Administrator guide

This page provides information about the Create and Link Administration screen.

Accessing the administration screen

To access the Create and Link Administration screen:

1. Go to **Administration** > **Add-ons.**

2. In the sidebar, under **ServiceRocket Plugins**, click **Create and Link Configuration.**

3. This page allows you to add, edit or delete **Operations.**

Create and Link Administration

This page is for defining Create and Link issue operations. Each row is an issue operation that will appear under the More Actions tab when you view an issue. A project name, issue type and link type are required for each operation. The project, issue type and link type can be inherited from the parent issue, or chosen when the operation is used.

No operations have been defined yet.

Add Operation

4. You must have at least one **Operation** to enable Create and Link features within a JIRA issue.

Adding or editing an operation

Create and Link - Add/Edit an Operation

This page is for adding or editing a Create and Link issue operation.

Operation Text:
The text for the operation as it will appear in the View Screen.

Target Project: Inherit from parent
The project for the new issue. It can be inherited from the parent issue or chosen when used.

Target Issue Type: Inherit from parent
The issue type for the new issue. It can be inherited from the parent issue or chosen when used.

Link Type: Choose when used
The type of link and direction between the parent and newly created issue. It can also be chosen when used.

Arguments:

Extra arguments to be passed when creating the linked issue.

- **Operation Text:** The text for the operation as it will appear in the Create and Link Screen.
- **Target Project:** The project for the new issue. It can be inherited from the parent issue or chosen when used.
- **Target Issue Type:** The issue type for the new issue. It can be inherited from the parent issue or chosen when used.
- **Link Type:** The type of link and direction between the parent and newly created issue. It can also be chosen when used.

If you select **Choose when used**, you will be prompted for the project, issue type or link type before being presented with the issue fields.

Arguments:

Extra arguments (supported fields) to be passed when creating the linked issue as below. The arguments field here is where you define what is copied from the original issue and what is preset.

- Assignee
- Components
- Description
- Due date
- Environment
- Versions
- Labels
- Priority
- Resolution
- Security
- Summary
- Custom fields

Examples:

- To set the assignee to user "*jsmith*", add a line: "*assignee=jsmith*".
- To set the summary to "*Your text here*", add a line such as "*summary=Your text here*".
- To set the components to ComponentA, find the id for ComponentA and add a line such as "*components=10010*".
- To set multiple values, add multiple lines with one id value in each line.
- To set a select custom field value use the option name instead of the id. For example, add "*customfield_10010=My Second Option*"
- To set multiple values for a custom field, add multiple lines with one option value in each line.
- To set values for a cascading select custom field, pass the value for the first field like "*customfield_10070=10020*" and the value of the second field like "*customfield_10070:1=10024*".

How to find Components, Versions and Custom Fields Id

To find Versions or Components:

1. Go to **Project** > **Project Name** > **Versions/Components.**
2. Then click the version/components.
3. You will see the ID in the browser URL bar.
4. Or mouse-over the version/components and you will see the ID within the generated URL at the bottom of the page.

To find the Custom Field ID:

1. Go to **Administration** > **Issues** > **Fields.**
2. Then select **Configure** next to the custom field's name.
3. You will see the ID in the browser URL bar.

Inheriting values:

- To inherit values from the parent issue, use the keyword "*inherit*". For example, to populate the summary from the parent, add a line: "*summary=inherit*"
- To inherit custom field values from the parent issue, use the keyword "*inherit*" and add a line "*customfield_10010=inherit*". This assumes that the custom field is valid in the target project.
- The inherit keyword also works with multivalue fields such as components, versions and custom multiselect fields. Since components and versions are per-project, they will only be copied if the new issue is in the same project as the parent issue, or if the target project is preconfigured in this operation and has a component or version of the same name.
- For the description, environment and summary fields, the string inherit will be replaced by the parent issues value. For example, "*summary=[LINKED]*" inherit will produce a summary such as [LINKED] xxx where "xxx" is the parent issue's summary text.
- Supported fields and their keywords are: assignee, components, description, duedate, environment, fixVersions, labels, priority, resolution, security, summary, versions (affected versions) and custom fields.