FAQ

Frequently asked questions on the usage and configuration of the Table Grid Editor

Troubleshooting

- Changes are not logged in the activity and history section — Activity tab is not displaying grid changes.
  We would need a place where it displays that something has been changed/edited.
- Is it possible to initialize the grid with external data from custom fields? — You can initialize the grid data from the custom field. Even if it's We have been using the database custom field of Keppler with success.
- Required field validation error is not displaying — I have a new TGE field, marked as a required field in the field configuration. It is displaying as a red asterisk (*) on the create Screen, but it doesn't work as expected. Whenever there is no row in the TGE field, there should be a failure message. The issue creates without a value for the TGE field.
- Table grid has problems displaying more than 32,767 characters in edit mode — The entered text is too long. It exceeds the allowed limit of 32,767 characters.
- The grid has problems connecting to the database — You have specified the datasource for the grid, but it does not connect to the database and you get an error message: "Could not connect to database jdbc: "
- Unicode data is corrupted in text area column with PostgreSQL — I use PostgreSQL as a storage for JIRA data. Everything works fine except the case, when I try to enter any Unicode text (any national alphabet's characters) to the textarea column of my Grid - characters get corrupted.

Logging

- How to disable excessive hibernate logging — When debug logging is enabled, all queries sent to the database will also be logged. I don't need excessive hibernate logging. How could it be disabled?
- How to enable debug logging permanently — In the cases where you need to have a closer look at what the table grid editor is executing in the background, you can enable logging as described in this article.
- How to enable hibernate logging
- How to enable temporarily debug logging — In the cases where you need to have a closer look at what the table grid editor is executing in the background, you can enable logging temporarily
- Send us data about your support case — How to send us data to debug and/or reproduce your issues

Scripting and automation

- Access the grid data using REST — As a developer, I want to access the grid information through a REST call
- Bob Swift's "Create on Transition" integration — Bob Swift "Create on Transition" integration
- Check if all actions have status 'Done' — Assume you track actions with a grid, and you want to validate that all rows in a grid have status 'Done'.
- Copy the grid content to another grid — It is possible to do with TGE Java API and the ScriptRunner add-on
- How to ensure that the grid has been modified when creating an issue — The required attribute of the custom field configuration has no effect on the behaviour of the grid. This faq details out how you can test if the grid has been modified when creating an issue
- Java API: Groovy script examples
- Use groovy script to transform a grid into subtasks — Use the table grid editor to create a list of subtasks
- Using scripted fields to extract information from the grid (old) — Using a simple script, you can retrieve the values from the grid table and reuse these values in JQL and so on.
- Using scripted fields to extract information from the grid using the table grid API — Using a simple script, you can retrieve the values from the grid table and reuse these values in JQL and so on.
- Validate grid data on transition — Perform any custom checks of grid data on the issue transition screen

License related

- How to install an idalko issued license — There are a couple of countries where the Atlassian marketplace is not allowed to sell add-on licenses.
  To provide companies in these countries access to the add-on, iDalko will issue another type of license.
  This FAQ details out how to install such license
- How to update your trial license — Evaluating the table grid editor takes time given the vast array of supported use cases. You can extend your evaluation period up to 3 times. This document details out how you can install a new evaluation license

Specific configurations

- Do you have a restriction on the length of a customfield value? — Oracle has a restriction of 4000 characters for the length of a custom field value.
- Enable / disable individual toolbar buttons — I know this topic has been discussed a lot among Table Grid Editor users but I still want to know if this feature has a workaround or anything like that? For example, I would want to disable the Add Multiple Rows, Clear All Duplicates, Clear All Not Modified and Clear All Data buttons. is there a possibility to get this done

- How to build a column containing a list of project components — How to create a list column containing only the components of the containing issue project.

- How to cascade to 2 (or more) columns — An example of how you can cascade a value to 2 or more columns.

- How to clear the data from the grid on the transition screen using Jira Suite Utilities — Jira Suite Utilities "Clear Field Value" post-function (JSU "Clear Field Value" post-function) does not truncate the records in the Table Grid Editor (TGE). The grid stores the records for each issue in a table in a database. TGE does not store the records in the TGE grid custom field value. Thus, when the JSU "Clear Field Value" post-function clears the TGE custom field value, it does not affect the database records for the grid, and thus does not affect the grid you see in an issue.

- How to configure a column which lists all the users who have a role in the containing project — The default activity list, lists all the users that can access JIRA. If you want to restrict this list to the users who have a specific role in the JIRA project, you will have to do some SQL plumbing

- How to configure a file list picker — If you want to configure a drop down box containing all the issues of the containing issue.

- how to limit the user lookup to a group — I would like to look up and only find users which are in certain groups - for a user field in a grid, like "select distinct lower_user_name from cwd_user order by lower_user_name "
Can this be extended to only look up users in a specific group?

- How to specify a correct condition — When querying the grid using the grid function, you're required to specify a syntactical correct condition. This might be daunting given that it requires a slight understanding how SQL queries are constructed

- Initializing rows from a multi select custom field — I'm trying to take the options from a multi-select list on an issue and initialize a table grid. I want to put each selected item from the custom field in a different row for the table grid. Is there a way to do this ?

- Link to attachments from a table grid column — Is it possible to have attachment column in a table grid?

- Use the cascading and driving table to provide a dynamic selection — Assume you want to limit the options of one list column based on the selection made in another list column.

