nodeHelper

The nodeHelper is an object which can be used in the Sync Rules scripts to get specific information from the underlying tracker.

> **Note**: Names of objects are case sensitive: **displayname** is different from **displayName**

JIRA CLOUD

Title	Description
addHTTPHeader	Set HTTP headers in script sync rules in script connections on requests that Exalate is performing to the issue tracker.
canUserEditComments	Check if the user can edit comments. Usually used to avoid errors when syncing comments with the original author.
createComponent	Creates a new IHubComponent in the project that the issue belongs to.
createOption	Allows retrieving an option from a single select list custom field with the help of the custom field name or ID. If the option doesn't exist, creates and retrieves it.
createVersion	Create a version in the project of the issue
getCascadingSelect	Returns an object from a Cascading Select List
getComponent	Returns a component belonging to the project
getCustomFieldDefaultValue	Returns the default value of the customfield
getHtmlComments	Converts comments from Markdown into Html

Title	Description
getHtmlField	Converts issue fields from Markdown into Html. You can enter an issue field you want to sync instead of "description"
getIssueType	Returns an issuetype object based on the issueTypeName Returns a null when the issueTypeName is not found
getLabel	Returns a label Null if not found
getLocalIssueFromRemoteUrn	Finds a local issue linked to the remote issue.
getOption	Allows retrieving an option from a single select list custom field with the help of a custom field name or ID.
getOptionById	Returns IHubOption if it exists. IHubOption can be anything from a custom field of type Select lists, Multi-select lists, Cascading select lists, Radio buttons, or Multi checkboxes Docs. Returns null if the custom field option does not exist
getOptions	Allows retrieving a list of options from a custom field.
getPriority	Returns a priority. Null if not found
getProject	Returns a project object based on a projectKey Returns a null in case the projectKey is not found
getProjectByName	Returns a project object based on a projectName Returns a null in case the project name is not found. Equivalent to getProject.
getRemoteIssueLinks	Allows to get the remote issue Web Links, Confluence Pages, and any other type of URL added to the issue.

Title	Description
getResolution	Returns a resolution Null if not found
getStatus	Returns a hub status with the provided name
getUser	Returns a user object Null in case the user is not found
getUserByEmail	Return a user matching the specified email address. Returns a null in case: • the user email address is not found • the Exalate user has no 'Browse Users' permissions
getUserByFullName	Returns a user object based on a displayName (Full Name) Returns a null in case: • the user full name is not found • the Exalate user has no 'Browse Users' permissions
getVersion	Returns a version belonging to the project. Typically used to map the remote issue version to the local issue version. Returns null if the versionName is not found in the version map of the project
isIssueEditable	Returns true if the issue can be modified.
isUserAssignable	Check if the user can be assigned as a reporter/assignee/other user fields. Usually used to avoid errors when syncing users between instances.
toMarkDownComments	Converts comments from HTML to Markdown
toMarkDownFromHtml	Converts issue fields from HTML to Markdown

JIRA ON-PREMISE

Title	Description
createComponent	Creates a new IHubComponent in the project that the issue belongs to.
createVersion	Create a version in the project of the issue
getCascadingSelect	Returns an object from a Cascading Select List
getComponent	Returns a component belonging to the project
getCustomFieldDefaultValue	Returns the default value of the customfield
getDefaultIssueType	Returns an issuetype which is marked as default for a project. Returns null in case the projectKey is not found. In case the project has no default issue type, a null is returned.
getIssueType	Returns an issuetype object based on the issueTypeName Returns a null when the issueTypeName is not found
getLabel	Returns a label Null if not found
getLocalIssueFromRemoteUrn	Finds a local issue linked to the remote issue.
getOption	Allows retrieving an option from a single select list custom field with the help of a custom field name or ID.
getOptions	Allows retrieving a list of options from a custom field.
getPriority	Returns a priority. Null if not found
getProject	Returns a project object based on a projectKey Returns a null in case the projectKey is not found

