

# Enterprise Mail Handler for JIRA (JEMH)

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# Introduction

Most people with computers use Email, it's the dominant method of communication with hundreds of billions sent daily\*.

JIRA primarily uses Email for notifications but can also create issues from them.

JEMH provides value add features to improve how email can be used for:

- Inbound Mail Handling
- Outbound notifications (via email, and more)

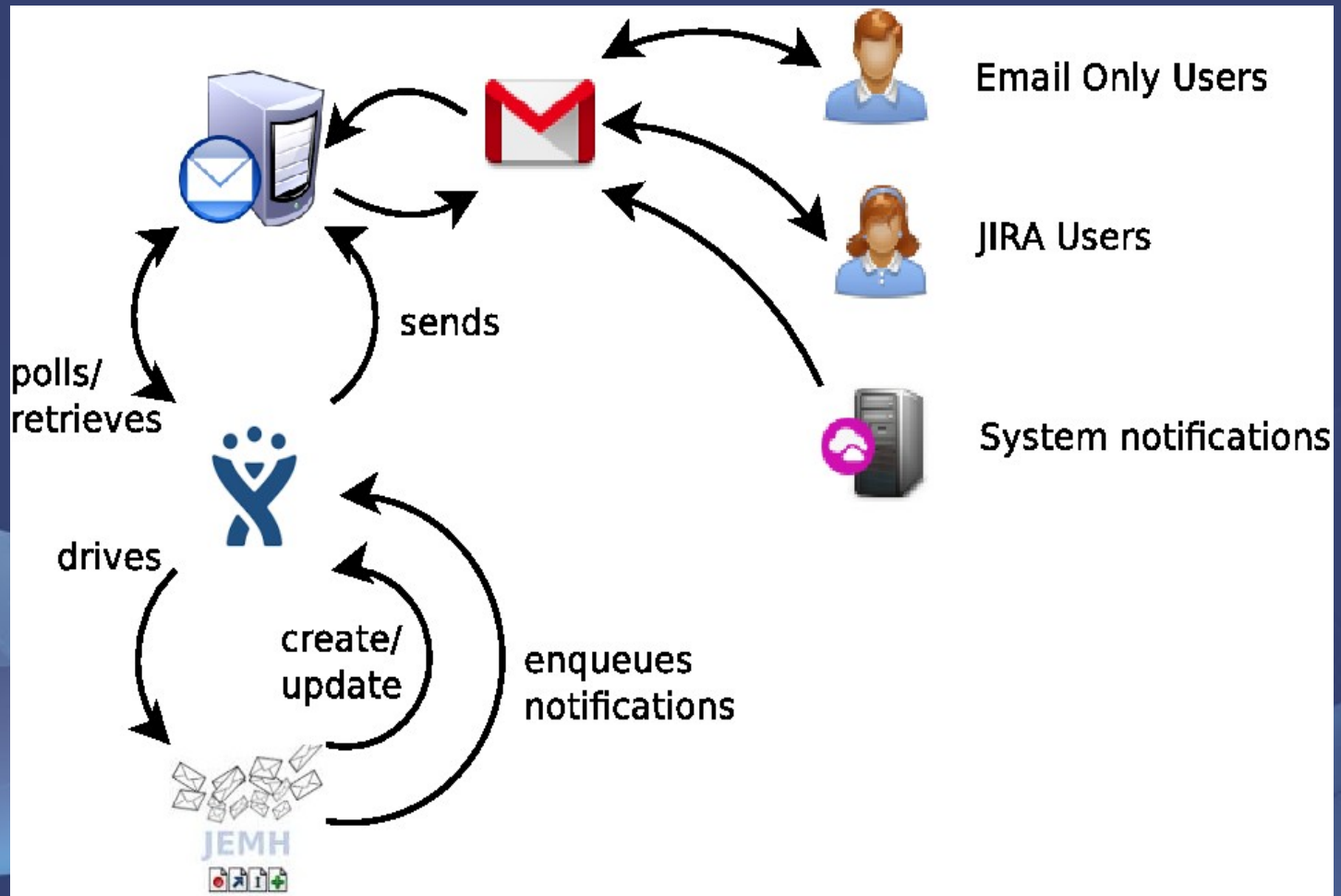
# JEMH History

- 2006: (JIRA 3.10/JEMH 0.1)
  - P1 plugin (configure by property file)
  - Solve mailbox scalability
  - Drive issue creation through email
- 2012 (JIRA 5.0/JEMH 1.0)
  - P2 plugin (configure through UI)
  - Feature explosion!
  - Solve mailbox routing via project mappings
- 2015 (JIRA 6.4/JEMH 1.7)
  - Available in Server and Cloud flavour
  - JEMH-280, Transports

# JEMH Availability

- JEMH for JIRA Server
  - In your datacenter, fully featured
  - DataCenter ready
  - Paid annually
- JEMHC for JIRA Cloud
  - In AWS, multi-AZ cluster deploy, mostly comparable features
  - Paid by monthly subscription / annually

# JEMH at a glance



# JEMH Inbound Core Features

- Scalable mailbox handling via Routing
- Email user support
- JIRA issue field population by email
- Whitelist/Blacklist
- Rich HTML to markup conversion
- Regular Expression 'extract' to customfield
- External systems integration
- Image and signature removal
- Auditing / Test Case capability

# JEMH Outbound Core Features

- Templates
  - Velocity templating language
  - Edit-time change preview, macro support
- Issue Event
  - Per event templates
  - Per user type templates (JIRA/non-JIRA)
- Postfunction
  - Attachment selection via transition CF
- Adhoc
  - Access restricted

# JEMH Field Extraction

JIRA Incoming Mailbox

JEMH Mail Handler

(associates Mailbox with a JEMH Profile)

Profile

Field Processors

(enabled format handlers are elected)

Project Mappings

(**domain:** sender/recipient,  
**keyword:** subject/body,  
**group:** of sender)

Profile Defaults

User Directives

Mapping values

Defaults

Issue Params:

project  
issueType  
priority  
assignee  
...



# JEMH (recent) New Features

- DataCenter support in JEMH 1.6.x
- 1.7.x addresses JEMH-280
- Inhibit some outbound notifications
- More Pre-Processing tasks
- Re-release of Hipchat Transport
  - Customizable templates
  - Per-user room notification driven by a User Property (another addon)
- Custom Field driven From/Reply-To
- Agile Support: set issue sprint by Name

# JEMH Future Features

- More Transports (SMS/XMPP)
- Reworked workflow support
- Filtering on event notifications
- Image reference support via your CDN
- S/MIME
- 288 Feature requests...

# Challenges

- 3<sup>rd</sup> party addon custom fields
  - Pre 1.7 (tricky)
  - Post 1.7 (better)
- Scaling features (JRA-35805)

# Thanks for listening!

Questions?

# Further Reading

- **WIKI:**
  - <https://thepluginpeople.atlassian.net/wiki/display/JEMH>
  - <https://thepluginpeople.atlassian.net/wiki/display/JEMHC>
- **JIRA Support:** <https://thepluginpeople.atlassian.net/browse/JEMH>
- **Email Support:** [jemh-support@thepluginpeople.com](mailto:jemh-support@thepluginpeople.com)