



QAComplete - JIRA Connector

Installation and Configuration Instructions

ALMComplete | QAComplete Release 10.0

This guide walks you through installing, configuring and using the
QAComplete - JIRA Connector for synchronizing JIRA bugs with QAComplete Defects

Release 10.0

February, 2015

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Integration With JIRA

JIRA is an issue-tracking system by Atlassian. You use JIRA to manage your projects and track bugs, issues, use cases and requirements.

Use the QAComplete - JIRA Connector to synchronize JIRA bugs with ALMComplete|QAComplete defects to:

- Integrate bugs you create in JIRA into your application/testing lifecycle in ALMComplete|QAComplete.
- Track and report on JIRA bugs in ALM|QAComplete defects.
- Track ALMComplete|QAComplete defects as JIRA bugs.

QAComplete - JIRA Connector Service

To provide the communication between JIRA and ALMComplete|QAComplete and perform the synchronization, use the **QAComplete - JIRA Connector** service.

Install the service on a computer in your network that has access to your JIRA and ALMComplete|QAComplete databases.

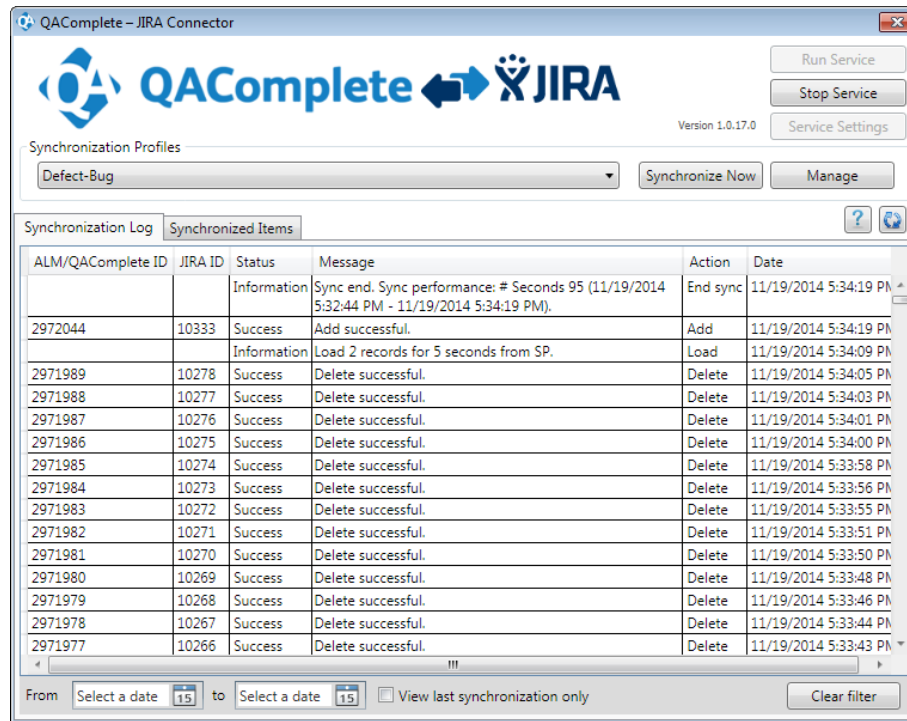
While the service is running, it connects to your ALMComplete|QAComplete and JIRA databases at specified intervals and synchronizes items.

When you create an item in one system, the service automatically creates an appropriate item in another system. When you modify an item, the service automatically copies all changes to the appropriate item in the other system. The synchronization can be bi-directional, where both systems share updates to items, or one direction, when an item in the source system changes, the service updates the corresponding item in the destination system.

Synchronization profiles specify synchronization parameters for each pair of items.

About the Configuration Tool

To configure and control the service, you use the **QAComplete - JIRA Connector Configuration Tool**.



The tool is shipped and installed together with the synchronization service.

To start the synchronization, click **Run Service**.

To run the synchronization on demand, select the profile in the **Synchronization Profiles** list and click **Synchronize Now**. The service will synchronize items specified by the profile and then stop.

To stop the service, click **Stop Service**.

Requirements and Prerequisites

To integrate ALMComplete|QAComplete with Atlassian JIRA, the following requirements must be met:


- Atlassian JIRA 4.0 - 6.3 must be installed on the server that hosts your JIRA database.
- JIRA must accept remote calls. For information on how to enable JIRA for remote API calls, please see the [JIRA documentation](#).

- The ALMComplete|QAComplete account you use for the integration must belong to a security group that has all privileges for items you synchronize with JIRA.
- The JIRA account you use for the integration must have *Administrator* privileges.
- The computer where the QAComplete - JIRA Connector service runs must have access to your JIRA database and ALMComplete|QAComplete database.

Exporting JIRA Workflow Data

To synchronize your workflow across ALMComplete|QAComplete and JIRA, export your JIRA workflow to an .xml file and import it into the QAComplete - JIRA Connector.

To export JIRA workflow:

1. In your JIRA client, login to your JIRA project.
2. Click  and then click **Issues**.
3. Select the **Workflows** section and find the workflow you need to export.
4. In the **Operations** column, click **View**.
5. Click **Export** and then click **As XML**.
6. In the **Opening Your Workflow** dialog, click **Open With** or **Save File**.
7. Locate the file and make sure it has an **XML** extension.

You can import the workflow data when you [create a new synchronization profile](#) or on the **JIRA Workflow** page when you edit a profile.

Preparation in ALM|QAComplete

In Defects, prepare for the synchronization:

1. Create **Status Codes** that correspond to your JIRA Statuses.
2. Create a text **Custom Field** for the JIRA Key. Make note of the custom field number.
Example: *Custom1*
You will need the custom field number when defining the mapping.

QAComplete - JIRA Connector Installation







To install and configure the QAComplete - JIRA Connector BETA version, download the zip file from <http://downloads.smartbear.com/ALMQACompleteJIRAIntegration10.zip>.

Unzip the file on the machine that will run the synchronization.

