



QAComplete Integration for JIRA Plugin

Installation and Configuration Instructions

QAComplete Release 11.3

This guide walks you through installing, configuring and using the QAComplete Integration for JIRA Plugin for synchronizing JIRA issues with QAComplete defects and requirements

QAComplete Release 11.3

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Integration With JIRA	3
About QAComplete Integration for JIRA Plugin	3
Enabling Synchronization	3
How Synchronization Works	3
Alternatives	4
Requirements	4
Installing QAComplete Integration for JIRA Plugin	4
Connecting to JIRA from QAComplete	5
Configuring Synchronization	6
Selecting Projects and Issues to Synchronize	6
Selecting Projects	7
Selecting Issues	7
Configuring Field Mapping	8
Mapping Issue Fields	8
Mapping Lookup Fields	9
Mapping User Info Fields	10
Synchronizing Attachments	10
Saving Mapping Data	11
Configuring User Mapping	12
Disconnecting from JIRA	13

Integration With JIRA

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

You can connect QAComplete to JIRA and synchronize JIRA issues with defects and requirements in QAComplete to:

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

About QAComplete Integration for JIRA Plugin

To integrate QAComplete with JIRA, you use the **QAComplete Integration for JIRA** plugin. The plugin enables synchronization between JIRA issues and QAComplete defects and requirements.

Enabling Synchronization

To synchronize items:

- In JIRA, install the QAComplete Integration for JIRA plugin.
- In QAComplete, enable synchronization and set up synchronization rules.

How Synchronization Works

While the synchronization is enabled, when you update an item in one system, the corresponding item will be updated in another system automatically.

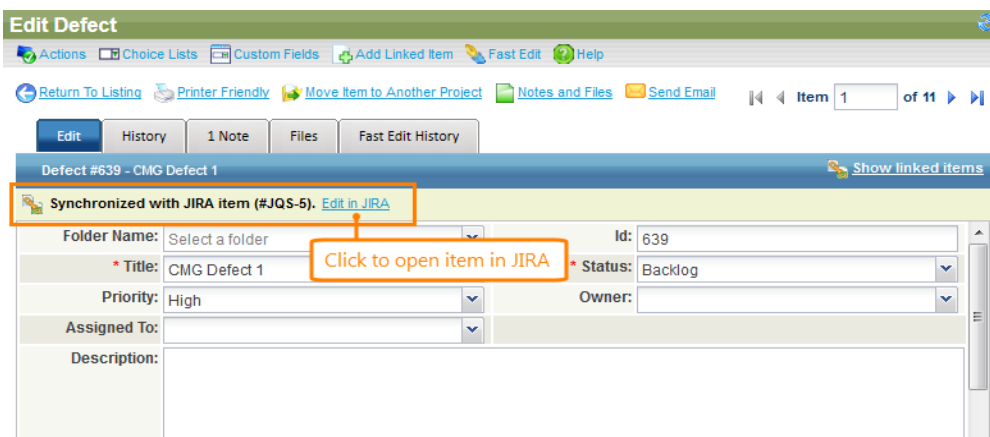
The synchronization is real-time. Changes you made to an item in one system are copied to another system immediately.

When you add a comment (note) to an item, the comment (note) will be copied to the corresponding item in another system. The information on the comment's (note's) author will be copied as well.

When you attach a file to an item in one system, the attachment will be automatically copied to the corresponding item in another system. When you update the attachment in one system, the corresponding attachment will be updated in another system (if the attachment names coincide).

