

Electronic Signature Fields

Cprime Apps

Exported on 06/01/2020

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1 Electronic Signature Fields

Electronic Signature Fields app contains custom fields for checking user credentials. To execute transition or edit issues the users have to type valid credentials to proceed. This prevents unauthorized actions on tickets.

The app enables you to check user credentials according to technical elements of 21 CFR Part 11 that define the criteria under which electronic records and electronic signatures are considered trustworthy, reliable, and equivalent to paper records. Besides there are searchers for fields that enable you to filter issues by users who signed the field.

1.1 User Validator Field

This field validates username and password of a system user according to 21 CFR 11.

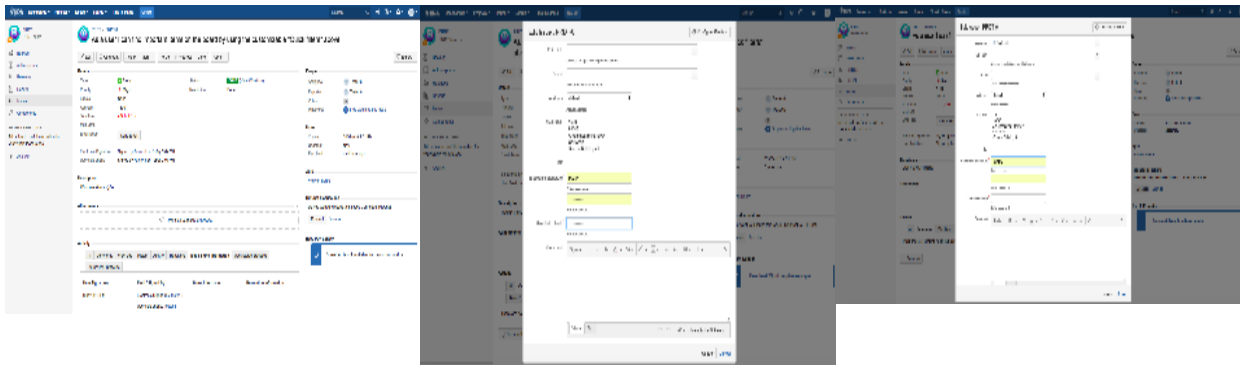
1.2 Logged User Validator Field

This field validates password of a current logged user according to 21 CFR 11.

1.3 Issue Signs Information

The Issue Activity panel shows information on everyone who signed the ticket.

1.4 Gallery



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Contact Us

If you have any questions, contact the cPrime Products team at products@cprime.com²

Please visit our [Service Desk](https://jira.cprime.io/servicedesk/customer/portal/2)³ to request support, report a bug, or suggest a feature

Be sure to visit our [Welcome](https://confluence.cprime.io/display/CADS/Welcome)⁴ page to get more information about other contact methods and hours of availability, SLAs, EULA and more.

¹ <https://www.cprime.com/>


² <mailto:products@cprime.com>

³ <https://jira.cprime.io/servicedesk/customer/portal/2>

⁴ <https://confluence.cprime.io/display/CADS/Welcome>

2 ESF - Installing Electronic Signature Fields

Installing Electronic Signature Fields is a standard procedure and is done via Universal Plugin Manager (UPM). For more information about UPM, refer to [Atlassian documentation](#)⁵.

 To install add-ons you must have Admin permissions in Jira.

2.1 Installing directly from Atlassian Marketplace

If you are connected to the Atlassian Marketplace website from your Jira administration console, you can install Electronic Signature Fields directly from the Marketplace. For more information, see [Atlassian documentation on installing add-ons](#)⁶.

1. Log into your Jira as Admin.
2. In the cog wheel menu, go to **Add-ons**.
3. In the search field of the **Find new add-ons** section, search for Electronic Signature Fields app.

This installation method is the quickest way. You can also install by file upload, as described in the next section.

2.2 Installing by file upload

1. Download the Electronic Signature Fields file from the Atlassian Marketplace.
2. Log into your Jira as Admin.
3. From Jira administration console, click the **Manage add-ons** link.
4. Click **Upload add-on** and select the file you downloaded, and click **Upload**.

2.3 See Also

- [Uninstalling add-ons](#)⁷
- [Installing add-ons](#)⁸

⁵ <https://confluence.atlassian.com/upm/about-the-universal-plugin-manager-305759439.html>

⁶ <https://confluence.atlassian.com/upm/installing-add-ons-273875715.html#Installingadd-ons-Installingadd-onsdirectlyfromAtlassianMarketplace>

⁷ <https://confluence.atlassian.com/upm/uninstalling-add-ons-273875709.html>

⁸ <https://confluence.atlassian.com/upm/installing-add-ons-273875715.html#Installingadd-ons-Installingadd-onsdirectlyfromAtlassianMarketplace>

3 ESF - Configuring Electronic Signature Fields

The following pages describe how to configure Electronic Signature Fields app:

- [ESF - Configuring electronic signatures](#)(see page 8)
- [ESF - Requiring electronic signatures on transitions](#)(see page 10)

3.1 ESF - Configuring electronic signatures

- [Adding electronic signature fields to the issue](#)(see page 8)
- [Locking signatures after a number of failed login attempts](#)(see page 9)
- [Configuring JQL functions](#)(see page 10)
- [What's next?](#)(see page 10)

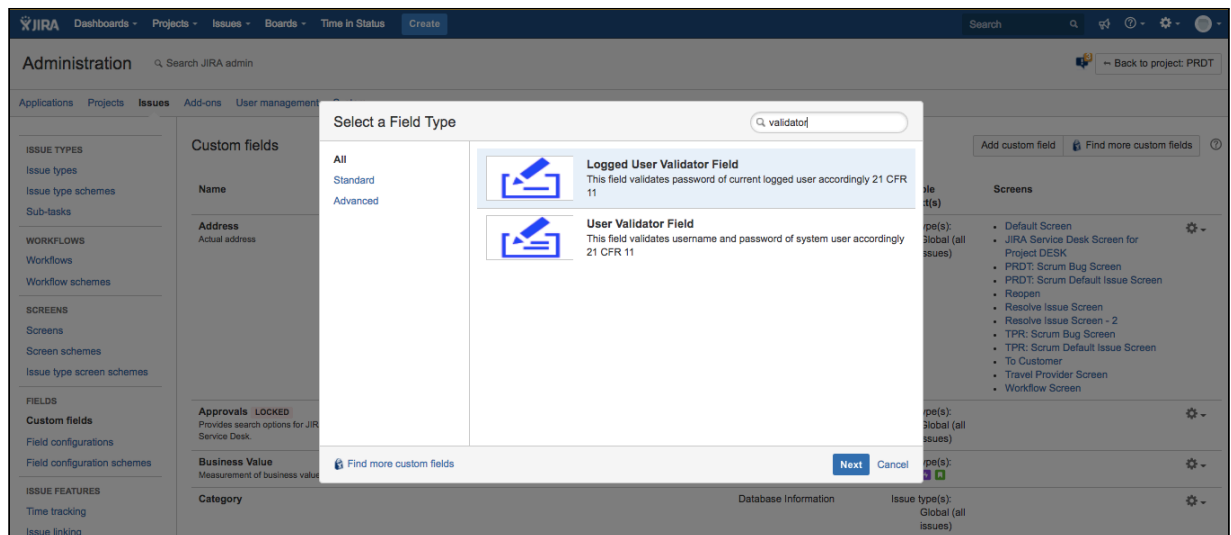
3.1.1 Adding electronic signature fields to the issue

Electronic Signature Fields app contains the following custom fields for signing tickets:

- **Logged User Validator Field** - validates username and password of a system user according to Title 21 CFR 11.
- **User Validator Field** - validates password of a currently logged in user according to Title 21 CFR 11.

