



## **QAComplete | ALMComplete - JIRA Connector**

### **Installation and Configuration Instructions**

#### **QAComplete | ALMComplete Release 10.1**

This guide walks you through installing, configuring and using the  
QAComplete - JIRA Connector for synchronizing JIRA issues with QAComplete | ALMComplete Defects and Requirements

QAComplete | ALMComplete Release 10.1

JIRA Connector Version 1.2

June, 2015

---

Integration With JIRA .....	3
QAComplete - JIRA Connector Service .....	4
About the Configuration Tool .....	4
Requirements and Prerequisites .....	5
Exporting JIRA Workflow Data .....	5
Preparation in QAComplete   ALMComplete .....	6
Restoring Synchronization Data on Updating or Re-Installing the Service .....	6
QAComplete - JIRA Connector Installation .....	6
Synchronization Profiles .....	7
Default Profile .....	8
JIRA KEY .....	9
Status Mapping .....	9
Priority Mapping .....	9
Resolution Mapping .....	9
Creating a New Synchronization Profile .....	10
Configuring General Settings of the Synchronization Profile .....	11
Configuring QAComplete   ALMComplete Connection Settings .....	12
Configuring JIRA Connection Settings .....	14
Synchronizing Item Fields and Values .....	14
Synchronizing Users .....	18
Synchronizing Workflows .....	20
Configuring the Synchronization Intervals .....	23
Viewing Synchronization Logs .....	23
Working With Synchronized Items .....	25

---

## 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 issues with QAComplete | ALMComplete Defects or Requirements modules to:

- Integrate issues you create in JIRA into your application/testing lifecycle in QAComplete | ALMComplete.
- Track and report on JIRA issues in QAComplete | ALMComplete.
- Track QAComplete | ALMComplete entities in JIRA.

## QAComplete - JIRA Connector Service

Use the **QAComplete - JIRA Connector** service to integrate JIRA issues with QAComplete | ALMComplete Defects or Requirements.

While the service is running, it connects to your QAComplete | ALMComplete and JIRA instances 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.
- When you attach a file to an item in one system, the service automatically creates a duplicate of the file attached to the appropriate item in the other system.
  - Note: If you change the attachment in one system, the service will replace the attachment in the other system as long as the file name remains the same.
- When you comment on an item in one system, the service automatically copies the comment to the appropriate item in the other other system.

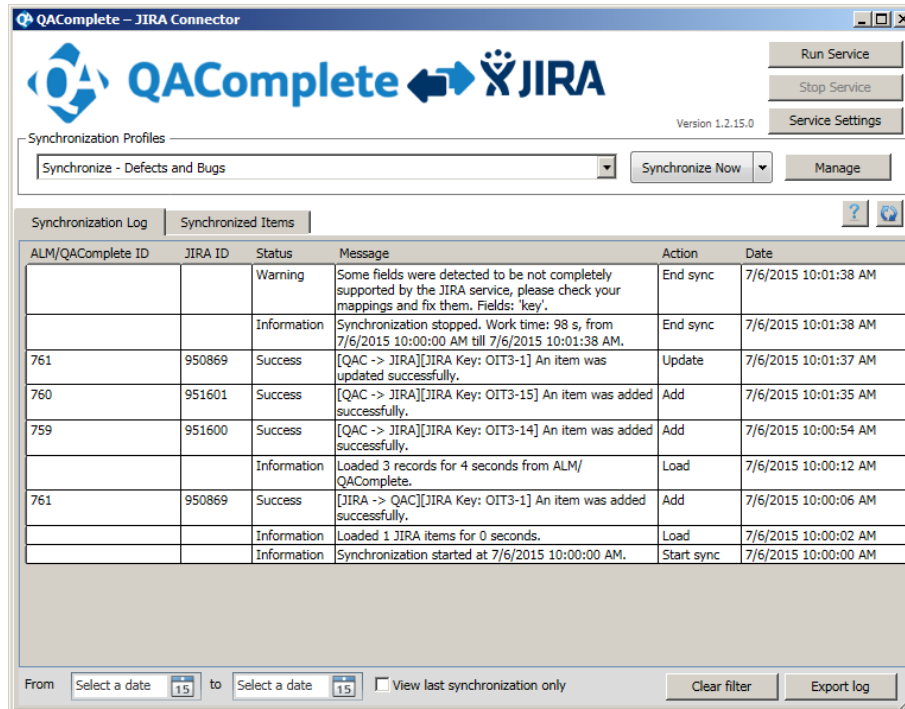
The synchronization can be bi-directional, where both systems share updates to items, or one direction, where an item in the source system changes, the service updates the corresponding item in the destination system.

**Note:** The service does not synchronize cross-referencing links between items. For example, if a JIRA item is linked to other JIRA items, the relationship between these items is not part of the synchronization.

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**.



ALM/QAComplete ID	JIRA ID	Status	Message	Action	Date
		Warning	Some fields were detected to be not completely supported by the JIRA service, please check your mappings and fix them. Fields: 'key'.	End sync	7/6/2015 10:01:38 AM
		Information	Synchronization stopped. Work time: 98 s, from 7/6/2015 10:00:00 AM till 7/6/2015 10:01:38 AM.	End sync	7/6/2015 10:01:38 AM
761	950869	Success	[QAC -> JIRA][JIRA Key: OIT3-1] An item was updated successfully.	Update	7/6/2015 10:01:37 AM
760	951601	Success	[QAC -> JIRA][JIRA Key: OIT3-15] An item was added successfully.	Add	7/6/2015 10:01:35 AM
759	951600	Success	[QAC -> JIRA][JIRA Key: OIT3-14] An item was added successfully.	Add	7/6/2015 10:00:54 AM
		Information	Loaded 3 records for 4 seconds from ALM/QAComplete.	Load	7/6/2015 10:00:12 AM
761	950869	Success	[JIRA -> QAC][JIRA Key: OIT3-1] An item was added successfully.	Add	7/6/2015 10:00:06 AM
		Information	Loaded 1 JIRA items for 0 seconds.	Load	7/6/2015 10:00:02 AM
		Information	Synchronization started at 7/6/2015 10:00:00 AM.	Start sync	7/6/2015 10:00:00 AM

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.
- Click **Synchronize Now** in the drop-down menu.

The service will synchronize items specified by the profile and then stop.