Documents library

qaSync

Arrange by: Folder ▾

Name ^	Date modified	Type	Size
 DotNetFX40	2/18/2015 10:49 AM	File folder	
 SQL Server Compact Edition	2/18/2015 10:49 AM	File folder	
 WindowsInstaller3_1	2/18/2015 10:49 AM	File folder	
 ALMQACompleteJIRAIntegration10.zip	2/18/2015 10:48 AM	Zip archive file	9,604 KB
 qacJIRAConnector.msi	2/18/2015 7:07 PM	Windows Installer Pack...	2,032 KB
 setup.exe	2/18/2015 7:07 PM	Application	455 KB

File description: Setup
File version: 10.0.30319.1
Date created: 2/18/2015 10:49 AM
Size: 454 KB

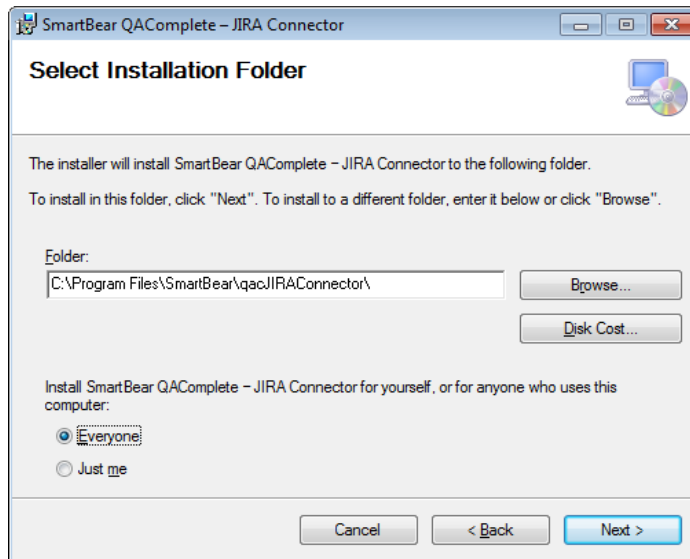
Click **setup.exe**.

Run **setup.exe**.

NOTE: If you do not have SQL Server Compact 3.5 SP2 on the machine, the installation will offer to install it for you. View Microsoft's EULA, Click **Accept** and continue the installation.



Click **Next**.



Select **Everyone** and click **Next**.

Click **Next** to confirm the installation. When the installation is complete, click **Close**.

Synchronization Profiles

For each pair of items you synchronize, you create a separate **synchronization profile**. A profile stores the information that QAComplete - JIRA Connector uses to connect to your ALMComplete|QAComplete and JIRA instances with rules describing how the service copies data from one system to the other.

In Release 10.0, you can synchronize ALM|QAComplete Defects with JIRA Issues, type "Bug". The profile you create describes how defects in an ALMComplete|QAComplete project are synchronized with Issues/Bug in a JIRA project and how fields are mapped between the two.

You can create and configure profiles with the QAComplete - JIRA Connector Configuration Tool.

To set up a synchronization profile:

- In the configuration tool, stop the service and click **Manage**.
- In the **Synchronization Profiles** dialog, click **Add** to create a new profile. To copy settings from the default profile to your new profile, select **Default profile** in the **Copy settings from** drop down list. For a description of the default profile, "Default Profile" on the next page
- To edit an existing profile, select the desired profile in the list and click **Edit**.

Creating and configuring a synchronization profile includes the following steps:

1. "Creating a New Synchronization Profile" on page 9
2. "Configuring General Settings of the Synchronization Profile" on page 10
3. "Configuring ALM|QAComplete Connection Settings" on page 11
4. "Configuring JIRA Connection Settings" on page 13
5. "Synchronizing Item Fields and Values" on page 14
6. "Synchronizing Workflows" on page 17

You can create multiple profiles to synchronize different JIRA projects with different ALM|QAComplete projects.

To disable a profile temporary, clear the check box next to the profile name in the list.

To export profile data to a file for later use, click **Export** and specify the target file that will store the data.

To import profile data from an external file, click **Import** and browse for the need file.

Default Profile

The QAComplete - JIRA Connector comes with a default synchronization profile. This profile maps default QAComplete choice list values to the corresponding default values in JIRA. When creating your customized profile, use the default profile as a starting point by copying it to your new profile.

Note: if you have customized the JIRA choice list values, the JIRA Values below will be different for your instance.

Configuration

Once you have a copy of the Default Profile, complete the [Settings](#), [ALM/QAComplete](#) and [JIRA](#) tabs. Once you've configured the profile, click the Mapping tab.

Mapping

The default profile maps the following values between QAComplete Defects and JIRA bugs.

ALM/QAComplete Field JIRA Field Field Type

Custom1	key	String
Title	summary	String
StatusCode	status	Lookup
PriorityCode	priority	Lookup
ResolutionCode	resolution	Lookup
OpenedBy	reporter	Lookup
Description	description	RichText
AssigneeUserId	assignee	Lookup

JIRA KEY

The default mapping assumes that Custom1 in Defects maps to the "key" field in JIRA. Change this to the correct custom field used in your system.

Status Mapping

QAComplete Status Codes are mapped to default JIRA status values. You can modify the mapping for changes you may have in either system.

ALM/QAComplete Value JIRA Value JIRA Label

New	1	Backlog
Active	3	In Progress
Closed	6	Closed
Active	4	Reopen
Resolved	5	Resolved

Priority Mapping

QAComplete Priority Codes are mapped to default JIRA priorities. You can modify the mapping for changes you may have in either system.

ALM/QAComplete Value JIRA Value JIRA Label

1-Fix ASAP	1	Blocker
1-Fix ASAP	2	Critical
2-Fix Soon	3	Major
2-Fix Soon	10000	Normal
3-Fix If Time	4	Minor
4-Fix If Time	5	Trivial

Resolution Mapping

QAComplete Resolutions Codes are mapped to default JIRA resolutions. You can modify the mapping for changes you may have in either system.

ALM/QAComplete Value	JIRA Value	JIRA Label
By Design	10205	Won't Do
Duplicate	10002	Duplicate
External	10205	Won't Do
Fixed	3	Done
Fixed	10000	Fixed
Not Repro	10004	Cannot Reproduce
Not Repro	10005	Invalid
Postponed		Workaround Exists
Will Not Fix	10001	Won't Fix

Mapping is fully customizable, so you can add mapped fields and modify the mapping as needed.