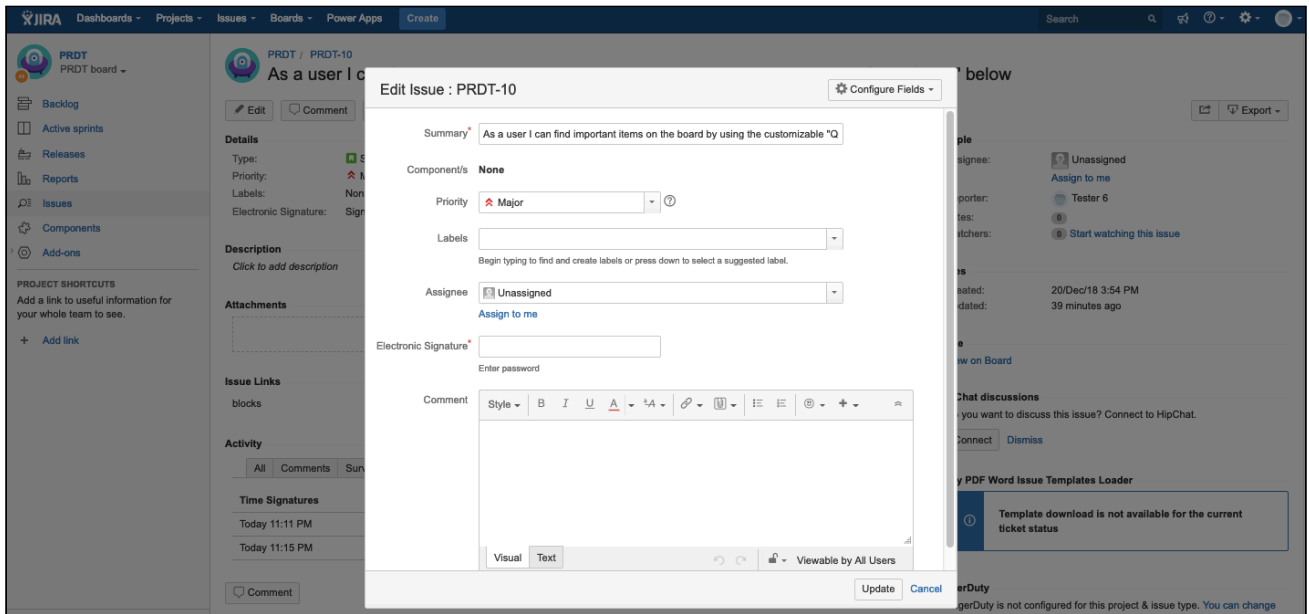
To configure the **User Validator** or **Logged User Validator** field, perform the following steps:

1. Go to Jira **Administration > Issues > Custom fields** and add a new custom field.
2. Select **User Validator** or **Logged User Validator**, and click **Next**.



3. Give a name and description to your field and click **Create**.
4. Select issue screens where you want your field to be visible and click **Update**.

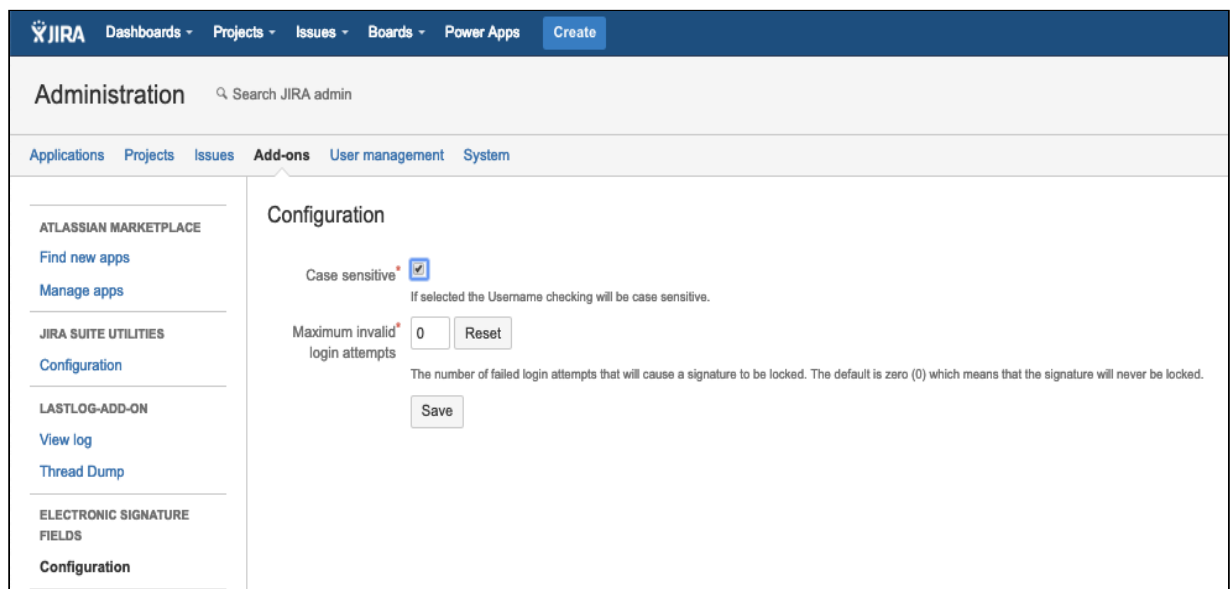
As a result, you will have the electronic signature field on the selected screens, and users will have to enter valid credentials when editing tickets.



3.1.2 Locking signatures after a number of failed login attempts

i This feature is available starting with version 2.0.1 for Jira 8 and above.

1. Go to Jira **Administration > Add-ons > Electronic Signature Fields > Configuration**.
2. Following settings are optional but they allow you to change credentials validation rules.



That's it. Electronic Signature field will now be validated according to selected settings.

