Bulk clear the issue resolution

On this page

Use case

Resolutions are a great way to track issues in Jira and check what has been done and what still needs to be done. But from time to time resolutions might be set even though the **issues aren't finished**, yet.

With the following rule the resolution will be **removed** from all issues that are not in **status category "Done"**.

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

JQL Selector

3 Add **Selector JQL Selector**

4 **JQL Query**

Use the following **Expression:**

```
statusCategory != Done and resolution is not empty
```

Update field action

5

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

1

Field

Choose **Resolution**

2

Update to

Choose **No value - clear field**

◨ Screencast

This is how the configuration above should look like 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": "# Resolution reset",
    "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": "statusCategory != Done and resolution is not empty",
                "jqlParsingMode": "jql",
                "actingUser": "field_00020"
            },
            "children": [
                {
                    "sequence": 0,
                    "type": "UPDATE_FIELD",
                    "ruleEntityType": "ACTION",
                    "configuration": {
                        "refs": [
                            "issue",
                            "issues",
                            "selector.issue",
                            "selector.parent",
                            "system"
                        ],
                        "fieldId": "00028",
                        "mode": "clear",
                        "actingUser": "field_00020"
                    },
                    "children": null,
                    "hasChildren": false
                }
            ],
            "hasChildren": true
        }
    ],
    "hasChildren": true
}
```

Related use cases

Title	Automated action	JWT feature	Label

Inherit value from parent in Advanced Roadmaps hierarchy	Update field action	⚡	
Copy excerpted value from new comments	Update field action	⚡	
Bulk clear the issue resolution	Update field action	⚡	STAFF PICK
Add components of the epic to the current issue	Update field action	⚡	
Sum up value in parent issue on field change in sub-tasks	Update field action	⚡	
Delete the attachments of an issue 30 days after closing it	Update field action	⚡	
Update assignee and reporter to facilitate user deletion	Add comment action Assign issue action Update field action	⚡	STAFF PICK
Bulk edit the issue resolution	Update field action	⚡	STAFF PICK
Keep the priority of parents and sub-tasks in sync	Update field action	⚡	

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