

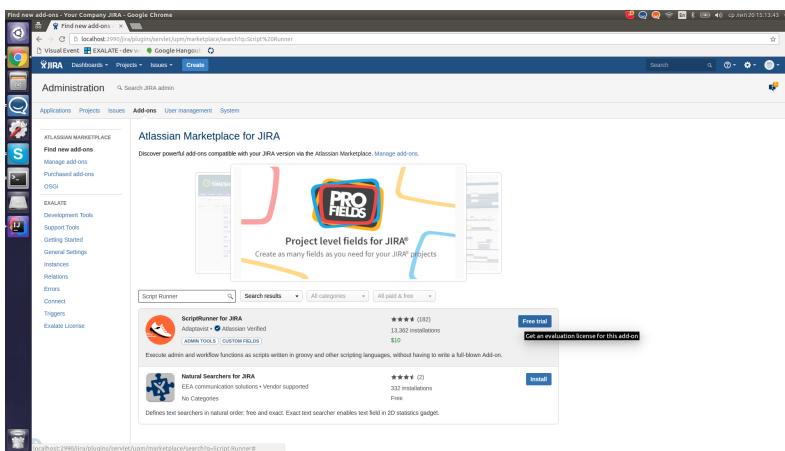
# How to Configure Script Runner listener to subscribe to EXALATED event

Last Modified on 01/15/2026 6:02 pm EST

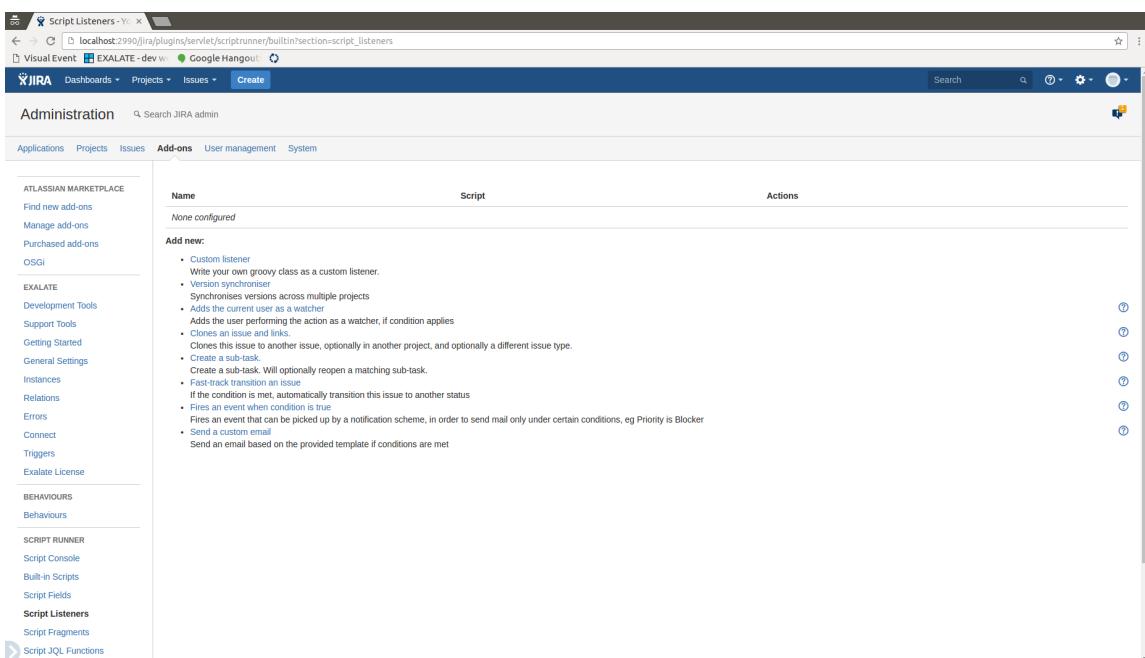
With Script Runner you can set up triggers to perform actions when issues have been Exalated. Let's assume we would like to trigger a sync back, once the issue has been exalated and modify our issue in some way. Let's say we would like a Mood custom field to be set to 'Happy' and a description of an issue to be 'Created from the Script Runner'. In order to achieve this one can easily configure a custom Script Listener to subscribe to the EXALATED Jira event.

