FAQ Notifications cloud

Do Raley Emails Notifications store private data as defined by Atlassian.

No, we do not store user's private data

Where are you hosted?

Our servers are located in New York City, US.

Are Raley notifications replacing standard Jira/JSM notifications?

No, our notifications system has nothing in common with Jira/JSM notifications. You can use Raley and Jira/JSM notifications at the same time without conflicting.

Raley does not switch off or modify in any way existing Jira Notification Schemes or JSM Customer notifications

Which servers are sending Emails from Raley?

Emails can be sent from the following IP's:

45.55.218.70

161.35.132.150

138.197.14.52

64.225.21.7

What do I need to get started with Raley Notifications?

If you're in the Cloud version then you will need:

- Subscription to Cloud JIRA
- JIRA Admin permissions to setup our add-on

Templating is difficult... Do you provide example templates?

Yes, please have a look here: Predefined Customer Email Notification templates. Also, you're most welcome to use our Template Wizard

We have another add-on that has to do something before Raley should handle the Jira event. Can you delay your processing?

Yes, we can delay processing of events on your Atlassian instance. Please file us a ticket via support portal https://inversionpoint.atlassian.net/servicedesk/customer/portal/3

How to format JIRA fields?

DateTime fields

By default, JIRA json is returning datetime fields in the following form: 2015-12-10T14:25:20.374+1100 which is fine for computers, but hard to read for humans. With Raley templates you can use a dedicated function to format JIRA dates using the format you prefer.

We use ISO 8601 format for displaying dates. For mor information, refer to https://en.wikipedia.org/wiki/ISO_8601

Here's an example of datetime formatting:

```
#foreach ($issue in $issues)
 Project: $issue.fields.project.name Issue type: $issue.fields.issuetype.name
 Date and time of creation: $jirassimo.formatDate($issue.fields.created, "dd MMM yy hh:mm")
 Reporter: $issue.fields.reporter.name
#end
```

How to use Settings?

Check out this article.

Sending to different Slack channels depending on user's email

Sometimes you need to send a message to email or Slack channel but the address is not directly specified in the JIRA issue. Instead, you need to resolve it by some key be it username, team name etc. In situations like this you will need to use Settings, which are technically just a properties map of key=value pairs:

Email to Slack binding

```
me@dot.com=#general
you@dot.com=#technical
somebody@dot.com=#marketing
...
```

And in your template you just need to resolve a value from settings based on the key at hand. It is as simple as:

```
#foreach ($issue in $issues)
    $jirassimo.settingValue($issue.fields.customfield_10000)
#end
```

How to use custom scheduled event?

This is another name for scheduled messaging. The whole idea here is that Raley will not react on specific events in your host Jira, but rather poll it at specific times and send messages about issues that are relevant to JQL.

To save your time, here're the most popular CRON expressions that you might find useful while configuring your own messenger:

Expression	Explanation
0 0 10 ? * MON-FRI	Run daily from Monday to Friday at 10AM
0 0 9 1/1 * ? *	Run daily at 9AM
0 0 12 1/1 * ? *	Run daily at 12AM

Our messaging system is implemented in such a way that at the beginning of every hour it checks all custom scheduled messengers to understand which of them are *eligible to run* during this hour. If specific messenger is eligible, then it will be run right away. You should keep in mind that since messengers are run hourly, then it doesn't make sense to use a CRON expression like this (running messenger every 10 minutes):

```
0 0/10 * 1/1 * ? *
```

If you still do, the corresponding messenger will still run only once per hour.

How are run-time errors reported?

Each messenger might return an error generated at runtime. Examples of this errors are:

- Insufficient privileges in Jira - for instance, retrieval of related users or projects.
- Errors during template evaluation. Some fields might be missing or in wrong format
- Bad credentials for Email or Slack.
- IO related problems

These errors would be normally reported to user on the list of Raley notifications just below the names of respective messengers. When you fix it, assuming that the fix was correct, the error message will disappear next time the current messenger is successfully run.

Also, you can check Send Audit tab and look for the notifications that have Status = Error.