To restore links between synchronized items (you may need this, for example, after you re-install the service):

- Select the profile in the **Synchronization Profiles** list.  
**Note:** To use a profile stored in an external file, import the profile data first. See "Synchronization Profiles" on page 7
- Click **Repair Database** in the drop-down menu, under Synchronize Now.

The service will connect to the databases and restore the links between items using the existing synchronization information.

You can view information about synchronized items in the **Synchronized Items** tab of the configuration tool's main window.

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

## Requirements and Prerequisites

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


- Atlassian JIRA 5.0 - 7.0 must be installed on the server that hosts your JIRA database, or you can use JIRA Cloud 7.0.
- JIRA must accept remote calls. For information on how to enable JIRA for remote API calls, please see the [JIRA documentation](#).
- The QAComplete | ALMComplete 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 QAComplete or ALMComplete database. The machine cannot have SQL Server installed due to a conflict with SQL Compact used by the connector.

**Note:** QAComplete | ALMComplete do not support extended nor Unicode characters. If items in your JIRA projects include extended or Unicode characters, the service may fail to synchronize the text in these items correctly.

## Exporting JIRA Workflow Data

To synchronize your workflow across QAComplete | ALMComplete 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 QAComplete | ALMComplete

1. Create **Status Codes** in defects or requirements that correspond to your JIRA Statuses.
2. Create a text **Custom Field** to use for the JIRA Key. Make note of the custom field number (such as "Custom1").

You will need the custom field number when defining the mapping between the JIRA issue and your QAComplete | ALMComplete defect or requirement.

Note: Use a name for the custom field that identifies it as the JIRA Key. Do not use the word "Custom" in the custom field name.

## Restoring Synchronization Data on Updating or Re-Installing the Service

Before you update or re-install the QAComplete - JIRA Connector service, we recommend that you store your synchronization profiles in external files:

- In the configuration tool, stop the service and click **Manage**.
- In the **Synchronization Profiles** dialog, select the needed profile and click **Export**.
- Specify the file that will store the data.

After you update or re-install the tool, you can restore the existing links between synchronized items instead of creating and configuring the synchronization anew. (Otherwise, synchronized data may be duplicated).

- In the configuration tool, stop the service.
- Import your existing synchronization profile:
  - Click **Manage** and then click **Import**.
  - Browse for the file storing your synchronization data.

Or create and configure a new profile.

- On the main window of the configuration tool, select the profile in the **Synchronization Profiles** list.
- Select **Repair Database** from the drop-down menu.

The service will connect to the databases and restore the existing synchronized data.

## QAComplete - JIRA Connector Installation

Download the [JIRA Integration utility from our web site](#).

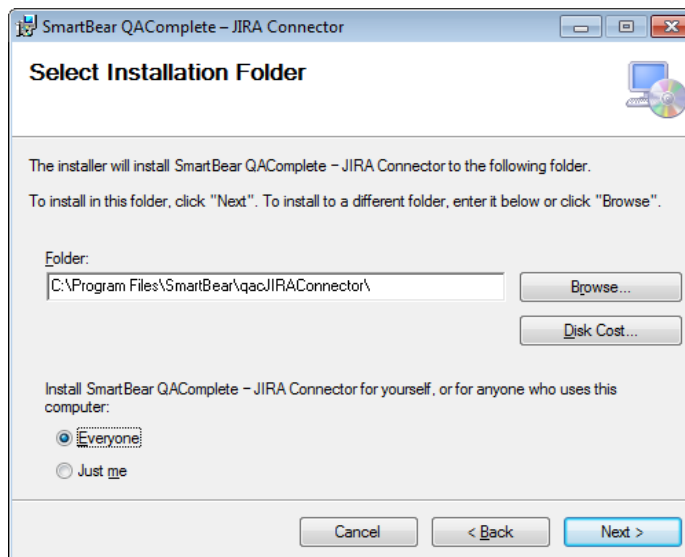
Unzip the file on the machine that will run the synchronization. This needs to be a machine that can connect to both your JIRA instance and QAComplete | ALMComplete, but does not have SQL Server installed.

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 QAComplete | ALMComplete and JIRA instances with rules describing how the service copies data from one system to the other.

In Release 10.1, you can synchronize QAComplete | ALMComplete **Defects** and **Requirements** with JIRA issues of any type.

The profile you create describes how items in a QAComplete | ALMComplete project are synchronized with items in a JIRA project and how fields are mapped between the two.

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" below
- 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 10
2. "Configuring General Settings of the Synchronization Profile" on page 11
3. "Configuring QAComplete | ALMComplete Connection Settings" on page 12
4. "Configuring JIRA Connection Settings" on page 14
5. "Synchronizing Item Fields and Values" on page 14
6. "Synchronizing Users" on page 18
7. "Synchronizing Workflows" on page 20

You can create multiple profiles to synchronize different items in different projects. For example, create a profile to synchronize JIRA bugs with QAComplete | ALMComplete defects and a second profile to synchronize JIRA user stories with QAComplete | ALMComplete requirements.

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 two default synchronization profiles to use as a starting point: one that links defects in QAComplete | ALMComplete with JIRA issues of the Bug type and another that links Requirements to JIRA Stories. The profiles map default fields and choice list values in QAComplete to the corresponding default fields and values of JIRA bugs.

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 JIRA or QAComplete | ALMComplete choice list values, the values will be different for your instance. You will need to modify the values to match your choice lists.

### Importing Profiles

If you do not see the default profiles in the configuration tool, you can import them from the Program Files location.

- Start the configuration tool.
- Stop the service.
- Click Manage, then Import.
- Navigate to the location where the configuration tool is installed (c:/Program Files (x86)/SmartBear/qacJIRAConnector).
- In this folder look for the two profile template XML files:  
  
templateProfileBugs.xml  
templateProfileRequirements.xml
- Select the profile and click Open. The default template will be imported and available for use.