To configure a Script Runner to subscribe to an EXALATED Jira event:

## 1. Install a Script Runner plugin for Jira:

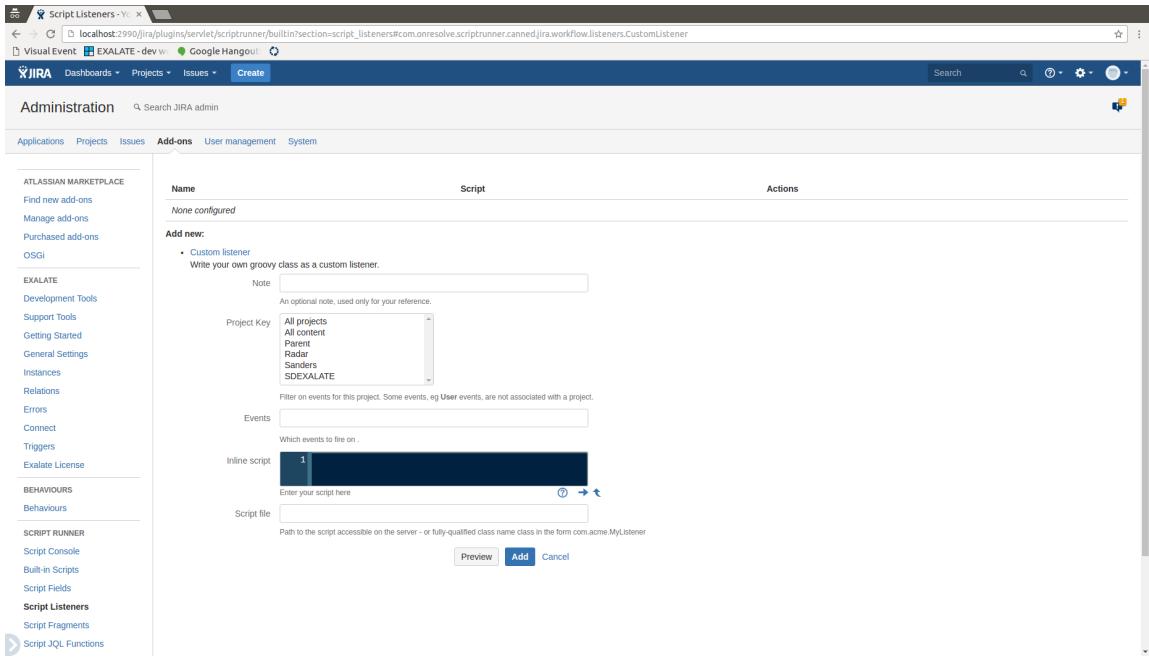


## 2. After a successful installation navigate to the Script Listeners section of the Script Runner plugin:



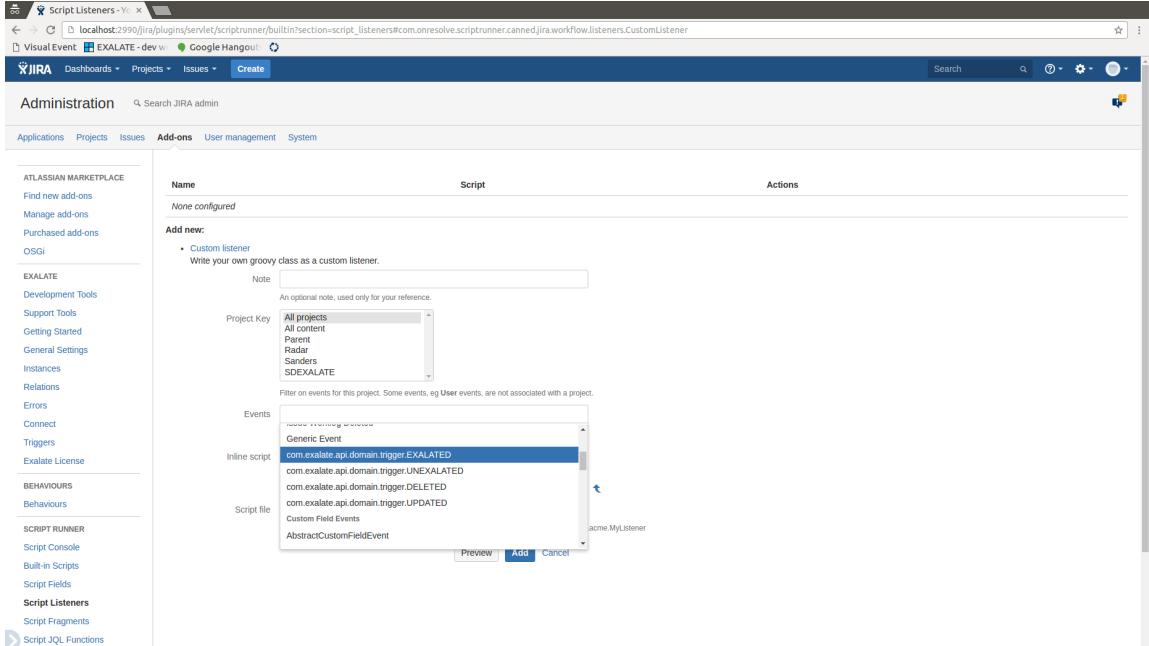
## 3. Pick **Custom listener** from the list. This takes you to the page where you can actually

create your custom listener:



The screenshot shows the JIRA Administration interface with the 'Add-ons' tab selected. On the left, a sidebar lists various add-ons like ATLISSIAN MARKETPLACE, EXALATE, and SCRIPT RUNNER. The main panel is titled 'Script Listeners' and shows a table with one row: 'None configured'. Below the table, there's a 'Add new:' section for creating a new custom listener. It includes fields for 'Name' (set to 'None configured'), 'Note' (an optional note), 'Project Key' (a dropdown menu showing 'All projects', 'All content', 'Parent', 'Radar', 'Sanders', and 'SDEXALATE'), 'Events' (a dropdown menu showing 'Which events to fire on', with a filter applied to show 'com.exalate.api.domain.trigger.EXALATED'), 'Inline script' (a text area containing the number '1'), and 'Script file' (a text area with a placeholder path). At the bottom of the form are 'Preview', 'Add', and 'Cancel' buttons.

4. Pick up the desired project from a dropdown list and choose a 'com.exalate.api.domain.trigger.EXALATED' event type from the list:



The screenshot shows the JIRA Administration interface with the 'Add-ons' tab selected. The 'Events' dropdown in the 'Add new' section is now expanded, showing a list of event types: 'com.exalate.api.domain.trigger.EXALATED' (which is highlighted in blue), 'com.exalate.api.domain.trigger.UNEXALATED', 'com.exalate.api.domain.trigger.DELETED', 'com.exalate.api.domain.trigger.UPDATED', 'Custom Field Events', and 'AbstractCustomFieldEvent'. The other fields in the form remain the same as in the previous screenshot.

5. Next step would be to write your custom listener script. It is written using Groovy language. Here's an example of such a script. The actual implementation can change depending on the JIRA version.

```

1 import com.atlassian.jira.event.issue.AbstractIssueEventListener
2 import com.atlassian.jira.event.issue.IssueEvent
3 import com.atlassian.jira.event.type.EventType
4 import com.atlassian.jira.event.type.EventTypeManager
5 import com.atlassian.jira.issue.Issue
6
7 import org.slf4j.Logger
8 import org.slf4j.LoggerFactory
9
10 class DefaultAccountListener extends AbstractIssueEventListener {
11
12     private final Logger LOG = LoggerFactory.getLogger(DefaultAccountListener.class)
13
14     private static final String EXALATED_EVENT_TYPE = "com.exalate.api.domain.trigger.EXALATED"
15     private static final String EXALATE_UPDATED_EVENT_TYPE = "com.exalate.api.domain.trigger.UPDATED"
16
17     @Override
18     void customEvent(IssueEvent event) {
19         Issue issue = event.issue
20         EventType eventType = eventTypeManager.getEventType(event.getEventTypeId())
21         LOG.debug("Custom event caught for issue ${issue.key}: type [${eventType.type}], name [${eventType.name}], nameKey [${eventType.nameKey}]")
22
23         if (eventType.name.equalsIgnoreCase(EXALATED_EVENT_TYPE)) {
24             LOG.debug("EXALATED event caught for issue ${issue.key}")
25         }
26     }
27 }

