

Hi Fidel,

We are having a problem when cloning main issues. Even though we are selecting the option to clone subtasks, they are not getting created. I understand this problem is a result of the fact that cloning actually goes through the “Create” subtask process of which we have the following restrictions set up, hence the subtasks do not get created. I’m trying to find a solution that will satisfy the permission to be assigned a subtask based on roles (and provide an error message where appropriate), but also be able to clone issues and their subtasks also get cloned when the option is selected:




Here is our screen for creating the subtask:

Configure Screen

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This page shows the way the fields are organized on **Subtask Create** screen.

Note: when the screen is shown to the user only non-hidden fields that the user has permissions to edit will be actually displayed.

Field Tab 	Add Tab
 Summary	
 Description	
 Requested By	
 Due Date	
 Attachment	
 Assign To Sub-Task	
 Parent Ticket Status	

When the subtask gets created, we have a validator as follows:

All users in field "Assign To Sub-Task" are **at least in one** of the following project roles: "**Business Owner**", "**Workgroup**" or "**Managers**".
Field **must be** initialized.
Message to show when validation fails: **User in the Assign to Sub-task field is not a part of the project.**

We also had a post function that the Issue will be assigned to the value of “Assign To Sub-Task” Customfield and then it does a purge of the contents of the “Assign To Sub-Task” field.

Here’s the problem we’re facing: Once the main ticket and subtasks get closed and the users try to do the clone, JIRA uses the above logic and because the “Assign To Sub-Task” custom field is blank, the validator doesn’t allow the subtask to be cloned.

Is there a better way to accomplish what I am trying to do here without having to purchase a cloning add on?