

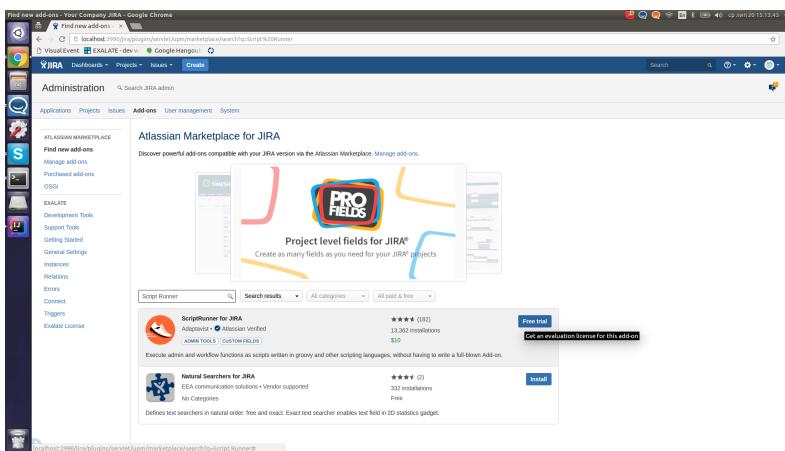
How to Configure Script Runner listener to subscribe to EXALATED event

Last Modified on 12/30/2025 7:51 am EST

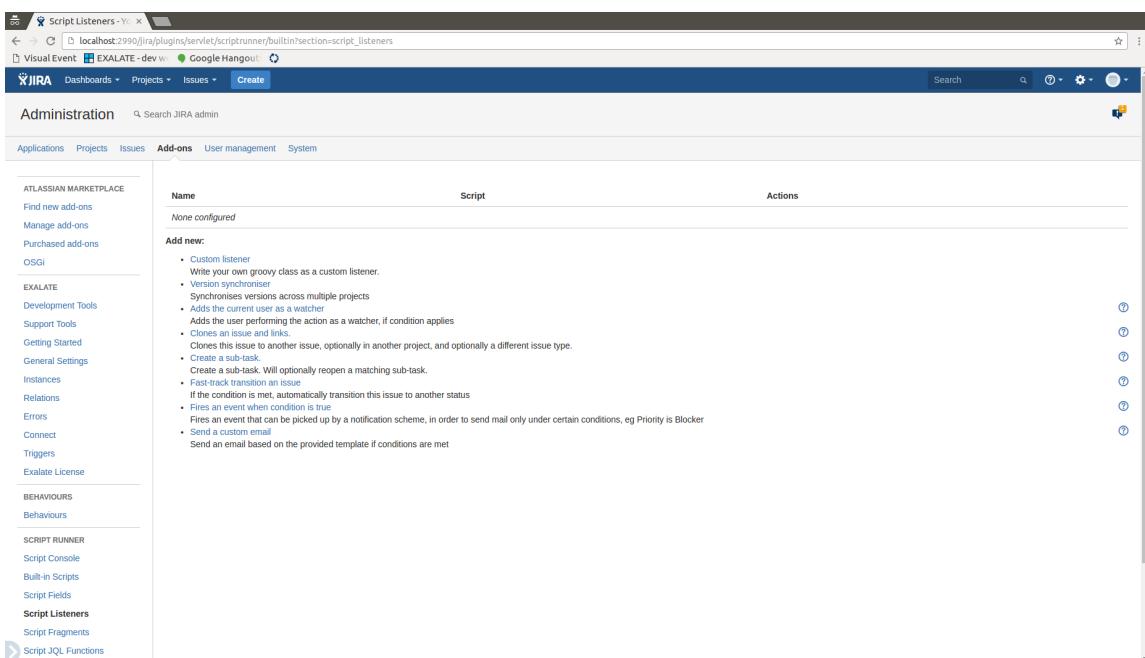
With Script Runner you can set up triggers to perform actions when issues have been Exalated. Let's assume we would like to trigger a sync back, once the issue has been exalated and modify our issue in some way. Let's say we would like a Mood custom field to be set to 'Happy' and a description of an issue to be 'Created from the Script Runner'. In order to achieve this one can easily configure a custom Script Listener to subscribe to the EXALATED Jira event.

To configure a Script Runner to subscribe to an EXALATED Jira event:

1. Install a Script Runner plugin for Jira:

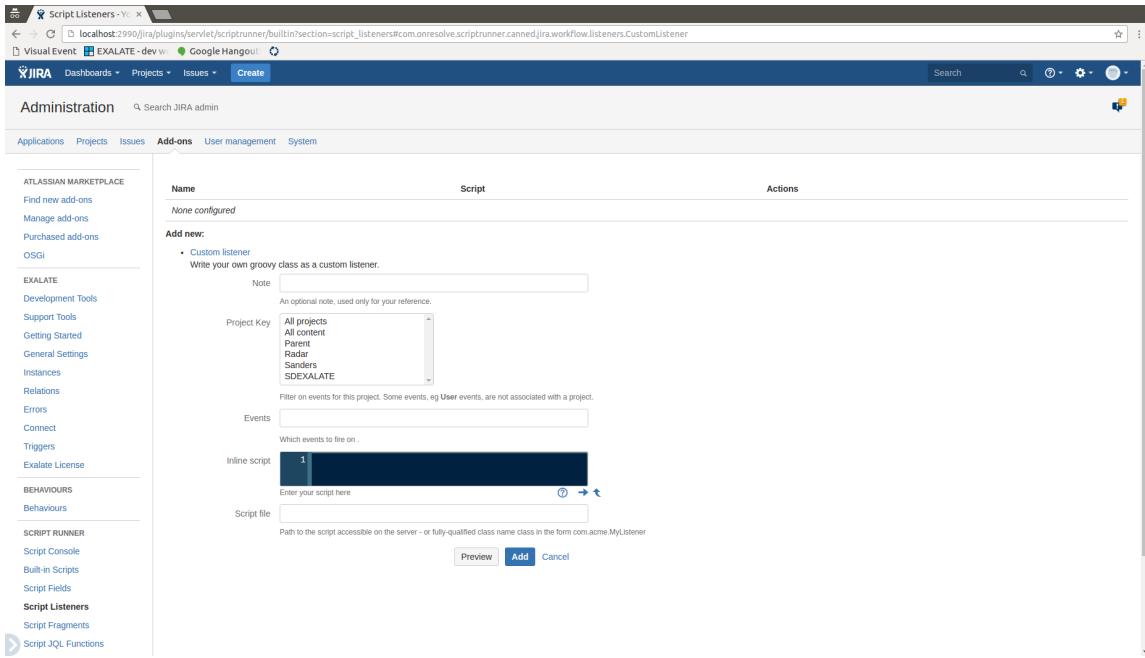


2. After a successful installation navigate to the Script Listeners section of the Script Runner plugin:



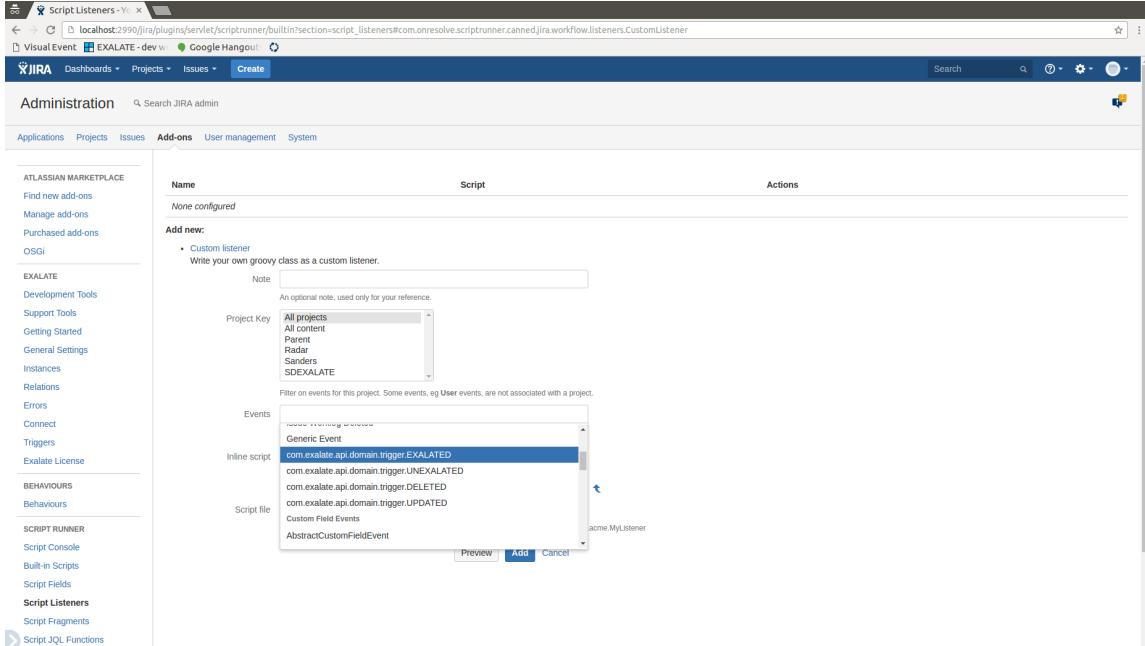
3. Pick **Custom listener** from the list. This takes you to the page where you can actually

create your custom listener:



The screenshot shows the JIRA Administration interface with the 'Add-ons' tab selected. On the left, a sidebar lists various JIRA add-ons. The main content area is titled 'Script Listeners' and shows a configuration form for a new listener. The 'Add new' section is active, with a note that 'None configured'. It includes fields for 'Name' (set to 'None configured'), 'Note' (an optional note), 'Project Key' (a dropdown menu showing 'All projects' and other options like 'All content', 'Parent', 'Radar', 'Sanders', and 'SDEXALATE'), 'Events' (a dropdown menu showing 'Which events to fire on', with a filter applied to show only 'com.exalate.api.domain.trigger.EXALATED'), 'Inline script' (a text area containing the number '1'), and 'Script file' (a text area with a placeholder path). At the bottom of the form are 'Preview', 'Add', and 'Cancel' buttons.