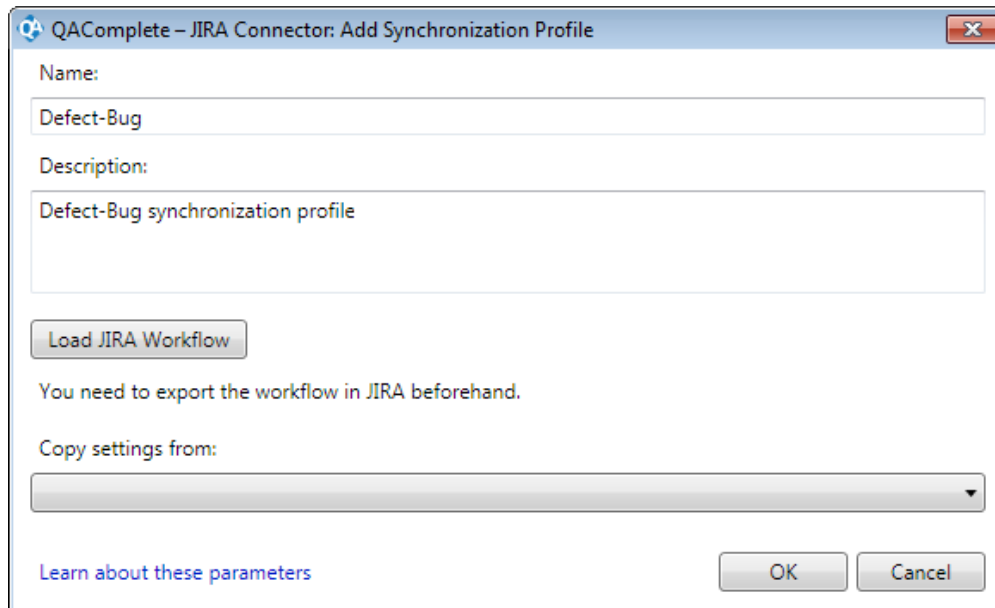
Creating a New Synchronization Profile

Create a synchronization profile for the items you want synchronized. You can create separate profiles to synchronize Defects in different ALM/QAComplete Projects with Bugs in different JIRA Projects.

To create a new profile, in Synchronization Tool, click **Manage** and then click **Add**.

Note: To create a new synchronization profile (or edit an existing one), stop the service first. When you are done creating or editing the profile, restart the service.

In the **Add Synchronization Profile** dialog, set up a new profile:



QAComplete - JIRA Connector: Add Synchronization Profile

Name:

Description:

You need to export the workflow in JIRA beforehand.

Copy settings from:

[Learn about these parameters](#)

1. Enter the new profile name.
2. (Optional) Enter a description for the profile.
3. To synchronize your item workflow in ALMComplete|QAComplete with the JIRA workflow, import the JIRA workflow data:

- Click **Load JIRA Workflow**.
- Browse for the .xml file storing the exported workflow. For information on how to export JIRA workflow to a file, please see "Requirements and Prerequisites" on page 4.
- Select the needed file and click **Open**.

Note: You can import the workflow data later on the **JIRA Workflow** page by editing the profile.

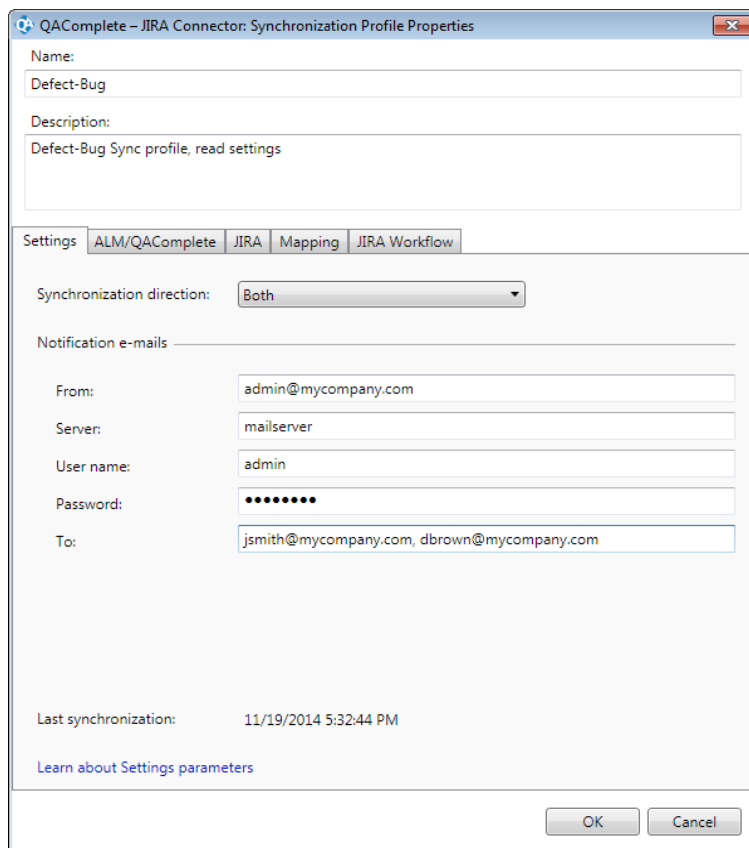
4. Click **OK**.

To copy settings from an existing profile, select the desired profile in the **Copy settings from** list and click **OK**.

To configure or edit an existing profile, select it in the **Synchronization Profiles** dialog and click **Edit**.

Configuring General Settings of the Synchronization Profile

On the **Settings** tab of the **Synchronization Profile Properties** dialog, you define the synchronize direction and configure notification emails:



The screenshot shows the 'QAComplete - JIRA Connector: Synchronization Profile Properties' dialog box, specifically the 'Settings' tab. The 'Name' field contains 'Defect-Bug' and the 'Description' field contains 'Defect-Bug Sync profile, read settings'. Below these are tabs for 'Settings', 'ALM/QAComplete', 'JIRA', 'Mapping', and 'JIRA Workflow'. The 'Synchronization direction' dropdown is set to 'Both'. The 'Notification e-mails' section includes fields for 'From:' (admin@mycompany.com), 'Server:' (mailserver), 'User name:' (admin), 'Password:' (masked with dots), and 'To:' (jsmith@mycompany.com, dbrown@mycompany.com). At the bottom, it shows 'Last synchronization: 11/19/2014 5:32:44 PM' and a link 'Learn about Settings parameters'. 'OK' and 'Cancel' buttons are at the bottom right.