Title	Description
getProjectByName	Returns a project object based on a projectName Returns a null in case the project name is not found. Equivalent to getProject.
getResolution	Returns a resolution Null if not found
getSecurityLevelId	Returns security level id, for securityLevel with name and project.
getSecurityLevelName	Returns security level name, for securityLevel with name and project.
getStatus	Returns a hub status with the provided name
getUser	Returns a user object Null in case the user is not found
getUserByEmail	Return a user matching the specified email address. Returns a null in case: • the user email address is not found • the Exalate user has no 'Browse Users' permissions
getUserByFullName	Returns a user object based on a displayName (Full Name) Returns a null in case: • the user full name is not found • the Exalate user has no 'Browse Users' permissions
getUserByUsername	Returns a user object based on a UserName Returns a null in case • the user name is not found • the Exalate user has no 'Browse Users' permissions (Jira only)

Title	Description
getVersion	Returns a **version** belonging to the project. Typically used to map the remote issue version to the local issue version. Returns null if the versionName is not found in the version map of the project
isIssueEditable	Returns true if the issue can be modified.
nodeHelper.createUser	Creates a new user with the provided information.
updateEpicLink	Updates an issue epic id of the synchronized epic to the remote epic with id "remoteEpicId"

GITHUB

Title	Description
addHTTPHeader	Set HTTP headers in script sync rules in script connections on requests that Exalate is performing to the issue tracker.
createVersion	Create a version in the project of the issue
getLabel	Returns a label Null if not found
getStatus	Returns a hub status with the provided name
getUserByEmail	Return a user matching the specified email address. Returns a null in case: • the user email address is not found • the Exalate user has no 'Browse Users' permissions

Title	Description
getUserByUsername	Returns a user object based on a UserName Returns a null in case • the user name is not found • the Exalate user has no 'Browse Users' permissions (Jira only)
getVersion	Returns a **version** belonging to the project. Typically used to map the remote issue version to the local issue version. Returns null if the versionName is not found in the version map of the project
stripHTML	Removes the HTML from the text

ZENDESK

Title	Description
addHTTPHeader	Set HTTP headers in script sync rules in script connections on requests that Exalate is performing to the issue tracker.
createVersion	Create a version in the project of the issue
getIssueType	Returns an issuetype object based on the issueTypeName Returns a null when the issueTypeName is not found
getLabel	Returns a label Null if not found
getPriority	Returns a priority. Null if not found
getStatus	Returns a hub status with the provided name
getUser	Returns a user object Null in case the user is not found

Title	Description
getUserByEmail	Return a user matching the specified email address. Returns a null in case: • the user email address is not found • the Exalate user has no 'Browse Users' permissions
getUserByFullName	Returns a user object based on a displayName (Full Name) Returns a null in case: • the user full name is not found • the Exalate user has no 'Browse Users' permissions
getUserByUsername	Returns a user object based on a UserName Returns a null in case • the user name is not found • the Exalate user has no 'Browse Users' permissions (Jira only)
getVersion	Returns a version belonging to the project. Typically used to map the remote issue version to the local issue version. Returns null if the versionName is not found in the version map of the project

SERVICENOW

Title	Description
addHTTPHeader	Set HTTP headers in script sync rules in script connections on requests that Exalate is performing to the issue tracker.
getAssignmentGroupByName	Returns an assignment group name.
getBusinessServiceByName	Returns a business service by name.
getLabel	Returns a label Null if not found

Title	Description
getPriority	Returns a priority. Null if not found
getReference	Helps to get a value of type reference.
getStatus	Returns a hub status with the provided name
getTableByLink	Returns a table with its attributes by the link attribute of the table
getTableByName	Looks up a value in the specified table and returns the corresponding row
getUser	Returns a user object Null in case the user is not found
getUserByEmail	Return a user matching the specified email address. Returns a null in case: • the user email address is not found • the Exalate user has no 'Browse Users' permissions
getUserByFullName	Returns a user object based on a displayName (Full Name) Returns a null in case: • the user full name is not found • the Exalate user has no 'Browse Users' permissions
getUserByUsername	Returns a user object based on a UserName Returns a null in case • the user name is not found • the Exalate user has no 'Browse Users' permissions (Jira only)

