

Prague, May 27, 2019

Plugin version: 1.0.8

A-Mail for Jira documentation

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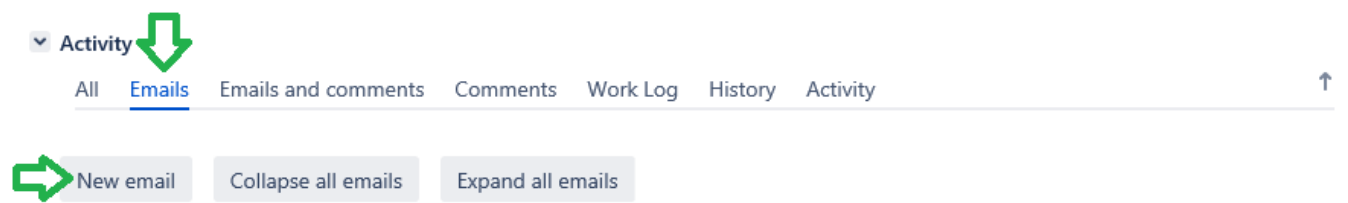
2 About the plugin

Plugin A-Mail for Jira is a powerful email solution for Jira. The plugin has standalone IMAPS and SMTP(S) client - these clients are totally separated (= isolated) from Jira Mail handlers.

Plugin's IMAPS client regularly (60 seconds interval) checks defined mailbox for emails. Emails are **deleted** from the mailbox and imported to Jira:

- If an email subject contains “(ISSUE)” – without apostrophes, with brakes, for example:
He11o Wor1d (TEST-1)
, the email is added to the existing issue.
- Otherwise: If an email subject contains non-existing issue or doesn't contain brakes, etc. ... a new issue is created by the plugin in the default project (defined in A-Mail plugin configuration).

Plugin's SMTP client is used for sending emails directly from Jira issues:



Emails can be sent to any email addresses. The A-Mail for Jira plugin has fully featured email client with support:

- email headers, images, attachments,

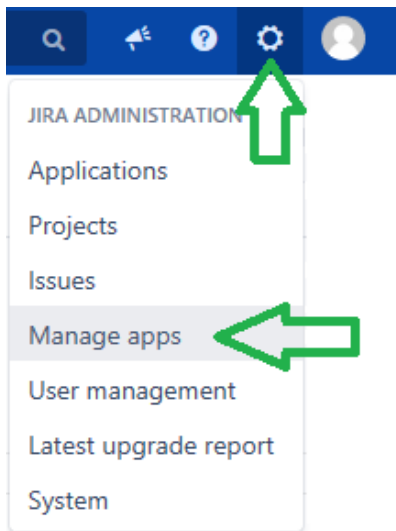
- download email sources (= eml files),
- simple reply and forward emails directly from Jira issues.

3 Installing the plugin

Note: To install the plugin, you must have Jira admin privileges.

To install the plugin in your instance of Jira:

From your Jira home page, click the Jira administration icon → Manage apps:



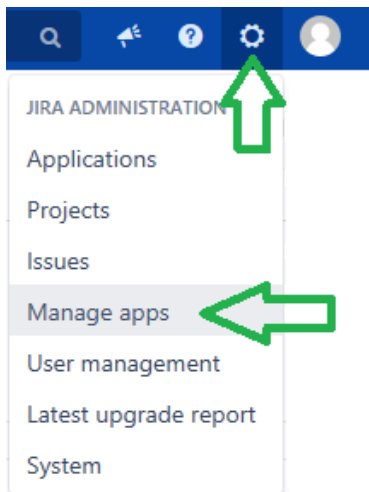
In the search bar, search for “A-Mail for Jira”.

In the list below the search bar, click the A-Mail for Jira plugin.