Importing data

- How to import rows into a grid (Synchronizer) — When importing data into the grid table - you find out that the content is showed when editing the issue but not when viewing the issue

- How to import/read large objects in postgresql — You need to import data into a textarea column, and the database is a postgresql (version 9.4 or higher)

Known issues

- "Could not execute JDBC batch update" error after the data import to PostgreSQL — It requires manual tuning of the database sequence.

- "gd.query.row" does not work with grid reload — gd.query.row does not support multiple grid reloads.

- "Synchronous XMLHttpRequest on the main thread is deprecated" warning — It is minor warning generated by a browser because of usage of old features of the Javascript

- Changes are not logged in the activity and history section — Activity tab is not displaying grid changes.
We would need a place where it displays that something has been changed/edited.

- Column type change is not displaying data correctly — Whenever a column is changed from one type to another, the column type change is not reflected in the table.
Example: Changing column type from integer to number does not display numbers.

- GenericEntityException while saving grid configuration — It means that your grid configuration is too large

- Grid data is duplicated when creating a second issue in fullscreen mode — Creating of the multiple issues with TGE grids from the same page is unsupported

- Grid definition does not contain property "gd.tablename" — This message indicates that any modifications in the table grid will not be stored in a database. The reason is that the add-on doesn't know in what database / table the content should be stored, which is an important detail to mention.

- Grid tables are not included in the XML backup — Details out why grid tables are not included in the JIRA XML backup

- IE8 Compatibility issue and JIRA 6.1: No grids are rendered in IE-8 after edit submit — This issue can happen when using IE8 with JIRA 6.1.

- Is it possible to initialize the grid with external data from custom fields? — You can initialize the grid data from the custom field. Even if it's We have been using the database custom field of Keppler with success.

- Multi Level Cascade field values are missing — All the values of a Multi Cascade custom field are lost.

- Multiple configuration contexts support

- Not all duplicates cleared when the grid data is persisted in a postgres based datastore

- Required field validation error is not displaying — I have a new TGE field, marked as a required field in the field configuration. It is displaying as a red asterisk (*) on the create Screen, but it doesn't work as expected. Whenever there is no row in the TGE field, there should be a failure message. The issue creates without a value for the TGE field.

- SQL Warning: -1100, SQLState: 02000; no data — It's insignificant warning that may be ignored

- String columns are trimmed when starting with 0 — When referring a string column in a formula, and the value of the string column is composed of numbers, starting with a '0', the value is interpreted as a number.

- Table grid does not display when you create subtask automatically — When the task is created, a subtask creates automatically. When I look at the subtask immediately afterwards, the table grids that belong to the subtask do not appear.

- Table grid has problems displaying more than 32,767 characters in edit mode — The entered text is too long. It exceeds the allowed limit of 32,767 characters.

- [Unicode data is corrupted in text area column with PostgreSQL](#) — I use PostgreSQL as a storage for JIRA data. Everything works fine except the case, when I try to enter any Unicode text (any national alphabet's characters) to the textarea column of my Grid - characters get corrupted.

- [Updating a release candidate to a final version fails](#) — Upgrading a release candidate to a final version doesn't work

- [Using list values of type 'number' in a formula related to a column of type integer doesn't generate the correct results](#)

- [When are formulas recalculated ?](#) — I got a grid which is using [col.xyz.formula](#) to calculate a number of columns. When I update the underlying data, the formulas are not updated.
  Why ?

- [When switching issuetype or project in the issue edit (create) popup, entered data is not saved](#)

Other

- [Change a string column into a textarea column](#)

- [Compatibility with Other Plugins](#)

- [Exporting Table Grid data for multiple issues](#)

- [How are the table record identifiers generated?](#)

- [How does Table Grid Editor manage data source connections](#)

- [How is the grid table identifier calculated](#) — This article details out how the grid table identifier (table name) is actually constructed.

- [How large a table can be kept in Jira using the grid](#) — The add-on use native database tables, so the limits are imposed by the underlying database configuration. In most cases it's almost limitless (given available disk space).

- [How to change background color of grid cells depending on its content](#)

- [How to import/read large objects in postgresql](#) — You need to import data into a textarea column, and the database is a postgresql (version 9.4 or higher)

- [How to insert data into a grid table](#) — This page details out how to insert data into a grid table using database import.

- [How to retrieve all table configurations using SQL](#) — During a support session we needed to retrieve all field configurations in one go. So we use SQL to extract the data directly from the database

- [Migrate TGE data to another jira instance](#) — How do you migrate table grid data to a new JIRA instance (or from production to test, for example) ?

- [Service Desk Compatibility](#) — A while back, the company I work for used a free trial of the Table Grid Editor. It worked exactly how we wanted it to, but when we attempted to use it in the Service Desk Portal with Jira, the table didn't render. It just didn't show up. I've been looking through some of your latest documentation and see where you've released fixes for the Service Desk, but I didn't see anything on if it's compatible with the Portal portion of Service Desk.

- [Use Better PDF Explorer for Jira from Midori to export a table grid to PDF](#) — The [Better PDF Explorer for Jira](#) allows to export an issue to pdf - this faq details how to configure the add-on to export a table grid

- [Use the 'email this issue' plugin to send the content of a grid by mail](#) — The '[email this issue](#)' add on allows to send custom formatted emails. This faq details out how to add the content of a grid to the templates

- [What is the performance impact of the table grid editor ?](#)

- [What MySQL privileges are required to use Table Grid Editor](#) — What are the privileges required for the table grid when connecting to a mysql database ?

- [Where does Table Grid Editor store the data?](#)