

# nodeHelper

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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
<a href="#">addHTTPHeader</a>	Set HTTP headers in script sync rules in script connections on requests that Exalate is performing to the issue tracker.
<a href="#">canUserEditComments</a>	Check if the user can edit comments. Usually used to avoid errors when syncing comments with the original author.
<a href="#">createComponent</a>	Creates a new IHubComponent in the project that the issue belongs to.
<a href="#">createOption</a>	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.
<a href="#">createVersion</a>	Create a version in the project of the issue
<a href="#">getCascadingSelect</a>	Returns an object from a Cascading Select List
<a href="#">getComponent</a>	Returns a component belonging to the project
<a href="#">getCustomFieldDefaultValue</a>	Returns the default value of the <a href="#">customfield</a>
<a href="#">getHtmlComments</a>	Converts comments from Markdown into Html

Title	Description
<a href="#">getHtmlField</a>	Converts issue fields from Markdown into Html. You can enter an issue field you want to sync instead of "description"
<a href="#">getIssueType</a>	Returns an <a href="#">issuetype</a> object based on the issueTypeName Returns a null when the issueTypeName is not found
<a href="#">getLabel</a>	Returns a <a href="#">label</a> Null if not found
<a href="#">getLocalIssueFromRemoteUrn</a>	Finds a local issue linked to the remote issue.
<a href="#">getOption</a>	Allows retrieving an option from a single select list custom field with the help of a custom field name or ID.
<a href="#">getOptionById</a>	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 <a href="#">Docs</a> . Returns null if the custom field option does not exist
<a href="#">getOptions</a>	Allows retrieving a list of options from a custom field.
<a href="#">getPriority</a>	Returns a <a href="#">priority</a> .  Null if not found
<a href="#">getProject</a>	Returns a <a href="#">project</a> object based on a projectKey Returns a null in case the projectKey is not found
<a href="#">getProjectByName</a>	Returns a <a href="#">project</a> object based on a projectName Returns a null in case the project name is not found. Equivalent to <a href="#">getProject</a> .
<a href="#">getRemoteIssueLinks</a>	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 <a href="#">resolution</a> 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: <ul style="list-style-type: none"> <li>• the user email address is not found</li> <li>• the Exalate user has no 'Browse Users' permissions</li> </ul>
getUserByFullName	Returns a user object based on a displayName (Full Name) Returns a null in case: <ul style="list-style-type: none"> <li>• the user full name is not found</li> <li>• the Exalate user has no 'Browse Users' permissions</li> </ul>
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
<a href="#">createComponent</a>	Creates a new IHubComponent in the project that the issue belongs to.
<a href="#">createVersion</a>	Create a version in the project of the issue
<a href="#">getCascadingSelect</a>	Returns an object from a Cascading Select List
<a href="#">getComponent</a>	Returns a component belonging to the project
<a href="#">getCustomFieldDefaultValue</a>	Returns the default value of the <a href="#">customfield</a>
<a href="#">getDefaultIssueType</a>	Returns an <a href="#">issuetype</a> 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.
<a href="#">getIssueType</a>	Returns an <a href="#">issuetype</a> object based on the issueTypeName Returns a null when the issueTypeName is not found
<a href="#">getLabel</a>	Returns a <a href="#">label</a> Null if not found
<a href="#">getLocalIssueFromRemoteUrn</a>	Finds a local issue linked to the remote issue.
<a href="#">getOption</a>	Allows retrieving an option from a single select list custom field with the help of a custom field name or ID.
<a href="#">getOptions</a>	Allows retrieving a list of options from a custom field.
<a href="#">getPriority</a>	Returns a <a href="#">priority</a>  Null if not found
<a href="#">getProject</a>	Returns a <a href="#">project</a> object based on a projectKey Returns a null in case the projectKey is not found

Title	Description
<a href="#">getProjectByName</a>	Returns a <a href="#">project</a> object based on a projectName Returns a null in case the project name is not found. Equivalent to <a href="#">getProject</a> .
<a href="#">getResolution</a>	Returns a <a href="#">resolution</a> Null if not found
<a href="#">getSecurityLevelId</a>	Returns security level id, for <a href="#">securityLevel</a> with name and project.
<a href="#">getSecurityLevelName</a>	Returns security level name, for <a href="#">securityLevel</a> with name and project.
<a href="#">getStatus</a>	Returns a hub status with the provided name
<a href="#">getUser</a>	Returns a user object Null in case the user is not found
<a href="#">getUserByEmail</a>	Return a user matching the specified email address. Returns a null in case: <ul style="list-style-type: none"> <li>• the user email address is not found</li> <li>• the Exalate user has no 'Browse Users' permissions</li> </ul>
<a href="#">getUserByFullName</a>	Returns a user object based on a displayName (Full Name) Returns a null in case: <ul style="list-style-type: none"> <li>• the user full name is not found</li> <li>• the Exalate user has no 'Browse Users' permissions</li> </ul>
<a href="#">getUserByUsername</a>	Returns a user object based on a UserName Returns a null in case <ul style="list-style-type: none"> <li>• the user name is not found</li> <li>• the Exalate user has no 'Browse Users' permissions (Jira only)</li> </ul>

