JIRA Actions

(*New in 4.3.3*) A JIRA action allows you to have AppDynamics automatically create a JIRA issue when an AppDynamics event is triggered. The event triggers an HTTP custom action for creating a JIRA issue. To use this action, you must first set up the Atlassian JIRA integration.

JIRA Action Details

The JIRA action is based on templates, where each template can be preconfigured with the project, issue type, assignee, and priority. So when a JIRA action is triggered, it will create a ticket with those fields in it.

There is a rate limit for the action, which is set to 100 by default. This means the JIRA action will not create more than 100 tickets a minute for an account. Administrators on on-prem controllers can modify the default by configuring the flag, `max.jira.actions.per.min`, in the Controller Settings section of the Administration Console.

This new action needs to be created similar to the rest of the actions, and associated with a health rule for all transition events of the rule (OPEN, CONTINUES, UPGRADE, DOWNGRADE, CLOSE, CANCEL).

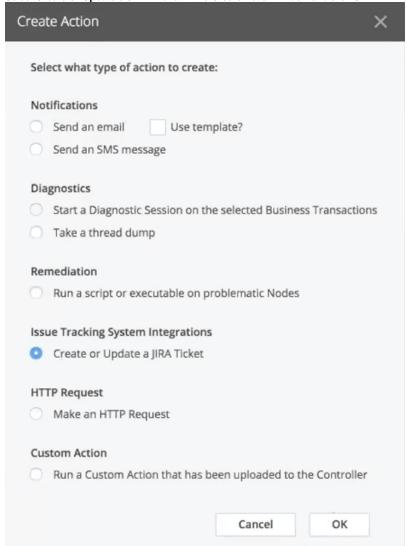Here's what the action does on each transition:

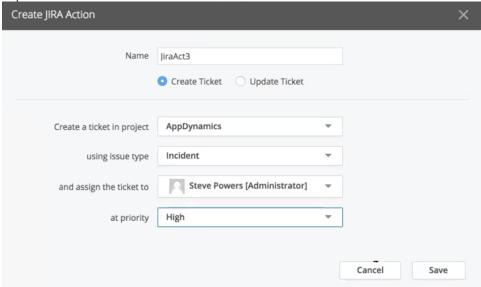| Health Rule Transition (Event)	Reason for Transition	JIRA Action
OPEN (CRITICAL or WARNING)	Health rule violation started	Creates a JIRA issue. Response of this action provides the JIRA ID which is persisted against the incident.
CONTINUES (CRITICAL or WARNING)	Health rule violation continues	Fetches the JIRA issue that corresponds to the health rule / affected entity, and updates the JIRA with a comment with the latest violation summary.
UPGRADE (WARNING CRITICAL)	Health rule violation now critical	Fetches the JIRA issue that corresponds to the health rule / affected entity, and updates the JIRA with a comment with the latest violation summary. May change the priority of the issue.
DOWNGRADE (CRITICAL WARNING)	Health rule violation now warning	Fetches the JIRA issue that corresponds to the health rule / affected entity, and updates the JIRA with a comment with the latest violation summary. May change the priority of the issue.
CLOSE	Health rule thresholds back within limits, incident closed	Fetches the JIRA issue that corresponds to the health rule / affected entity, and resolves the JIRA.
CANCEL	Health rule configuration has changed or system lifecycle (restart, entity deleted) caused incident to be cancelled	Fetches the JIRA issue that corresponds to the health rule / affected entity, and resolves the JIRA.

Create a JIRA Action

To create a JIRA action:

1. Access the actions configuration window. See Create and Modify Actions in Actions.

2. Select **Create or Update a JIRA Ticket** in the Create Action window and click **OK**.

Create Action   ✕

Select what type of action to create:

Notifications
○ Send an email   ☐ Use template?
○ Send an SMS message

Diagnostics
○ Start a Diagnostic Session on the selected Business Transactions
○ Take a thread dump

Remediation
○ Run a script or executable on problematic Nodes

Issue Tracking System Integrations
◉ Create or Update a JIRA Ticket

HTTP Request
○ Make an HTTP Request

Custom Action
○ Run a Custom Action that has been uploaded to the Controller

[Cancel]   [OK]

3. Name the action, choose either **Create Ticket** or **Update Ticket**, and select the project, issue type, assignee, and priority from the dropdown lists.

4. Click **Save**.

You can associate a health rule with a policy that executes the JIRA action. The Atlassian JIRA integration must be set up for the alerts and policies to run.

See Integrate AppDynamics with Atlassian JIRA for more information on preparing JIRA actions.