4. Pick up the desired project from a dropdown list and choose a 'com.exalate.api.domain.trigger.EXALATED' event type from the list:



The screenshot shows the JIRA Administration interface with the 'Add-ons' tab selected. On the left, a sidebar lists various JIRA add-ons. The main content area is titled 'Script Listeners' and shows a configuration form for a new listener. The 'Add new' section is active, with a note that 'None configured'. It includes fields for 'Name' (set to 'None configured'), 'Note' (an optional note), 'Project Key' (a dropdown menu showing 'All projects' and other options like 'All content', 'Parent', 'Radar', 'Sanders', and 'SDEXALATE'), 'Events' (a dropdown menu showing 'Which events to fire on', with a filter applied to show only 'com.exalate.api.domain.trigger.EXALATED'), 'Inline script' (a text area containing the number '1'), and 'Script file' (a text area with a placeholder path). The 'Events' dropdown is expanded, showing a list of event types, with 'com.exalate.api.domain.trigger.EXALATED' highlighted. At the bottom of the form are 'Preview', 'Add', and 'Cancel' buttons.

5. Next step would be to write your custom listener script. It is written using Groovy language. Here's an example of such a script. The actual implementation can change depending on the JIRA version.

```

1 import com.atlassian.jira.event.issue.AbstractIssueEventListener
2 import com.atlassian.jira.event.issue.IssueEvent
3 import com.atlassian.jira.event.type.EventType
4 import com.atlassian.jira.event.type.EventTypeManager
5 import com.atlassian.jira.issue.Issue
6
7 import org.slf4j.Logger
8 import org.slf4j.LoggerFactory
9
10 class DefaultAccountListener extends AbstractIssueEventListener {
11
12     private final Logger LOG = LoggerFactory.getLogger(DefaultAccountListener)
13
14     private static final String EXALATED_EVENT_TYPE = "com.exalate.api.domain.trigger.EXALATED"
15     private static final String EXALATE_UPDATED_EVENT_TYPE = "com.exalate.api.domain.trigger.UPDATED"
16
17     @Override
18     void customEvent(IssueEvent event) {
19         Issue issue = event.issue
20         EventType eventType = eventTypeManager.getEventType(event.getEventTypeId())
21         LOG.debug("Custom event caught for issue ${issue.key}: type [${eventType.type}], name [${eventType.name}], nameKey [${eventType.nameKey}]")
22
23         if (eventType.name.equalsIgnoreCase(EXALATED_EVENT_TYPE)) {
24             LOG.debug("EXALATED event caught for issue ${issue.key}")
25         }
26     }
27 }

```

6. Save the listener, then navigate to an issue you'd like to Exalate and perform an Exalate operation:

The screenshot shows a JIRA issue page for an issue titled "test update" in the "PAR-28" project. The issue is categorized as a "New Feature" with a priority of "Major". The status is "OPEN" and the resolution is "Unresolved". The assignee is "Kevin Spacey" and the reporter is "admin". The issue was created on "07/Jul/16 6:11 AM" and last updated "Just now". The "Activity" tab shows that there are no comments yet on this issue. The Atlassian logo is visible in the bottom right corner of the page.

Parent / PAR-28
test update

Activity

- Exalate
- Delete

Sync Status

Status: OPEN (View Workflow)
Resolution: Unresolved

People

Assignee: Kevin Spacey
Assign to me

Reporter: admin

Votes: 0

Watchers: Stop watching this issue

Dates

Created: 07/Jul/16 6:11 AM
Updated: Just now

HipChat discussions

Do you want to discuss this issue? Connect to HipChat.

Connect Dismiss

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7. Now let's wait until the synchronization is performed (there is a lozenge on the right side which indicates the state of the synchronization):

Parent / PAR-28
test update

Activity

- All
- Comments
- Work Log
- History
- Activity

Sync Status

SYNCHRONIZED

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8. Once the issue has been Exalted, refresh the page and check whether the changes were applied:

Parent / PAR-28
test update

[Edit](#) [Comment](#) [Assign](#) [More](#) [Start Progress](#) [Resolve Issue](#) [Workflow](#) [Admin](#)

Details

Type:	New Feature	Status:	OPEN (View Workflow)
Priority:	Major	Resolution:	Unresolved
Labels:	None		
Mood:	Happy		

Description
Created from the Script Runner

Attachments
Drop files to attach, or browse.

Issue Links
Exalated with [PAR-32 - test update](#)

Activity

All [Comments](#) [Work Log](#) [History](#) [Activity](#) [Remote Issues](#)

There are no comments yet on this issue.

[Comment](#)

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[Glossary](#) [?](#) We can see that the Mood has been changed to 'Happy' and that the description has changed as well.

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