AZURE DEVOPS

Title	Description

Title	Description
addHTTPHeader	Set HTTP headers in script sync rules in script connections on requests that Exalate is performing to the issue tracker.
getIssueType	Returns an issuetype object based on the issueTypeName Returns a null when the issueTypeName is not found
getLabel	Returns a label Null if not found
getPriority	Returns a priority. Null if not found
getProject	Returns a project object based on a projectKey Returns a null in case the projectKey is not found
getProjectByName	Returns a project object based on a projectName Returns a null in case the project name is not found. Equivalent to getProject.
getStatus	Returns a hub status with the provided name
getUser	Returns a user object Null in case the user is not found
getUserByEmail	Return a user matching the specified email address. Returns a null in case: • the user email address is not found • the Exalate user has no 'Browse Users' permissions
getUserByFullName	Returns a user object based on a displayName (Full Name) Returns a null in case: • the user full name is not found • the Exalate user has no 'Browse Users' permissions

Title	Description
getUserByUsername	Returns a user object based on a UserName Returns a null in case • the user name is not found • the Exalate user has no 'Browse Users' permissions (Jira only)
stripHTML	Removes the HTML from the text

SALESFORCE

Title	Description
addHTTPHeader	Set HTTP headers in script sync rules in script connections on requests that Exalate is performing to the issue tracker.
getOption	Allows retrieving an option from a single select list custom field with the help of a custom field name or ID.
getOptions	Allows retrieving a list of options from a custom field.
getPriority	Returns a priority. Null if not found
getReference	Helps to get a value of type reference.
getStatus	Returns a hub status with the provided name
getUser	Returns a user object Null in case the user is not found
getUserByEmail	Return a user matching the specified email address. Returns a null in case: • the user email address is not found • the Exalate user has no 'Browse Users' permissions

Title	Description
getUserByFullName	Returns a user object based on a displayName (Full Name) Returns a null in case: - the user full name is not found - the Exalate user has no 'Browse Users' permissions
getUserByUsername	Returns a user object based on a UserName Returns a null in case - the user name is not found - the Exalate user has no 'Browse Users' permissions (Jira only)
stripHTML	Removes the HTML from the text

HP ALM/QC

Warning: We are moving Exalate for HP QC/ALM into basic maintenance mode. This transition period will last until November 2024, after which support will be halted completely. For more information, please see https://exalate.com/blog/end-of-support-hp/.

Title	Description
getIssueType	Returns an issuetype object based on the issueTypeName Returns a null when the issueTypeName is not found
getOption	Allows retrieving an option from a single select list custom field with the help of a custom field name or ID.
getOptions	Allows retrieving a list of options from a custom field.
getPriority	Returns a priority. Null if not found
getProject	Returns a project object based on a projectKey Returns a null in case the projectKey is not found

Title	Description
getStatus	Returns a hub status with the provided name
getUser	Returns a user object Null in case the user is not found
getUserByUsername	Returns a user object based on a UserName Returns a null in case - the user name is not found - the Exalate user has no 'Browse Users' permissions (Jira only)
stripHTML	Removes the HTML from the text

FRESHDESK

Title	Description
getIssueType	Returns an issuetype object based on the issueTypeName Returns a null when the issueTypeName is not found
getLabel	Returns a label Null if not found
getPriority	Returns a priority. Null if not found
getStatus	Returns a hub status with the provided name

Title	Description
getUserByEmail	Return a user matching the specified email address. Returns a null in case: • the user email address is not found • the Exalate user has no 'Browse Users' permissions
stripHTML	Removes the HTML from the text
stripHtmlFromComments	Removes the HTML from the comments
nodeHelper.getAgentByEmail	Retrieves agent details by email and ID on the backend

FRESHSERVICE

Title	Description
getIssueType	Returns an issuetype object based on the issueTypeName Returns a null when the issueTypeName is not found
getLabel	Returns a label Null if not found
getPriority	Returns a priority. Null if not found
getStatus	Returns a hub status with the provided name
getUserByEmail	Return a user matching the specified email address. Returns a null in case: • the user email address is not found • the Exalate user has no 'Browse Users' permissions

Title	Description
stripHTML	Removes the HTML from the text
stripHtmlFromComments	Removes the HTML from the comments

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