

Issue PDF snapshots

Issue PDF snapshots is a PDF document which is generated from 2 inputs:

1. Jira or JSM issue(s)
2. DOCX or ODT template file

As a Raley user, you give us a [template file with placeholders](#) in Velocity format, like those:

- `$issue.fields.summary`
- `$issueLink`
- `$issue.fields.customfield_12345`
- etc...

and we will pick up your Jira ticket, resolve the values specified by the placeholders and merge them into your template file. After that, we'll generate a beautiful PDF document which you can either send

via notification and/or attach to a Jira ticket as regular attachment.

How to prepare a template file?

Please see [this article](#) which explains in details how to make your own template file.

How do I trigger the generation of issue PDF snapshot?

There're two ways you can trigger snapshot generation:

1. Create a new Configuration of type Jira issues snapshot like this:

The screenshot shows a configuration form for a 'Jira issues snapshot'. The 'Name' field is 'Scheduled RTPM2 audit generation'. The 'Enabled' checkbox is checked, with a note: 'You can temporary disable this configuration if necessary'. The 'Audit enabled' checkbox is unchecked, with a note: 'When audit is enabled, each message sent with this configuration is saved as a comment to related Jira issue'. The 'Configuration type' dropdown is set to 'Jira issues snapshot' and is highlighted with a red rectangle. The 'Fired on' field shows the cron expression '0 0 15 1/1 * ? *' for the timezone 'Europe/Tallinn', with the next run scheduled for '20-02-2024 15:00:00'.

Name*

Enabled* ☒ You can temporary disable this configuration if necessary

Audit enabled ☐ When audit is enabled, each message sent with this configuration is saved as a comment to related Jira issue

Configuration type*

Fired on* for timezone Europe/Tallinn Next run: 20-02-2024 15:00:00

2. Use another type of Configuration, like Jira issue event or Jira Service Management request event and trigger the snapshot generation using a [helper function](#)

We recommend the first approach if you need to generate snapshots on a scheduled basis, say, once a week. It is also very easy to set up.

The second approach is for more advanced users and require more configuration. However, it allows you to:

- Trigger generation of a snapshot from any issue conditionally
- Make a conditional decision in run-time on what to do with the generated issue snapshots.

By *conditional* here we mean that you can write a Velocity `#if #elseif..` condition which will evaluate based on the data from current issue.

What can I do with the generated issue PDF snapshot?

The snapshots can be:

- Sent as attachment with your notification
- Attached to a Jira issue as a regular Jira attachment file

If you configure your snapshot generation using configuration type **Jira issues snapshot** then you'll be presented with the following options:

Configuration type* Jira issues snapshot

Fired on* 0 0 15 1/1 * ? * for timezone Europe/Tallinn Next run: 20-02-2024 15:00:00
☒ When checked a notification will be sent even if the JQL returns no results
You can use www.cronmaker.com to generate your cron expressions easier

JQL Rule issuekey = RNTP2-1

Additional JQL criteria the issue(s) must match. Mandatory with Jira issues digested messaging and Jira issues scheduled export)

Export template* My First Template

Attach To Issue ☒
Attaches export file to a Jira issue. This applies only for a JQL Rule returning single Jira issue

Attach To Message ☒
Attaches export file to Email/Slack notification

Attach to Issue: attaches the generated PDF snapshot to the issue. Note, that this will only work if your JQL rule will return exactly 1 issue.

Attach to Message: adds the generated PDF snapshot as Email/Slack attachment