

Contact

Atlassian Support / Requests / PS-136485

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## Archived event - script runner

ATLASSIAN INVESTIGATING

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### File Attachments

Drag files here or click to [browse](#)

### Shared with

- Shreyas Racherla  
Creat or
- Pratibha X  
Tambakad
- Pushendra X  
Sahu
- ...
- Tammiseti X  
Naveen

File name	Size	Last modified	Actions
Event missing_2023-09-22... .har	12.1 MB	Sep 22, 2023, 12:34 pm	
API Endpoint response_20... .txt	7 KB	Sep 22, 2023, 12:34 pm	
Event error_2023-09-05T15....har	21.1	Sep 05, 2023,	

File name	Size	Last modified	Actions
With event Jira_2023-09-0... .har	11.5 MB	Sep 05, 2023, 8:44 pm	
Without event Jira_2023-0... .har	12 MB	Sep 05, 2023, 8:44 pm	
Automation rule-archived_... .PNG	37 KB	Aug 31, 2023, 11:59 am	
SQL result_2023-08-30T10:... .PNG	24 KB	Aug 30, 2023, 3:36 pm	
Jira_i-0484ffa459a9c0bd1_... .zip	23.2 MB	Aug 21, 2023, 7:16 pm	
Jira support file_2023-07-1... .zip	30.8 MB	Jul 19, 2023, 12:50 pm	
Screenshot3_2023-07-19T0....PNG	11.9 KB	Jul 19, 2023, 11:41 am	

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### Activity

Your request status changed to **Atlassian Investigating**

12/Oct/23 10:22 AM **LATEST**

**Pratibha Tambakad** 12/Oct/23 10:22 AM

Hello **Jeremy Sanchez**,

Xray team is still investigating the issue. once we get the update from them, we will keep you posted.

Thanks

Pratibha

Your request status changed to **Waiting For Customer**

11/Oct/23 06:34 PM

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**Jeremy Sanchez** 11/Oct/23 06:34 PM

Hello Pratibha,

We wanted to follow up and see if you had any additional findings from the XRay team.

Regards,

Jeremy S | Senior Support Engineer

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**[Atlassian Support]** 11/Oct/23 05:54 PM

This frozen issue has been automatically unfrozen because it reached the Unfreeze Date set by Atlassian.

We'll reach out to you shortly with an update. If you have already resolved this issue yourself, please click the "Resolve" link in the support portal. A quick note about the solution you found would be greatly appreciated!

Kind Regards,

The Atlassian Premier Support Team

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Your request status changed to **Atlassian Investigating**

11/Oct/23 05:54 PM

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Your request status changed to **Frozen** 04/Oct/23 05:31 PM

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**Branden Miars** 04/Oct/23 05:31 PM

Hello Pratibha,

Thank you for the update! My name is Branden and I'll be taking over the ticket while Daniel is unavailable. I'm glad to hear that the request has been opened with Xray and hope that they can provide some assistance soon. I'm going to freeze the ticket for a week to provide time for their team. You can respond in the meantime to reopen the ticket if anything comes up and if not, I'll check back in on the unfreeze date.

Kind regards,  
Branden | Atlassian Support

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Your request status changed to **Atlassian Investigating**  
03/Oct/23 07:40 AM

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**Pratibha Tambakad** 03/Oct/23 07:40 AM

Hello Daniel,

Appreciate your efforts in finding the root cause of the issue.

I have opened the ticket with Xray team, awaiting their response. will let you know as soon as we receive any response and I will sharing the ticket with you.

<https://jira.getxray.app/servicedesk/customer/portal/2/SUPPORT-70011>

Thanks

Pratibha

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Your request status changed to **Waiting For Customer**  
29/Sep/23 09:41 PM

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**Daniel Berlin** 29/Sep/23 09:41 PM


Hello Team,

After much testing here, we've found that in order to reproduce the problem, we simply need to install the Xray App. An edit to the page (to the events) makes the problem go away (the event comes back). Then a restart will cause the problem to return, and the event to go away.






This does not, as we decided earlier, have anything to do with Scriptrunner either.

### Next Steps

I recommend opening an Issue with Xray Support, to bring this to their attention:

 I recommend providing the Xray Support Team with the following summary:

With Xray installed, loading the events list, as in the ListEvents.jspa page, fails to include the "Issue Archived" event.

