

# How to Sync Watchers Field in Jira On-premise

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This article provides description and scripts that help you to synchronize issue watchers and create new users if they do not exist on the destination side.

**Watchers** field is one of the standard fields of an issue. You can synchronize it as any other issue fields. Exalate has a [helper method to create users](#) with no permissions. Use this method to sync the watchers list. For more information, please read [watchers issue field](#).

## Source Side

### Outgoing sync

Send watchers

```
replica.watchers = issue.watchers
```

## Destination Side (Jira on-premise)

Add the code below to the **Incoming sync** to create users if they don't exist on the receiving side.

```
// WATCHERS SYNC
issue.watchers = replica.watchers.each { w ->
  def _localW = nodeHelper.getUserByEmail(w.email)
  if (_localW == null) {
    // We create a user with no permissions, and with randomly generated password
    return nodeHelper.createUser(
      w.username,
      scala.util.Random$.MODULE$.alphanumeric().take(12).mkString(),
      w.email,
      w.displayName
    )
  }
  _localW
}
// END: WATCHERS SYNC
```

## Destination Side (Jira Cloud)

There's no API on Jira Cloud to create users if they don't exist. Exalate can lookup local users in different ways:

- by email, if the user email is not hidden in the Atlassian account settings
- by user accountID if the user email is hidden in the Atlassian account settings

### Incoming sync

Set local watcher based on the received user data from the remote side. If the user is not found locally then don't set any value.

```
// WATCHERS SYNC
def localWatchers = []
replica.watchers.each { w ->
  def _localW = nodeHelper.getUserByEmail(w.email)
  if (_localW != null) {
    localWatchers << _localW // Add to the local watchers list if the user exists
  }
}
issue.watchers = localWatchers
// END: WATCHERS SYNC
```

**Note:** Updating watchers on Jira Cloud does not trigger Exalate synchronization event. It means that watchers sync with the next issue update like new comment, description or other fields update.

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