

# Problem Filtering Internal Comments on Jira Service Management

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## Problem

Jira Service Management internal comments are sent to the remote instance. The Outgoing sync includes a script to filter out internal comments.

## Cause

Jira Cloud REST API has a limitation so Exalate cannot check whether the comment is internal when the request type is not set.

## Solution

1. Make sure the Outgoing sync on the source side has the following code:

```
replica.comments = issue.comments.findAll { !it.internal }
```

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2. Check if the Service Management issues have a request type configured.