```

6. Save the listener, then navigate to an issue you'd like to Exalate and perform an Exalate operation:

The screenshot shows a JIRA issue page for 'test update' in project 'PAR-28'. The issue details are as follows:

- Type: New Feature
- Priority: Major
- Labels: None
- Mood: Sad
- Status: OPEN (View Workflow)
- Resolution: Unresolved

The 'People' section shows:

- Assignee: Kevin Spacey
- Reporter: admin
- Votes: 0
- Watchers: 1 (Stop watching this issue)

The 'Dates' section shows:

- Created: 07/Jul/16 6:11 AM
- Updated: Just now

The 'Activity' section shows:

- All: 0 comments
- Comments: 0 comments
- Work Log: 0 work logs
- History: 0 history
- Activity: 0 activity

The footer of the page includes:

- Atlassian JIRA Project Management Software (v7.0.0#70107-sha1:6cd5e8d)
- About JIRA
- Report a problem
- Powered by a free Atlassian JIRA evaluation license. Please consider purchasing it today.

Parent / PAR-28  
test update

Details

Type: Log Work  
Priority: Attach files  
Labels: Attach Screenshot  
Mood: Voters  
Stop Watching  
Watchers

Description

Click to add desc  
Create Sub-Task  
Convert to Sub-Task

Attachments

Move  
Link  
Clone  
Labels

Activity

Exalate  
Delete

Start Progress | Resolve Issue | Workflow | Admin

Status: OPEN (View Workflow)  
Resolution: Unresolved

People

Assignee: Kevin Spacey  
Assign to me  
Reporter: admin  
Votes: 0  
Watchers: Stop watching this issue

Dates

Created: 07/Jul/16 6:11 AM  
Updated: Just now

HipChat discussions

Do you want to discuss this issue? Connect to HipChat.  
Connect | Dismiss

Drop files to attach, or browse.

All | Comments | Work Log | History | Activity

There are no comments yet on this issue.

Comment

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7. Now let's wait until the synchronization is performed (there is a lozenge on the right side which indicates the state of the synchronization):

Parent / PAR-28  
test update

Details

Type: New Feature  
Priority: Major  
Labels: None  
Mood: Sad

Description

Click to add description

Attachments

Drop files to attach, or browse.

Activity

All | Comments | Work Log | History | Activity

There are no comments yet on this issue.

Comment

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Sync Status

SYNCHRONIZED

8. Once the issue has been Exalted, refresh the page and check whether the changes were applied:

Parent / PAR-28  
test update

[Edit](#) [Comment](#) [Assign](#) [More](#) [Start Progress](#) [Resolve Issue](#) [Workflow](#) [Admin](#)

**Details**

Type:	<a href="#">New Feature</a>	Status:	<a href="#">OPEN</a> (View Workflow)
Priority:	<a href="#">Major</a>	Resolution:	Unresolved
Labels:	None		
Mood:	Happy		

**Description**  
Created from the Script Runner

**Attachments**  
Drop files to attach, or browse.

**Issue Links**  
Exalated with [PAR-32 - test update](#)

**Activity**

All [Comments](#) [Work Log](#) [History](#) [Activity](#) [Remote Issues](#)

There are no comments yet on this issue.

[Comment](#)

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[Glossary](#) [?](#) We can see that the Mood has been changed to 'Happy' and that the description has changed as well.

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