


How to Impersonate a Comment in Jira Cloud

Last Modified on 04/08/2024 5:35 am EDT

Note: It is not possible to impersonate comments in [Basic connections](#).

By default, Exalate adds a comment, received from the other side on behalf of [the proxy user](#).

The comment looks like the following:

▼  Exalate added a comment - 1 hour ago

Administrator (blue) commented:
Have a look at following solution

- Install exalate
- Configure relation
- Done

Source side

Outgoing sync

To send comments to the destination instance use the following script:

```
replica.comments = issue.comments
```

Destination side

1. Modify the comment body on each received comment to add the comment author via helper methods

With the help of [commentHelper](#) methods, you can manipulate comments and define how to apply received comments on the local issue.

Incoming sync

```
// Format each remote comment - add the author

issue.comments = commentHelper.mergeComments(issue, replica,
  {
    comment ->
    comment.body =
      "[" + comment.author.displayName +
        "| email: " + comment.author.email + "]" +
        " commented: \n" +
        comment.body + "\n"
  }
)
```

2. Assign the original comment author if exists in the local system, use the proxy user if not found

This method works for Jira Server and Jira Cloud.

Incoming sync









- Change the comment executor from the proxy user to the original comment author
- If the author does not exist in the local JIRA, use the proxy user as an author

```
replica.addedComments.each { it.executor = nodeHelper.getUserByEmail(it.author?.email) }  
replica.changedComments.each { it.executor = nodeHelper.getUserByEmail(it.updateAuthor?.email) }  
issue.comments = commentHelper.mergeComments(issue, replica, { it })
```

Result

The first comment was created by the proxy user, while the second comment was impersonated and the local administrator is the comment executor.

Product

About Us 	 added a comment - 13 minutes ago - edited	 1
Release History 	This comment has been created by the administrator on the blue tracker, but is not impersonated	
Glossary 	 administrator added a comment - Now - edited	 2
API Reference 	This comment has been created by the administrator on the blue issue tracker.	

[Security](#) 

[Pricing and Licensing](#) 

Resources

[Subscribe for a weekly Exalate hack](#) 

[Academy](#) 


[Blog](#) 

[YouTube Channel](#) 

[Ebooks](#) 

Still need help?

[Join our Community](#) 

[Visit our Service Desk](#) 

[Find a Partner](#) 