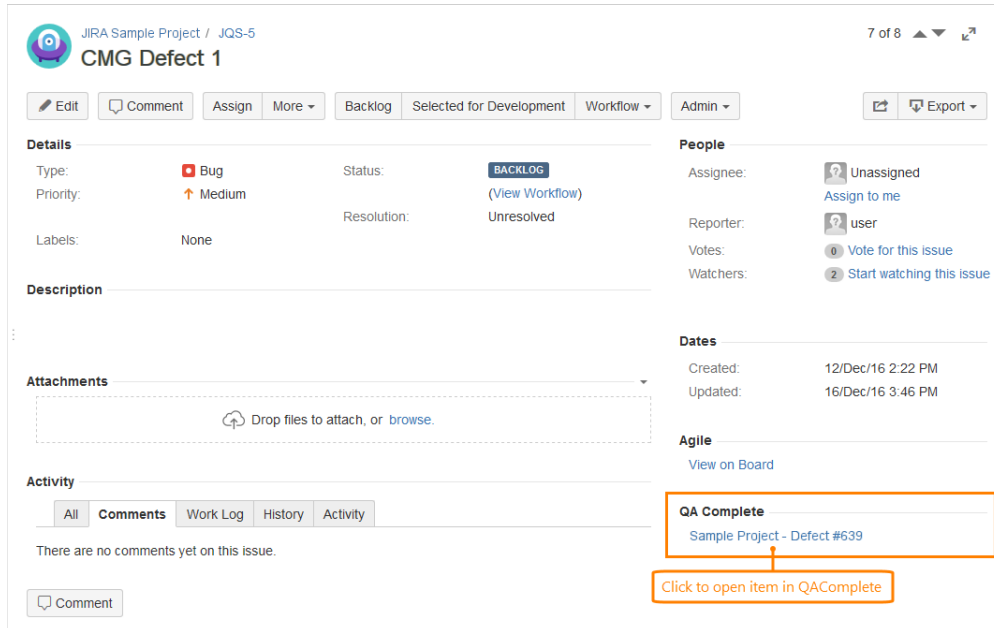
The cross-referencing links between items are not synchronized. For example, if a JIRA issue has links to other JIRA issues, those links will not be copied to the appropriate QAComplete item.

In QAComplete, synchronized items are marked with the *Synchronized with* note and with a link to the corresponding JIRA issue:



The screenshot shows the 'Edit Defect' interface in QAComplete. At the top, there is a navigation bar with 'Edit Defect' and various action icons. Below this is a toolbar with options like 'Return To Listing', 'Printer Friendly', 'Move Item to Another Project', 'Notes and Files', and 'Send Email'. A breadcrumb trail shows 'Item 1 of 11'. Below the toolbar are tabs for 'Edit', 'History', '1 Note', 'Files', and 'Fast Edit History'. The main content area displays 'Defect #639 - CMG Defect 1' with a 'Show linked items' button. A yellow banner at the top of the form area states 'Synchronized with JIRA item (#JQS-5). [Edit in JIRA](#)'. Below this, the form fields are visible: 'Folder Name' (dropdown), 'Title' (CMG Defect 1), 'Priority' (High), 'Assigned To' (dropdown), 'Id' (639), 'Status' (Backlog), and 'Owner' (dropdown). An orange callout box with an arrow points to the 'Edit in JIRA' link, containing the text 'Click to open item in JIRA'.

In JIRA, synchronized issues have a link to the corresponding QAComplete defect or requirement:



JIRA Sample Project / JQS-5

7 of 8

CMG Defect 1

Edit Comment Assign More Backlog Selected for Development Workflow Admin Export

Details

Type: Bug Status: BACKLOG (View Workflow)

Priority: Medium Resolution: Unresolved

Labels: None

Description

Attachments

Drop files to attach, or browse.

Activity

All Comments Work Log History Activity

There are no comments yet on this issue.

Comment

People

Assignee: Unassigned (Assign to me)

Reporter: user

Votes: 0 (Vote for this issue)

Watchers: 2 (Start watching this issue)

Dates

Created: 12/Dec/16 2:22 PM

Updated: 16/Dec/16 3:46 PM

Agile

View on Board

QA Complete

Sample Project - Defect #639

Click to open item in QAComplete

Click the link to open the corresponding item.

Alternatives

The plugin supports QAComplete version 11.3 and later.

If you have an earlier version of QAComplete, you will have to use the QAComplete - JIRA Connector standalone service to synchronize items. To learn more about the service, see [About QAComplete - JIRA Connector Service](#).


To learn more about requirements that must be met to use the plugin, see [Requirements](#).

