect to your company's network to post ticket updates. Click [here](#) for guidelines to whitelisting.

5. Before proceeding to Step 6, double-check the following in the Webhook configuration in your Jira Server administration section
 - a. If you have selected your required issue related events to receive in RingCentral app.

The screenshot shows the 'Events' configuration page in Jira. It is divided into three main sections: 'Issue related events', 'User related events', and 'Jira configuration related events'. Under 'Issue related events', there is a JQL filter set to 'All Issues'. Below this, there are six columns of event types: Attachment, Entity property, Issue link, Worklog, Issue, and Comment. Each column has checkboxes for 'created', 'updated', and 'deleted'. In the 'Issue link' column, 'created' and 'deleted' are checked. In the 'Issue' column, 'created', 'updated', and 'deleted' are checked. In the 'Comment' column, 'created', 'updated', and 'deleted' are checked. The 'User related events' section has checkboxes for 'User' (created, deleted, updated), all of which are unchecked. The 'Jira configuration related events' section has a sub-section 'Features status change (enabled/disabled)' with checkboxes for 'voting', 'watching', 'unassigned issues', 'subtasks', 'attachments', 'issue links', 'time tracking', and 'time tracking provider'. 'watching', 'subtasks', and 'attachments' are checked.

- b. If you have pasted the correct webhook URL in the webhook configuration page in Jira.

The screenshot shows the 'Name', 'Status', and 'URL' fields of the webhook configuration page. The 'Name' field is labeled 'Name *' and contains the text 'PM Webhook listener'. The 'Status' field is labeled 'Status *' and has two buttons: 'Enabled' (which is selected) and 'Disabled'. The 'URL' field is labeled 'URL *' and contains the text 'https://jira-addin-lab.integration.ringcentral.com/jiraWebHookHandler/Od6E'. Below the URL field, there is a list of variables that can be used in the URL: \${attachment.id}, \${board.id}, \${comment.id}, \${issue.id}, \${issue.key}, \${mergedVersion.id}, \${modifiedUser.accountId}, \${modifiedUser.key}, \${modifiedUser.name}, \${project.id}, \${project.key}, \${property.key}, \${sprint.id}, \${version.id}, and \${worklog.id}. A 'Read more' link is also present.

6. Once the webhooks are configured, select the Finish button to complete installation.

Set up Jira Server Add-in

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 Embed your Jira workflows directly into RingCentral team messaging for a seaml...

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[Having trouble? Set up manually](#)

[Cancel](#) [Finish](#)

7. Once the Jira Server Add-in is successfully installed to the RingCentral conversation, a login message is posted as shown in the image.

 **Jira Server Add-in**

Login to Jira

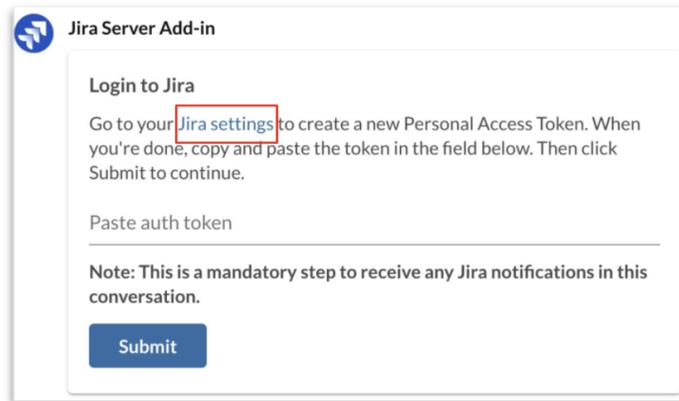
Go to your [Jira settings](#) to create a new Personal Access Token. When you're done, copy and paste the token in the field below. Then click Submit to continue.