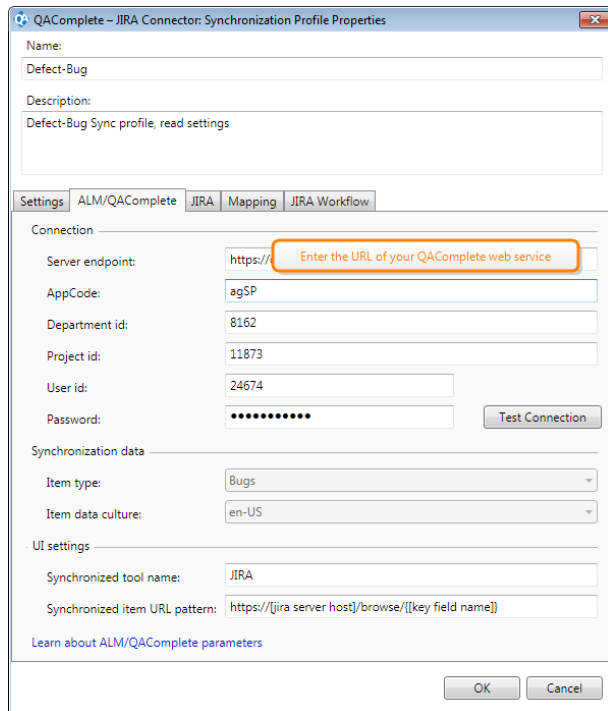
1. In **Synchronization direction** list, choose how the synchronization should work:

- Choose **Both** to enable a bidirectional synchronization. When an item in either ALM|QAComplete or JIRA changes, the service updates the corresponding item in the other system.
- Choose **JIRA -> ALM|QAComplete** or **ALM|QAComplete -> JIRA** to enable the one-way synchronization. When an item in the source (first) system changes, the service updates the corresponding item in the destination (second) system.

- **JIRA -> ALM|QAComplete:** JIRA issues are pushed to ALM|QAComplete defects. When the JIRA issue is changed, the change is pushed to QAComplete. If the QAComplete defect is changed, it does NOT update the JIRA issue.
 - Note: Changes made in QAComplete will be overwritten by changes made later in JIRA.
 - **ALM|QAComplete -> JIRA:** ALM|QAComplete defects are pushed to JIRA. When the QAComplete issues is changed, the changed is pushed to JIRA. If the JIRA issue is changed, it does NOT update the QAComplete defect.
 - Note: Changes made in JIRA will be overwritten by changes made later in QAComplete.
2. To configure the service to send e-mail notifications on synchronization results:
- In **Server**, enter the address of the mail server used to send notifications.
 - In **User Name** and **Password**, enter the account name and password used to connect to the email server.
 - In **From**, enter the e-mail address to use as the "From" address for notifications.
 - In **To**, enter the e-mail address to receive the notifications. To send notifications to several recipients, enter their e-mail addresses separated by comma.

Configuring ALM|QAComplete Connection Settings

On the **ALM/QAComplete** tab of the **Synchronization Profile Properties** dialog, specify the location of your ALMComplete|QAComplete web service and login information for the project you want to synchronize with JIRA.



Note: the Department ID, Project ID and User ID are the unique numeric identifiers found in ALM|QAComplete.

1. In **Server endpoint**, enter the URL of your ALMComplete|QAComplete web service.
For SaaS clients, the URL address is *http://ws.softwareplanner.com/psws.asmx?WSDL*.
For On-Premises clients, the URL address is *http://[yourserver]/psws/psws.asmx?WSDL*.
2. In appropriate fields, enter the following authentication information:
 - In **AppCode**, enter the application code.
For SaaS clients, use *agSP*.
For On-Premises clients, use *agSPEnt*.
 - In **Department Id**, enter the numeric ID of your department.
 - In **User Id**, enter the numeric ID of the user that the service will use to access ALM|QAComplete items. This user must have permission to the items in the desired Project.
 - In **Password**, enter the password for the user. The password of the user account.
 - In **Project**, enter the numeric ID of the ALMComplete|QAComplete project that you want synchronized with JIRA.

You can find the numeric IDs in ALMComplete|QAComplete:

To get the application code

- In ALMComplete|QAComplete, go to the **Setup** tab.
- Note down the **AppCode** value.

To get the project ID and department ID

- On the **Setup** tab, in the tree on the left, select **Projects (Open & Create)**.
- Note the values in the **ID** and **Dept Id** columns for the desired Project. If the columns are hidden, click **Choose Fields** and add the columns to the **Chosen Fields** list.

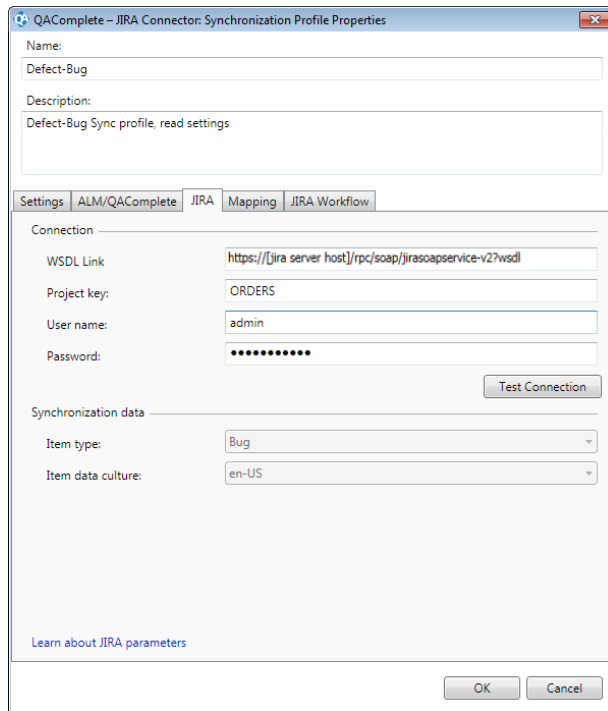
To get the user ID

- On the **Setup** tab, in the tree on the left, select **Security | Users**.
 - Find the desired user and note the value in the **UserId** column. If the column is hidden, click **Choose Fields** and add the column to the **Chosen Fields** list.
3. The **Item type** is the ALM|QAComplete items to synchronize with JIRA issues. Leave the default value of *Bugs*.
 4. The **Item data culture** is the locale used in ALMComplete|QAComplete. Leave the default value of *en-US*.
 5. In **Synchronized tool name**, enter an identifying name for the JIRA instance that you are synchronizing with ALMComplete|QAComplete. Enter *JIRA*. This name is used in ALMComplete|QAComplete synchronization messages.
 6. To open JIRA items directly from the synchronized item in ALMComplete|QAComplete, enter the location of your JIRA instance and the custom field that you defined in ALM|QAComplete to hold the JIRA Id in **Synchronized item URL pattern**. Use the Custom Field number preceded by "Custom" as "CustomX"
Example: `http://myteam.atlassian.com/browse/{Custom2}`.
The service will use the pattern to generate proper links to each synchronized JIRA item.