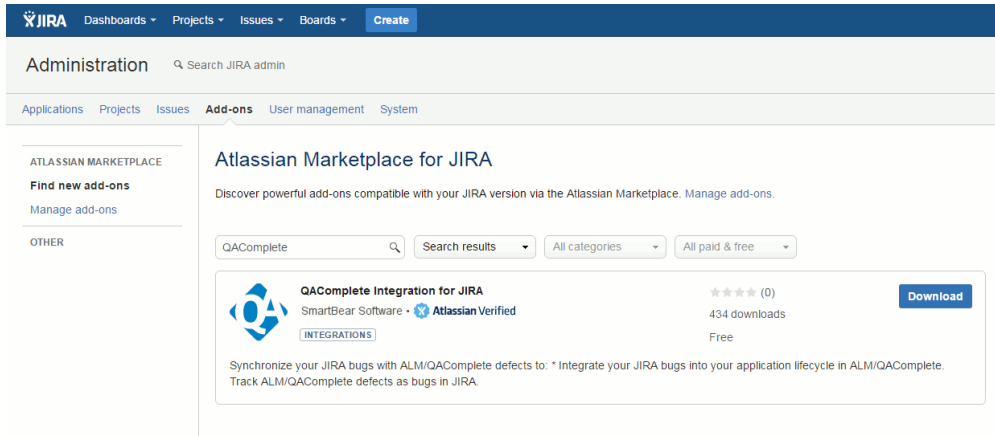
Requirements

To use the QAComplete Integration for JIRA plugin to synchronize JIRA issues with QAComplete defects and requirements, the following requirements must be met:

- The QAComplete version you use must be 11.3 or later.
- You must use Atlassian JIRA Server 7.0.0 - 7.3.1 .
- The JIRA account you use for configuring synchronization must have Administrator privileges.
- The QAComplete account you use for configuring synchronization must be a security administrator and have access to needed QAComplete projects.

Installing QAComplete Integration for JIRA Plugin

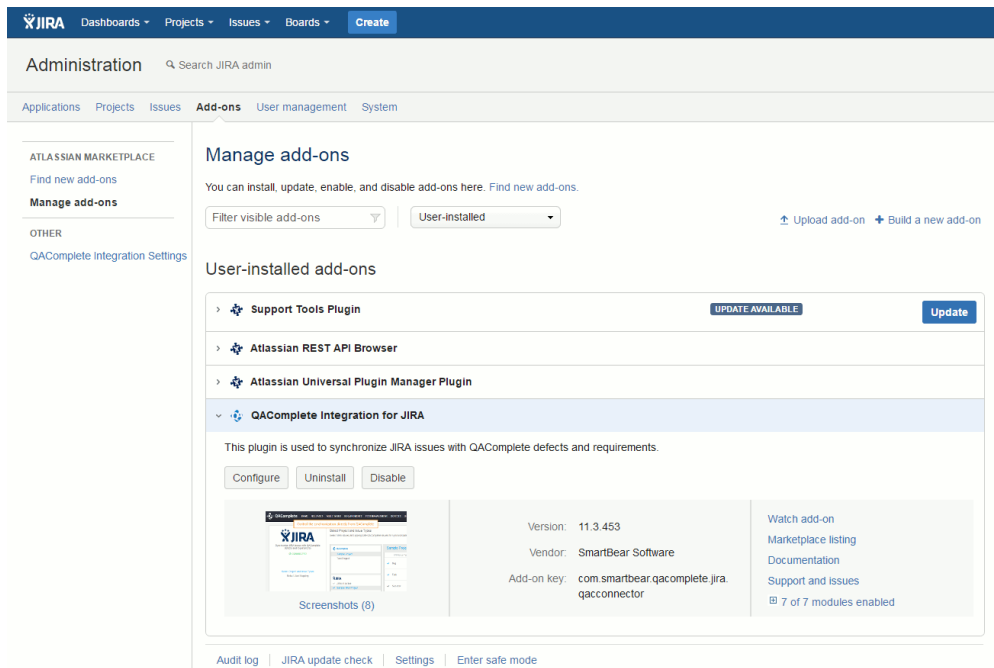
1. Log in to JIRA using your Administrator account.
2. Click  to open the JIRA administration console.
3. From the administration console, connect to the Atlassian Marketplace and locate the **QAComplete Integration for JIRA** plugin:



4. Install the plugin.


After the plugin is installed, restart JIRA.