3.1.3 Configuring JQL functions

The following custom JQL functions enable you to expand your search in Jira:

- `issue in signedIssues()` - returns all signed tasks.
 - `signedIssues()`
 - `signedIssues('project', 'Project name')`
 - `signedIssues('project', 'Project name', '>', 'date')`
 - `signedIssues('user', 'jdoe')`
 - `signedIssues('>', 'date')`
- `issue in unsignedIssues(Project name)` - returns all unassigned tasks from Project X.
 - `unsignedIssues()`
 - `unsignedIssues('project', 'Project name')`

3.1.4 What's next?

[ESF - Using Electronic Signature Fields](#)(see page 18)

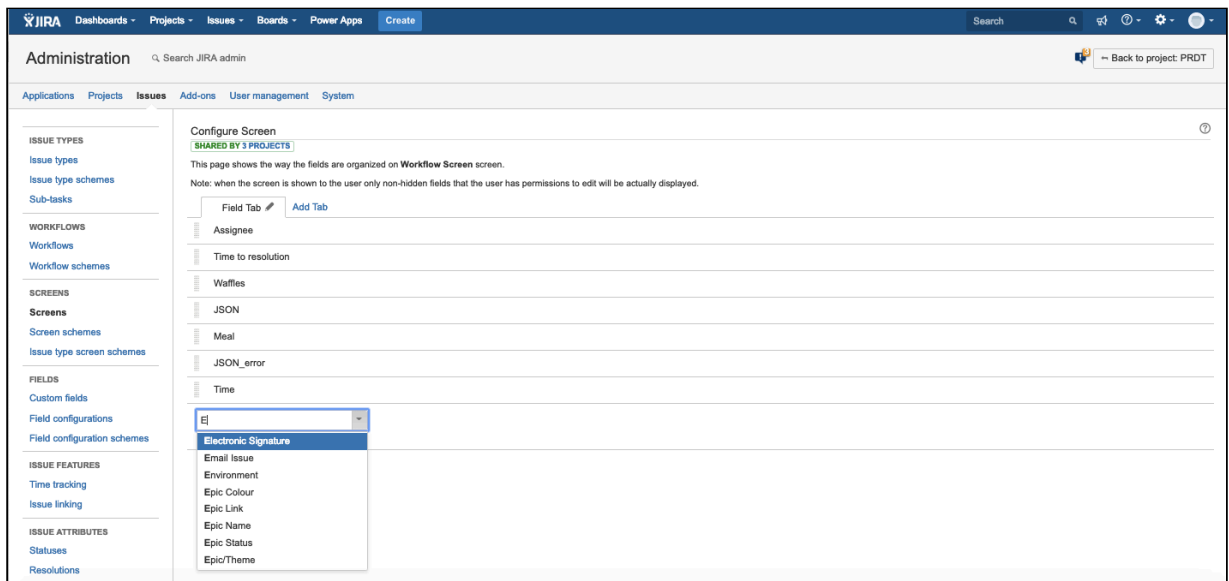
3.2 ESF - Requiring electronic signatures on transitions

- [Requiring electronic signatures on ticket transition](#)(see page 10)
- [Requiring electronic signatures on bulk transitioning](#)(see page 12)
- [Requiring electronic signatures on tickets creation in Jira Service Desk](#)(see page 14)
- [What's next?](#)(see page 17)

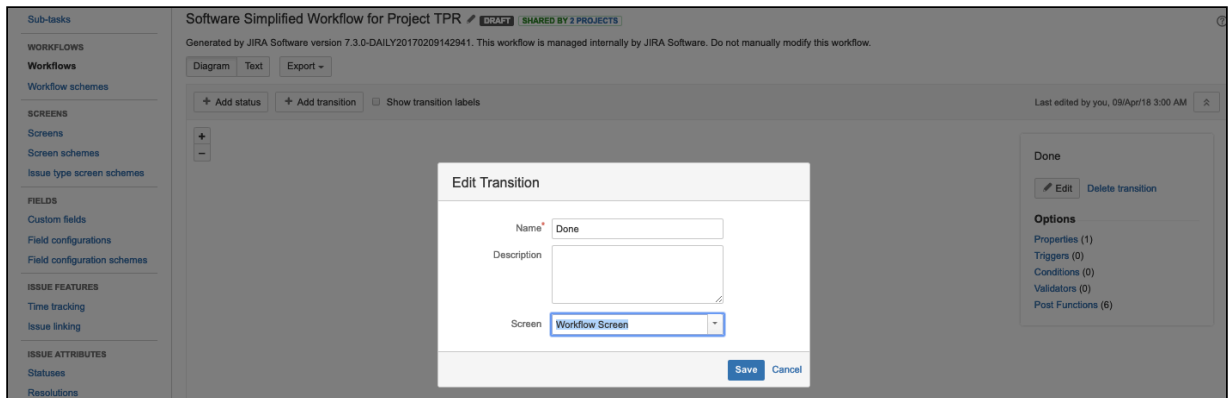
3.2.1 Requiring electronic signatures on ticket transition

When you add the electronic signature fields, the credentials are required when a user attempts to edit the ticket. In addition to this you can also require users to enter credentials when they move tickets from the "In progress" to "Done" status.

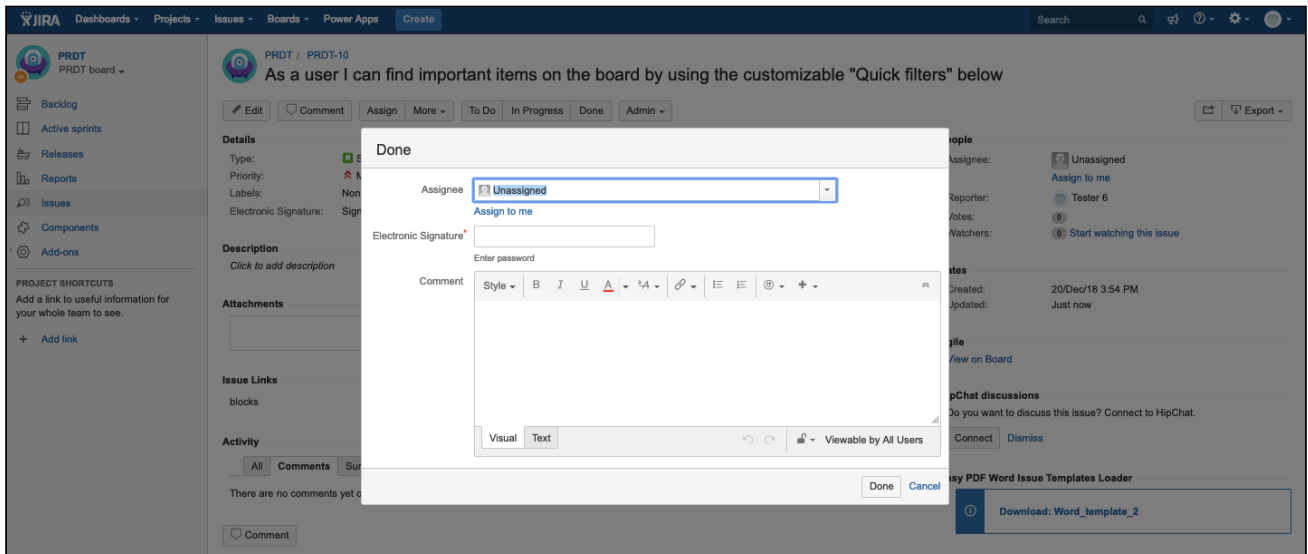
1. Go to Jira **Administration > Issues > Screens**.
2. Select **Workflow Screen** and click **Configure**.
3. Add your custom field to the screen.



4. To assign the **Workflow Screen** to transition, go to **Issues > Workflows**.
5. Click **Edit** for a project where you want to modify the workflow. Click a **Diagram** view.
6. Select the transition where you want the signature to be required. The configuration panel appears. Click **Edit it**.
7. Select **Workflow Screen** from the dropdown menu and click **Save**.



