
HP Defects and Requirements Exchange with HP Service Manager and HP Quality Center

Release Notes

Software version: 1.02 / March 2009

This document provides an overview of HP Defect and Requirements Exchange with HP Service Manger and HP Quality Center. It contains important information not included in the manuals.

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In This Version

This version introduces the following additional platform support, new feature, and a demo package:

- Additional platform support:
 - HP Service Manager 7.02 and 7.10
 - HP Quality Center 10
 - HP Quality Center Synchronizer 1.3
- New feature:
 - Bidirectional synchronization between ServiceCenter/Service Manager Problem with Quality Center Defect
- Out-of-box demo package

NOTE: This integration is strongly based on QCS product. For new feauters available in QCS 1.3, see <http://updates.merc-int.com/qualitycenter/qc100/sync/qcsynchronizer/>.

Installation Notes

For detailed installation and configuration information about the integration solution and the out-of-box demo package, see the *Installation and Administration Guide for HP Defects and Requirements Exchange with HP Service Manager and HP Quality Center* and the *Quick Start Guide for Out-of-Box Package* (available in the product release package directory \docs).

Enhancements and Fixes

CR ID	Issues Fixed	Remarks
209	Current phrase in problem record is changed by adapter incorrectly.	The phase name of problem record will not be overwritten by adapter.

Known Problems, Limitations, and Workarounds

CR ID	Issues Fixed	Remarks
4	Synchronization could fail if SM or QC locks the record that is being updated by users from SM or QC client. So the record changes failed in last incremental synchronization will not be updated until next full synchronization.	<p>Workaround: You can enable the adapter's retry strategy by configuring the advanced parameters. In the link Advanced tab by default this feature is disabled. Specifying a retry times other than 0 will enable this feature. If the retry times is not specified, then the feature is disabled. If the retry interval is not specified, then the default value is 10 seconds. This mitigates the locking issue on the SM side. The administrator needs to configure the QCS mail alert so that when there is an error during the synchronization, the administrator is notified. The administrator can then reset the timestamp one day earlier or simply do a full sync to resync the failed record. Note that a full sync can be very slow, so try to reset the timestamp whenever possible.</p> <p>The administrator should schedule a full sync at large intervals (once a month) to maintain data consistency. For more details about "resetting the timestamp" and "full sync", see the <i>QCS User's Guide</i>.</p>
8	The time difference between SM and QCS must be within 5 minutes.	Limitation.

CR ID	Issues Fixed	Remarks
35	Moving a synchronized requirement stops synchronization. If a requirement is created from an SM change, the requirement is stored in the requirement folder specified by the link. If the requirement is moved from this folder, the requirement is considered as deleted and no longer synchronized.	Limitation.
37	Non-English characters in a synchronizer report are sometimes displayed incorrectly.	QCS limitation.
38	<p>QC does not allow the following symbols in the requirement name:</p> <ul style="list-style-type: none"> • ^ • * • \ <p>Do not map a SM field containing these characters to QC requirement name (synchronization will fail).</p>	QC limitation.
41	The SM integration user account and password are not validated in a connectivity test and integrity check on QCS. Due to a QCS known issue, user account and password now are only validated after synchronization starts.	Limitation.
42	QC only supports 4-byte signed integers (decimal - 2,147,483,648 to 2,147,483,647). A non-integer sent to QC from SM will be converted to integer (maximum 4 bytes).	QC limitation.
49	QCS converts date/time into QCS' time zone instead of QC's time zone. Therefore, QC must be in the same time zone with QCS, otherwise you will see incorrect date in QC.	Limitation.
54	When QCS fails to find a mapped entity in an incremental synchronization, it will report "Failed to update, record was not found or deleted on target null".	Workaround: After one round of full synchronization, this entity mapping will be marked as "not update forever" and this exception will not occur again.
55	Failed to sync non-English characters (exceeds the default string length in QC) from SM to QC when QC DB is set to store non-English characters by 3 bytes.	Limitation.

CR ID	Issues Fixed	Remarks
59	Number field in SM (exposed as IntType) will be assigned with "0" if synchronizing empty value from QC to SM.	Workaround: Expose it as Decimal Type in SM.
70	Changed value in Endpoint A may be overwritten by the unchanged value in Endpoint B (dominant side).	QCS limitation.
213	Wrong port for TCP/IP service name will cause WSDL URL not accessible.	Workaround: Check the value for system parameter in <code><Installation dir>\RUN\sm.ini/<Installation dir>\RUN\sc.ini</code> file. Normally, it should not be 13080.
7462	QC entity ID could not be synchronized back if the problem is locked after being created.	QCS limitation.
7501	When a user logs on, mismatch between stub and links will cause QCS client hang.	Note: This issue only occurs on QCS 1.3 product. See QCS CR 79092 for more information. Workaround: Remove mismatch links before you deploy a different adapter.
7916	Format information in QC memo field will get lost after synchronization to SM.	Limitation.
7937	Multiple QC versions not supported by one QCS instance.	Limitation.
7988, 8009	Synchronization might fail with "NumberFormatException: invalid date" error when user unload/import records or updating the extaccess records.	Workaround: <ol style="list-style-type: none"> 1 In WSDL configuration, enter QCIntChangeService in Service Name, and click Search. 2 Click Fields tab. Go to any one of the fields, change its caption to any string, and click Save. 3 Change the just saved caption of the field back to its original one, and then click Save. See SM CR QCCRIE8019 for more information.

CR ID	Issues Fixed	Remarks
8105	The QC date field type contains only date information (for example, 2005-09-09). When a date/time field in SM is mapped to a field in QC, the time information is not synchronized.	QC limitation.

For more information about QC Synchronizer 1.2 limitations, see *HP Quality Center Synchronizer 1.20 Readme* (<http://updates.mercent.com/qualitycenter/qc90/sync/qcsynchronizer/QCSyncReadme.htm>).

For more information about QC Synchronizer 1.3 limitations, see *HP Quality Center Synchronizer 1.30 Readme* (<http://updates.mercent.com/qualitycenter/qc100/sync/qcsynchronizer/QCSyncReadme.htm>).

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<http://www.hp.com/go/hpsoftwaresupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

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- Submit and track support cases and enhancement requests
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- Manage support contracts
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- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

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http://h20230.www2.hp.com/new_access_levels.jsp

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