

How to Impersonate a Comment in Jira Cloud

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Note: It is not possible to impersonate comments in [Basic connections](#).

By default, Exalate adds a comment, received from the other side on behalf of [the proxy user](#).

The comment looks like the following:

```
✓ Exalate added a comment - 1 hour ago
Administrator (blue) commented:
Have a look at following solution
  • Install exalate
  • Configure relation
  • Done
```

Source side

Outgoing sync

To send comments to the destination instance use the following script:

```
replica.comments = issue.comments
```

Destination side

1. Modify the comment body on each received comment to add the comment author via helper methods

With the help of [commentHelper](#) methods, you can manipulate comments and define how to apply received comments on the local issue.

Incoming sync

```
// Format each remote comment - add the author
issue.comments = commentHelper.mergeComments(issue, replica,
{
    comment ->
    comment.body =
        "[" + comment.author.displayName +
        "| email: " + comment.author.email + "]" +
        " commented: \n" +
        comment.body + "\n"
}
)
```

2. Assign the original comment author if exists in the local system, use the proxy user if not found

This method works for Jira Server and Jira Cloud.

Incoming sync

- Change the comment executor from the proxy user to the original comment author
- If the author does not exist in the local JIRA, use the proxy user as an author

```
replica.addedComments.each { it.executor = nodeHelper.getUserByEmail(it.author?.email) }
replica.changedComments.each { it.executor = nodeHelper.getUserByEmail(it.updateAuthor?.email) }
issue.comments = commentHelper.mergeComments(issue, replica, { it })
```

Result

The first comment was created by the proxy user, while the second comment was impersonated and the local administrator is the comment executor.

Product

[About Us](#) added a comment - 13 minutes ago - edited
This comment has been created by the administrator on the blue tracker, but is not impersonated

[Release History](#) 1
administrator added a comment - Now - edited

[Glossary](#) 2
This comment has been created by the administrator on the blue issue tracker.

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