You can find the plugin on the **Manage add-ons** page of the JIRA administration console:



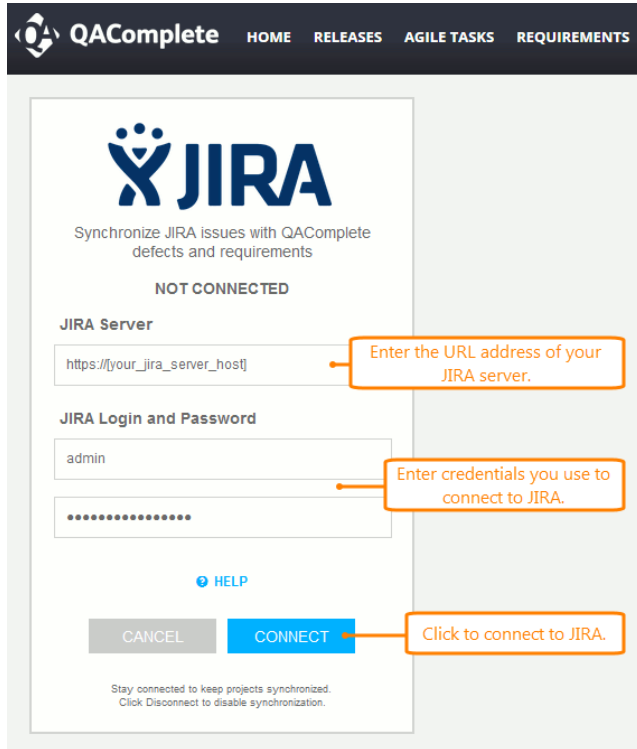
Connecting to JIRA from QAComplete

To synchronize JIRA issues with QAComplete defects and requirements, connect to JIRA from QAComplete:

1. In QAComplete, select  **Integrations**.
2. On the **Integrations** page, select JIRA integration.
3. Click **Connect** to connect to your JIRA Server:
 - In **JIRA Server**, enter the network name or IP address of your JIRA server.

- In **JIRA Login and Password**, enter the user name and the password of the JIRA account you want to use to configure synchronization. The account must have access to JIRA projects whose issues you will synchronize with QAComplete items.


4. Click **Connect**.



QAComplete will connect to JIRA using the provided data.

Configuring Synchronization

To specify how the data is copied from one system to another, you configure the synchronization rules:

1. On the **Integrations** page, select JIRA Integration and connect to your JIRA server.
2. Click  **Configure**.
3. Follow the steps below to configure the synchronization.

After you configure the synchronization rules, QAComplete will start synchronizing the selected projects.

Note: You do not need to remain connected to QAComplete and keep the browser open. The synchronization will continue in the background even if you log off from QAComplete and close your web browser.

Selecting Projects and Issues to Synchronize

On the **Select Projects and Issue Types** page, you select QAComplete and JIRA projects that you want to synchronize, and configure synchronization between their items.

Each QAComplete project can be synchronized with one or several JIRA projects. Each JIRA project can be synchronized with a single QAComplete project.

To open the page, connect to JIRA and click  **Configure**.

Selecting Projects

1. Select the needed QAComplete project.
2. Select the JIRA project you want to synchronize with the QAComplete project. If the projects are not synchronized yet, the page will show the *Select project(s) to synchronize* message.
3. To enable synchronization, click the check box next to the needed JIRA project:

Select Projects and Issue Types HELP ✕

To configure QAComplete JIRA integration, select a QAComplete project, at least one JIRA project and issues for synchronization

QAComplete

- Sample Project

Sample Project ↔ JIRA Sample Project

JIRA Issue Type	QAComplete Issue Type	Field Mapping
<input checked="" type="checkbox"/> Task		MAPPING
<input checked="" type="checkbox"/> Sub-task		MAPPING
<input checked="" type="checkbox"/> Story		MAPPING
<input checked="" type="checkbox"/> Bug		MAPPING