### Configuration

Once you have copied the Default Profile, complete the [Settings](#), [ALM/QAComplete](#) and [JIRA](#) tabs. After you have configured the profile, click the Field 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	Status Lookup
PriorityCode	Priority	Priority Lookup
ResolutionCode	Resolution	Resolution Lookup
OpenedBy	Reporter	User
Description	Description	RichText
AssigneeUserId	Assignee	User

## 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**

New	Backlog
Active	In Progress
Closed	Closed
Active	Reopen
Resolved	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**

1-Fix ASAP	Blocker
1-Fix ASAP	Critical
2-Fix Soon	Major
2-Fix Soon	Normal
3-Fix If Time	Minor
4-Fix If Time	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**

By Design	Won't Do
Duplicate	Duplicate
External	Won't Do
Fixed	Done
Fixed	Fixed
Not Repro	Cannot Reproduce
Not Repro	Invalid

#### ALM/QAComplete Value JIRA Value

Postponed	Workaround Exists
Will Not Fix	Won't Fix

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

Important: If you use required fields in either JIRA or QAComplete | ALMComplete, make sure that all required fields are fully mapped.

## Creating a New Synchronization Profile

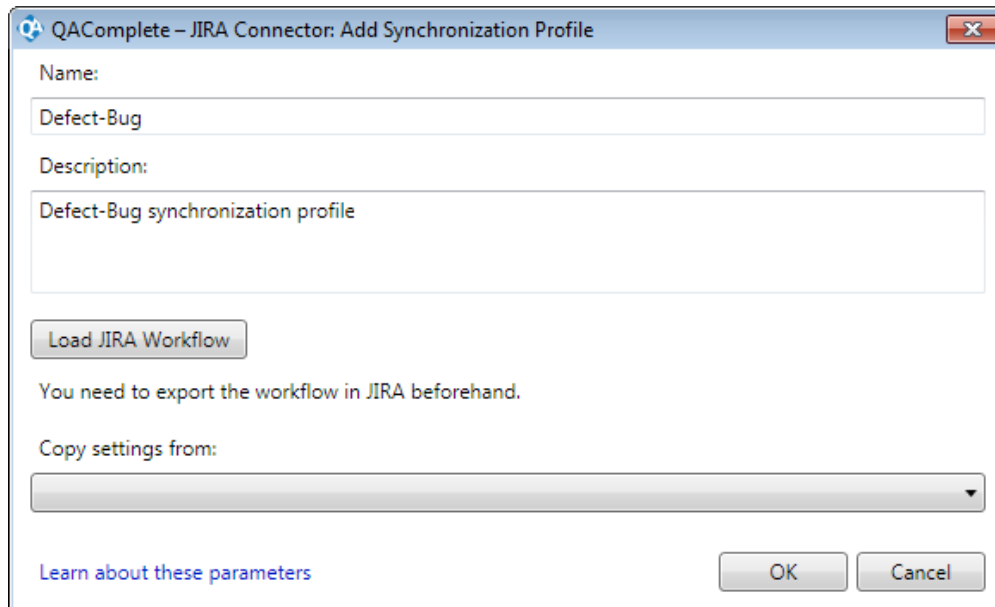
Create a synchronization profile for the items you want synchronized.

You can create separate profiles for various item types. You can also create separate profiles to synchronize items in various QAComplete | ALMComplete projects with issues in various 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:



1. Enter the new profile name.
2. (Optional) Enter a description for the profile.
3. To synchronize your item workflow in QAComplete | ALMComplete 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 5.
  - Select the needed file and click **Open**.

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

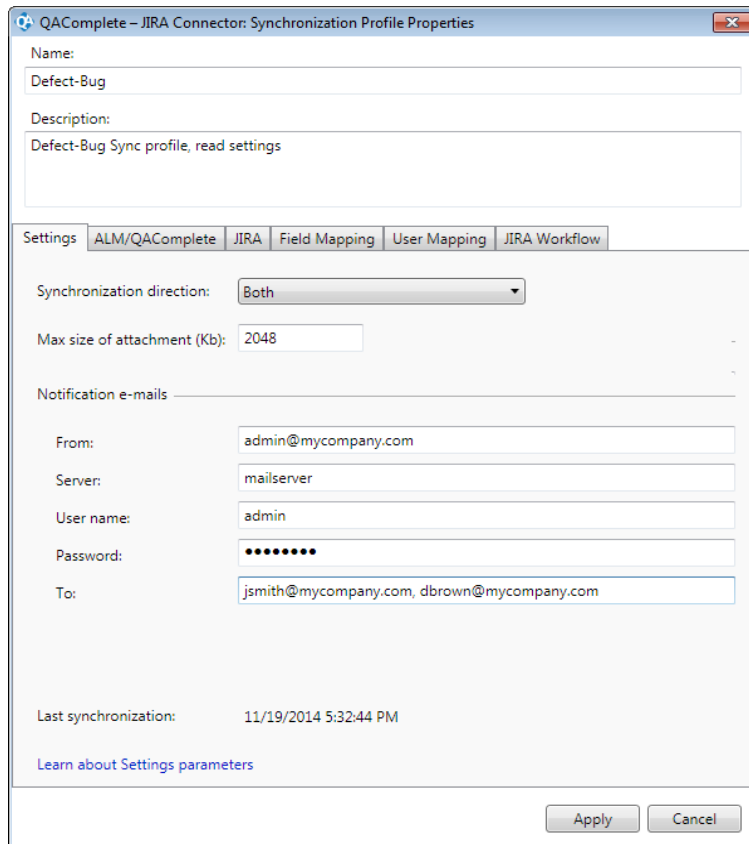
4. Click **OK**.

To copy settings from an existing profile, select the desired profile in the **Copy settings from** list and click **OK**. For ease of configuration, select one of the default profiles as a starting point to creating your new profile.

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 is 'Defect-Bug' and the 'Description' is 'Defect-Bug Sync profile, read settings'. The 'Synchronization direction' is set to 'Both'. The 'Max size of attachment (Kb)' is '2048'. 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). The 'Last synchronization' timestamp is '11/19/2014 5:32:44 PM'. There is a link 'Learn about Settings parameters' and 'Apply' and 'Cancel' buttons at the bottom.