Click **Test Connection** to verify the credentials.

Configuring JIRA Connection Settings

On the **JIRA** tab of the **Synchronization Profile Properties** dialog, specify the JIRA database that you want to synchronize with ALMComplete|QAComplete:



QAComplete - JIRA Connector: Synchronization Profile Properties

Name: Defect-Bug

Description: Defect-Bug Sync profile, read settings

Settings | ALM/QAComplete | **JIRA** | Mapping | JIRA Workflow

Connection

WSDL Link: https://[jira server host]/rpc/soap/jirasoapservice-v2?wsdl

Project key: ORDERS

User name: admin

Password: ••••••••

Test Connection

Synchronization data

Item type: Bug

Item data culture: en-US

[Learn about JIRA parameters](#)

OK Cancel

1. In **WSDL Link**, change [jira server host] to your JIRA instance, with the path to your JIRA web service.
2. In **Project Key**, enter the project key of the JIRA project that you want to integrate with the ALMComplete|QAComplete project.
3. In **User name** and **Password**, enter the name and password for user account used to access and update JIRA items.
4. In **Item type**, enter the JIRA issue type "Bug".
5. In **Item data culture**, leave the default locale of "en-US".

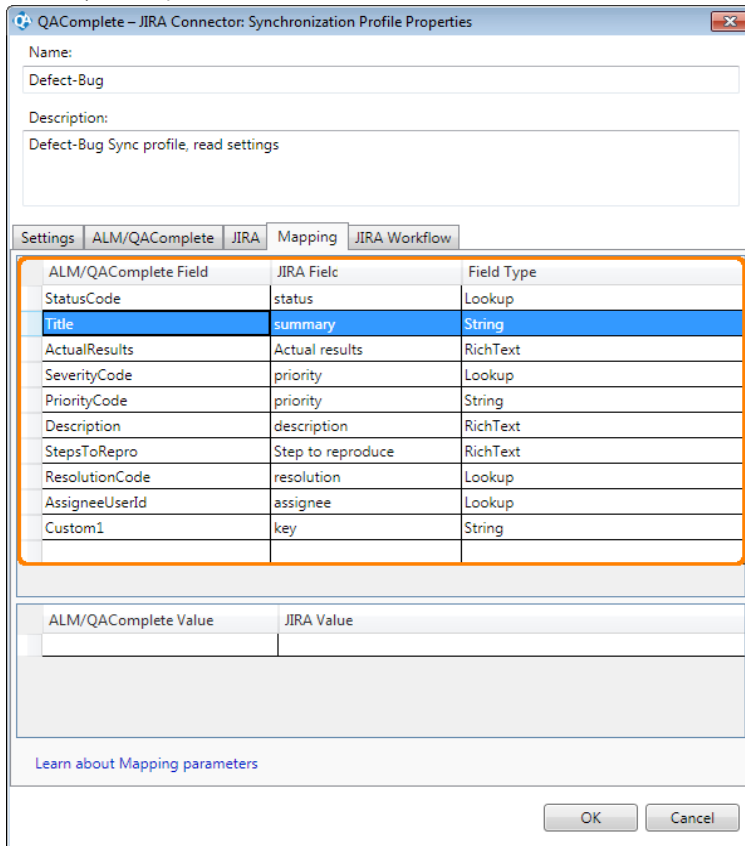
Click **Test Connection** to verify the credentials.

Synchronizing Item Fields and Values

On the **Mapping** tab of the **Synchronization Profile Properties** dialog, you set up synchronization rules for each individual field. These rules define what the service copies from specific fields on one system to corresponding fields in the other.

1. In the table, click in an ALMComplete|QAComplete field to open a drop-down list of fields. Select the desired field to synchronize with the corresponding data in JIRA. You can set synchronization rules for both the built-in and custom fields.

- Click in the Jira field cell to open the drop-down list of JIRA fields. Select the field that corresponds to the ALM|QAComplete field.



QAComplete - JIRA Connector: Synchronization Profile Properties

Name: Defect-Bug

Description: Defect-Bug Sync profile, read settings

Settings | ALM/QAComplete | JIRA | Mapping | JIRA Workflow

ALM/QAComplete Field	JIRA Field	Field Type
StatusCode	status	Lookup
Title	summary	String
ActualResults	Actual results	RichText
SeverityCode	priority	Lookup
PriorityCode	priority	String
Description	description	RichText
StepsToRepro	Step to reproduce	RichText
ResolutionCode	resolution	Lookup
AssigneeUserId	assignee	Lookup
Custom1	key	String

ALM/QAComplete Value

JIRA Value

[Learn about Mapping parameters](#)

OK Cancel

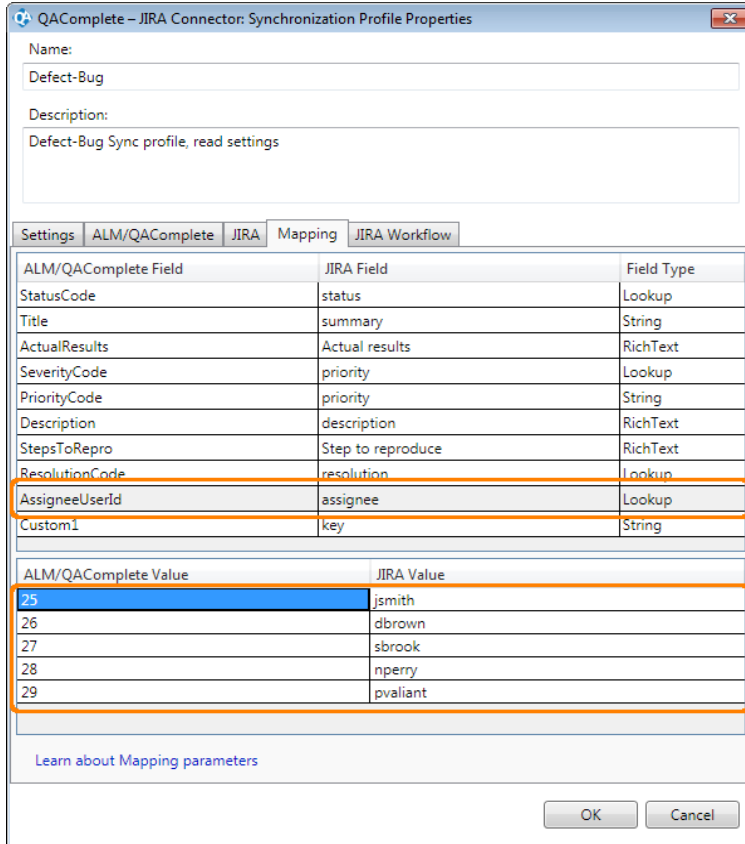
- In the **Field Type** column, choose the type of the ALMComplete|QAComplete field.
Important: Make sure that the selected field type can be converted to the appropriate JIRA field type explicitly.
- Map the ALM|QAComplete custom field for the **JIRA Key** using the custom field ID such as *Custom1* to the Jira *key* field.
- Continue in the next row, selecting corresponding fields to map.