Title	Description
<a href="#">getVersion</a>	Returns a <b>version</b> 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
<a href="#">isIssueEditable</a>	Returns true if the issue can be modified.
<a href="#">nodeHelper.createUser</a>	Creates a new user with the provided information.
<a href="#">updateEpicLink</a>	Updates an issue epic id of the synchronized epic to the remote epic with id " <b>remoteEpicId</b> "

## GITHUB

Title	Description
<a href="#">addHTTPHeader</a>	Set HTTP headers in script sync rules in script connections on requests that Exalate is performing to the issue tracker.
<a href="#">createVersion</a>	Create a version in the project of the issue
<a href="#">getLabel</a>	Returns a <b>label</b> Null if not found
<a href="#">getStatus</a>	Returns a hub status with the provided name
<a href="#">getUserByEmail</a>	Return a user matching the specified email address. Returns a null in case: <ul style="list-style-type: none"> <li>the user email address is not found</li> <li>the Exalate user has no 'Browse Users' permissions</li> </ul>

Title	Description
<a href="#">getUserByUsername</a>	<p>Returns a user object based on a Username Returns a null in case</p> <ul style="list-style-type: none"> <li>• the user name is not found</li> <li>• the Exalate user has no 'Browse Users' permissions (Jira only)</li> </ul>
<a href="#">getVersion</a>	<p>Returns a <a href="#">version</a> 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</p>
<a href="#">stripHTML</a>	<p>Removes the HTML from the text</p>

## ZENDESK

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

Title	Description
<a href="#">getUserByEmail</a>	<p>Return a user matching the specified email address. Returns a null in case:</p> <ul style="list-style-type: none"> <li>• the user email address is not found</li> <li>• the Exalate user has no 'Browse Users' permissions</li> </ul>
<a href="#">getUserByFullName</a>	<p>Returns a user object based on a displayName (Full Name) Returns a null in case:</p> <ul style="list-style-type: none"> <li>• the user full name is not found</li> <li>• the Exalate user has no 'Browse Users' permissions</li> </ul>
<a href="#">getUserByUsername</a>	<p>Returns a user object based on a UserName Returns a null in case</p> <ul style="list-style-type: none"> <li>• the user name is not found</li> <li>• the Exalate user has no 'Browse Users' permissions (Jira only)</li> </ul>
<a href="#">getVersion</a>	<p>Returns a <b>version</b> 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</p>

## SERVICENOW

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

Title	Description
getPriority	Returns a <a href="#">priority</a> 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: <ul style="list-style-type: none"> <li>the user email address is not found</li> <li>the Exalate user has no 'Browse Users' permissions</li> </ul>
getUserByFullName	Returns a user object based on a displayName (Full Name) Returns a null in case: <ul style="list-style-type: none"> <li>the user full name is not found</li> <li>the Exalate user has no 'Browse Users' permissions</li> </ul>
getUserByUsername	Returns a user object based on a UserName Returns a null in case <ul style="list-style-type: none"> <li>the user name is not found</li> <li>the Exalate user has no 'Browse Users' permissions (Jira only)</li> </ul>

## AZURE DEVOPS (Server & Service)

Title	Description
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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 <a href="#">issuetype</a> object based on the issueTypeName Returns a null when the issueTypeName is not found
getLabel	Returns a <a href="#">label</a> Null if not found
getPriority	Returns a <a href="#">priority</a>  Null if not found
getProject	Returns a <a href="#">project</a> object based on a projectKey Returns a null in case the projectKey is not found
getProjectByName	Returns a <a href="#">project</a> object based on a projectName Returns a null in case the project name is not found. Equivalent to <a href="#">getProject</a> .
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: <ul style="list-style-type: none"> <li>• the user email address is not found</li> <li>• the Exalate user has no 'Browse Users' permissions</li> </ul>
getUserByFullName	Returns a user object based on a displayName (Full Name) Returns a null in case: <ul style="list-style-type: none"> <li>• the user full name is not found</li> <li>• the Exalate user has no 'Browse Users' permissions</li> </ul>