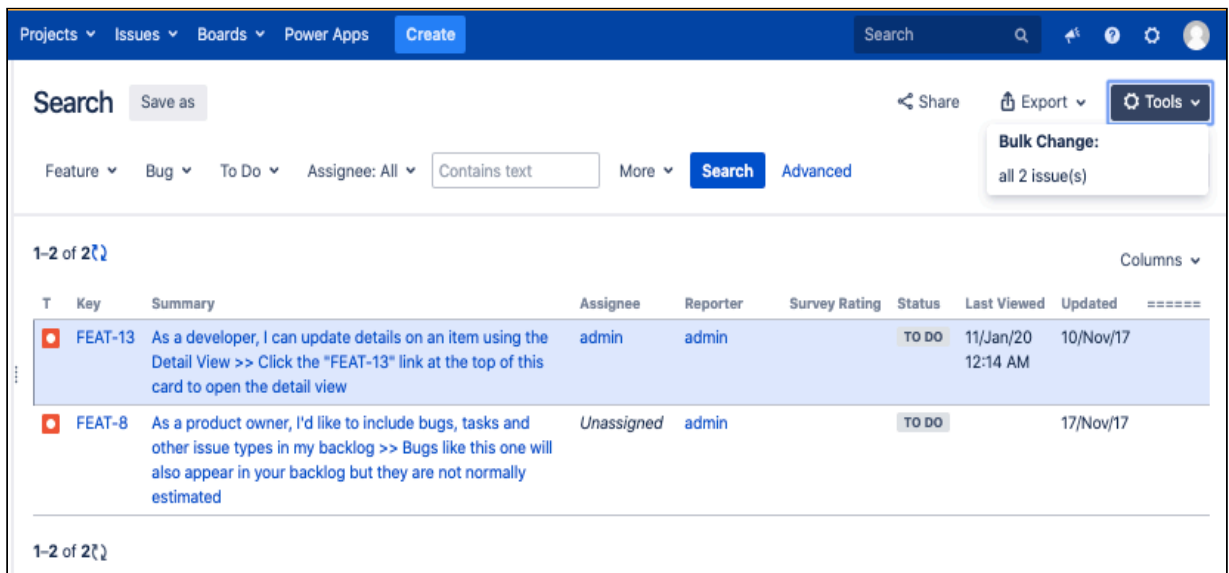
Now users will be required to enter credentials in the **Electronic Signature** field when moving tickets from "In Progress" to "Done".



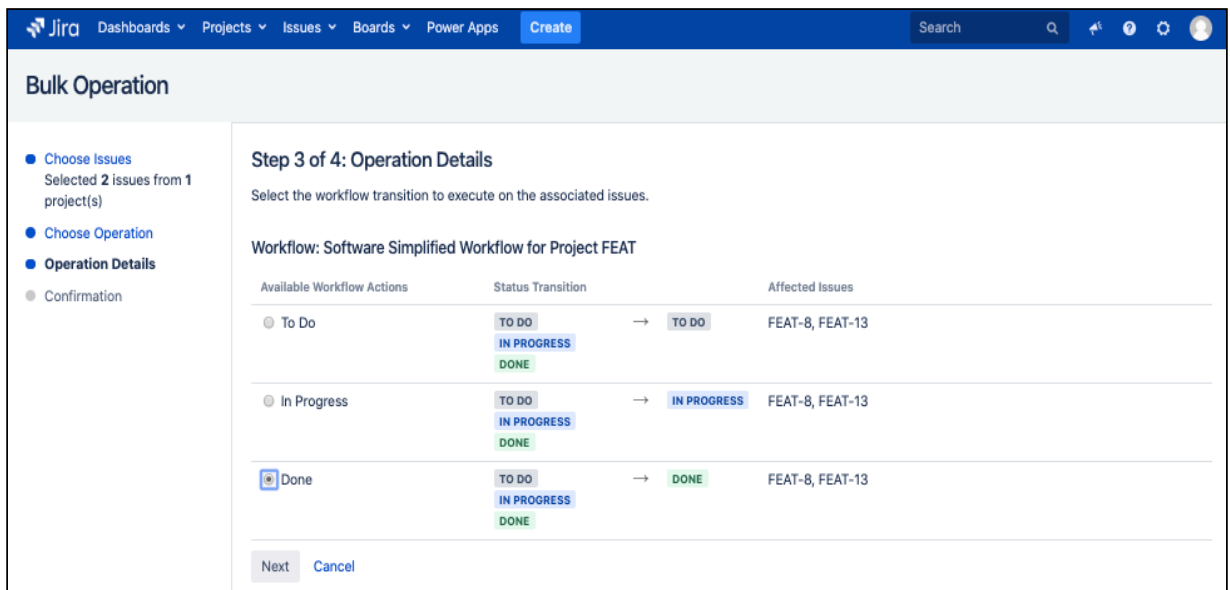
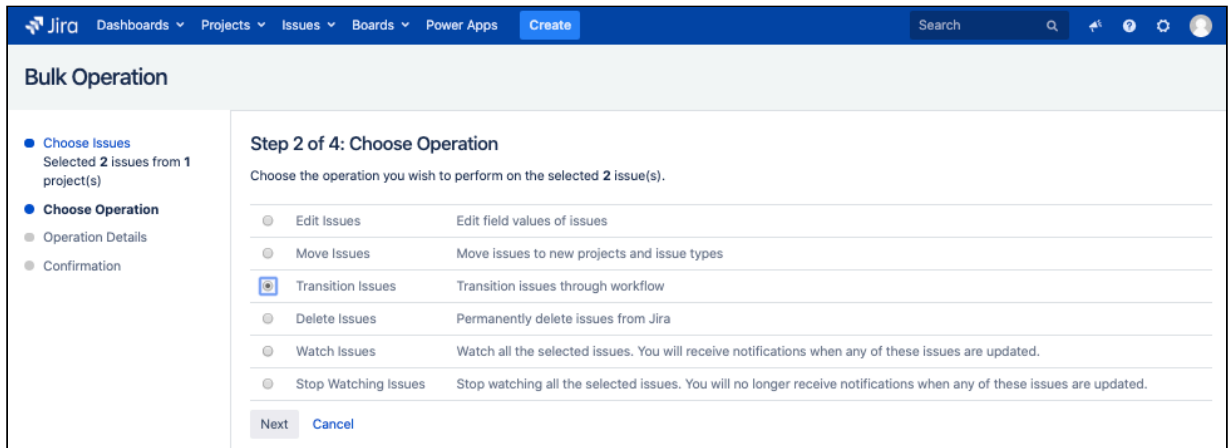
3.2.2 Requiring electronic signatures on bulk transitioning

In addition, you can also require users to enter credentials when they move several tickets at the same time (bulk operation) from **In progress** to **Done** status.

1. Add Electronic Signature custom field to the **Workflow Screen** and assign it to necessary transition.
2. Select your tickets, go to Jira **Tools** and click **Bulk change**.



3. Select the **Operation** and the **Operation Details** that you need.



Now users will be required to enter credentials in the **Electronic Signature** field when moving tickets from **In Progress** to **Done** status.