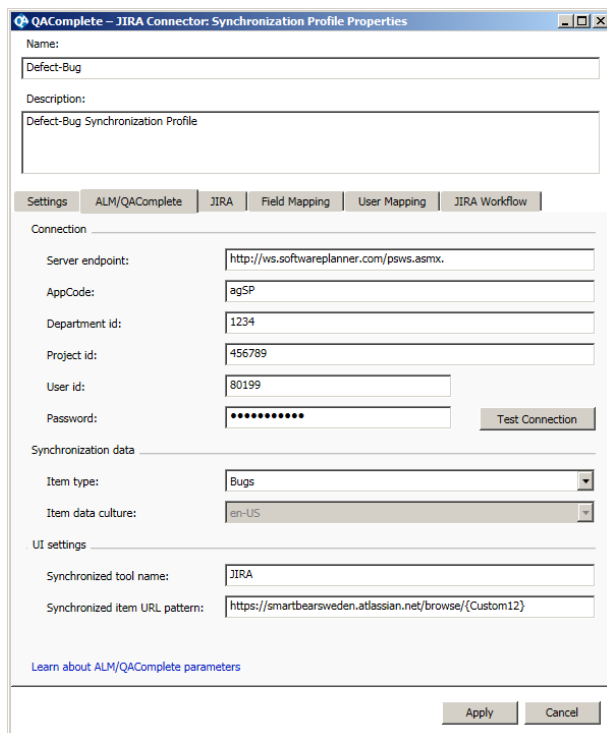
1. In **Synchronization direction** list, choose how the synchronization should work:

- Choose **Both** to enable a bidirectional synchronization. When an item in either QAComplete | ALMComplete 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 QAComplete items. When the JIRA issue is changed, the change is pushed to QAComplete. If the QAComplete item 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:** QAComplete | ALMComplete items are pushed to JIRA. When the QAComplete issue is changed, the changed is pushed to JIRA. If the JIRA issue is changed, it does NOT update the QAComplete item.
    - Note: Changes made in JIRA will be overwritten by changes made later in QAComplete.
2. In **Max size of attachment**, enter the maximum size limit for your attachments in Kb. The default value is 2048 and the upper limit is 30 Mg.
  3. To configure the service to send email notifications on synchronization results:
    - In **From**, enter the email address to use as the "From" address for notifications.
    - 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 **To**, enter the email address to receive the notifications. To send notifications to several recipients, enter their email addresses separated by comma.

### Configuring QAComplete | ALMComplete Connection Settings

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



**QAComplete - JIRA Connector: Synchronization Profile Properties**

Name: Defect-Bug

Description: Defect-Bug Synchronization Profile

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

Connection

Server endpoint:

AppCode:

Department id:

Project id:

User id:

Password:

Synchronization data

Item type:

Item data culture:

UI settings

Synchronized tool name:

Synchronized item URL pattern:

[Learn about ALM/QAComplete parameters](#)

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

1. In **Server endpoint**, enter the URL of your QAComplete or ALMComplete web service.

For SaaS clients, the URL address is *http://ws.softwareplanner.com/psws/psws.asmx*.

For On-Premises clients, the URL address is *http://[yourserver]/psws/psws.asmx*.

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 QAComplete or ALMComplete items. This user must have full permission to the items in the desired Project.
  - In **Password**, enter the password for the user.
  - In **Project**, enter the numeric ID of the QAComplete or ALMComplete project that you want synchronized with JIRA.

You can find the numeric IDs in QAComplete | ALMComplete:

To get the application code

- In QAComplete or ALMComplete, 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

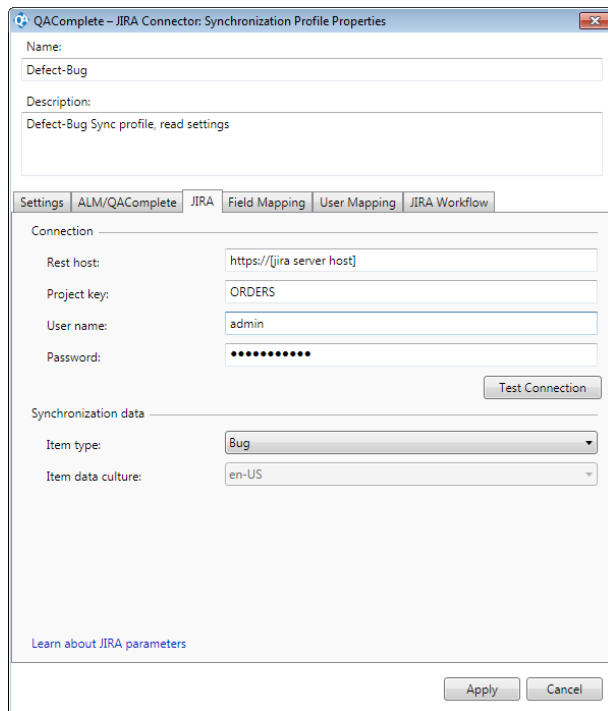
- On the **Setup** tab, in the tree on the left, select **Security | Users**.
- Find the desired user and note the value in the **UserId** column.  
If the column is hidden, click **Choose Fields** and add the column to the **Chosen Fields** list.

3. The **Item type** is the QAComplete or ALMComplete module to synchronize with JIRA. Choose **Bugs** or **Requirements** from the drop-down list.
4. The **Item data culture** is the locale used in 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 QAComplete or ALMComplete. Enter *JIRA*. This name is used in synchronization messages.
6. To open JIRA items directly from the synchronized item in QAComplete | ALMComplete, enter the location of your JIRA instance and the custom field that you defined in 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 QAComplete | ALMComplete:



The screenshot shows the 'QAComplete - JIRA Connector: Synchronization Profile Properties' dialog box with the 'JIRA' tab selected. The 'Name' field contains 'Defect-Bug' and the 'Description' field contains 'Defect-Bug Sync profile, read settings'. The 'Connection' section includes fields for 'Rest host' (https://[jira server host]), 'Project key' (ORDERS), 'User name' (admin), and 'Password' (masked with dots). A 'Test Connection' button is located to the right of the password field. The 'Synchronization data' section includes a dropdown for 'Item type' (set to 'Bug') and a dropdown for 'Item data culture' (set to 'en-US'). At the bottom, there is a link 'Learn about JIRA parameters' and 'Apply' and 'Cancel' buttons.

1. In **Rest host**, change [jira server host] to your JIRA server.
2. In **Project key**, enter the project key of the JIRA project that you want to integrate with the QAComplete | ALMComplete 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**, select the type of JIRA issues you want to synchronize with the specified QAComplete | ALMComplete items.
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 **Field 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 in one system to corresponding fields in the other.