JIRA

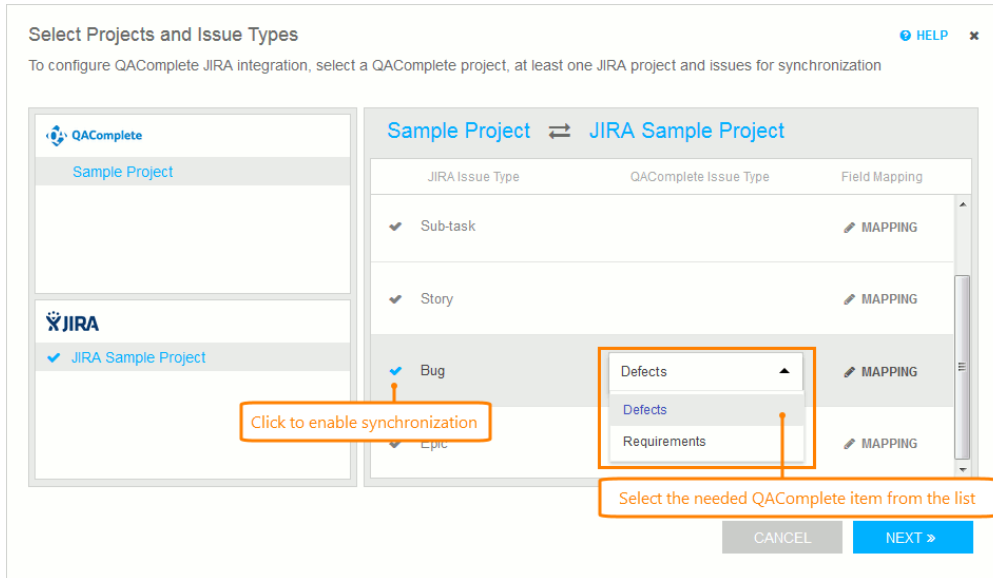
- JIRA Sample Project

Click to enable project synchronization

CANCEL NEXT »

Selecting Issues

1. After you select the QAComplete project and the JIRA project you want to synchronize, the page will show the list of issues in the selected JIRA project.
2. In the **JIRA Issue Type** column, select the JIRA issue you want to synchronize with the QAComplete item and enable the check box next to the issue.
3. In the **QAComplete Issue Type** drop-down list, select the needed QAComplete item - defect or requirement:



4. For the specified "JIRA issue - QAComplete item" pair, See [Configuring Field Mapping](#).

After configuring field mapping for all the needed issues, click **Next** to proceed with the synchronization by mapping user accounts.

Configuring Field Mapping

On the **QAComplete - JIRA Field Mapping** page, you set up mapping rules for the selected pair of items. These rules define how the fields are copied from one system to another.

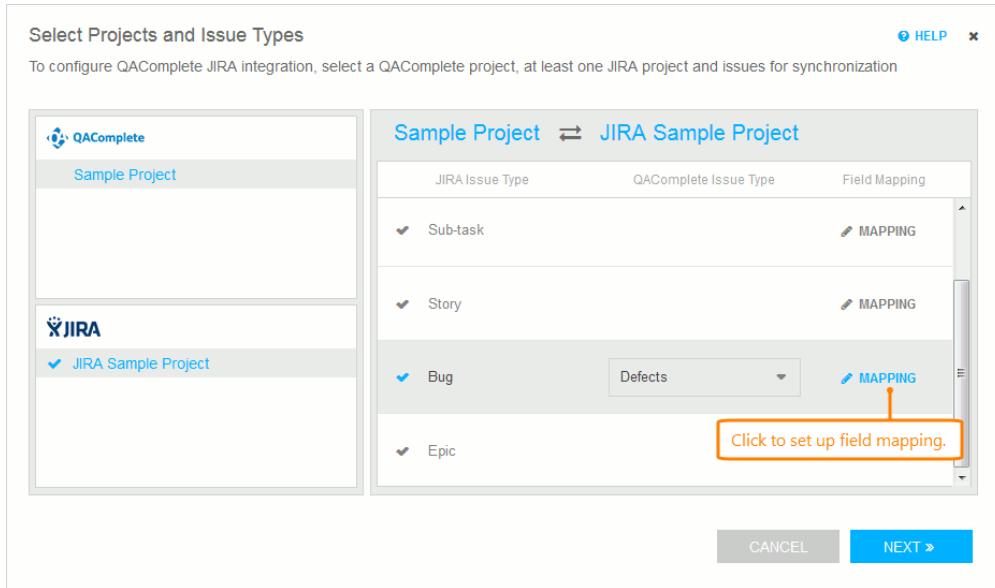
You can synchronize both built-in and custom fields.