Paste auth token

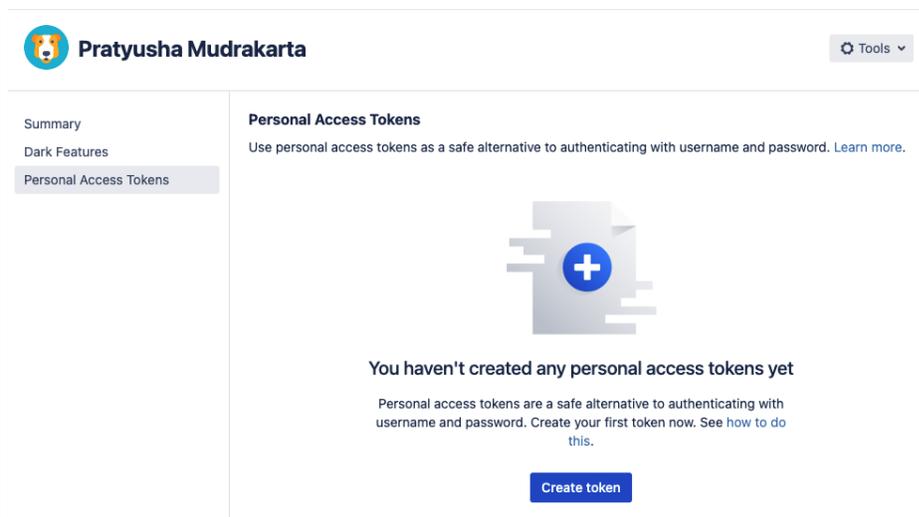
Note: This is a mandatory step to receive any Jira notifications in this conversation.

[Submit](#)

8. Next, click on the embedded link within the Login message to create a personal access token that can be used to connect your Jira account with your RingCentral account.



9. On clicking the link, you will be taken to your Jira profile on the web browser. Select personal access token and click on the “Create token” button.



10. Next, enter a token name and set the expiry date. Click Create.
If you want the token to never expire and keep you logged into the Jira Sever Add-in, uncheck the *Automatic expiry* checkbox and click Create.

Create a personal access token

Use personal access tokens as a safe alternative to authenticating with username and password.

i Personal access tokens are as important as passwords and should be equally protected.

Token Name *

Number of characters remaining: 40

Permissions

Permission level of personal access tokens is set to the level of access you currently have.

Expiry date

For security reasons, you can set this token to automatically expire. You can't change the expiry date once the token is created.

Automatic expiry

Days until expiry

The token will expire on 20 April 2022.

Create Cancel

Copy the displayed token and paste it back in the login message posted by the Jira Server Add-in in RingCentral app. Click Submit.

New personal access token created

Copy the token and store it in a safe space. You won't be able to see your token once you click **Close**.

ODMzNTk0MzY1NzQ0Or/b5DMCX1pOZiCJY2zniLMOhm0+



Close

Jira Server Add-in

Login to Jira

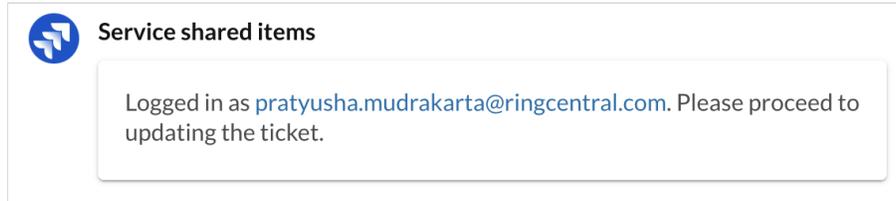
Go to your [Jira settings](#) to create a new Personal Access Token. When you're done, copy and paste the token in the field below. Then click Submit to continue.

Paste auth token

Note: This is a mandatory step to receive any Jira notifications in this conversation.

Submit

11. A confirmation message for your login will be posted in the conversation. You and other members in the conversation will start receiving the Jira ticket updates.