Bulk Operation

- Choose Issues
Selected 3 issues from 1 project(s)
- Choose Operation
- **Operation Details**
- Confirmation

Transition Issues: Edit Fields

Select and edit the fields available on this transition.

Next
Cancel

Workflow Software Simplified Workflow for Project FEAT

Selected Transition Done

Status Transition TO DO IN PROGRESS DONE → DONE

This change will affect 3 issues.

<input type="checkbox"/>	Change Assignee	<input type="text" value="Automatic"/>	Assign to me
<input type="checkbox"/>	Change Total Time in Status		
<input type="checkbox"/>	Change Custom reporter	<input type="text"/>	
		Start typing to get a list of possible matches.	
<input type="checkbox"/>	Change Operating System	<input type="text" value="None"/>	
N/A	Change Epic Color	NOTE: The field is not available for all issues with the same configuration.	
<input type="checkbox"/>	Change Agile Release Train	<input type="text" value="None"/>	
<input type="checkbox"/>	Change Program Increment	<input type="text" value="Unknown"/>	
<input type="checkbox"/>	Change Business Value	<input type="text"/>	
<input type="checkbox"/>	Change Electronic Signature Field	<input type="text" value="admin"/> <small>Enter username</small> <input type="password" value="....."/> <small>Enter password</small>	
<input type="checkbox"/>	Change Test user multi picker	<input type="text"/>	
		Start typing to get a list of possible matches.	

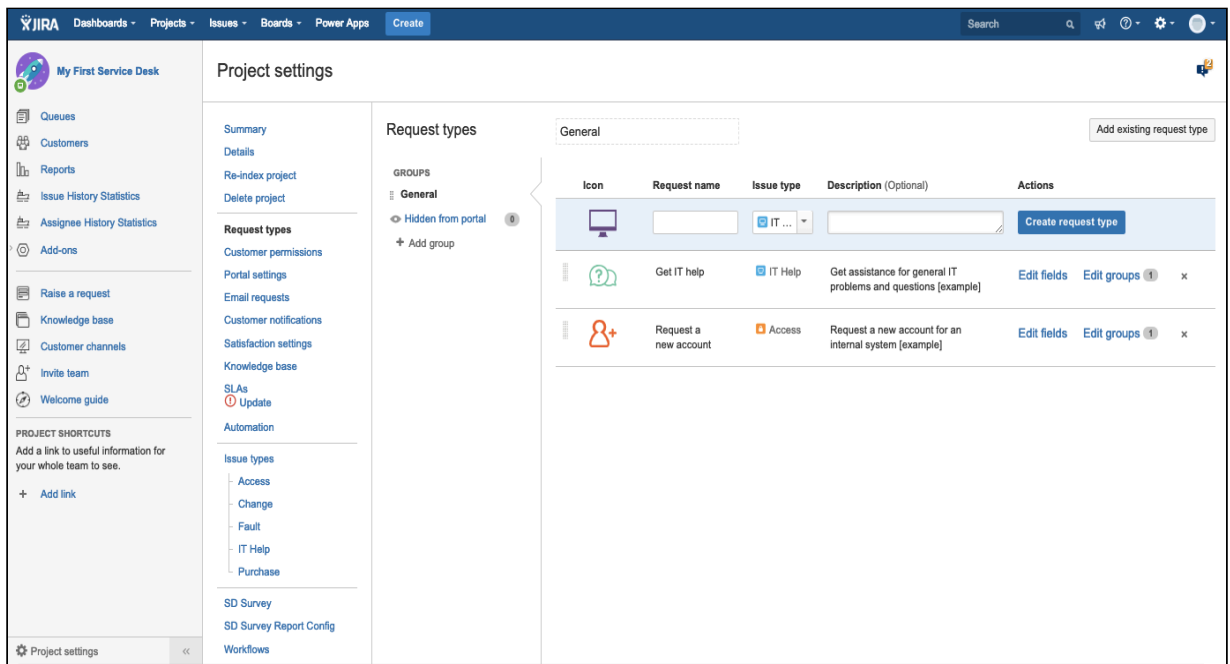
3.2.3 Requiring electronic signatures on tickets creation in Jira Service Desk

i This feature is available starting with version 2.0.1 for Jira 8 and above.

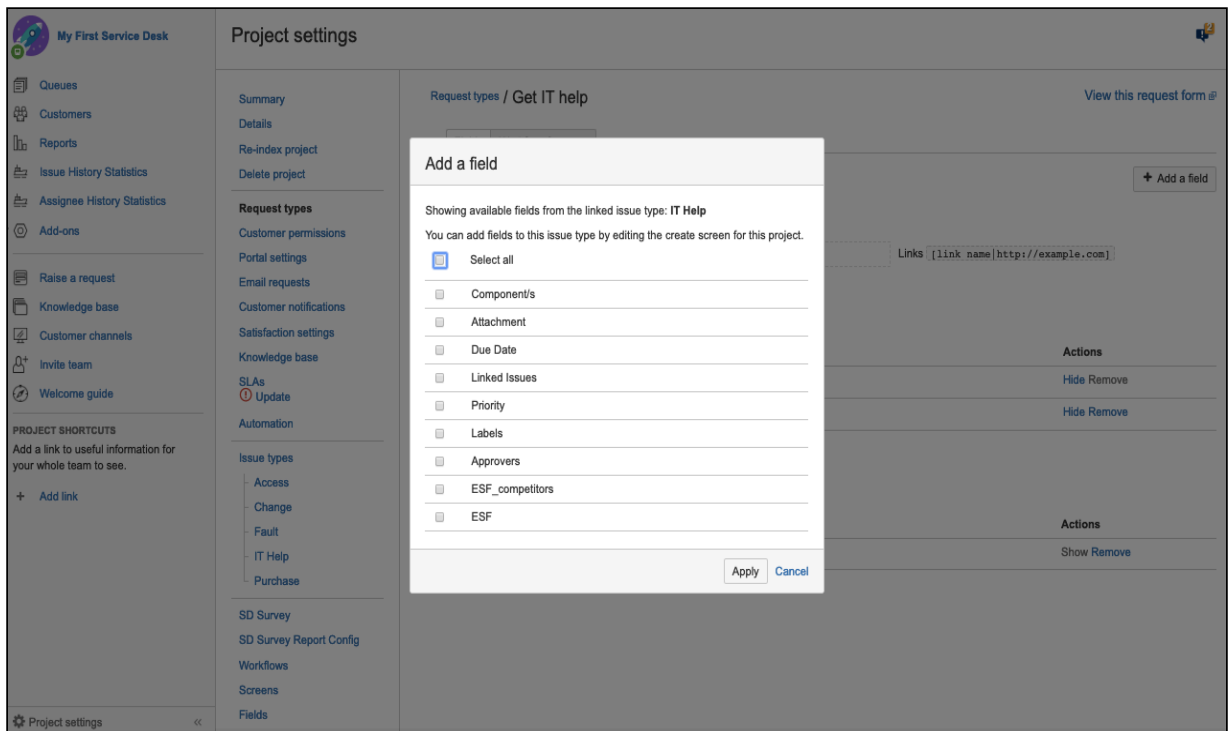
To add the **User Validator** or **Logged User Validator** field to your Jira Service Desk project, perform the following steps:

⚠ Make sure you've added the Electronic Signature custom fields to your Jira Service Desk project screens.