Mapping Issue Fields

Important: Make sure to configure mapping rules for required fields in both systems. Required fields are marked with the asterisk (*).

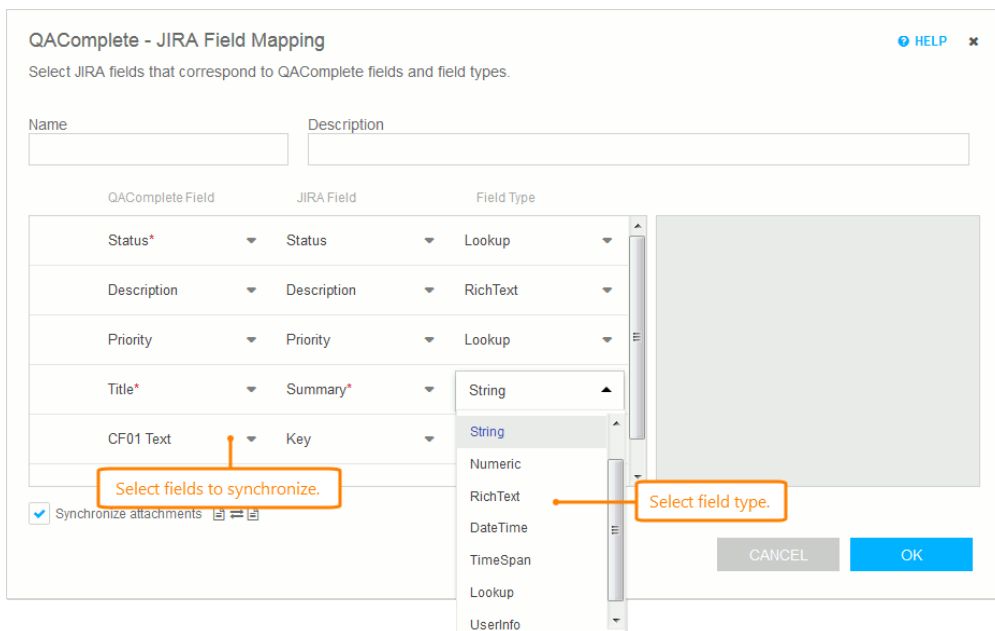
1. On the **Select Projects and Issue Types** page, select the JIRA issue and the QAComplete defect or requirement that you want to synchronize.

Click  **Mapping**:



2. In the **QAComplete Field** drop-down list, select the needed QAComplete item field.
3. In the **JIRA Field** drop-down list, select the JIRA issue field, with which you want to synchronize the selected QAComplete item field.
4. In the **Field Type**, select the type of the data the fields store.

Important: Make sure that the types of fields you synchronize are compatible, that is, can be explicitly converted to each other.



For fields that take values from a predefined choice list, select **Lookup**.

For fields that store information on a user, select **UserInfo**.

Mapping Lookup Fields

If the fields you want to synchronize take values from a list of predefined values, set the mapping rules for each possible value:

1. In the **QAComplete Field** and **JIRA Field** drop-down lists, select the needed QAComplete and JIRA item fields you want to map.
2. In the **Field Type** drop-down list, select **Lookup**.
3. In the **QAComplete Value** drop-down list, select values the field can take in QAComplete.
4. For each of those values, select the corresponding value from the **JIRA Value** drop-down list:

QAComplete - JIRA Field Mapping HELP ✕

Select JIRA fields that correspond to QAComplete fields and field types.

Name: Description:

QAComplete Field	JIRA Field	Field Type	QAComplete Value	JIRA Value
Status*	Status	Lookup	Active	In Progress
Description	Description	RichText	Closed	Done
Priority	Priority	Lookup	New	Backlog
Title*	Summary*	String		Backlog
CF01 Text	Key	String		Selected for Development
				In Progress
				Done

Synchronize attachments

Mapping User Info Fields

If the fields that you want to synchronize store information on a user (for example, the AssignedTo field), set the field type to **UserInfo** and then synchronize user accounts:

QAComplete - JIRA Field Mapping HELP ✕

Select JIRA fields that correspond to QAComplete fields and field types.