Synchronizing Lookup Fields

If a field to be synchronized is a lookup field (values are defined in a choice list), set the mapping rules for each value:

- On the **Mapping** tab page, select the lookup field.
- In the **ALM/QAComplete Value** column, enter a value from the choice list in ALMComplete|QAComplete.

3. In the **JIRA Value** column, for each value, set the corresponding value used in JIRA.



QAComplete - JIRA Connector: Synchronization Profile Properties

Name: Defect-Bug

Description: Defect-Bug Sync profile, read settings

Settings | ALM/QAComplete | **JIRA** | Mapping | JIRA Workflow

ALM/QAComplete Field	JIRA Field	Field Type
StatusCode	status	Lookup
Title	summary	String
ActualResults	Actual results	RichText
SeverityCode	priority	Lookup
PriorityCode	priority	String
Description	description	RichText
StepsToRepro	Step to reproduce	RichText
ResolutionCode	resolution	Lookup
AssigneeUserId	assignee	Lookup
Custom1	key	String

ALM/QAComplete Value	JIRA Value
25	jsmith
26	dbrown
27	sbrook
28	nperry
29	pvaliant

[Learn about Mapping parameters](#)

OK Cancel

In this example, the numeric user ID of the assignee in QAComplete is associated with JIRA's alphabetical user identifier.

4. Map the ALM|QAComplete StatusCode to the numeric identifier of the corresponding JIRA status.

QAComplete – JIRA Connector: Synchronization Profile Properties

Name:
Defect-Bug

Description:
Defect-Bug Sync profile, read settings

Settings | ALM/QAComplete | JIRA | Mapping | JIRA Workflow

ALM/QAComplete Field	JIRA Field	Field Type
StatusCode	status	Lookup
Title	summary	String
ActualResults	Actual results	RichText
Description	description	RichText
AssigneeUserId	assignee	Lookup
Custom1	key	String

ALM/QAComplete Value	JIRA Value
Active	1
Closed	6
Resolved	5
In Progress	3

[Learn about Mapping parameters](#)

OK Cancel

This example uses the default JIRA status values. Your JIRA status IDs may differ.

Synchronizing Workflows

A workflow defines what stages an item passes during its lifecycle in the system. You can synchronize your ALMComplete|QAComplete workflow with JIRA workflow so that when an item transfers to a new state in one system, it automatically transfers to the appropriate state in another system.

To synchronize workflow, first you must export the workflow from JIRA. [See Exporting JIRA Workflow](#).

The **JIRA Workflow** tab of the **Synchronization Profile Properties** dialog displays the imported JIRA workflow.

QAComplete – JIRA Connector: Synchronization Profile Properties

Name:

Description:

Settings | ALM/QAComplete | JIRA | Mapping | JIRA Workflow

Transition ID	Transition Name	Start Status ID	End Status ID
2	Close Issue	10514	6
4	Start Progress	10514	3
5	Resolve Issue	10514	5
2	Close Issue	3	6
5	Resolve Issue	3	5
301	Stop Progress	3	10514
3	Reopen Issue	5	4
701	Close Issue	5	6
2	Close Issue	4	6
4	Start Progress	4	3
5	Resolve Issue	4	5
3	Reopen Issue	6	4

Working with workflow
Load JIRA Workflow

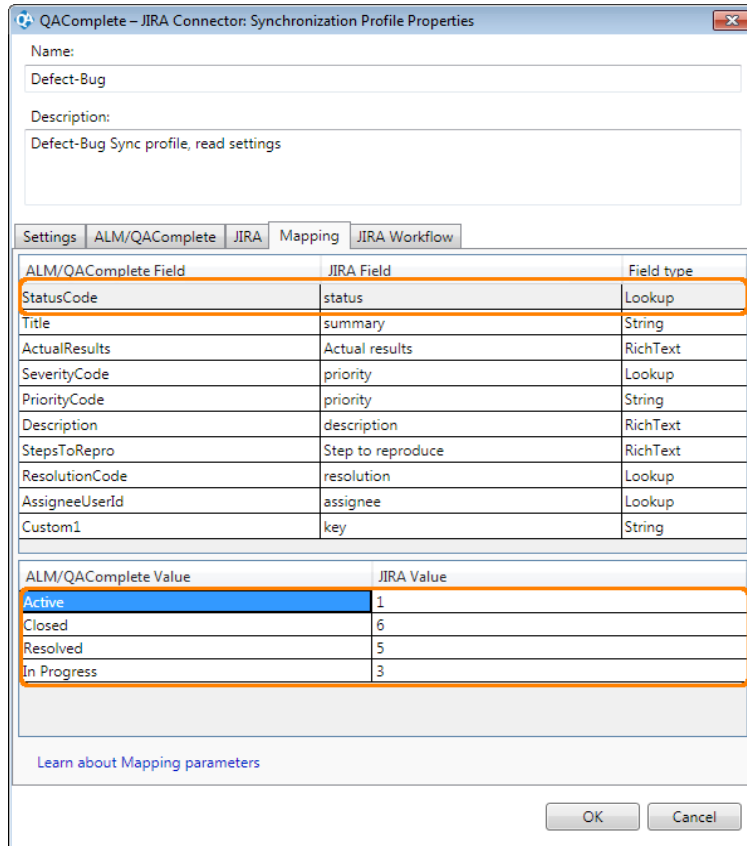
OK Cancel

Important: To view the JIRA workflow, upload the workflow data first. To do it, click **Load JIRA Workflow** and browse for the exported XML storing the JIRA workflow. You can also load the workflow data in the **Add Synchronization Profile** dialog when you create a new profile.

To synchronize your ALMComplete|QAComplete workflow with your JIRA workflow, synchronize the statuses the item can have:

1. On the **Mapping** page, select the field that holds the item status in ALMComplete|QAComplete.
2. For that field, set the field that holds the item's status in JIRA.
3. In the **ALM/QAComplete value** column, enter a valid status based on the ALMComplete|QAComplete choice list. In the **Jira value** column, for each AlmComplete|QAComplete

status, set the corresponding status in JIRA, using JIRA's numeric ID.