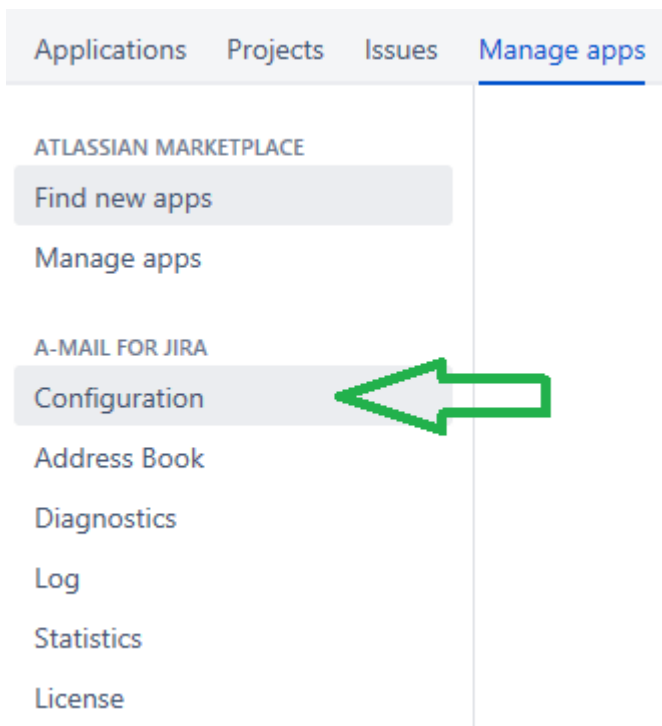
Click “Free trial”/”Buy now” button and continue with the installation wizard ...

4 Configuring the plugin

From your Jira home page, click the Jira administration icon → Manage apps:



In the left sidebar, click Configuration in “A-MAIL FOR JIRA” section:



On the A-Mail for Jira plugin configuration page, you can set the following:

Project configuration

- Allow ALL projects – show Emails Issue Tab Panel on ALL projects, allow add new incoming emails to ALL projects (option: enable / disable)
- Allow projects – if the previous configuration item is set to false: show Emails Issue Tab Panel only on defined projects, allow add new incoming emails only on defined projects
- Default project – new issues will be created in this project

- Default user – new issues and notifications will be created by this user – typical configuration: “Jira-Operator”; this user must have sufficient privileges (= administrator rights)
- Default issue type – new issues will be created with this issue type

SMTP(S) configuration (Outgoing emails)

- SMTP(S) - server – e.g.: *smtp.example.tld*
- SMTP(S) - port – e.g.: *465*
- SMTP - disable SSL – disable SSL layer, only the nonencrypted SMTP connection will be used (option: enable / disable)
- SMTP - STARTTLS required (option: enable / disable)
- SMTP(S) - username – e.g.: *smtpUsernameExample*
- SMTP(S) - password (insert a new password for change)
- SMTP(S) - from email – e.g.: *email@example.tld*

IMAPS configuration (Incoming emails)

- IMAPS - disable check new emails – this option disables IMAPS client and no emails are downloaded and **deleted** from mailbox (option: enable / disable)
- IMAPS - server – e.g.: *imap.example.tld*
- IMAPS - port – e.g.: *993*
- IMAPS - username – e.g.: *imapUsernameExample*
- IMAPS - password (insert a new password for change)

Notification configuration

- Disable notification for incoming emails to the existing issue (option: enable / disable)
- Send additional notification to users – defined Jira users receive notifications for incoming emails to existing issues in these cases:
 - for issues in "CompleteCategory" status (Closed, Done, Cancelled ...)
 - for issues without any assignee and watcher (or Default user only – defined in A-Mail plugin configuration)

Storage configuration

- Path to directory on server - for saving attachments ('JIRA_HOME' replace supported), enter the directory path with last "/" – e.g.: *JIRA_HOME/data/email-system-plugin/attachments/*

- Path to directory on server - for saving original emails ('JIRA_HOME' replace supported), enter the directory path with last "/" – e.g.: *JIRA_HOME/data/email-system-plugin/orig-emails/*

Logging configuration

- Enable logging to standard Jira log – storage in Jira\log\atlassian-jira.log; this log needs settings in Jira System Configuration → Logging and profiling → Package name: com.arbes.jira.plugins.api.Log this change will be applied within 60 seconds (option: enable / disable)
- Enable logging to standalone plugin log - storage in database; log can be viewed: Manage add-on → A-Mail for Jira → Log change will be applied within 60 seconds (option: enable / disable)
- Enable debug mode - write debug information to standard log & plugin log (option: enable / disable)