Name: Description:

QAComplete Field	JIRA Field	Field Type
Title*	Summary*	String
CF01 Text	Key	String
Status*	Work Ratio	String
Priority	Status	Lookup
Assigned To	Assignee	UserInfo

Synchronize attachments

To learn how to synchronize user accounts, see [Synchronizing Users](#).

Synchronizing Attachments

On the **QAComplete - JIRA Field Mapping** page, select the **Synchronize attachments** check box:

QAComplete - JIRA Field Mapping HELP ✕

Select JIRA fields that correspond to QAComplete fields and field types.

Name Description

QAComplete Field	JIRA Field	Field Type
Priority	Priority	Lookup
Title*	Summary*	String
CF01 Text	Key	String
Assigned To	Assignee	UserInfo
		(Choose Field Type)

Synchronize attachments

CANCEL
OK

When you attach a file to an item in one system, the plugin will copy the attachment to the appropriate item in another system. When you update an attachment in one system, the plugin will replace the attachment in another system if the attachment's name remains the same.

The maximum attachment size is specified by your QAComplete and JIRA settings:

- For QAComplete SaaS, the maximum allowed attachment size is **150 Mb**.
For QAComplete On-Premises, the maximum allowed size is specified by the IIS settings on your QAComplete server.
- For JIRA, the maximum allowed size is specified by the **Attachment Size** setting of your JIRA Server. The default value is **10 Mb**. The maximum size a JIRA Server can allow is **2 Gb**.

If the size of a file attached to an issue in one system is larger than the other system allows, the attached file will not be synchronized.

Saving Mapping Data

Click **OK** to save the specified field mapping rules.

If you have configured the mapping rules for projects that were not synchronized before, QAComplete will ask you to specify whether you want to synchronize all the existing issues in the projects:

Synchronize existing issues ✕

You have configured field mapping for the specified issues for the first time. Do you want to synchronize all the existing issues now?

Yes, synchronize all the existing issues (it may take time if the projects are large)

No, do not synchronize the existing issues (only new issues will be synchronized)

CANCEL
OK

- Click **Yes** to synchronize all the existing issues. QAComplete will start the synchronization. This can take some time, especially, if your projects have many issues. However, you do not need to stay on the Filed Mapping page, or even connected to QAComplete and keep the browser open. You can return to the Selected Projects and Issue

Types page to specify mapping rules for other projects, or you can log off from QAComplete and close your web browser.

The synchronization will continue in the background.

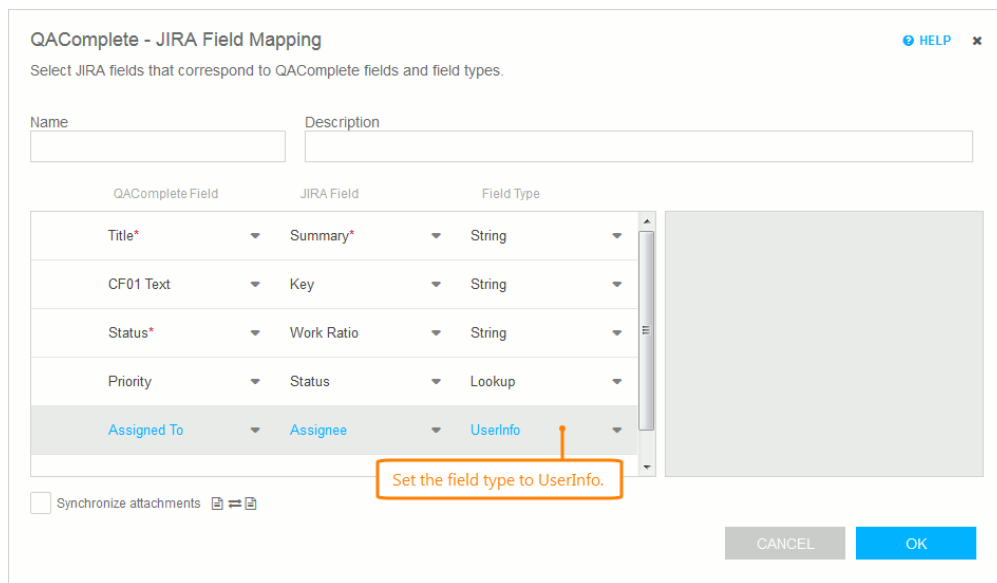
- Click **No** to keep the existing issues not synchronized. Only issues that you will create after enabling the synchronization will be synchronized in projects.