Title	Description
<a href="#">getUserByUsername</a>	<p>Returns a user object based on a Username Returns a null in case</p> <ul style="list-style-type: none"> <li>the user name is not found</li> <li>the Exalate user has no 'Browse Users' permissions (Jira only)</li> </ul>
<a href="#">stripHTML</a>	Removes the HTML from the text

## SALESFORCE

Title	Description
<a href="#">addHTTPHeader</a>	Set HTTP headers in script sync rules in script connections on requests that Exalate is performing to the issue tracker.
<a href="#">getOption</a>	Allows retrieving an option from a single select list custom field with the help of a custom field name or ID.
<a href="#">getOptions</a>	Allows retrieving a list of options from a custom field.
<a href="#">getPriority</a>	<p>Returns a <a href="#">priority</a></p> <p>Null if not found</p>
<a href="#">getReference</a>	Helps to get a value of type reference.
<a href="#">getStatus</a>	Returns a hub status with the provided name
<a href="#">getUser</a>	<p>Returns a user object</p> <p>Null in case the user is not found</p>
<a href="#">getUserByEmail</a>	<p>Return a user matching the specified email address. Returns a null in case:</p> <ul style="list-style-type: none"> <li>the user email address is not found</li> <li>the Exalate user has no 'Browse Users' permissions</li> </ul>

Title	Description
<code>getUserByFullName</code>	Returns a user object based on a displayName (Full Name) Returns a null in case: <ul style="list-style-type: none"> <li>the user full name is not found</li> <li>the Exalate user has no 'Browse Users' permissions</li> </ul>
<code>getUserByUsername</code>	Returns a user object based on a UserName Returns a null in case <ul style="list-style-type: none"> <li>the user name is not found</li> <li>the Exalate user has no 'Browse Users' permissions (Jira only)</li> </ul>
<code>stripHTML</code>	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
<code>getIssueType</code>	Returns an <code>issuetype</code> object based on the issueTypeName Returns a null when the issueTypeName is not found
<code>getOption</code>	Allows retrieving an option from a single select list custom field with the help of a custom field name or ID.
<code>getOptions</code>	Allows retrieving a list of options from a custom field.
<code>getPriority</code>	Returns a <code>priority</code> Null if not found
<code>getProject</code>	Returns a <code>project</code> object based on a projectKey Returns a null in case the projectKey is not found

Title	Description
<a href="#">getStatus</a>	Returns a hub status with the provided name
<a href="#">getUser</a>	Returns a user object Null in case the user is not found
<a href="#">getUserByUsername</a>	Returns a user object based on a UserName Returns a null in case <ul style="list-style-type: none"> <li>the user name is not found</li> <li>the Exalate user has no 'Browse Users' permissions (Jira only)</li> </ul>
<a href="#">stripHTML</a>	Removes the HTML from the text

## FRESHDESK

Title	Description
<a href="#">getIssueType</a>	Returns an <a href="#">issuetype</a> object based on the issueTypeName Returns a null when the issueTypeName is not found
<a href="#">getLabel</a>	Returns a <a href="#">label</a> Null if not found
<a href="#">getPriority</a>	Returns a <a href="#">priority</a>  Null if not found
<a href="#">getStatus</a>	Returns a hub status with the provided name

Title	Description
<code>getUserByEmail</code>	<p>Return a user matching the specified email address. Returns a null in case:</p> <ul style="list-style-type: none"> <li>• the user email address is not found</li> <li>• the Exalate user has no 'Browse Users' permissions</li> </ul>
<code>stripHTML</code>	Removes the HTML from the text
<code>stripHtmlFromComments</code>	Removes the HTML from the comments
<code>nodeHelper.getAgentByEmail</code>	Retrieves agent details by email and ID on the backend

## FRESHSERVICE

Title	Description
<code>getIssueType</code>	<p>Returns an <code>issuetype</code> object based on the <code>issueTypeName</code> Returns a null when the <code>issueTypeName</code> is not found</p>
<code>getLabel</code>	<p>Returns a <code>label</code> Null if not found</p>
<code>getPriority</code>	<p>Returns a <code>priority</code> Null if not found</p>
<code>getStatus</code>	Returns a hub status with the provided name
<code>getUserByEmail</code>	<p>Return a user matching the specified email address. Returns a null in case:</p> <ul style="list-style-type: none"> <li>• the user email address is not found</li> <li>• the Exalate user has no 'Browse Users' permissions</li> </ul>

Title	Description
<a href="#">stripHTML</a>	Removes the HTML from the text
<a href="#">stripHtmlFromComments</a>	Removes the HTML from the comments
<a href="#">Product</a> <a href="#">About Us</a> <a href="#">?</a> <a href="#">Release History</a> <a href="#">?</a>	

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