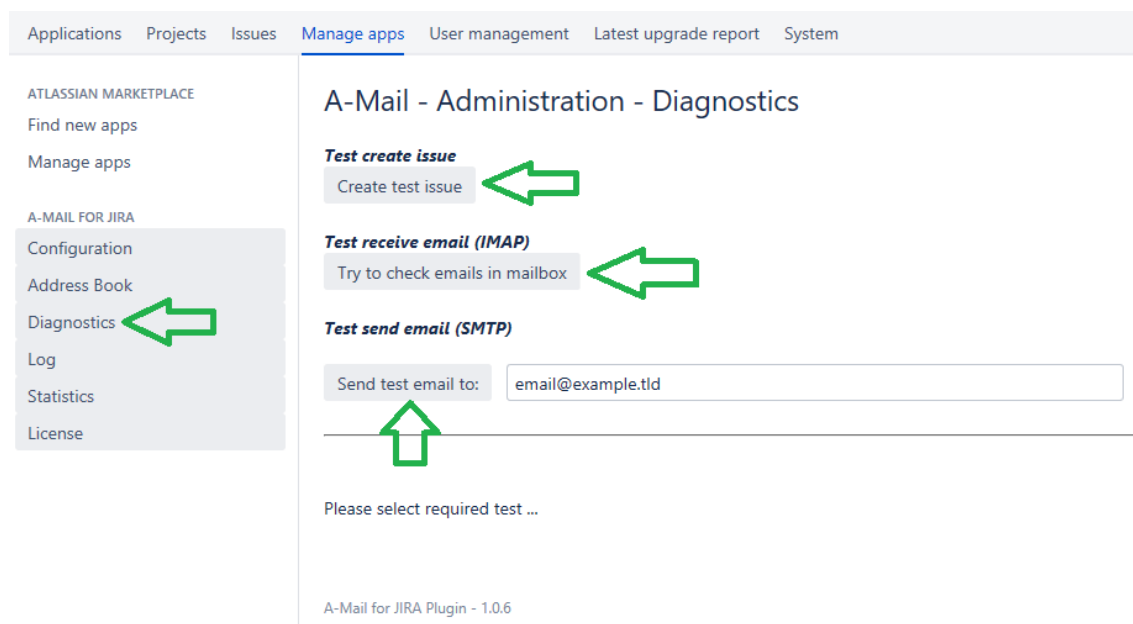
Other configuration

- Show EmailsAndComments Issue Tab Panel (option: enable / disable)
- Additional plugin administrator privileges for users – defined A-Mail plugin administrators can access the plugin administration – e.g. <https://JIRA-INSTANCE/plugins/servlet/emailSystem?page=configuration> and these users can delete emails from issues

After configuration changes, click “Save configuration” button.

5 Diagnostics

To test the plugin functionality and configuration, you can use Diagnostics Page (Jira administration icon → Manage apps → A-MAIL FOR Jira → Diagnostics):



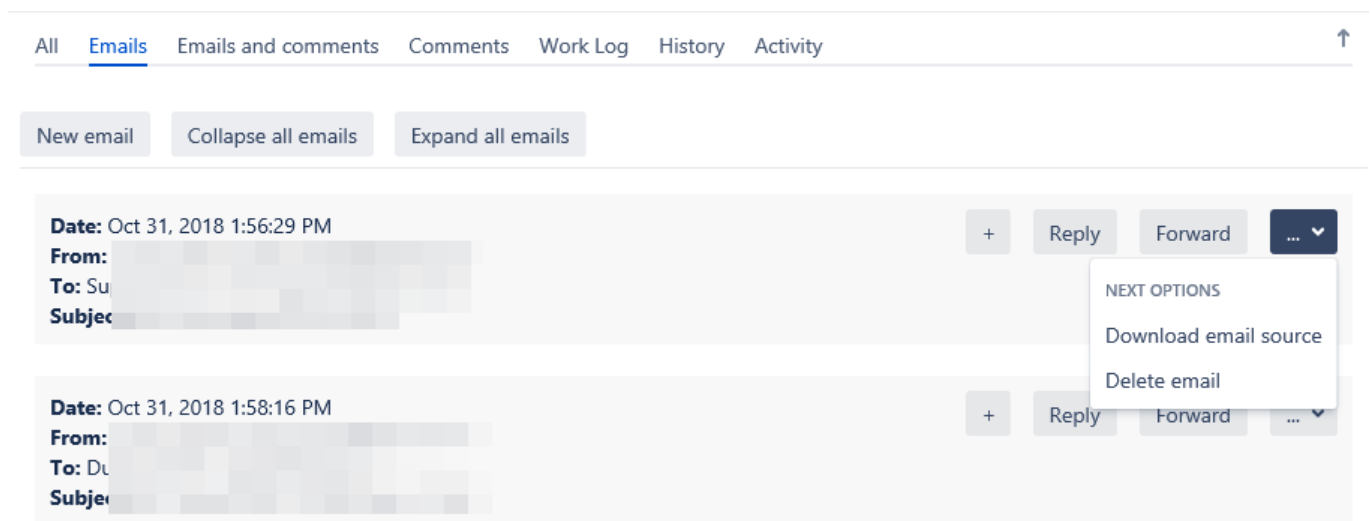
You should test the plugin configuration with the plugin diagnostics page before production use!

