

Problem filtering internal comments on Jira Cloud Service Desk

Problem

Service Desk internal comments are sent to the remote instance.

The Outgoing sync rules include a script to filter out internal comments.

Cause

Jira Cloud REST API has a limitation so Exalate cannot check whether the comment is internal when the request type is not set.

Solution

1. Make sure the Outgoing sync on the source side has the following code

```
replica.comments = issue.comments.findAll { !it.internal }
```

2. Check if the Service Desk issues have a request type configured.

Back to [Solutions to Jira Cloud errors](#)