### Notes:

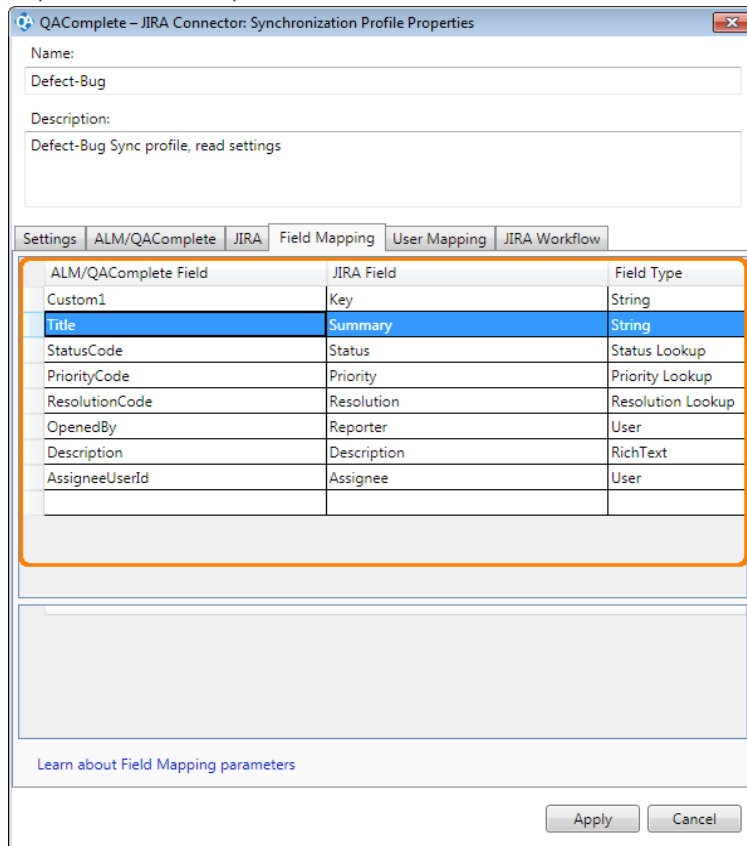
- Make sure you know of all required fields in both QAComplete | ALMComplete items and in JIRA issues. You need to map all required fields for a successful synchronization
- If you have synchronization rules set in QAC - JIRA Connector version prior to version 1.2, you may get the "Some fields in Field Mapping are not supported by JIRA service" warning.

This happens because earlier versions of the tool used JIRA SOAP service to work with JIRA. Starting from version 1.2, the tool uses the JIRA REST service. The format of issue fields the JIRA REST service uses may differ from the format the JIRA SOAP service uses. As a result,

some fields in your field mapping may be missing. Please check your field mapping and fix the missing fields.

### Synchronizing Fields

1. In the table, click in an **ALM/QAComplete Field** cell 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.
2. Click in the **JIRA Field** cell to open the drop-down list of JIRA fields. Select the field that corresponds to the QAComplete field.



QAComplete - JIRA Connector: Synchronization Profile Properties

Name: Defect-Bug

Description: Defect-Bug Sync profile, read settings

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

ALM/QAComplete Field	JIRA Field	Field Type
Custom1	Key	String
<b>Title</b>	<b>Summary</b>	<b>String</b>
StatusCode	Status	Status Lookup
PriorityCode	Priority	Priority Lookup
ResolutionCode	Resolution	Resolution Lookup
OpenedBy	Reporter	User
Description	Description	RichText
AssigneeUserId	Assignee	User

[Learn about Field Mapping parameters](#)

Apply Cancel

3. In the **Field Type** column, choose the type of the QAComplete | ALMComplete field.
  - For lookup fields (fields that take values defined in a choice list), choose the **Lookup** field type. (See below.)
  - For fields that store information on a user, for example, *AssigneeUserId*, choose the **User** field type.
 

**Note:** In order for the service to copy information on users properly, first synchronize the account information. See "Synchronizing Users" on page 18
  - For fields, that store information on the item status, priority and resolution, choose the **Status Lookup**, **Priority Lookup** or **Resolution Lookup** types. (See below.)

**Important:** Make sure that the selected field type can be converted to the appropriate JIRA field type explicitly.
4. Map the QAComplete | ALMComplete custom field for the **JIRA Key** using the custom field ID such

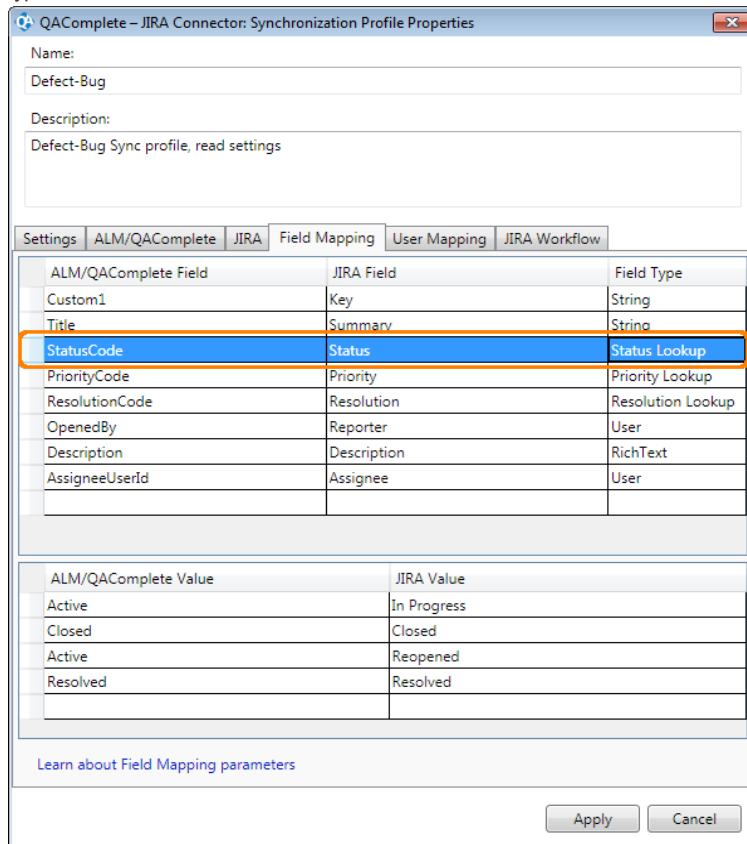
as *Custom1* to the Jira *Key* field.

- Continue in the next row, selecting corresponding fields to map.

