HP Application Lifecycle Management

ALM Adapter Troubleshooting

Document Release Date: January 2012

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Contents

1   Troubleshooting

Problem:

When adding a context object, none of the ALM object types (defect, requirement, test) appear in the Object Type list.

Reason:

The ALM adapter is not deployed.

Solution:

Verify that the **alm.war** file exists under **<EC installation folder>\servers\server-0\webapps**.

Verify that the ALM adapter is deployed in the JMX console:

1. Go to **http://<EC Server URL>/diamond/jmx-console/HtmlAdaptor?action=inspectMBean&name=Diamond%3Aname%3DAdapterConfigJMX**
2. In getAdapterUrl, enter **alm** and select **Invoke**.
3. If no URL is returned, use the addAdapterUrl service and enter the following values:
   - adapterName: **alm**
   - adapterUrl: **{local}/alm**

Problem:

When adding a context object, the ALM object types (defect, requirement, test) appear in the Object Type list, but the Server list is empty.

Reason:

The Server Namespaces list in the ALM Adapter Configuration is empty.

Solution:

Add server namespace to the ALM Adapter configuration. This can be done in two ways:

- Edit the alm_adapter_config.xml file according the ALM EC adapter instructions and re-deploy the adapter.

- Use the JMX console to edit the adapter configuration:

   1. Go to **http://<EC Server URL>/diamond/jmx-console/HtmlAdaptor?action=inspectMBean&name=Diamond%3Aname%3DAdapterConfigJMX**
   2. In getAdapterConfigXML, enter **alm** and select **Invoke**.

3. Copy the result XML to a text editor.
4. Edit the XML according to the ALM EC adapter instructions.
5. Copy the altered XML, return to the adapter configuration JMX service page, and paste it into the adapterConfigXml field in the updateAdapterConfig service.
6. In the adapterName field, enter **alm** and select **Invoke**.
7. Refresh EC to apply the changes.

Problem:

When adding a context object, after selecting an ALM server, the Domain list is empty.

Reason:

The adapter cannot connect to the ALM server.

Solution:

Verify the ALM configuration:

- Check that ALM authentication is set to **LDAP**.
- Check that LDAP import settings are set correctly and work.
- Verify the existence and values of all the relevant site parameters.
- Verify that EC users exist in ALM and have the correct Domain Authentication value.

Verify that the **InitString** is identical in EC and ALM:

- In EC, open the **<EC installation folder> \servers\server-0\webapps\diamond\WEB-INF\classes\diamondlwssofmconf.xml** file and check the value of the **initString** inside the crypto tag.
- In ALM, check the COMMUNICATION_SECURITY_PASSPHRASE site parameter.

Check that the time difference between the ALM and EC servers does not exceed 15 minutes.

Problem:

When adding or refreshing an ALM Facet, you get an error.

Reason:

The adapter cannot connect to the ALM server.

Solution:

Verify that the EC user exists in ALM and has the correct Domain Authentication value.

Enter ALM using the ALM client with the relevant user to verify permissions and project health.