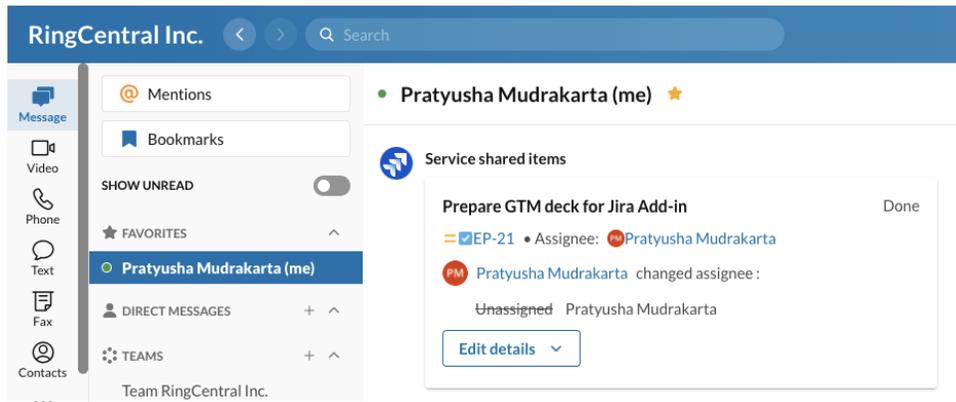


Features in detail

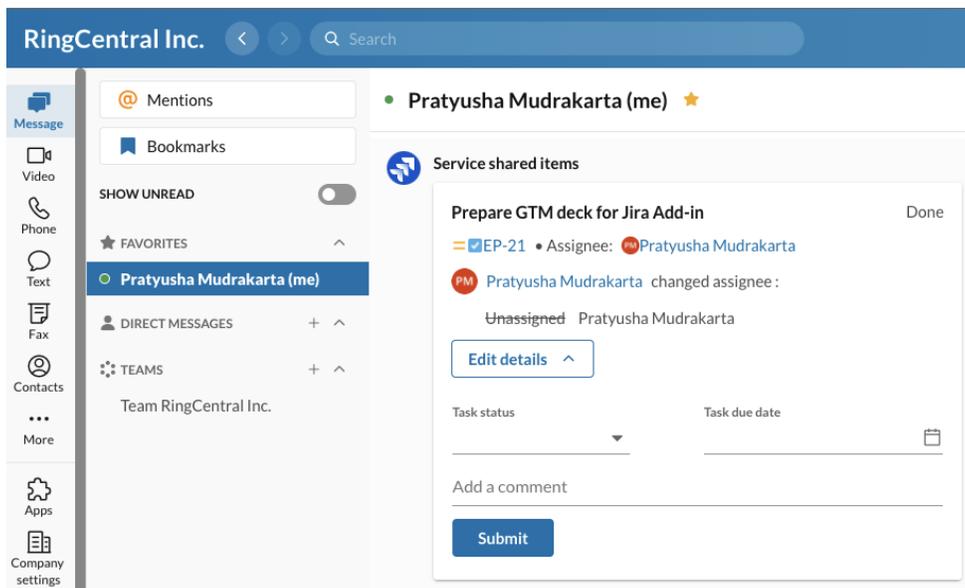
Once installation is complete by the Jira administrator, the Jira Add-in will start posting messages in the selected RingCentral conversation, notifying users everytime an update is made in Jira.

The message notification consist of 2 parts

1. **Part 1:** A collapsed message that displays static information such as
 - a. Jira ticket Summary
 - b. Jira ticket number
 - c. A link to the Jira ticket
 - d. Ticket type (Task, Epic, Bug, etc.)
 - e. Ticket status
 - f. Ticket priority
 - g. Ticket assignee
 - h. New change and the user's name who changed it



2. **Part 2:** On selecting the 'Edit details' button, the message expands to displays editable fields such as
 - a. Ticket status
 - b. Ticket due date
 - c. Comment

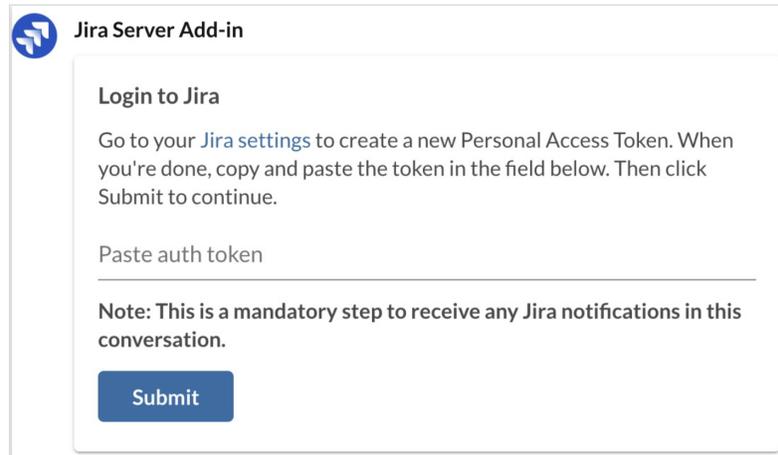


Login to Jira Add-in (for end users)

In order to update the Jira tickets from the RingCentral app using the Jira Server add-in, users need to login.

Important note: This step is crucial so the Jira Server add-in can map the user's RC account to their Jira account and correctly push the update back to their Jira account.