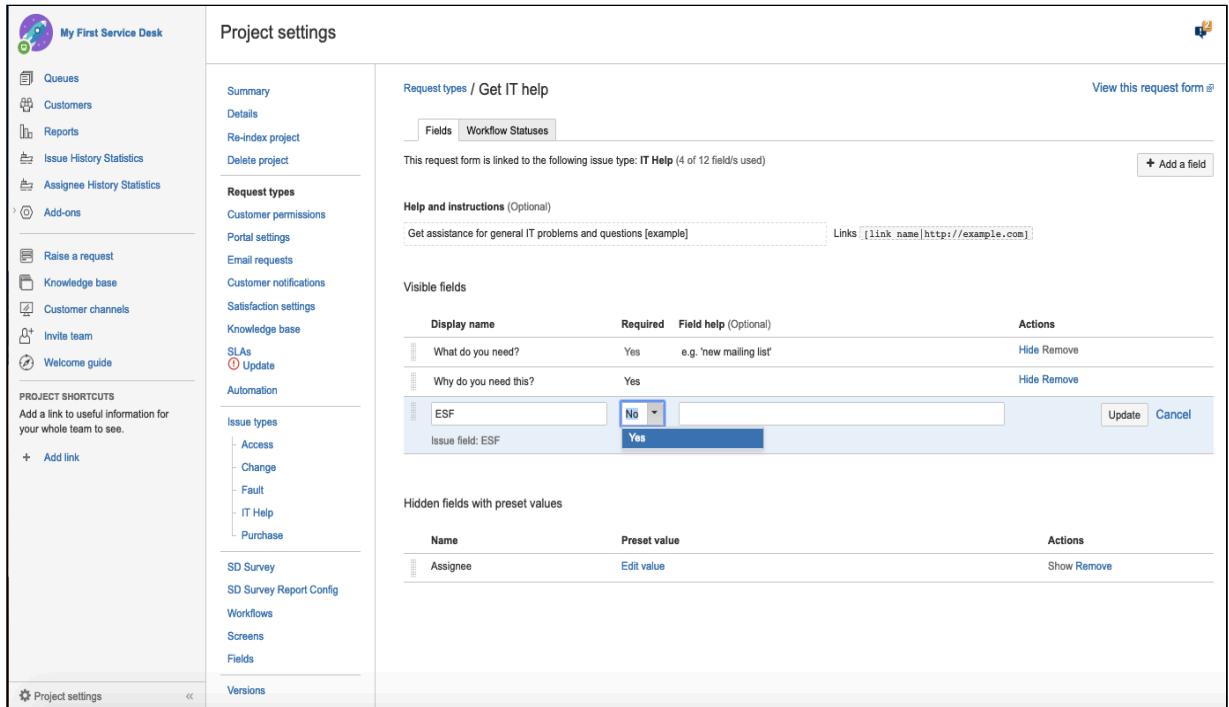
1. Go to **Project Settings > Request types > General**.
2. Click **Edit fields** for the necessary request type.



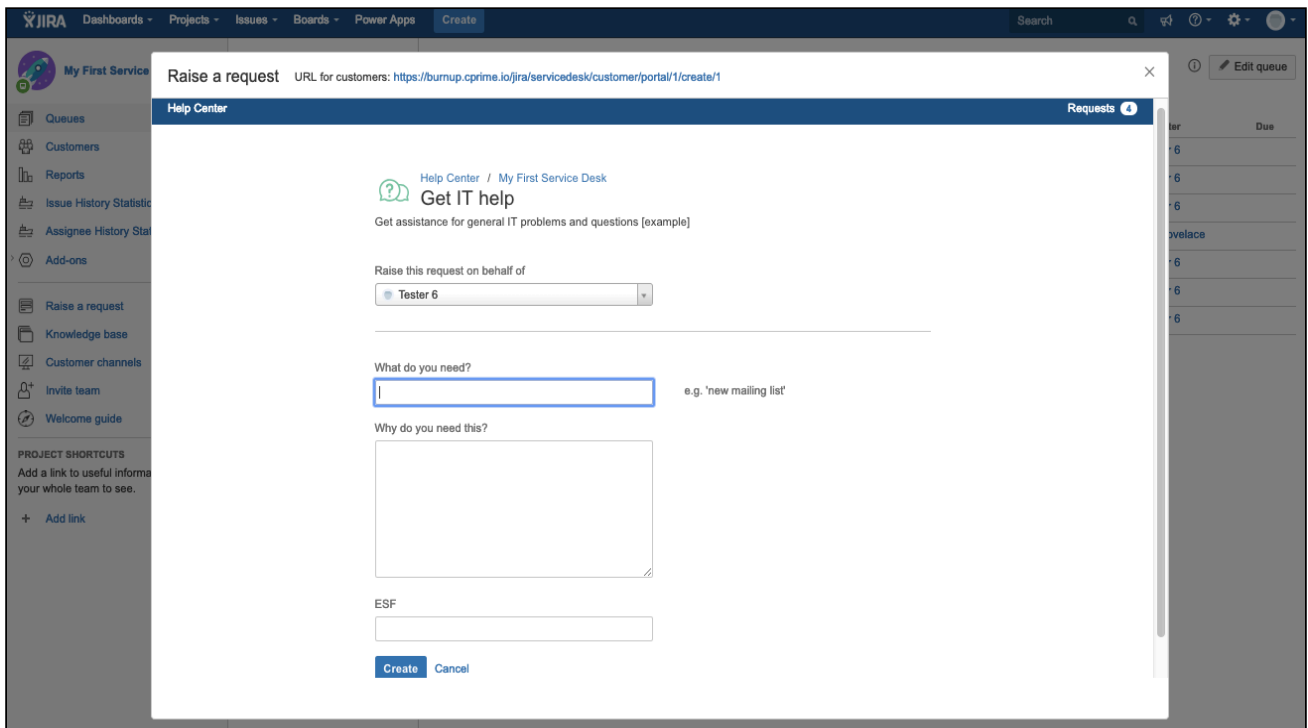
3. Click **+Add a field**, select your electronic signature field and click **Apply**.



4. To make the electronic signature field required, click **Yes**.



That's it. Electronic Signature field will now appear on the selected request type.