Synchronizing Status, Priority and Resolution Fields

If the field to be synchronized contains the status, priority or resolution, set the mapping rules for each possible value:

- In the **ALM/QAComplete Field**, select the field that holds the item status, priority, or resolution.
- In the **JIRA Field**, select the field that corresponds to that QAComplete field.
- In the **Field Type**, choose the **Status Lookup**, **Priority Lookup**, or **Resolution Lookup** field type.



QAComplete - JIRA Connector: Synchronization Profile Properties

Name: Defect-Bug

Description: Defect-Bug Sync profile, read settings

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

ALM/QAComplete Field	JIRA Field	Field Type
Custom1	Key	String
Title	Summary	String
<b>StatusCode</b>	<b>Status</b>	<b>Status Lookup</b>
PriorityCode	Priority	Priority Lookup
ResolutionCode	Resolution	Resolution Lookup
OpenedBy	Reporter	User
Description	Description	RichText
AssigneeUserId	Assignee	User

ALM/QAComplete Value	JIRA Value
Active	In Progress
Closed	Closed
Active	Reopened
Resolved	Resolved

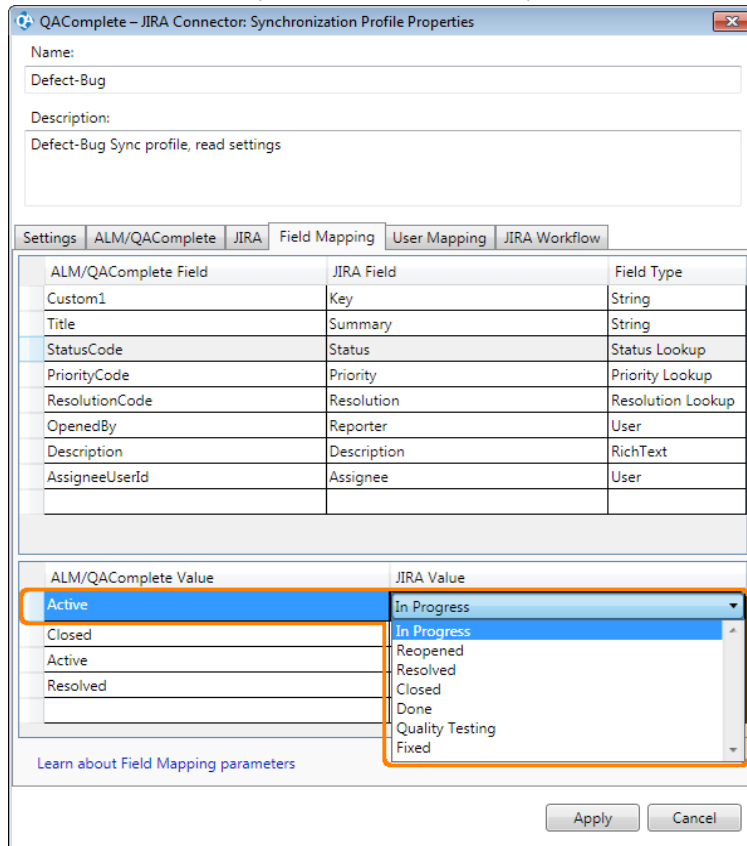
[Learn about Field Mapping parameters](#)

Apply Cancel

- Click in the **ALM/QAComplete Value** cell to open the list of possible item statuses (or priorities, or resolutions) in QAComplete. Select the needed value.



- Click in the **JIRA Value** column to open the list of item statuses (or priorities, or resolutions) in JIRA. Select the value that corresponds to the value in QAComplete.



QAComplete - JIRA Connector: Synchronization Profile Properties

Name: Defect-Bug

Description: Defect-Bug Sync profile, read settings

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

ALM/QAComplete Field	JIRA Field	Field Type
Custom1	Key	String
Title	Summary	String
StatusCode	Status	Status Lookup
PriorityCode	Priority	Priority Lookup
ResolutionCode	Resolution	Resolution Lookup
OpenedBy	Reporter	User
Description	Description	RichText
AssigneeUserId	Assignee	User

ALM/QAComplete Value	JIRA Value
Active	In Progress
Closed	In Progress
Active	Reopened
Resolved	Resolved
	Closed
	Done
	Quality Testing
	Fixed

[Learn about Field Mapping parameters](#)

Apply Cancel

### 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 **Field Mapping** tab page, select the lookup field.
- In the **ALM/QAComplete Value** column, enter a value from the choice list in 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
Custom1	Key	String
Title	Summary	String
StatusCode	Status	Status Lookup
PriorityCode	Priority	Priority Lookup
ResolutionCode	Resolution	Resolution Lookup
OpenedBy	Reporter	User
Description	Description	RichText
AssigneeUserId	Assignee	User
HowFoundCode	Source	Lookup

ALM/QAComplete Value	JIRA Value
CodeReview	Internal
TestReview	Internal
TestBeta	Internal
TestRegression	Internal
Customer	Customer
Other	None

[Learn about Field Mapping parameters](#)

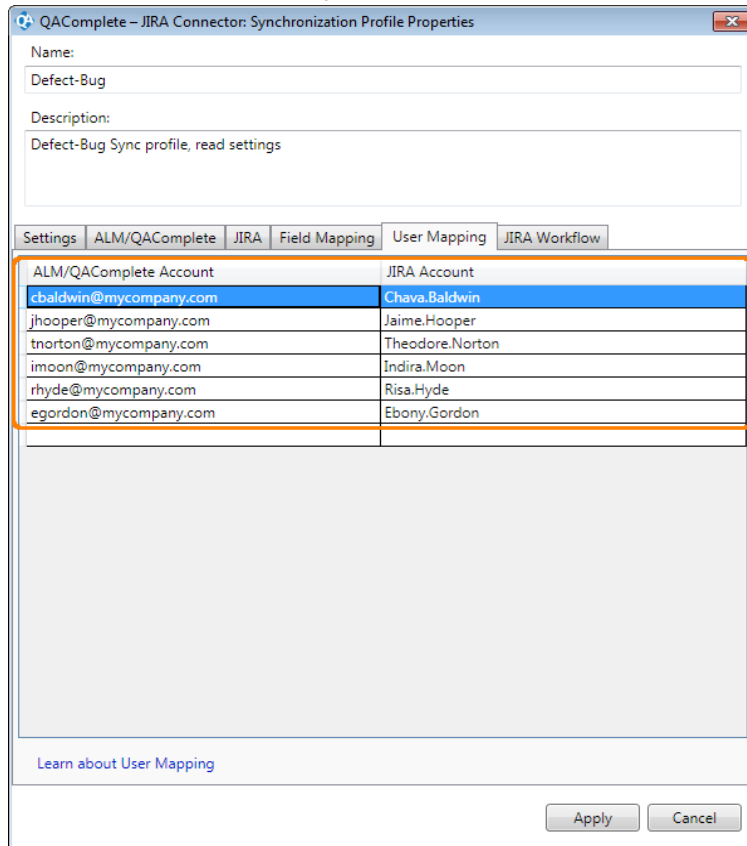
Apply Cancel

## Synchronizing Users

On the **User Mapping** tab of the **Synchronization Profile Properties** dialog, you associate user accounts in QAComplete | ALMComplete with JIRA user accounts. It enables the service to synchronize fields that hold information on users.