1. When a user is not logged into the Jira Add-in and tries to update one of the fields, the add-in will post a message as such



Jira Server Add-in

Login to Jira

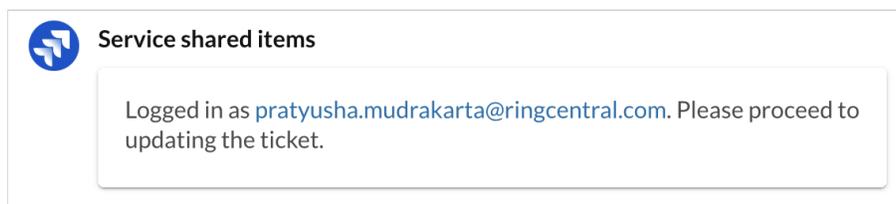
Go to your [Jira settings](#) to create a new Personal Access Token. When you're done, copy and paste the token in the field below. Then click Submit to continue.

Paste auth token

Note: This is a mandatory step to receive any Jira notifications in this conversation.

Submit

2. Users need to follow step 9 to step 11 in the previous section to connect their Jira account with the Jira Add-in.
3. After pasting the auth token, select 'Submit'. A confirmation message for your login will be posted in the conversation. The user can now proceed to updating the ticket.

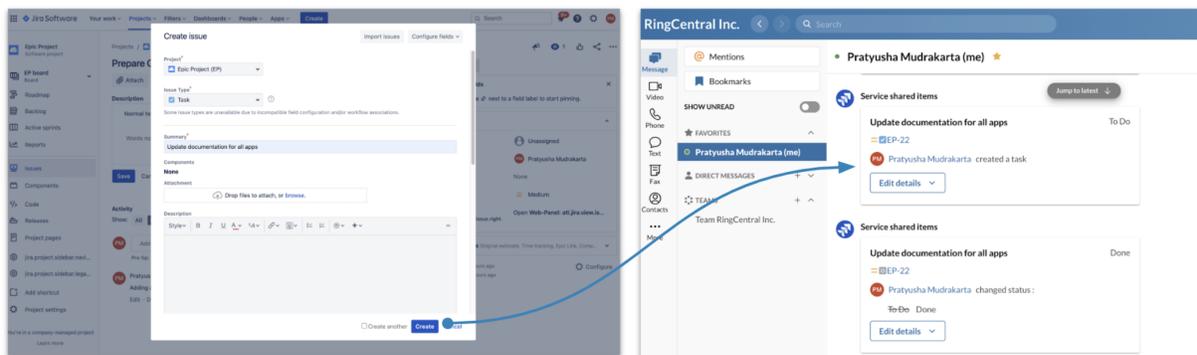
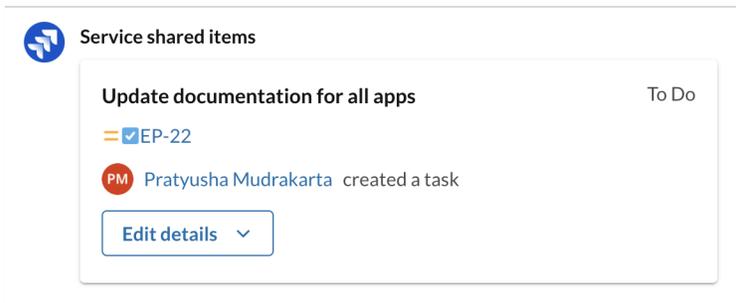


Service shared items

Logged in as pratyusha.mudrakarta@ringcentral.com. Please proceed to updating the ticket.

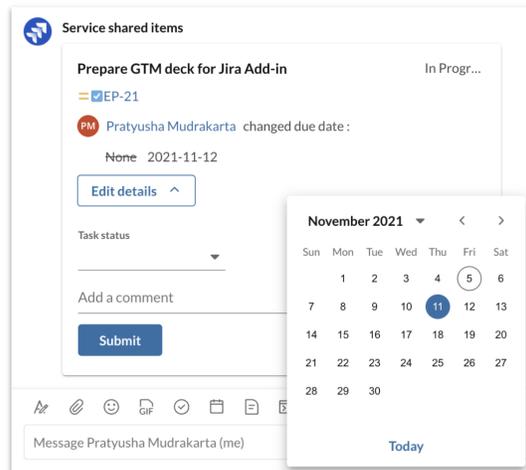
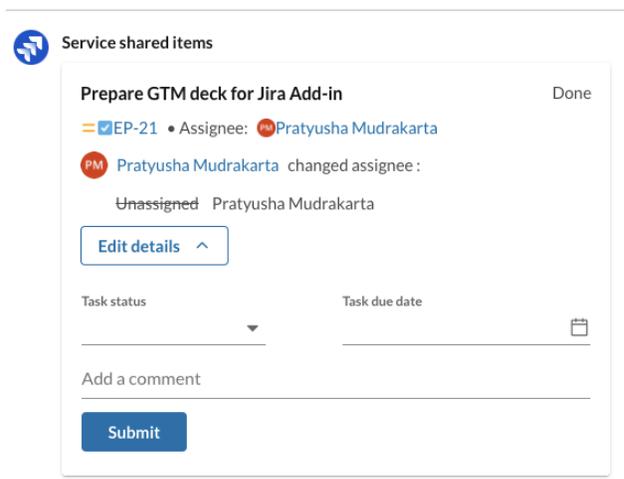
Feature examples