Configuring User Mapping

To synchronize fields that store information on users, for example, the **Assigned To** field, you configure mapping for user accounts.

Requirements and Considerations

- If user accounts have the same email address in both systems, you **do not need** to configure user mapping for them. The plugin will use the email address to identify user accounts and synchronize fields that store user data automatically.
- In your field mapping, fields that store information on users must be of the **UserInfo** type:





QAComplete - JIRA Field Mapping HELP x

Select JIRA fields that correspond to QAComplete fields and field types.

Name Description

QAComplete Field	JIRA Field	Field Type
Title*	Summary*	String
CF01 Text	Key	String
Status*	Work Ratio	String
Priority	Status	Lookup
Assigned To	Assignee	UserInfo

Synchronize attachments  

CANCEL OK

Mapping User Accounts

1. On the **Map User Accounts** page, select the needed QAComplete user account from the **QAComplete User** drop-down list.
2. In the **JIRA User** drop-down list, select a JIRA user, with whom you want to associate the selected

QAComplete user:

Map User Accounts HELP x

Select QAComplete user accounts and the appropriate JIRA accounts

QAComplete User	JIRA User
Baldwin, Chara (cbaldwin@mycompany.com)	Chara Baldwin (cbaldwin@mycompany.com)
Moon, Indira (imoon@mycompany.com)	Indira Moon (imoon@mycompany.com)
Hyde, Risa (rhyde@mycompany.com)	Risa Hyde (rhyde@mycompany.com)
Gordon, Ebony (egordon@mycompany.com)	Ebony Gordon (egordon@mycompany.com)
	Alden Bart (abart@mycompany.com) Chara Baldwin (cbaldwin@mycompany.com) Indira Moon (imoon@mycompany.com) Risa Hyde (rhyde@mycompany.com) Ebony Gordon (egordon@mycompany.com) Nora Shepard (nshepard@mycompany.com)


Both lists include users that have access to the appropriate projects.

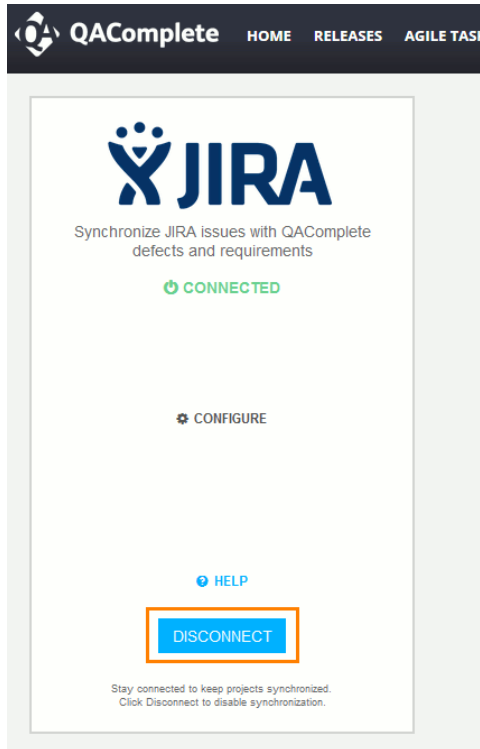
Click **Done** to save the user mapping and complete the synchronization configuration.

If the plugin fails to find a proper user account to synchronize user data fields, it will use the user account under which it connects to JIRA (the account you specify on the [Connect page](#)).

Disconnecting from JIRA

To stop synchronization and disconnect from JIRA:

1. In QAComplete, open the  **Integrations** page.
2. Select **JIRA Integration** and click **Disconnect**.



The synchronization will be stopped. Any changes you make to items in one system will not be copied to another system. However, the items will keep the links to items with which they have been synchronized.