-  The REST API call for events still returns the event type.
-  The dialog box for adding new events still shows the event type 'Issue Archived' and allows it to be selected.
-  The event type's row in the html table of events is not there.
-  Editing or adding an event will cause the missing Issue Archived Event to come back.
-  Restarting the instance will cause the Event to disappear again.

I'll be handing this case off, meanwhile to one of my teammates going forward. Please let us know if you plan to open a case with Xray Support.

Thanks,

Daniel C Berlin | Atlassian Support

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**Daniel Berlin** 28/Sep/23 08:21 PM

Hi Team,

I'm following up on the subject of the disappearing 'Issue Archived' event.

I've compiled a report for our Escalation team, and am awaiting their input for our next steps. In the meantime, if you have any comment on the info I sent yesterday, please let us know here.

Either way, we'll respond with next steps, likely next week.

Thanks,

Daniel C Berlin | Atlassian Support

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Your request status changed to **Atlassian Investigating**  
27/Sep/23 03:57 PM

Your request status changed to **Waiting For Customer**

27/Sep/23 03:45 PM

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**Daniel Berlin** 27/Sep/23 03:45 PM

Hi Pratibha & Team,




I'm sorry for the delay here. I have some updates and will address your concerns:


 How crucial is this issue?

My understanding has been that your events were still being processed properly from the beginning of this disappearing option. That, combined with the fact that adding a dummy issue and removing it is a viable workaround for an admin, makes this a problem that doesn't seem to inhibit any work, and adds a minimal cost to get around. Of course we want to determine the reason and/or fix, but this problem doesn't seem to threaten anything related to the data or getting work done. If I've misunderstood some detail of this, please let me know!

 What have the evidence/materials collected shown?

The analysis of these materials has been a little tricky mostly because they don't contain errors. Furthermore, the file formats are a little different from case to case. We have found that **certain parts of Jira still see the event type 'Issue Archived'** even when the list events page does not.

-  The REST API call still returns the event type.
-  The dialog box for adding new events still shows the event type 'Issue Archived' and allows it to be selected.
-  The event type's row in the html table of events is not there.

 During the analyses, recording my own Safari hars for comparison, I believe I reproduced this behavior. I'm not able to confirm now, unfortunately, since I performed the workaround.

 What are next steps?

I'm working on escalating this case again. I don't know that we can learn more from the .hars or other materials right now, but if we can reliably reproduce this, we'll be able to look into the code and see what's causing the problem.

Please let me know your thoughts on all of this. In the meantime, I'm working on an escalation here.

Thanks,

Daniel C Berlin | Atlassian Support

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**Pratibha Tambakad** 27/Sep/23 12:56 PM

Hello Daniel,

Any update on the issue? It's actually taking more time than we anticipated. Could you please let us know how crucial the issue is? and anything you identified based on the investigation?.

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Your request status changed to **Atlassian Investigating**

25/Sep/23 10:37 PM

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Your request status changed to **Waiting For Customer**

25/Sep/23 10:37 PM

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**Daniel Berlin** 25/Sep/23 10:37 PM

Hi Pratibha,

So far the big discovery is that the api call still retrieved the event during the period where the page did not display the event.

This is not what I expected the situation would be, so I'm still evaluating the best next steps. I'll be in touch again tomorrow with more information.

Thanks,

Daniel C Berlin | Atlassian Support

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[Show more...](#)

**Details** 14/Jul/23 06:21 PM

Description

This Issue was split from <https://getsupport.atlassian.com/browse/PS-130543>, where clearing the plugin cache resolved the issue.

system generated Issue Archived event is getting disappeared from the event list very frequently, which is causing the script failures. this has become critical issue for us now. It will appear back again when you create event manually using Issue Archived template but it will stay for some time and disappears again. we are really trying hard to find the root cause of this issue.

I am also giving the reference of Adaptavist script runner support ticket where they have shared some information around the issue:

<https://productsupport.adaptavist.com/servicedesk/customer/portal/2/SRJSUP-30405>

Attaching the screenshots for reference

Priority  
Level 4

Affected Product  
JIRA Software (including JIRA Agile)

Affects Version/s  
9.4.4

Customer Timezone  
GMT-5

Partner Manager  
Tony Lam

Enterprise Advocate  
Brad Gilmour

Product Platform  
Server/Data Center

Migration Direction  
None Selected

Migration Products  
None Selected

Migration Phase  
Assess





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