3.2.4 What's next?

[ESF - Using Electronic Signature Fields](#)(see page 18)

4 ESF - Using Electronic Signature Fields

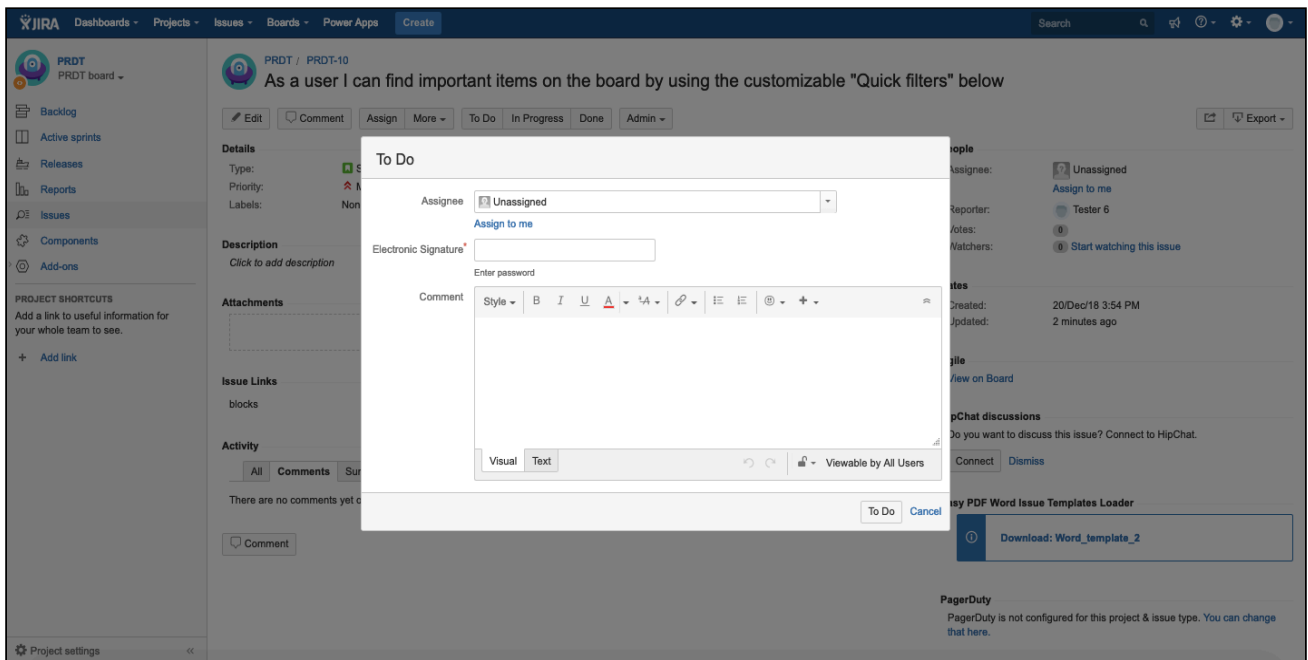
This section provides information about Electronic Signature Fields features and its capabilities:

- [ESF - Viewing Electronic Signature Fields with credentials](#)(see page 18)
- [ESF - Viewing Electronic Signature Field Issue Screen](#)(see page 19)

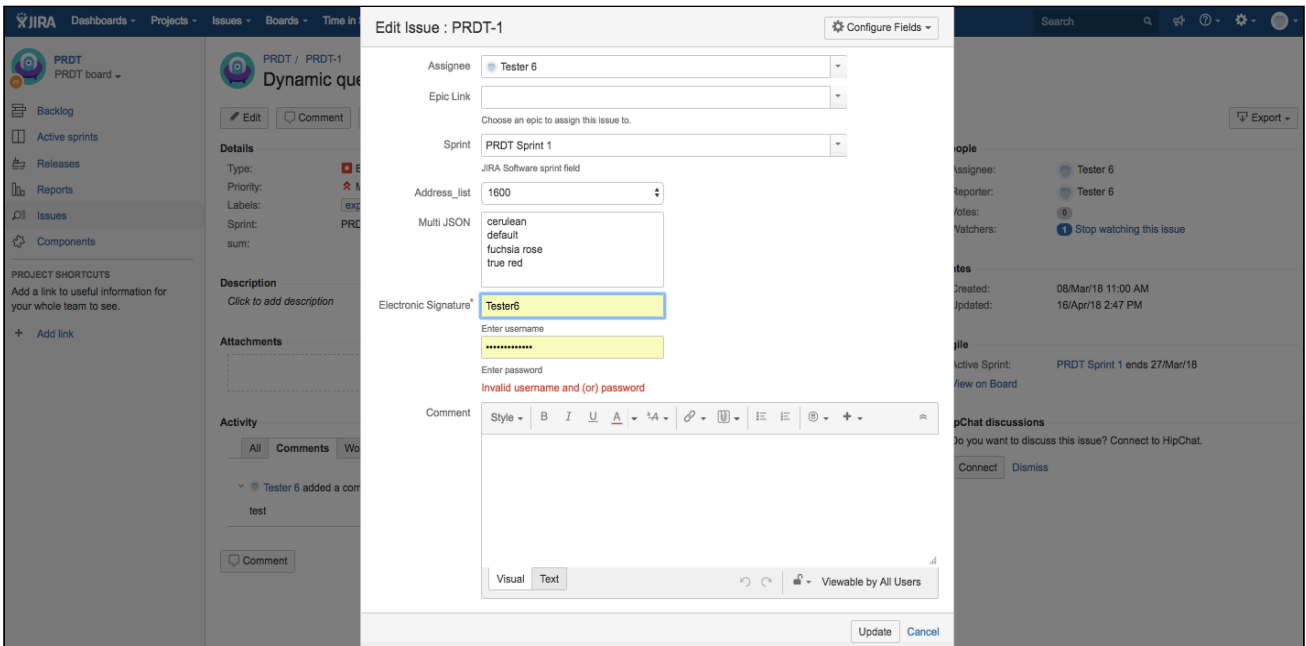
4.1 ESF - Viewing Electronic Signature Fields with credentials

When you perform the changes for the selected screens, credentials are required otherwise you will not be able to complete the update a ticket or change its status.

The following example shows that the signature is required when a user is moving the issue from "In Progress" to "To Do".



The following example represents the signatures and errors when the entered user credentials are invalid. Until or unless a user provides valid credentials, they will not be able to update the ticket.