QAComplete - JIRA Connector: Synchronization Profile Properties

Name: Defect-Bug

Description: Defect-Bug Sync profile, read settings

Settings | ALM/QAComplete | **JIRA** | Mapping | JIRA Workflow

ALM/QAComplete Field	JIRA Field	Field type
StatusCode	status	Lookup
Title	summary	String
ActualResults	Actual results	RichText
SeverityCode	priority	Lookup
PriorityCode	priority	String
Description	description	RichText
StepsToRepro	Step to reproduce	RichText
ResolutionCode	resolution	Lookup
AssigneeUserId	assignee	Lookup
Custom1	key	String

ALM/QAComplete Value	JIRA Value
Active	1
Closed	6
Resolved	5
In Progress	3

[Learn about Mapping parameters](#)

OK Cancel

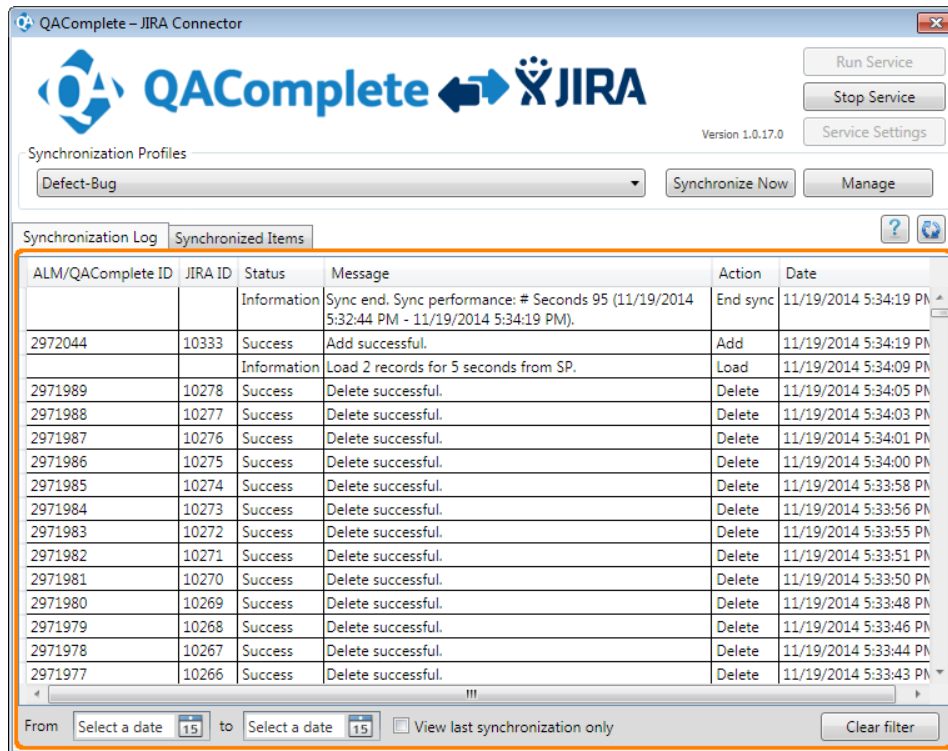
Configuring the Synchronization Intervals

To configure when and how often the service will connect to databases and synchronize items:

- In QAComplete - JIRA Connector Configuration Tool, click **Service Settings**.
- In the **Service Settings** dialog, set the interval (in minutes) for the service to perform the synchronization.
- Use the **Period Start Time** and **Period End Time** to set the period during which the service will be active.

Viewing Synchronization Logs

To view synchronization logs, go to the **Synchronization Log** tab from the main window of the **QAComplete - JIRA Connector Configuration Tool**.



QAComplete - JIRA Connector

Version 1.0.17.0

Synchronization Profiles: Defect-Bug

Synchronize Now Manage

ALM/QAComplete ID	JIRA ID	Status	Message	Action	Date
		Information	Sync end. Sync performance: # Seconds 95 (11/19/2014 5:32:44 PM - 11/19/2014 5:34:19 PM).	End sync	11/19/2014 5:34:19 PM
2972044	10333	Success	Add successful.	Add	11/19/2014 5:34:19 PM
		Information	Load 2 records for 5 seconds from SP.	Load	11/19/2014 5:34:09 PM
2971989	10278	Success	Delete successful.	Delete	11/19/2014 5:34:05 PM
2971988	10277	Success	Delete successful.	Delete	11/19/2014 5:34:03 PM
2971987	10276	Success	Delete successful.	Delete	11/19/2014 5:34:01 PM
2971986	10275	Success	Delete successful.	Delete	11/19/2014 5:34:00 PM
2971985	10274	Success	Delete successful.	Delete	11/19/2014 5:33:58 PM
2971984	10273	Success	Delete successful.	Delete	11/19/2014 5:33:56 PM
2971983	10272	Success	Delete successful.	Delete	11/19/2014 5:33:55 PM
2971982	10271	Success	Delete successful.	Delete	11/19/2014 5:33:51 PM
2971981	10270	Success	Delete successful.	Delete	11/19/2014 5:33:50 PM
2971980	10269	Success	Delete successful.	Delete	11/19/2014 5:33:48 PM
2971979	10268	Success	Delete successful.	Delete	11/19/2014 5:33:46 PM
2971978	10267	Success	Delete successful.	Delete	11/19/2014 5:33:44 PM
2971977	10266	Success	Delete successful.	Delete	11/19/2014 5:33:43 PM

From: Select a date 15 to: Select a date 15 ☐ View last synchronization only Clear filter

