

filterLocal Doesn't Filter Out Service Management Internal Comments

Last Modified on 02/13/2024 6:44 am EST

Problem

Could not filter Service Management internal comments with `filterLocal` `commentHelper`.

Cause

Jira has introduced internal comments in Service Management 3.0. The `commentHelper.filterLocal` does not work in this case. This also can be caused by not setting the customer request type.

Solution

Use the following code to filter local comments:

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

Make sure the customer request type is synchronized properly.

Product

For more information, check out the following articles:

[Release History](#)

[Jira Server: How to sync the Customer request type field in the Jira Service Management](#)

[API Reference](#)

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