How to Sync Comments in Xurrent

This article describes how to synchronize comments between Xurrent and other systems.

Outgoing sync (Xurrent → Remote system)

To send comments from Xurrent to the remote system, use this script in your **Outgoing Sync**:

```
replica.comments = entity.comments
```

To send comments from Xurrent to the remote system while maintaining **formatting**, use this script in your **Outgoing Sync**:

1. When remote system is using Wiki e.g. Jira

```
replica.comments = entity.comments.each {
    if (it.body) {
        it.body = nodeHelper.convertXurrentToWiki(it.body)
    }
 }
```

2. When remote system is using HTML e.g. ADO

```
replica.comments = entity.comments.each {
    if (it.body) {
        it.body = nodeHelper.convertXurrentToHTML(it.body)
    }
 }
```

Incoming sync (Remote system → Xurrent)

To receive comments from the remote system and add them to Xurrent, use this script in your **Incoming Sync**:

```
entity.comments = commentHelper.mergeComments(entity, replica)
```

What this does: The `mergeComments` helper merges new comments with existing ones, avoiding duplicates while preserving comment history.

To receive comments from the remote system and add them to Xurrent while maintaining **formatting**, use this script in your **Outgoing Sync**:

1. When remote system is using Wiki e.g. Jira

```
issue.comments    = commentHelper.mergeComments(issue, replica,
            {
            comment ->
            comment.body = nodeHelper.convertWikiToXurrent(comment.body)
             })
```

2. When remote system is using HTML e.g. ADO

```
issue.comments    = commentHelper.mergeComments(issue, replica,
            {
            comment ->
            comment.body = nodeHelper.convertHtmlToXurrent(comment.body)
             })
```

Note: Xurrent platform has limitation that it will not allow notes/comments updation and deletion.

So mergeComments will add new comments only

More information

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