

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 }
```

Product

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