

Avoid Watcher Sync Errors by Excluding Forge App User

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Overview

When synchronizing **watchers between Jira Cloud instances**, the synchronization may fail if the **Exalate Forge application user** is included in the watcher list.

To avoid watcher synchronization errors, **exclude the Forge app from the watchers during sync processing**.

Cause

Exalate for Jira (Forge Extension)

This is a system application account used by Exalate. When synchronization attempts to add this account as a watcher on the destination issue, Jira rejects the operation because the application user cannot be added as a watcher.

As a result, the synchronization may produce an error similar to:

```
Sync for remote item <issue-key> is blocked -  
Could not access issue tracker when performing action:  
Adding watcher to issue <issue-id>. Error(s):  
The user "<user-id>" does not have permission to view this issue.  
This user will not be added to the watch list.
```

Solution

To prevent this error, filter out the Forge application user before assigning watchers to the issue.

Outgoing Sync (Jira Cloud)

```
replica.watchers = issue.watchers
```

Incoming Sync (Jira Cloud)

```
def localWatchers = []

replica.watchers.each { w ->
  if (w.displayName == "Exalate for Jira (Forge Extension)") {
    return
  }

  def localUser = nodeHelper.getUser(w.key)
  if (localUser != null) {
    localWatchers << localUser
  }
}

issue.watchers = localWatchers
```

Result

After excluding the Forge application user:

- Watchers synchronize without errors.
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- **Only valid Jira users are added to the watcher list.**
- **The synchronization completes successfully.**

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