

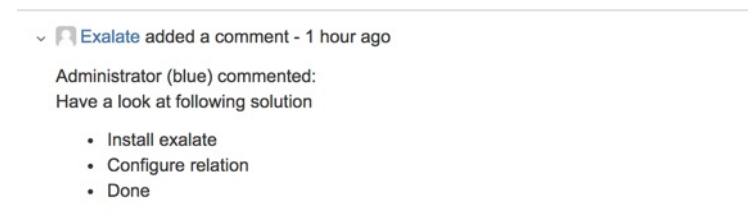
How to Impersonate a Comment in Jira Cloud

Last Modified on 01/15/2026 6:52 pm EST

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:



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	1
Release History 	This comment has been created by the administrator on the blue tracker, but is not impersonated	
Glossary 	 administrator added a comment - Now - edited	2
API Reference 	This comment has been created by the administrator on the blue issue tracker.	

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