Update assignee and reporter to facilitate user deletion

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Use case

From time to time employees leave a company. What happens to the respective Jira account? Deactivating could be an option but for data security reasons users might have to be deleted.

To avoid issues when deleting the user from the internal directory, the following rule can come in handy. It **replaces** all affected **assignees** and **reporters**. Otherwise user cannot be deleted! Plus: Issue related users will be informed by a comment!

Manual trigger

1

Create a new rule and name it appropriately.

Providing a description will help you to identify what the rule does but this step is **optional**.

2

Add a **Trigger Manual**

No further configuration needed. The rule will only be executed if a user hits the Execute button .

We want to update both the **assignee** and the **reporter** but the issues might **not be identical**. This is why we have to set up two selectors and dedicated action.

Update the reporter

JQL Selector

1

Add **Selector JQL Selector**

2

JQL Query

Use the following **Expression**:

```
reporter = john.doe
```

Replace "john.doe" with the **user name** of the user that should be deleted.



Update field action

Next to the **JQL Selector** click on **Add Action Update field**

1

Field

Choose **Reporter**

2

Update to

Choose **Selected value**

3

Value

Select the new reporter that should be set.



Add comment action

3

Underneath the **Update field Action** click on **Add Action Add comment**

4

Comment text

```
For liability reasons the reporter has been automatically changed.
```

Update the assignee



JQL Selector

1

Underneath the **first JQL Selector** click on **Add Selector JQL Selector**

2

JQL Query

Use the following **Expression**:

```
assignee = john.doe
```

> Replace "john.doe" with the **user name** of the user that should be deleted.

Assign issue action

3

Next to the **second JQL Selector** click on **Add Action Assign issue**

4

Assignee

Choose one of the given options that fit most for you.

Add comment action

5

Underneath the **Assign issue action** click on **Add Action Add comment**

6

Comment text

```
For liability reasons the assignee has been automatically changed.
```

Screencast

This is how the configuration above should look on your screen

Your browser does not support the HTML5 video element

Import the example

Import the **JSON** file below to get started in no time.

JSON

After importing the JSON file, make sure to **check** the **configuration** of the rule. Non-existing configuration elements (issue types, fields, values etc.) will be highlighted.


```
{
    "name": "Update assignee and reporter to facilitate user deletion",
    "description": "",
    "creator": "admin",
    "status": false,
    "triggerData": "",
    "triggerType": "MANUAL",
    "configuration": {
        "refs": [
            "issue",
            "system",
            "trigger.issue",
            "trigger.parent"
        ],
        "actingUser": "field_00020",
        "triggerType": ""
    },
    "children": [
        {
            "sequence": 0,
            "type": "JQL_SELECTOR",
            "ruleEntityType": "SELECTOR",
            "configuration": {
                "refs": [
                    "system"
                ],
                "jql": "reporter = %{system.currentUser}",
                "jqlParsingMode": "jql",
                "actingUser": "fixed_user",
                "fixedActingUser": "cowens"
            },
            "children": [
                {
                    "sequence": 0,
                    "type": "ADD_COMMENT",
                    "ruleEntityType": "ACTION",
                    "configuration": {
                        "refs": [
                            "issue",
                            "issues",
                            "selector.issue",
                            "selector.parent",
                            "system"
                        ],
                        "comment": "For liability reasons the reporter has been automatically changed.",
                        "commentParsingMode": "textBasic",
                        "actingUser": "field_00020",
                        "commentVisibility": "everybody",
                        "sendMail": "true"
                    },
                    "children": null,
                    "hasChildren": false
                }
            ],
            "hasChildren": true
        },
        {
            "sequence": 1,
            "type": "JQL_SELECTOR",
            "ruleEntityType": "SELECTOR",
            "configuration": {
                "refs": [
                    "system"
                ],
                "jql": "assignee = eparis",
                "jqlParsingMode": "jql",
```

```
                "actingUser": "field_00020"
            },
            "children": [
                {
                    "sequence": 0,
                    "type": "ADD_COMMENT",
                    "ruleEntityType": "ACTION",
                    "configuration": {
                        "refs": [
                            "issue",
                            "issues",
                            "selector.issue",
                            "selector.parent",
                            "system"
                        ],
                        "comment": "For liability reasons the assignee has been automatically changed.",
                        "commentParsingMode": "textBasic",
                        "actingUser": "field_00020",
                        "commentVisibility": "everybody",
                        "sendMail": "true"
                    },
                    "children": null,
                    "hasChildren": false
                },
                {
                    "sequence": 1,
                    "type": "ASSIGN_ISSUE",
                    "ruleEntityType": "ACTION",
                    "configuration": {
                        "refs": [
                            "issue",
                            "issues",
                            "selector.issue",
                            "selector.parent",
                            "system"
                        ],
                        "assignMode": "user",
                        "user": "eparis",
                        "mode": "projectRoleRandom",
                        "sendMail": "true",
                        "actingUser": "field_00020"
                    },
                    "children": null,
                    "hasChildren": false
                }
            ],
            "hasChildren": true
        }
    ],
    "hasChildren": true
}
```

Related use cases

Title	Automated action	JWT feature	Label
Add comment after seven days in the same status	Add comment action		
Add components of the epic to the current issue	Update field action		

Assign an issue to the last assignee on a transition	Assign issue action		
Assign issues to your team during a transition	Assign issue action		
Automatically assign issues to your team	Assign issue action		
Bulk clear the issue resolution	Update field action		STAFF PICK
Bulk edit the issue resolution	Update field action		STAFF PICK
Copy excerpted value from new comments	Update field action		
Copy the parent issue comments to its sub-tasks	Add comment action		
Delete the attachments of an issue 30 days after closing it	Update field action		
Inherit value from parent in Advanced Roadmaps hierarchy	Update field action		
Keep the priority of parents and sub-tasks in sync	Update field action		
Notify assignees when components are merged	Add comment action		
Notify the project lead on priority changes	Add comment action		
Re-assign issues and leave a comment	Add comment action Assign issue action		
Remind users to close inactive issues	Add comment action		STAFF PICK
Sum up value in parent issue on field change in sub-tasks	Update field action		
Update assignee and reporter to facilitate user deletion	Add comment action Assign issue action Update field action		STAFF PICK

If you still have questions, feel free to refer to our support team.