## 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!





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.



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





Add Selector JQL Selector



**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

 $\left(1\right)$ 

### Field

Choose Reporter

 $\left( egin{array}{c} {\sf 2} \end{array} 
ight)$ 

### Update to

Choose Selected value

(3)

#### Value

Select the new reporter that should be set.



3

Underneath the Update field Action click on Add Action Add comment



#### **Comment text**

For liability reasons the reporter has been automatically changed.

## Update the assignee



1

Underneath the first JQL Selector click on Add Selector JQL Selector

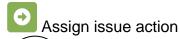


## JQL Query

Use the following Expression:

assignee = john.doe

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





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



### **Assignee**

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

## Add comment action



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**

```
{
   "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"
                1.
                "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
            1.
            "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",
                        "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
   1.
   "hasChildren": true
}
```



## Related use cases

Title	Automated action	JWT feature	Label
Add comment after seven days in the same status	Add comment action	4	
Add components of the epic to the current issue	Update field action	<b>4</b>	

Assign an issue to the last assignee on a transition	Assign issue action	<b>\$</b>	
Assign issues to your team during a transition	Assign issue action	<b>\$</b>	
Automatically assign issues to your team	Assign issue action	<b>\$</b>	
Bulk clear the issue resolution	Update field action	<b>\$</b>	STAFF PICK
Bulk edit the issue resolution	Update field action	<b>\$</b>	STAFF PICK
Copy excerpted value from new comments	Update field action	<b>4</b>	
Copy the parent issue comments to its sub-tasks	Add comment action	<b>\$</b>	
Delete the attachments of an issue 30 days after closing it	Update field action	<b>\$</b>	
Inherit value from parent in Advanced Roadmaps hierarchy	Update field action	<b>\$</b>	
Keep the priority of parents and sub-tasks in sync	Update field action	<b>\$</b>	
Notify assignees when components are merged	Add comment action	<b>\$</b>	
Notify the project lead on priority changes	Add comment action	<b>\$</b>	
Re-assign issues and leave a comment	Add comment action Assign issue action	<b>4</b>	
Remind users to close inactive issues	Add comment action	<b>\$</b>	STAFF PICK
Sum up value in parent issue on field change in sub-tasks	Update field action	<b>\$</b>	
Update assignee and reporter to facilitate user deletion	Add comment action Assign issue action Update field action	<b>\$</b>	STAFF PICK