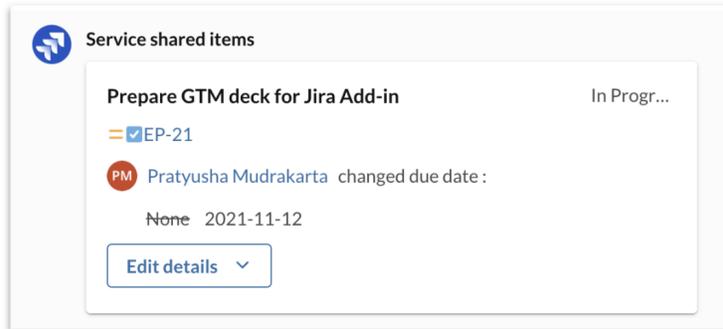
1. Jira Server Add-in posts a notification in user's RingCentral messages when a ticket is created.



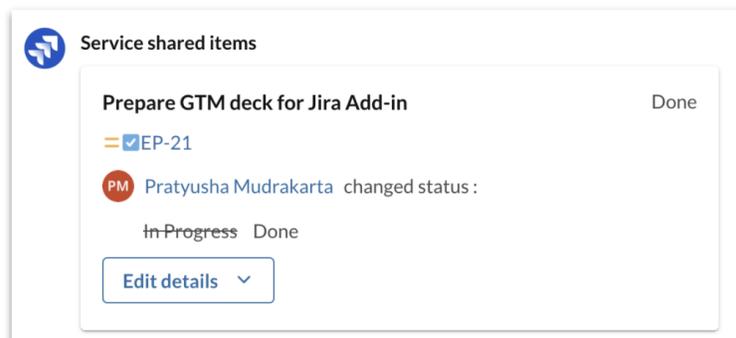
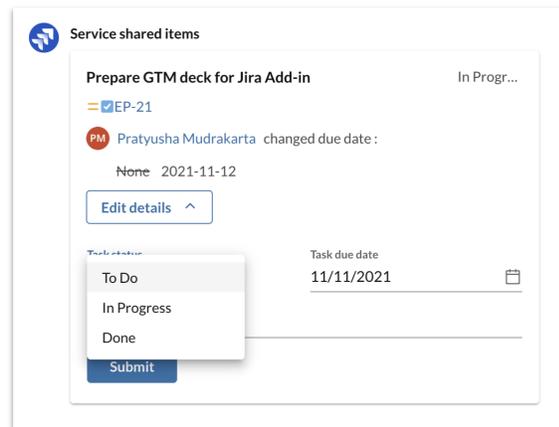
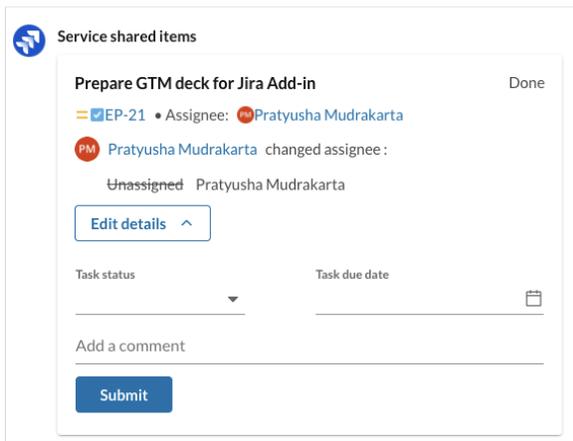
- Users can update the due date by selecting the 'Due date' field in the expanded version of the message. Select 'Submit' to post a new message in the conversation confirming the update.