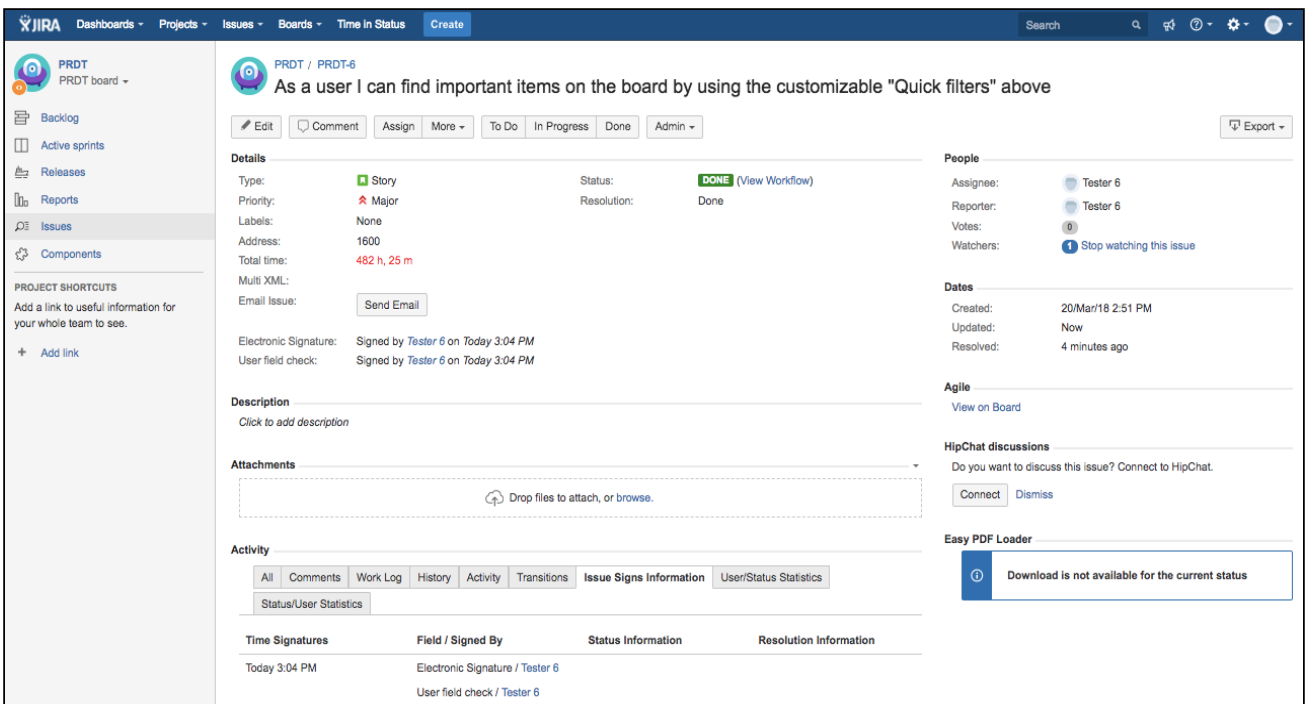


See also

[ESF - Viewing Electronic Signature Field Issue Screen](#)(see page 19)

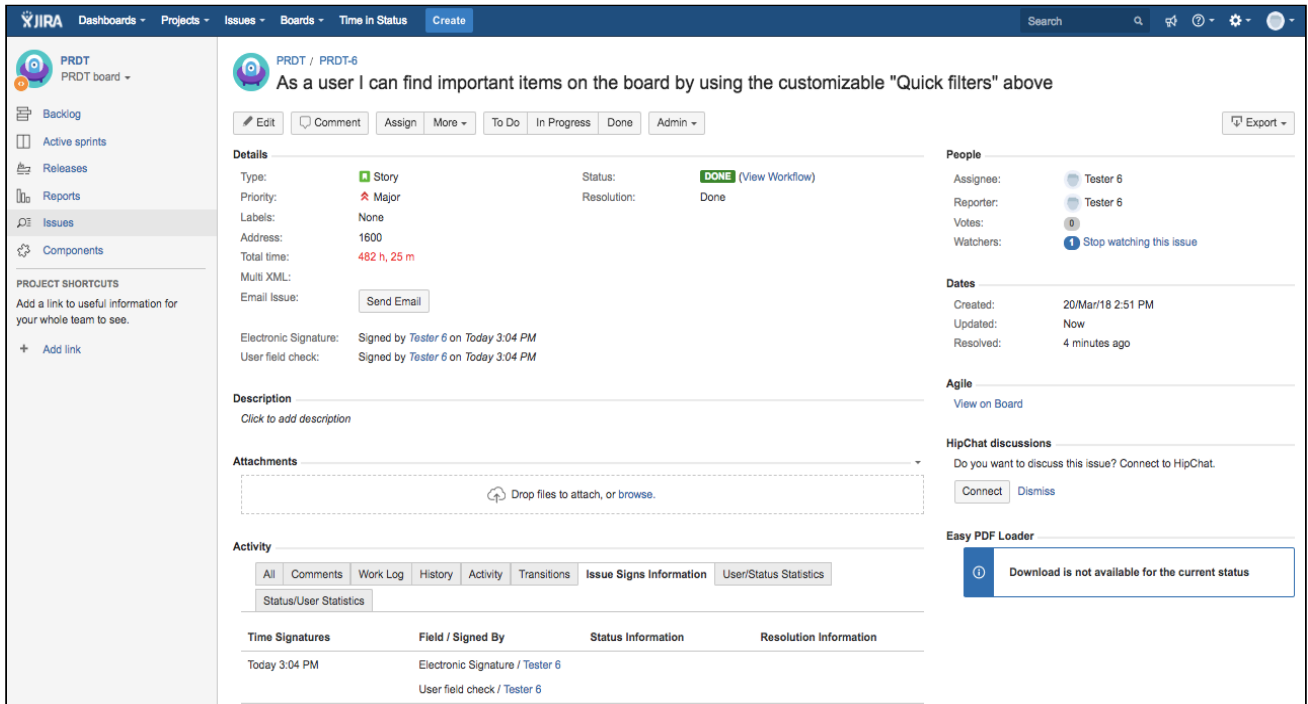
4.2 ESF - Viewing Electronic Signature Field Issue Screen

The following example represents electronic signature field on the Issue Details screen.



All issue signatures information can be viewed in Issue Activity panel.

⚠ Do not change the custom field name
 Once you've created the Electronic Signature custom field, do not change the field name because it will no longer be visible in the **Issue Signs Information** tab.



4.2.1 See also

[ESF - Viewing Electronic Signature Fields with credentials\(see page 18\)](#)

5 ESF - FAQ

- [Are Electronic Signature Fields compliant with FDA CFR 21 part 11?\(see page 21\)](#)
- [Are the credentials stored anywhere on the server logs? Can someone who has access to the server see/obtain user credentials?\(see page 21\)](#)
- [Does the app link to our current LDAP via your Cprime plugin configuration?\(see page 21\)](#)
- [Where the data is stored in the backend?\(see page 21\)](#)

5.1 Are Electronic Signature Fields compliant with FDA CFR 21 part 11?

Yes. When we were developing the plugin, we looked at the requirements of FDA CFR 21 part 11 and made the plugin compliant with those.

5.2 Are the credentials stored anywhere on the server logs? Can someone who has access to the server see/obtain user credentials?

The logs are stored to the Jira database but without credentials. It means that even if someone has access to the server they will not be able to see or obtain user credentials.

5.3 Does the app link to our current LDAP via your Cprime plugin configuration?

Our plugin uses usernames and passwords related to Jira accounts. Therefore, no special settings needed to use the plugin.

5.4 Where the data is stored in the backend?

We do not store the passwords, only user keys and time are stored. The data is stored in the Jira database. Here is the example:

ID ⁹	ISSUE ¹⁰	CUSTOMFIELD ¹¹	PARENTKEY ¹²	STRINGVALUE ¹³	NUMBRVALUE ¹⁴	TEXTVALUE ¹⁵	DATEVALUE ¹⁶	VALUETYPE ¹⁷	UPDATED ¹⁸
10000	10100	10100	<i>null</i>	\\ {"username": "admin", "time": 1538481863970, "issueKey": "TEST-7"}(see page 21)	<i>null</i>	<i>null</i>	<i>null</i>	<i>null</i>	1538481863988

⁹<http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085>
¹⁰<http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085>
¹¹<http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085>
¹²<http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085>
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¹⁷<http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085>
¹⁸<http://192.168.2.76:8082/query.do?jsessionid=5b8ad133540be81266f632e92609d085>