6 Emails on Jira issue

Emails can be collapse/expand by “+”/“-” button.

Email sources can be downloaded by “...” button → Download email source.

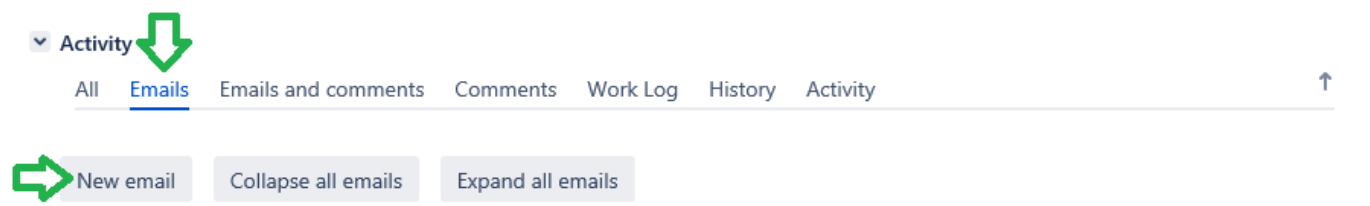
Jira administrators and A-Mail plugin administrators (configured in the A-Mail plugin configuration) could delete email by “...” button → Delete email.



The screenshot shows the 'Emails' tab selected in the Jira issue activity panel. At the top, there are navigation tabs: All, **Emails**, Emails and comments, Comments, Work Log, History, and Activity. Below the tabs are three buttons: 'New email', 'Collapse all emails', and 'Expand all emails'. The email list contains two entries. The first entry has a date of 'Oct 31, 2018 1:56:29 PM' and a '...' button. A dropdown menu is open for this entry, showing 'NEXT OPTIONS', 'Download email source', and 'Delete email'. The second entry has a date of 'Oct 31, 2018 1:58:16 PM' and a '...' button.

7 Send email from Jira

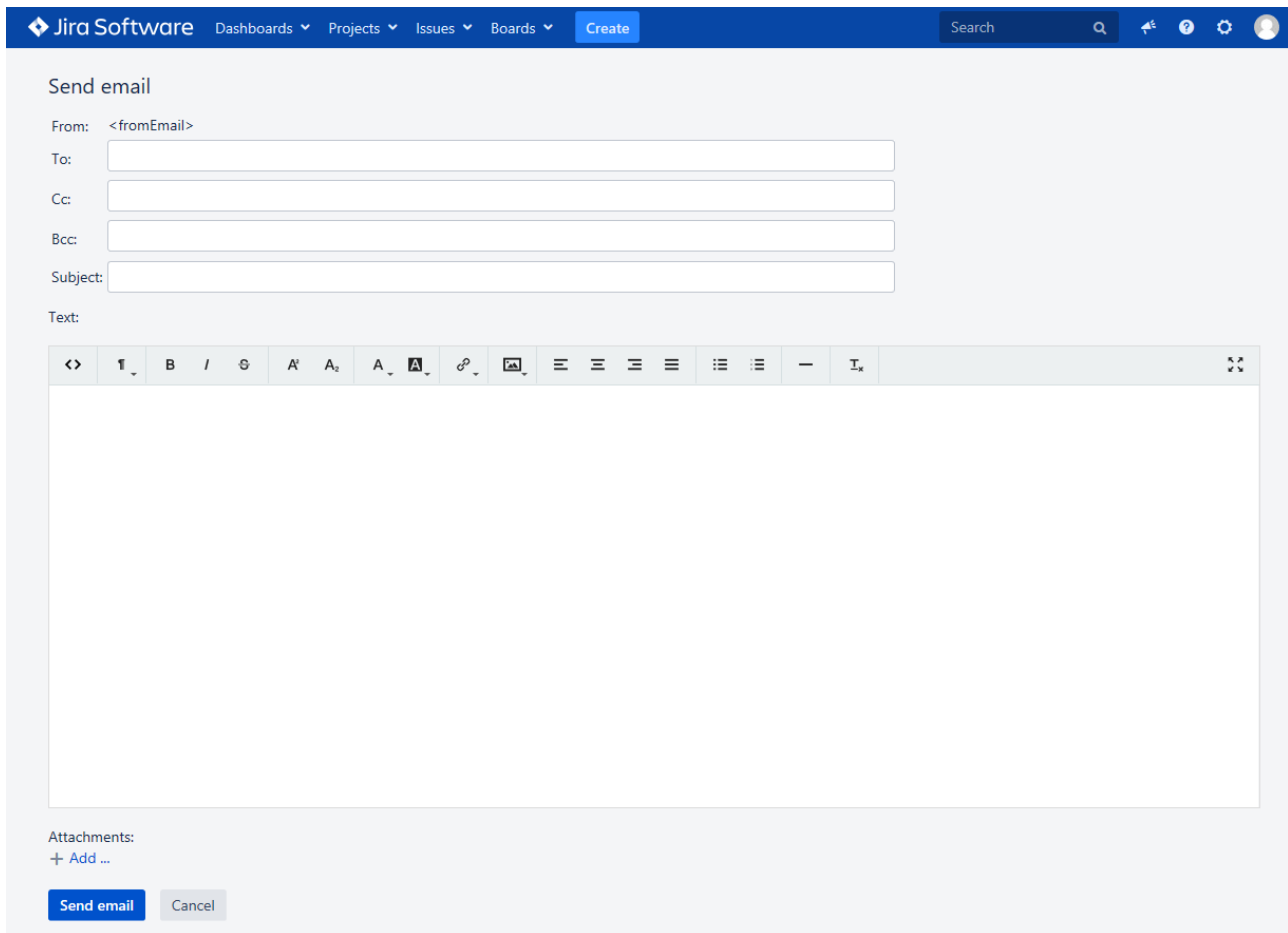
You can send email from the issue page with “New email” button:



