Root Causing Sync Rules Scripts Errors

Last Modified on 03/04/2024 8:13 am EST

Problem

Script error in the sync rules.

Outgoing sync errors

Error		Impact	Occurred At	Action
	Outgoing sync error Script error for issue TEST-4168. Details: Cannot get property 'cf 1' on null object. Error line: Script272.groovy:15	Sync for connection Test Local Conection Andre is blocked	2020-03-17 16:13:14.126	•••

Error Details:

> Script error for issue TEST-4168. Details: Cannot get property 'cf 1' on null object. Error line: Script272.groovy:15

Incoming sync errors

Error		Impact	Occurred At	Action
	Incoming sync: first sync error Script error details: Cannot set property 'value' on null object. Error line: Script263.groovy:14	Sync for connection Test Local Conection Andre is blocked	2020-03-17 15:38:42.975	•••

Error Details:

> Script error details: Cannot set property 'value' on null object. Error line: Script263.groovy:14

Cause

The following reasons are possible:

- JIRA configuration has been changed and now script could not be executed - usually it happens in case the script was working fine before, and now you are getting the error
- The Groovy semantics is wrong - usually, the error occurs on the first sync.

Solution

To fix the error, you should get a clear understanding of what exactly is causing this script error and correct the script.

Outgoing sync error example

Error		Impact	Occurred At	Action
	Outgoing sync error Script error for issue TEST-4168. Details: Cannot get property 'cf 1' on null object. Error line: Script272.groovy:15	Sync for connection Test Local Conection Andre is blocked	2020-03-17 16:13:14.126	•••

The error message means that the Outgoing sync script on line 15 in your sync rules caused the error. It means you need to check it.

Cannot get property 'XXX' on null object means that this property does not exist, that's why

Exalate cannot get it. In this example, Exalate tries to get a custom filed with the following code in your Outgoing script.

```
issue.customFields."cf 1".value = issue.CustomFields."cf 1"
```

Check whether the custom field name is correct.

Incoming sync error example

Error	Impact	Occurred At	Action
Incoming sync: first sync error Script error details: Cannot set property 'value' on null object. Error line: Script263.groovy:14	Sync for connection Test Local Conection Andre is blocked	2020-03-17 15:38:42.975	•••

The error message means that the Incoming sync script on line 14 in your sync rules caused the error. It means you need to check it.

Cannot set property 'XXX' on null object means that this property does not exist, that's why Exalate cannot set it. In this example, in your **Incoming sync** script, you can have this line

```
issue.customFields."cf 1".value = replica.summary
```

Exalate tries to get the ".value" of a null object and fails. You should think of how would you like to handle situations when the remote side is not sending a custom field. Typically, we recommend using null-safe access to handle absent values. Check the example below.

```
replica.customFields."Custom field name"?.value = replica.summary
```

To fix the error, update the appropriate script processor and retry synchronization once again.