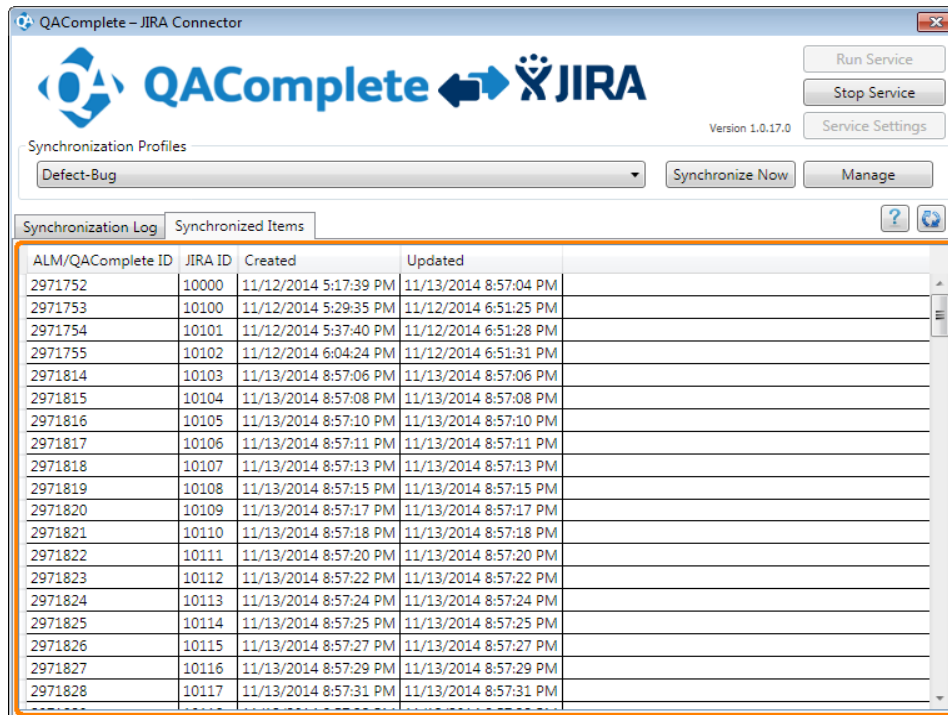
The page lists all synchronization events that occurred for profile selected in the **Synchronization Profiles** list. Check the status column to see whether the synchronization event passed or failed.

To update the log, click **Refresh log data**.

To view synchronization actions performed during a specific time period, set the **From** and **To** dates. To remove the filter, click **Clear filter**.

To view information only for the most recent synchronization action, select **View last synchronization only**.

To view information on synchronized items, switch to the **Synchronized Items** tabbed page.



QAComplete - JIRA Connector

Version 1.0.17.0

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Buttons: Run Service, Stop Service, Service Settings, Synchronize Now, Manage

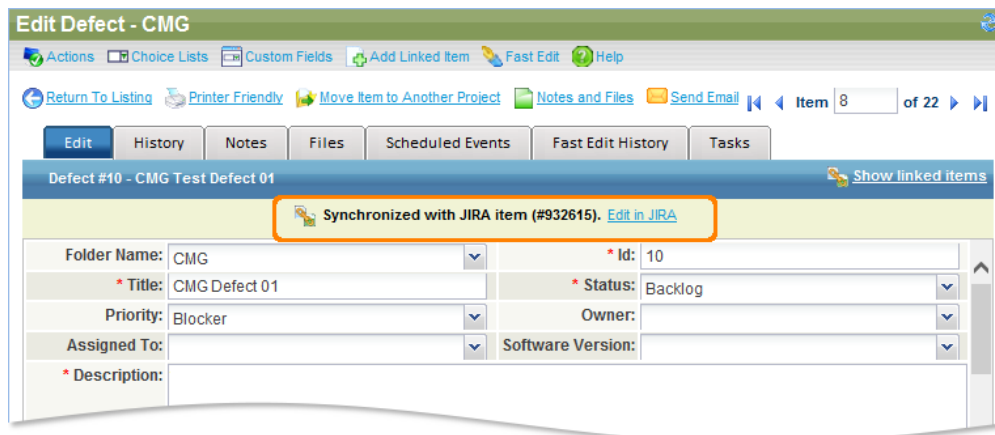
Synchronization Log | Synchronized Items

ALM/QAComplete ID	JIRA ID	Created	Updated
2971752	10000	11/12/2014 5:17:39 PM	11/13/2014 8:57:04 PM
2971753	10100	11/12/2014 5:29:35 PM	11/12/2014 6:51:25 PM
2971754	10101	11/12/2014 5:37:40 PM	11/12/2014 6:51:28 PM
2971755	10102	11/12/2014 6:04:24 PM	11/12/2014 6:51:31 PM
2971814	10103	11/13/2014 8:57:06 PM	11/13/2014 8:57:06 PM
2971815	10104	11/13/2014 8:57:08 PM	11/13/2014 8:57:08 PM
2971816	10105	11/13/2014 8:57:10 PM	11/13/2014 8:57:10 PM
2971817	10106	11/13/2014 8:57:11 PM	11/13/2014 8:57:11 PM
2971818	10107	11/13/2014 8:57:13 PM	11/13/2014 8:57:13 PM
2971819	10108	11/13/2014 8:57:15 PM	11/13/2014 8:57:15 PM
2971820	10109	11/13/2014 8:57:17 PM	11/13/2014 8:57:17 PM
2971821	10110	11/13/2014 8:57:18 PM	11/13/2014 8:57:18 PM
2971822	10111	11/13/2014 8:57:20 PM	11/13/2014 8:57:20 PM
2971823	10112	11/13/2014 8:57:22 PM	11/13/2014 8:57:22 PM
2971824	10113	11/13/2014 8:57:24 PM	11/13/2014 8:57:24 PM
2971825	10114	11/13/2014 8:57:25 PM	11/13/2014 8:57:25 PM
2971826	10115	11/13/2014 8:57:27 PM	11/13/2014 8:57:27 PM
2971827	10116	11/13/2014 8:57:29 PM	11/13/2014 8:57:29 PM
2971828	10117	11/13/2014 8:57:31 PM	11/13/2014 8:57:31 PM

The page lists all ALMComplete|QAComplete entities synchronized with appropriate JIRA issues by ID.

Working With Synchronized Items

In ALMComplete|QAComplete, items synchronized with JIRA issues are marked with the *Synchronized with* note and a link to open the item in JIRA. The link is configured in the synchronization tool (See [Configuring URL Pattern.](#))



Edit Defect - CMG

Actions: Choice Lists, Custom Fields, Add Linked Item, Fast Edit, Help

Return To Listing, Printer Friendly, Move Item to Another Project, Notes and Files, Send Email, Item 8 of 22

Buttons: Edit, History, Notes, Files, Scheduled Events, Fast Edit History, Tasks

Defect #10 - CMG Test Defect 01

Show linked items

Synchronized with JIRA item (#932615). [Edit in JIRA](#)

Folder Name:	CMG	* Id:	10
* Title:	CMG Defect 01	* Status:	Backlog
Priority:	Blocker	Owner:	
Assigned To:		Software Version:	
* Description:			

Click the link to open the item directly in JIRA.