Important Note: Due date is not a default field available in Jira Server. Administrators have to add the field to all the Jira projects so users can update the due date from the Jira Add-in.





- Users can update the ticket status by selecting the relevant option from the 'Status' field in the expanded version of the message. Select 'Submit' to post a new message in the conversation confirming the update



- Users can add a comment to the ticket by typing it in the 'Add a comment' text box provided in the expanded version of the message.

Service shared items

Prepare GTM deck for Jira Add-in Done

EP-21 • Assignee: Pratyusha Mudrakarta

Pratyusha Mudrakarta changed assignee :

Unassigned Pratyusha Mudrakarta

Edit details ^

Task status Task due date

Add a comment

Submit

Service shared items

Update documentation for all apps Done

EP-22

Pratyusha Mudrakarta changed status :

To Do Done

Edit details ^

Task status Task due date

This task is now completed and closed

Submit

Service shared items

Update documentation for all apps Done

EP-22

Pratyusha Mudrakarta added a comment:

This task is now complete and closed

Edit details v

5. Users can update one or all fields at once from the message and select 'Submit'. Doing so, the add-in will post a new message for each update.

Service shared items

Prepare GTM deck for Jira Add-in Done

EP-21

Pratyusha Mudrakarta changed status :

In Progress Done

Edit details ^

Task status Task due date

11/18/2021

Teams need more time to complete this task. We have updated the

Submit

Service shared items

Prepare GTM deck for Jira Add-in Done

EP-21

Pratyusha Mudrakarta changed due date :

2021-11-18 2021-11-18

Edit details v

Service shared items

Prepare GTM deck for Jira Add-in Done

EP-21

Pratyusha Mudrakarta added a comment:

Teams need more time to complete this task. We have updated the due date.

Edit details v

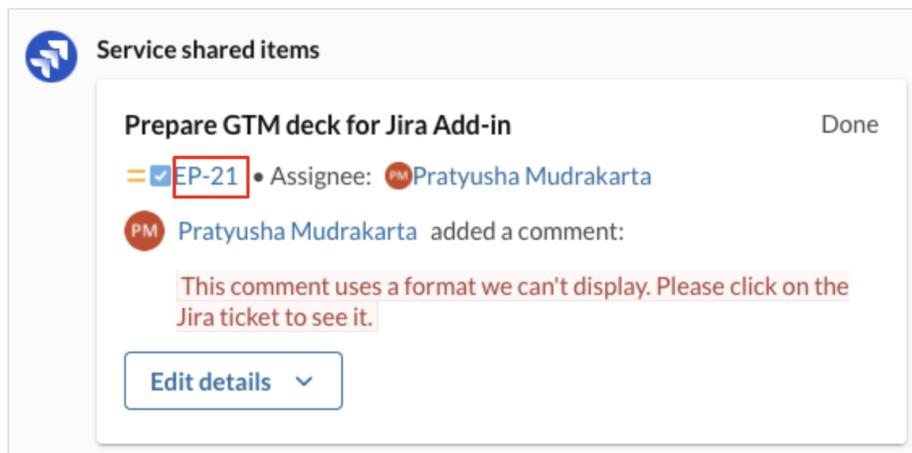
FAQ's

1. I do not have administrator privileges for my Jira Server account, can I install the Jira Add-in?

Answer: You could try installing the add-in but since you did not configure the webhook URL or select the issue related events, the Jira Server Add-in would not be able to post Jira ticket updates to your RingCentral conversation. These configurations can only be done by a user with administrator access.

2. I am seeing an error saying unsupported format when I tried adding a comment in my Jira ticket.

Answer: Some of the formats for comments such as image attachments, @mentions and tables are not currently supported by the Jira Server Add-in. To view the comment, please click on the ticket link provided in the message to open the Jira ticket in your browser.



3. I am receiving a lot of Jira ticket updates in my RingCentral conversation that are not relevant to me. What can I do to filter them?

Answer: Your Jira administrator would be able to filter issue related updates relevant to your RingCentral conversation during configuration. They can always go to the administration section → Webhooks to modify them.

Events

Issue related events

You can specify a JQL query to send only events triggered by matching issues. The JQL filter only applies to events under the Issue and Comment columns.

All issues

[Syntax help](#)

Support

For more help, visit support.ringcentral.com or call 1(888)528-7464.