1. In the **User Mapping** table, click in the **ALM/QAComplete Account** cell and select an email address of an QAComplete user account from the drop-down list.

2. In the **JIRA Account** column, enter the alphabetical identifier of the user account in JIRA that you want to associate with the QAComplete user.



QAComplete - JIRA Connector: Synchronization Profile Properties

Name:  
Defect-Bug

Description:  
Defect-Bug Sync profile, read settings

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

ALM/QAComplete Account	JIRA Account
cbaldwin@mycompany.com	Chava.Baldwin
jhooper@mycompany.com	Jaime.Hooper
tnorton@mycompany.com	Theodore.Norton
imoon@mycompany.com	Indira.Moon
rhyde@mycompany.com	Risa.Hyde
egordon@mycompany.com	Ebony.Gordon

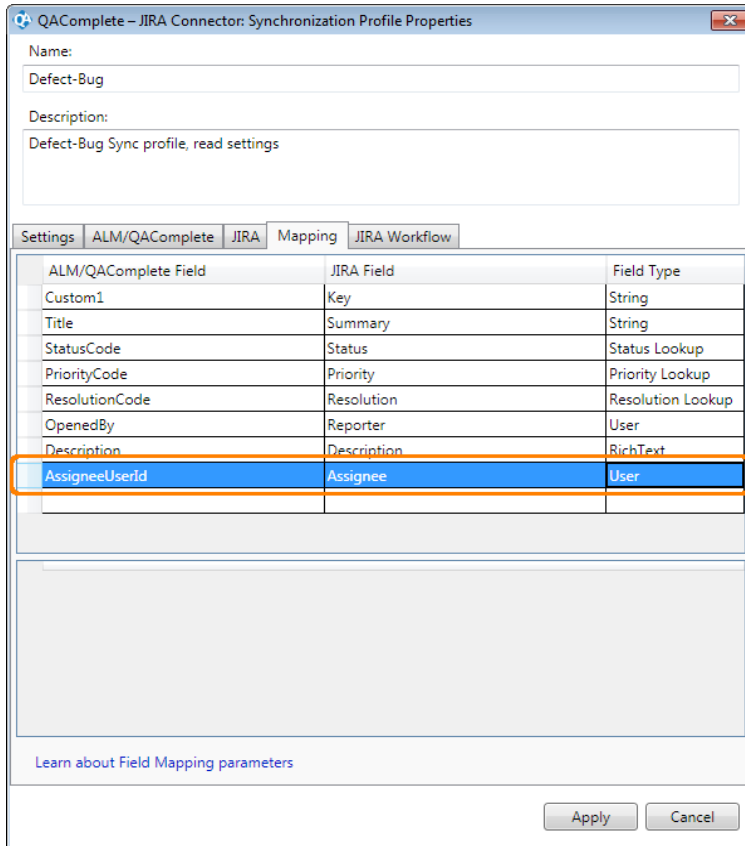
[Learn about User Mapping](#)

Apply Cancel

After you link the user accounts, synchronize the fields that holds user information:

1. Open the **Field Mapping** page.
2. In the **ALM/QAComplete Field** column, select the field that holds the information on the QAComplete user.
3. In the **JIRA Field** column, select the field that holds the information on the JIRA user.

4. In the **Field Type** column, choose the **User** field type.



The dialog box shows the 'Mapping' tab with a table mapping ALM/QAComplete fields to JIRA fields and field types. The 'AssigneeUserId' field is highlighted with a blue selection bar and an orange border, and its field type is set to 'User'.

ALM/QAComplete Field	JIRA Field	Field Type
Custom1	Key	String
Title	Summary	String
StatusCode	Status	Status Lookup
PriorityCode	Priority	Priority Lookup
ResolutionCode	Resolution	Resolution Lookup
OpenedBy	Reporter	User
Description	Description	RichText
<b>AssigneeUserId</b>	<b>Assignee</b>	<b>User</b>

Learn about Field Mapping parameters

Apply Cancel

## Synchronizing Workflows

A workflow defines what stages an item passes during its lifecycle in the system. You can synchronize your QAComplete | ALMComplete 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 | Field Mapping | User Mapping | JIRA Workflow

Transition ID	Transition Name	Start Status ID	End Status ID
2	Close Issue	1	6
4	Start Progress	1	3
5	Resolve Issue	1	5
2	Close Issue	3	6
5	Resolve Issue	3	5
301	Stop Progress	3	1
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

Apply Cancel

**Important:** To view the JIRA workflow, upload the workflow data first. Click **Load JIRA Workflow** and browse for the exported XML file 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 QAComplete workflow with your JIRA workflow, synchronize the statuses the item can have:

1. Open the **Field Mapping** page. The page defines synchronization rules for the fields.
2. In the **ALM/QAComplete Field** column, select the field that holds the item status in QAComplete.
3. In the **JIRA Field** column, for that field, set the field that holds the item status in JIRA.

- In the **Field Type** column, choose the **Status Lookup** field type.

