

EMAIL IN JIRA

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Section #1 Outgoing Emails	
Notification Basics	What is a notification in Jira?
	When does Jira send out notifications?
	What are the specific actions in Jira that can result in notifications?
	How can users receive email notification updates for issues they are interested in?
	What mechanism in Jira control when an email is sent and to whom the email is sent?
Notification Parts (Events)	Explain the role of Jira's internal events sub-system and provide an example of a Jira system event.
	Who can create custom events in Jira? Where can custom events be triggered?
Notification Parts (Mail Listener)	What is the importance of Jira event listeners and how are they used in Jira?
	Explain the role of the mail listener and describe the work it undertakes from the time it receives an event to the time it adds mail items to the outgoing mail queue.
Notification Parts (Mail Queue)	When are outgoing notifications sent, when an operation is performed on an issue?
	What happens to items in the outgoing mail queue?
	Can a Jira Administrator flush the messages from the mail queue?
	If a mail item failed to be sent out, how many times will it retry?
Notification Parts	By default, how often is the mail service configured to run to process messages in the mail queue?

(Mail Service)	
	Under what condition should you change the default polling interval value of the mail service?
	Explain what happens to mail items in the mail queue if they are unable to be sent out and what a Jira administrator can do.
Scaling Outgoing Notifications	List some areas to consider when scaling outgoing notifications in Jira. What are some areas to check for to help determine the health of an outgoing mail queue?
	Explain how subscriptions can impact outgoing email notifications. What should you watch out for when working with subscriptions?
	How can you limit the text field character length to avoid large description field values resulting in large mail items?
	What typically happens if the SMTP server Jira is connecting to for outgoing notification is unavailable (1) within an hour, (2) one entire day?
	What are two important SMTP server settings can that impact your outgoing notifications? What should you do in the event that your SMTP server has a daily email threshold and you have reached the maximum daily quota?
	How many SMTP servers can Jira connect to for outgoing notifications? What options are available for Jira to support multiple SMTP servers? Explain what happens to the mail queue when Jira crashes or an administrator restarts Jira, and how you can safeguard your mail items.
	Describe the steps you need to take BEFORE you can start troubleshooting email issues using email logs. What is the function of the debug mode in mail logging?
	Explain what is meant by service contention in Jira, describe symptoms of service contention, and explain the strategy for reducing/avoiding service contention.
Section #2 Incoming Emails	
Incoming Email Basics	How many incoming mail servers can Jira connect to? Describe three types of incoming email setup scenarios.
	Which email protocols are supported by Jira?
	What mechanism is available if you want to test incoming mail without the use of a real mailbox on an SMTP server?

	<p>Describe how incoming mail handler services are created.</p> <p>Explain the function of an incoming mail handler service.</p>
	<p>How many Jira projects can be associated with each mail handler that is configured to create issues?</p>
	<p>Why are the Jira Core/Software and the Jira Service Desk mail handlers different?</p>
Adding Comments	<p>How do you configure Jira can be configured to read email from a mailbox, and either create issues or add comments to an issue based on the email?</p>
	<p>Explain how permissions can impact the ability for the mail handler to add a comment to an issue based on an incoming email.</p>
Creating Issues	<p>When does the mail handler create an issue?</p>
	<p>How does the email subject of an incoming email impact the ability for the mail handler to create an issue?</p> <p>Describe how the mail handler would handle creating an issue for an incoming email if there are fields in the issue creation screen configured as mandatory.</p>
Common Problems	<p>What are some common problems associated with incoming emails?</p> <p>How might email signatures pose issues for the mail handler and what can you do to address these issues?</p>
	<p>Describe an issue that can arise with multiple Jira users using the same email address and how you can remediate this issue.</p>
	<p>Explain what typically happens if Jira users send an email to Jira using a different email address (i.e. not their Jira email address). How would the mail handler handle these emails?</p>
Best Practices	<p>What are some best practices for incoming emails in Jira?</p> <p>How do you know if a notification scheme is configured effectively?</p> <p>What things might you consider when tuning your notification schemes to ensure that they are optimized for your teams and your organization?</p>
	<p>What is the purpose of the Autowatch feature in Jira?</p> <p>How might the Watched Issues Jira gadget help you manage email notifications?</p>
	<p>What are some strategies for managing group filter subscriptions to avoid mass notifications?</p>
	<p>How would you manage Jira emails so that they do not clutter your inbox, the emails</p>

	maintain useful and relevant, and avoid them being unread or unnoticed?
	When scaling email in Jira, how might you extend out of the box Jira email functionality to provide things like support for multiple SMTP servers, mail queue persistence, management of non-Jira notification recipients, ability to auto-reply through custom templates, email auditing and mail sent history?
	What tools are available in Jira for Jira administrators to troubleshoot email problems?
	How can understanding email trends help a Jira administrator better manage their Jira application? What email statistics can help build this picture for the Jira administrator?

Outgoing Mail

Things to Configure

Things to Monitor

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Troubleshooting Tips

Best Practices

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Incoming Mail

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