

# Preventing customer information leaks from Jira filter /dashboard sharing

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## What's the problem?

Say you run a public Jira instance for interacting with customers. Customer A representatives can view project A, Customer B representatives can view project B, and so on. Your company's employees can see all customer projects.

Jira allows users to share saved searches (filters) and dashboards amongst themselves. We would like to let Customer A representatives create their own filters and dashboards, shared amongst themselves and also with our employees.

Jira allows sharing out-the-box, but with one flaw: when you're trying to completely partition customers, **Jira's sharing tends to leak customer names and filter/dashboard names**. Customer A can potentially see the names of Customer B's filters and dashboards, and their owners

You can see this on most public Jira instances by going to the 'Find Filters' (server) or 'Issues and filters' (Cloud) page. For example:

←

→

↺

https://bobswift.atlassian.net/secure/ManageFilters.jspa?page=1&selectedGroup=anything&selectedProject=anything&sortKey=...

☆

🔄

🔍

DT

🔊

🔹

Bob Swift

☆

🔍

+

🔍

Back to main menu

Issues and filters

Search issues

OTHER

My open issues

Reported by me

All issues

Open issues

Done issues

Viewed recently

Created recently

Resolved recently

Updated recently

View all filters

Filters

🔍

Owner

Project

Group

Name ↕	Owner ↕	Access	Starred by ↕
All Confluence Add-ons		Open	2 people
All JIRA Add-ons		Open	2 people
All JIRA/Confluence not updated for La		Open	1 person
All JIRA/Confluence not updated for La		Open	1 person
All Non JSD JIRA/Confluence - Created		jira-users	1 person
ALL-open-tickets		jira-users	1 person
arni_bs_active_issues_this_week		Open	1 person
arni_bs_all_issues_past_1_week		Open	1 person
arni_bs_issues_not_updated_3days		Open	1 person
arni_BS_Metrics		Open	1 person
arni_bs_other_projects_issues_query		Open	1 person
arni_bs_pending_issues		Open	1 person
arni_bs_recent_new_issues		Open	1 person
arni_bs_support_team_tickets_monthly		Open	1 person
arni_unres_supp_issues_by_resource		Open	1 person
AT_2.3.0_Fixed_Issues		confluence-users	1 person
Bobswift JSD tickets - Last 6 Months		jira-users	1 person
BSL1/L2ConfluenceAddonFilter		Advanced Tables for	3 people

## Background: shared filters and dashboards

Why are these lists of filters visible on public instances anyway?

By default all users have the **Created Shared Object** global permission:

<b>Create Shared Objects</b> Ability to share dashboards and filters with other users, groups and roles.	<ul style="list-style-type: none"><li>users <a href="#">View Users</a> <a href="#">Delete</a></li><li>jira-users <a href="#">View Users</a> <a href="#">Delete</a></li></ul>
---	--

This allows Customer A to create filters shared with other users in their group:

### Edit Current Filter ?

Name\*

CustomerA's Issues

Description

Favourite

★

Viewers

👤 Not shared

Add Viewers

Group ▼

▶

CustomerA ▼

+ Add

Editors

👤 Not shared

Add Editors

Group ▼

▶

CustomerA ▼

+ Add

Save

Cancel

Unfortunately it also allows Customer A to *overshare* their filter, either to "Any logged-in user", which would include members of other companies, or to "Public", which means anyone, even users not logged in to Jira:

## Edit Current Filter ?

Name\*

Description

Favourite ☒

Viewers Not shared

Add Viewers 

Group ▼  
Group  
Project  
Any logged-in user  
Public

CustomerA ▼

+ Add

Editors 

Group ▼  
Group  
Project  
Any logged-in user  
Public

CustomerA ▼

+ Add

One quite legitimate solution to prevent oversharing is to prevent sharing at all. Just deny customers the **Create Shared Object** global permission. This is what Atlassian have done on <https://jira.atlassian.com>. It solves a lot of problems.

But say you do want to allow customers to create their own custom dashboards and filters, and share them amongst themselves and with you. Perhaps only because it's now a relied-upon feature in your customer base..

It is possible to allow safe sharing, but requires some Jira tweaking.

## Locking down sharing

Down the rabbit hole we go...

