Jira Connector Docs

Last Modified on 11/19/2021 12:45 am EST

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Authentication Prerequisites

The Jira connector uses two kinds of authentication workflows - **Basic** and **OAuth 2.0**.

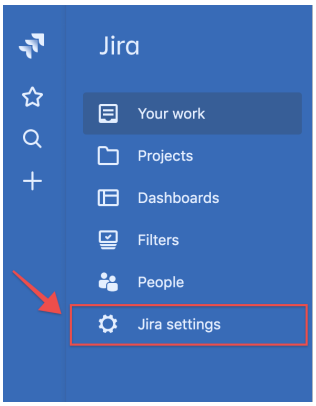
Authenticate via OAuth 2.0

You will need trial or paid Jira account and sandbox.

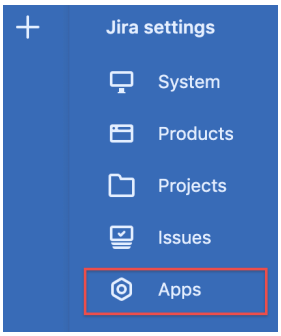
Generate OAuth credentials

To generate or retrieve OAuth credentials for your Jira account, follow these steps:

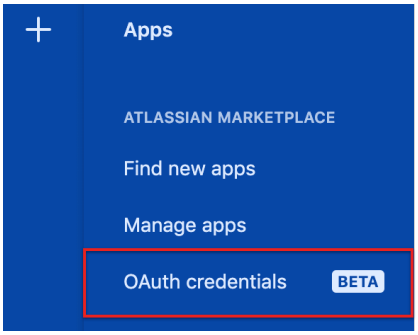
1. In a web browser, navigate to the site URL containing your domain. It should look something like this - **https://{yourdomain}.atlassian.net**. Sign in.
2. On the navigation panel to your left, click **Jira Settings**.



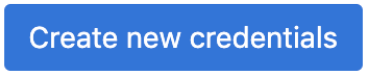
3. Click **Apps**.



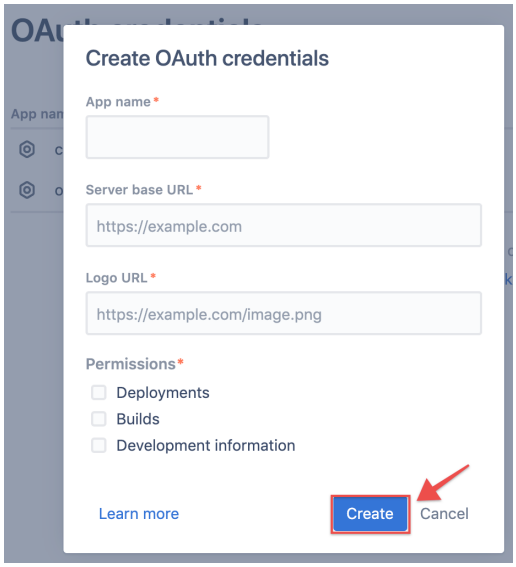
4. On the Apps menu, click **OAuth credentials**.



5. From the OAuth credentials section of your page, click **Create new credentials**.



6. On the Create new credentials panel:
    - Name your app.
    - Enter your Base URL and Logo URL.
    - Enable all app permissions and click **Create**.



7. You app along with your Client ID and Client secret will appear on the page. When you have both a Client ID and Client secret, copy and paste the values, which you will use when you authenticate a connector instance.

Authenticate via Basic

To authenticate with the Jira connector using Basic workflow, you will need:

- Username
- Password
- Server URL

Required Authentication Parameters

You can authenticate a connector instance using the UI or via API calls. For detailed information on how to authenticate an instance, see our related documentation:

- Authenticate a Connector Instance (UI)
- Authenticate a Connector Instance (API)

To authenticate an instance of the Xero connector, you will need the following parameters:

Parameter Name/UI Value	API Value	Description	Source
OAuth API Key	oauth.api.key	Generated before authentication for OAuth 2 workflow	Generate OAuth Creds
OAuth API Secret	oauth.api.secret	Generated before authentication for OAuth 2 workflow	Generate OAuth Creds
Site URL	site.url	The site URL containing your domain, for example, https://{yourdomain}.atlassian.net	Generate OAuth Creds
Username	username	Generated before authentication for basic workflow	Authenticate via basic
API key	password	Generated before authentication for basic workflow	Authenticate via basic
Server URL	base.url	The Jira server endpoint URL.	Authenticate via basic
OAuth Callback URL	oauth.callback.url	Default value is `https://auth.cloudelements.io/oauth`	Authenticate a Connector Instance (API)

Sample Configuration JSON

Oauth 2.0

```
"configuration": {
    "oauth.api.key": "[myApiKey]",
    "oauth.api.secret": "[myApiSecret]",
    "site.url": "[mySiteURL]",
    "oauth.callback.url": "https://auth.cloudelements.io/oauth"
  }
```

Basic

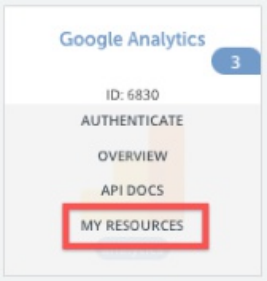
```
"configuration": {
    "username": "[myUsername]",
    "password": "[myPassword]",
    "base.url": "[myServerURL]",
    "oauth.callback.url": "https://auth.cloudelements.io/oauth"
  }
```

Connector Fact Sheet and Reference

Authentication and Configuration Parameters

To see all authentication parameters for the Jira connector, follow these steps:

1. Sign in to SAP Open Connectors and navigate to Connectors.
2. Hover over the card for a connector, and then click My Resources.



