

User Fields Don't Sync

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Problem

User fields don't sync assignee, reporter, watchers, voters, or custom fields of type User.

Synchronization works, no specific errors are raised by Exalate. When syncing, the issue remains unassigned and the reporter field is empty.

Cause

Due to [major changes to Jira Cloud REST APIs](#) which improve user privacy, we updated the [getUser](#) nodeHelper method. Now it relies on the AccountId for Jira Cloud.

Solution

You need to replace nodeHelper methods in the Sync Rules.

For Jira Cloud

Replace [nodeHelper.getUserByUsername](#) to [nodeHelper.getUser](#) or [nodeHelper.getUserByEmail](#)

If the destination side is Jira Cloud

Add the code below into the Incoming sync (create/change processor) on your side.

```
// set local assignee the same as remote using remote user accountId
issue.assignee = nodeHelper.getUser(replica.assignee.key)
//or
issue.reporter = nodeHelper.getUser(replica.reporter.key)
//or
issue.assignee = nodeHelper.getUserByEmail(replica.assignee.email)
issue.reporter = nodeHelper.getUserByEmail(replica.reporter.email)
```

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