The Plugin People @

Best Practice Session, 18 JUN
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Topics

- New in JEMH 3.0 for Server/DC
- Best Practice: Background and Setup
  - Handlers, Profiles and Profile Groups
- Best Practice: Usage
  - Mailbox tuning
  - Scripting, when OOB features are not enough
  - Comment cleanup
  - Auditing and mail retention
  - Testing quietly
- Q & A
New in JEMH 3.0

- JEMH 3.0 released SEP 2018 (89 issues resolved) for Jira 8+
- Data Center edition of JEMH with Marketplace only licensing
- New sidebar vertical navigation
- Project Mappings promoted
- New first launch wizard
- New ‘react’ Test Case and Auditing UI
  - Profile change auditing
  - Notification history
- New Slack Transport
- Service Desk ‘customer context’ supported
- Custom template: ‘add comment to issue’ from PostFunction/Adhoc
- Static attachment support in PostFunction
- Confirms on Project Mapping deletes (but, see auditing!)
Slack Transport

See Use the Slack Notification Transport on the wiki

Profile change auditing

See Use Profile Change Auditing on the wiki
Background and Setup

The Profile

- Basics: Handler, Profile
- Profiles have multi-project capabilities!
- Profile Reuse with mail handlers
- When to use additional Profiles
- How many Profiles is too many?

See Use Project Mappings on the wiki
Profile Groups

- What is a Profile Group
- Field Processors
- Many Project Mappings, including a *default*
- Project Mapping Rules

See Use Profile Groups on the wiki
When to use Profile Groups

Without Profile Group

- Jira
- JEMH
- Polls
- process
- Mailbox

- Run Profile A
  - Polls
  - PMA
  - PMB
  - PMdefault
  - Fail (no issue)

- Run Profile N
  - Polls (again)
  - PMA
  - PMB
  - PMdefault
  - Fail (no issue)

Poll, retrieve and evaluate in JEMH for each Profile
Reduce network IO/latency ...

With a Profile Group

<table>
<thead>
<tr>
<th>Jira</th>
<th>JEMH</th>
<th>Mailbox</th>
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- Invoke Group default
- Run Profile A
  - PMA
  - PMB
  - PMdefault
- Fail (no issue)
- Exit possible
- Run Profile B
  - PMA
  - PMB
  - PMdefault
- Fail (no issue)
- Exit possible
- Run Profile N (default)
  - PMA
  - PMB
  - PMdefault
- Exit (with issue)
  - Create Issue
  - Exit possible
  - Exit (with issue) guaranteed

Poll once, run all Profiles until one matches, failing that, the default must create the issue

**Benefits**
- Performance
- Optimal

**Cost**
- Complexity
- Team knowledge
Do you *really* need a Profile Group?

Profile Groups solve some IO load problems but...
- A set of configuration is harder to understand
- Consider those that follow, document your requirements/choices!
- Import/Export as a set (via default)
Mailbox Tuning

Dedicated Mailbox / Mail Handlers don’t scale

JEMH Profile A

JEMH Profile n

JEMH Mail Handler 1

JEMH Mail Handler n

Config
Field Processors
PMA | PMB | PMn
r1 | r2 | r3

more
Profiles can be reused

Mailbox aliases or rewritten addresses

Mailbox 1
JEMH Handler 1

Mailbox 2
JEMH Handler 1

Mailbox n
JEMH Handler n

Common Scenarios:

- Works but doesn’t scale
  - One Mailbox + one Handler + one Profile *n
- Possible but Awkward to manage (prone to blocks)
  - Share inbound mailboxes over handlers
- Centralise config
  - Share a Profile between two handlers
- Centralise mail
  - Deliver all mail to one actual mailbox, optimal retrieval!
- The holy grail – infinite ‘jira’ mailbox addresses
  - Get a dedicated mail domain for Jira (xxx@jira.blah.com)
Scripting : Script Field Processor

- Dynamic edit-time evaluation
- Console output
- Script console to Audit report
- JemhUtils utility class
- Script context documentation

See Use Script Field Processor on the wiki
Scripting: Project Mapping Rules

- Makes complex logic rules IF WHEN ELSE possible
- Dynamically evaluate rules against Test Case emails
- jemhUtils, again

See Use Project Mapping Script Rules on the wiki
Scripting, the downside

[Risk] Script Field Processor

- Infinite Loops
- Massive Regular Expression matching/evaluations
- Maintenance complexity

[Impact] Scripted Rules

- Introduced Infinite Loops
- Very large repetitive load for priority driven evaluation

Demo?
Replied-to content cleanup

Body Delimiters

- Demo? showing comment delimiting, and bypass mechanism for fwd threads

See Use Project Mapping Cleanup and Body Delimiters on the wiki
Replied-to content cleanup

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Testing quietly

Mailtrap

A simple dead end mail server, avoids spamming users during testing

See https://mailtrap.io/ for more, free tier available (no affiliation)
Thanks for listening

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- Support : support@thepluginpeople.com
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