3. In the top navigation toolbar, click Setup.
4. From the Setup page, you can view a complete list of the connector's authentication and configuration parameters.

> **Note**: Any paginated API call on the JIRA connector will return 50 records only.

Events and Supported Resources

The Jira connector supports events via webhooks. For detailed information about our Events framework and how to configure a connector instance with events, please see Events Overview.

In order to enable **webhooks**, add these extra configurations to your instance JSON:

```
"event.notification.enabled": "true",
"event.notification.callback.url": ""
```

To provision your JIRA connector with webhooks enabled, use the following JSON when calling the /instances API.

```
{
  "element": {
    "key": "jira"
  },
  "configuration": {
    "jira.username": "",
    "jira.password": "",
    "jira.api.url": "",
    "event.notification.enabled": "true",
    "event.notification.callback.url": ""
  },
  "tags": [
    ""
  ],
  "name": ""
}
```

Jira Bulk

SAP Open Connectors Bulk API calls provide an option to upload a large number of resources, such as contacts, into a Cloud Service all at once. The Bulk APIs require the name of the object identified within the cloud service and a .csv file with populated data included in each request. SAP Open Connectors provides discovery services to get a list of available objects.

If you configured the **Callback Notification Signature Key** (`event.notification.signature.key`) when you authenticated a connector instance, the bulk APIs will use the signature key to provide hash verification in the header of bulk jobs. For more information, see Hash Verification.

First we will make the GET /objects call to retrieve a list of available objects

```
curl -X GET
-H 'Authorization: Element , User '
'https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/hubs/marketing/objects'
```

Example of Successful Response:

```
[
  "activities",
  "contact",
  "campaign",
  "list",
  "account"
]
```

The “contact” object is available. We will use contact in our bulk upload. It will be placed in our request URL.

A csv file with populated data is required in our request, like the one seen below.

Example data will be used in this demonstration.

C_EmailAddress	C_FirstName	C_LastName	C_Title	C_BusPhone	C_Company	C_Website1
norm.smith@acme.com	Norm	Smith	Design Engineer	(333) 333-1234	Acme	http://www.acme.com
john@acmepublishing.com	John	Doe			Acme Publishing	https://www.acmepublishing.com
ann@acmedata.com	Ann	Smith	Director	444) 444-1234	Acme Data	http://www.acmedata.com
doug.smith@acmemarketing.com	Doug	Smith	Director of Marketing	(555) 555-1234	Acme Marketing	http://www.acmemarketing.com
chuck@acmefinance.com	Chuck	Taylor	Chief Financial Officer	(656) 656-1234	Acme Finance	http://www.acmebilling.com
frank@acmebilling.com	Frank	Ricard			Acme Billing	http://www.acmeresources.com
melissa@acmeresources.com	Melissa	Jones	Human Resources Manager	(202) 222-1234	Acme Resources	
shooter@acmetechnology.com	Shooter	McGavin	IT Technology Professional	(303) 928-2134	Acme Technology	http://acmetechnology.com
penny@acmeeducation.com	Penny	Smith	Director of Curriculum	(868) 888-1234	Acme Education	http://www.acmeeducation.com
ron.bergandy@acmecommunications.com	Ron	Burgandy	New Anchor	(227) 299-1234	Acme Communications	http://www.acmecommunications.com

An Example request can be seen below.:

```
curl -X POST
-H 'Authorization: Element , User '
-F file=@sample.csv
'https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/hubs/marketing/bulk/contact?path=/sample.csv'
```

Example of Successful Response:

```
{
  "id": "1234",
  "status": "CREATED"
}
```

An id is assigned to job. This can be used to check the status of a bulk job.

The id “1234” will be used in the request URL in the next example.

```
curl -X GET
-H 'Authorization: Element , User '
'https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2/hubs/marketing/bulk/1234/status'
```

Example of Successful Response:

```
{
  "id": "1234",
  "status": "COMPLETE"
}
```

Once the job is completed, login to the cloud service an find your newly created contacts.

Queryable Endpoints

You can use OCNQL to query the following endpoints of the Xero connector:

- GET /agents
- GET /contacts
- GET /groups
- GET /incidents
- GET /incidents/{incidentId}/{objectName}
- GET /notification-schemes
- GET /{objectName}
- GET /{objectName}/{objectId}/{childObjectName}
- GET /permission-schemes
- GET /projects
- GET /worklogs

Connector API Documentation

The base URL for all API requests is `https://api.openconnectors.us2.ext.hana.ondemand.com/elements/api-v2` .