### Remove the ability to share with anonymous users

Atlassian have (as of JIRA 7.2.2) added a 'Public sharing' General Configuration option:

#### Options

Voting ☐ ON ☒ OFF

Allows users to vote on which issues they would like resolved.

Watching ☒ ON ☐ OFF

Allows users to watch issues and keep notified of their progress.

Public sharing ☒ ON ☐ OFF

Allows users to share dashboards and filters with all users including those that are not logged in. Disabling this will not change sharing for dashboards and filters that are already shared with the public. See related [knowledge base article](#).

Maximum project name size

This gets rid of the 'Public' option.

## Remove the ability to share with all logged-in users

We're still left with the possibility of Customer A creating a 'CustomerA's Issues' filter made visible to Customer B by picking 'Any logged-in user'

The screenshot shows the Jira sharing interface. On the left, there are labels 'Add Viewers', 'Editors', and 'Add Editors'. The 'Add Viewers' dropdown menu is open, showing options: 'Any logged-in user' (highlighted), 'Group', 'Project', and 'Any logged-in user'. To the right of the dropdown is a '+ Add' button. Below the dropdown, there is a 'CustomerA' dropdown menu and another '+ Add' button.

Getting rid of 'Any logged-in user' requires tweaking a JSP, namely `atlassian-jira/template/au/edit-share-types.jsp`:

```
@@ -34,8 +34,10 @@
    <select class="select medium-field" id="share_type_selector_<ww:property value="
parameters['mode']"/>">
        <ww:iterator value=".">
            <ww:if test="./available == true">
+                <ww:if test="./shareType != 'loggedin'">
                    <option value="<ww:property value="./shareType"/>"><ww:property value="
/shareTypeLabel"/></option>
                </ww:if>
+            </ww:if>
            </ww:iterator>
        </select>
        <ww:iterator value="." status="'typeStatus'">
```

The 'Any logged-in user' option is now gone:

The screenshot shows the Jira sharing interface after the 'Any logged-in user' option has been removed. The 'Add Viewers' dropdown menu is open, showing options: 'Group' (highlighted), 'Group', and 'Project'. To the right of the dropdown is a '+ Add' button. Below the dropdown, there is a 'CustomerA' dropdown menu and another '+ Add' button.

## Remove group sharing

We also want to get rid of the Group sharing option, at least for customers:

The screenshot shows the Jira sharing interface after the 'Any logged-in user' option has been removed. The 'Add Viewers' dropdown menu is open, showing options: 'Group' (highlighted), 'Group', and 'Project'. To the right of the dropdown is a '+ Add' button. Below the dropdown, there is a 'CustomerA' dropdown menu and another '+ Add' button.

Sharing by group can only lead to unhappiness:

- If the customer shares with `jira-users`, they're exposing their filter to other customers.
- If the customer shares with `CustomerA`, then our employees can't see the filter, because they aren't in `CustomerA` group.