The screenshot shows the 'Activity' tab selected in the Jira issue activity panel. A green arrow points to the 'Activity' tab. Below the tabs are three buttons: 'New email', 'Collapse all emails', and 'Expand all emails'. The 'New email' button is highlighted with a green arrow.

Note: Emails Issue Tab Panel is visible only on allowed projects (defined in A-Mail plugin configuration).

After you fill in required text inputs, you can send email with “Send email” button:



Jira Software Dashboards ▾ Projects ▾ Issues ▾ Boards ▾ **Create** Search 🔍 ⏪ ? ⚙️ 👤

Send email

From: <fromEmail>

To:

Cc:

Bcc:

Subject:

Text:

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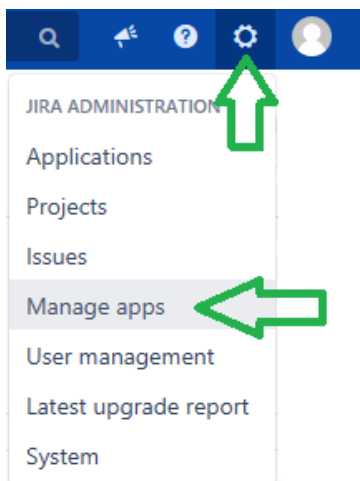
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8 Uninstalling the plugin

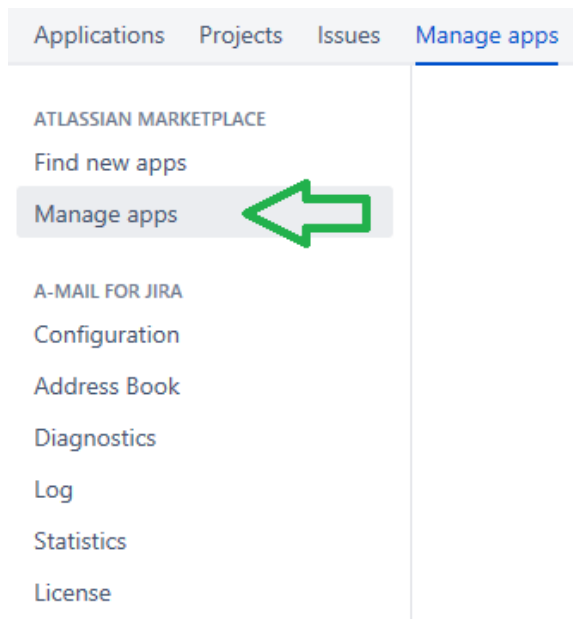
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