QAComplete – JIRA Connector: Synchronization Profile Properties

Name:  
Defect-Bug

Description:  
Defect-Bug Sync profile, read settings

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

ALM/QAComplete Field	JIRA Field	Field Type
Custom1	Key	String
Title	Summary	String
<b>StatusCode</b>	<b>Status</b>	<b>Status Lookup</b>
PriorityCode	Priority	Priority Lookup
ResolutionCode	Resolution	Resolution Lookup
OpenedBy	Reporter	User
Description	Description	RichText
AssigneeUserId	Assignee	User

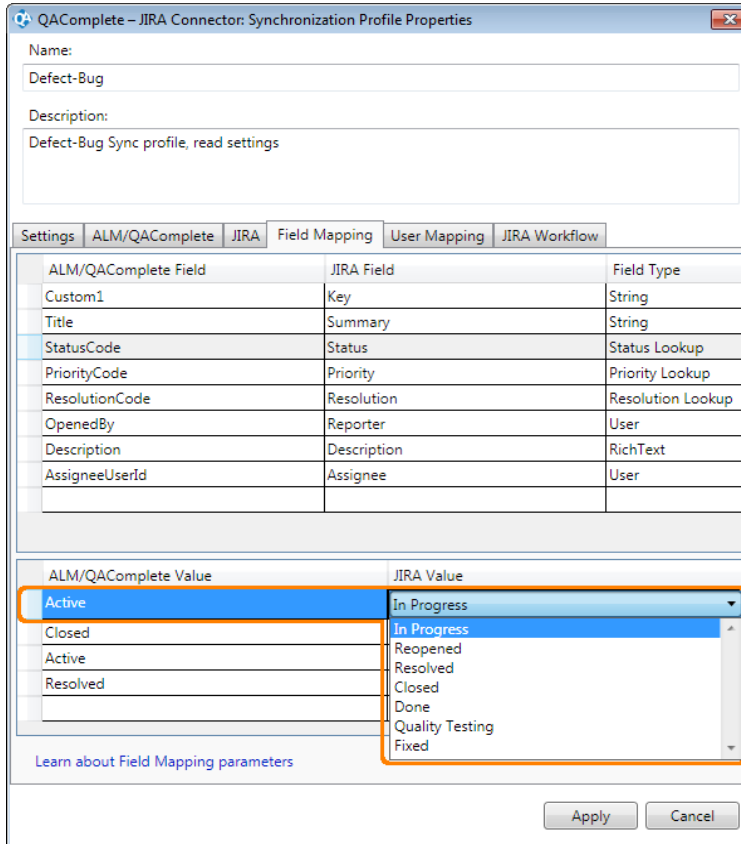
ALM/QAComplete Value	JIRA Value
Active	In Progress
Closed	Closed
Active	Reopened
Resolved	Resolved

[Learn about Field Mapping parameters](#)

Apply Cancel

- Click in the **ALM/QAComplete Value** cell to open the list of item statuses in QAComplete | ALMComplete. Select a status.

- Click in the **JIRA Value** cell to open the list of item statuses in JIRA. Select the item status that corresponds to the item status in QAComplete | ALMComplete.



**QAComplete - JIRA Connector: Synchronization Profile Properties**

Name: Defect-Bug

Description: Defect-Bug Sync profile, read settings

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

ALM/QAComplete Field	JIRA Field	Field Type
Custom1	Key	String
Title	Summary	String
StatusCode	Status	Status Lookup
PriorityCode	Priority	Priority Lookup
ResolutionCode	Resolution	Resolution Lookup
OpenedBy	Reporter	User
Description	Description	RichText
AssigneeUserId	Assignee	User

ALM/QAComplete Value	JIRA Value
Active	In Progress
Closed	In Progress
Active	Reopened
Resolved	Resolved
	Closed
	Done
	Quality Testing
	Fixed

[Learn about Field Mapping parameters](#)

Apply Cancel

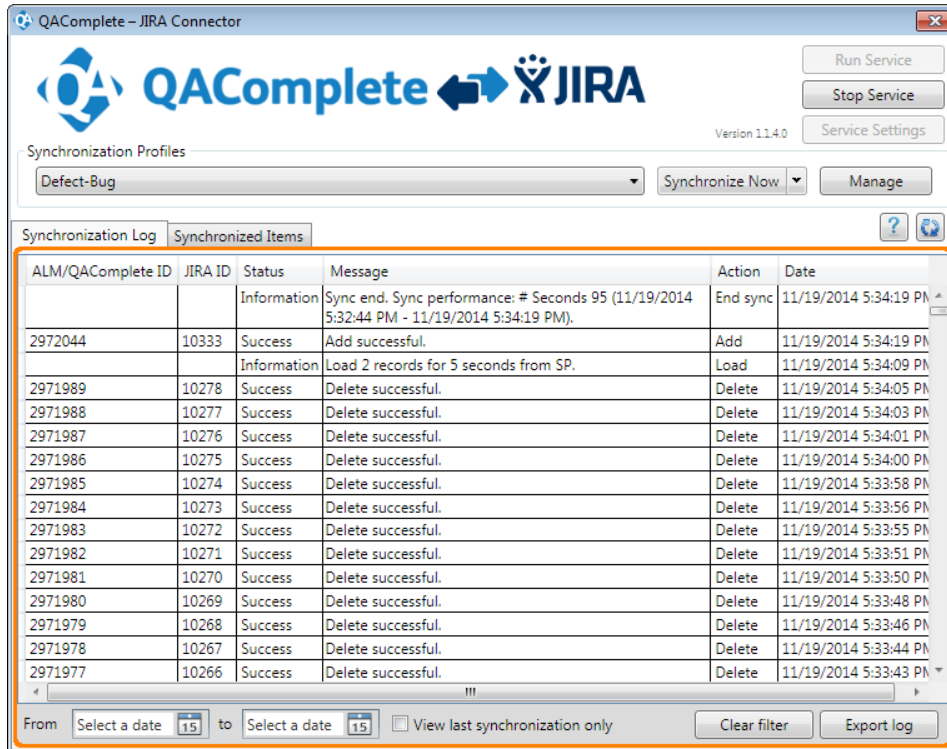
## Configuring the Synchronization Intervals

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 11.4.0

Synchronization Profiles: Defect-Bug

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

Tabs: Synchronization Log, Synchronized Items

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

Buttons: Clear filter, Export log

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 export the log to review and save it outside of the QAComplete - JIRA Connector Configuration Tool:

- Click **Export Log**.
- Specify the path and file name for the exported log.
- The service will export the log data to a .log file in the specified folder.

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



QAComplete – JIRA Connector

QAComplete ↔ JIRA

Version 11.4.0

Run Service  
Stop Service  
Service Settings

Synchronization Profiles  
Defect-Bug 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 QAComplete | ALMComplete items synchronized with appropriate JIRA issues by ID.

### Working With Synchronized Items

In QAComplete | ALMComplete, 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

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.