So we need to remove the 'Group' option as well, but only for customers, not employees. Here is the complete change to `atlassian-jira/template/au/edit-share-types.jsp`:

```
diff --git a/atlassian-jira/template/au/edit-share-types.jsp b/atlassian-jira/template/au/edit-share-types.jsp
--- a/atlassian-jira/template/au/edit-share-types.jsp
```


```

+++ b/atlassian-jira/template/au/edit-share-types.jsp
@@ -34,11 +33,39 @@
    <select class="select medium-field" id="share_type_selector_<ww:property value="
parameters['mode']"/>">
        <ww:iterator value=".">
            <ww:if test="./available == true">
+                <!-- BEGIN CUSTOMIZATION: Hide the 'group' option from non-employees, and
'Any logged-in user' option from everyone --%>
+                <%@ page import="com.atlassian.jira.user.ApplicationUser"%>
+                <%@ page import="com.atlassian.jira.security.groups.GroupManager" %>
+                <%@ page import="com.atlassian.jira.security.JiraAuthenticationContext" %>
+                <%@ page import="webwork.action.ActionContext" %>
+                <%
+                    final GroupManager groupManager = ComponentAccessor.getGroupManager();
+                    final JiraAuthenticationContext jiraAuthenticationContext =
ComponentAccessor.getJiraAuthenticationContext();
+                    final ApplicationUser user = jiraAuthenticationContext.getUser();
+                    boolean isEmployee = groupManager.isUserInGroup(user, "MyCompany") ||
groupManager.isUserInGroup(user, "administrators");
+                    ActionContext currentContext = ActionContext.getContext();
+                    request.setAttribute("isEmployee", isEmployee);
+                %>
+
+                <ww:if test="./shareType != 'group' || @isEmployee == true">
+                <ww:if test="./shareType != 'loggedin'">
+                <!-- END CUSTOMIZATION --%>
+                <option value="<ww:property value="./shareType"/>"><ww:property value="
./shareTypeLabel"/></option>
+                <!-- BEGIN CUSTOMIZATION. --%>
+                </ww:if>
+                </ww:if>
+                <!-- END CUSTOMIZATION --%>
+            </ww:if>
        </ww:iterator>
    </select>
    <ww:iterator value="." status="'typeStatus'">
+
+        <!-- BEGIN CUSTOMIZATION. --%>
+        <ww:if test="./shareType != 'group' || @isEmployee == true">
+        <ww:if test="./shareType != 'global' && ./shareType != 'loggedin'">
+        <!-- END CUSTOMIZATION --%>
+
+        <span class="share_select" id="share_<ww:property value="./shareType"/>_<ww:property
value="parameters['mode']"/>" <ww:if test="@typeStatus/first == false">style="display:none"</ww:if>>
        <ww:property value="./shareTypeEditor" escape="false"/>
        <ww:if test="./addButtonNeeded == true">
@@ -53,8 +80,17 @@
            </span>
        </ww:if>
    </span>
+
+    <!-- BEGIN CUSTOMIZATION. --%>
+    </ww:if>
+    </ww:if>
+    <!-- END CUSTOMIZATION --%>
+
+    </ww:iterator>
    <div class="fieldDescription" id="share_type_description_<ww:property value="parameters
['mode']"/>"></div>
+
+    <!-- BEGIN CUSTOMIZATION: the div below if our addition to explain the limited sharing
option to users. --%>
+
+    <div class="fieldDescription"><ww:if test="@isEmployee == true"><span style="color:
red">Note:</span> To make this visible to <b>non-employees</b>, <b>share with Projects, not Groups</b>. Sharing
with a Project includes employees and non-employees. The 'Group' option is no longer visible to non-employees.<
/ww:if></div>
+
+    <!-- END CUSTOMIZATION --%>
+    </ww:if></div></div>
    <ww:if test="parameters['editEnabled'] == false"></div></ww:if>
</div>

```

Now customers can *only* share by Project:

Add Viewers **Project** ▾ ▸ **Test Customer** ▾ ▸ **All** ▾ + Add


Editors  Not shared

Add Editors **Project** ▾ ▸ **Test Customer** ▾ ▸ **All** ▾ + Add

while employees have the option to share by group or project, but are advised to share things with customers by project:

Add Viewers **Group** ▾ ▸ **jira-developers** ▾ + Add

**Note:** To make this visible to **non-employees**, **share with Projects, not Groups**. Sharing with a Project includes employees and non-employees. The 'Group' option is no longer visible to non-employees.

Editors  Not shared

Add Editors **Group** ▾ ▸ **jira-developers** ▾ + Add

**Note:** To make this visible to **non-employees**, **share with Projects, not Groups**. Sharing with a Project includes employees and non-employees. The 'Group' option is no longer visible to non-employees.

**Save** **Cancel**

## Cleaning up from oversharing

If your Jira has allowed over-sharing for a while now, you are in a bit of a pickle. Jira doesn't allow even administrators to edit filters they don't own ( **JRASERVER-41269** - Getting issue details... **STATUS** ). Your best option is to:

- Find the extent of the problem through Jira's **Shared filters** and **Shared dashboards** admin pages.
- If the number of over-shares is small, for each shared object: temporarily '**become**' the owner and change the share to a specific project or projects.
- If the number of over-shares is large, you are best off using SQL to tweak the `sharepermissions` table. You might like to [contact us](#) for help, as we have done this before.

## Conclusion

Jira enables filter/dashboard sharing by default which, while normally a good thing, often leads to information leaks in situations where you need strict compartmentalization of users. We have provided some JSP tweaks to provide more sharing flexibility than Jira natively supports.