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

Release Notes

Software version: 1.01 / July 2008

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.

[In This Version](#)

[Installation Notes](#)

[Known Problems, Limitations, and Workarounds](#)

[Support](#)

[Legal Notices](#)

In This Version

This version supports the following synchronization endpoint pairs:

- Service Manager Change -> Quality Center Defect
- Service Manager Change -> Quality Center Requirement
- Quality Center Defect -> Service Manager Problem/Error

Installation Notes

For detailed installation and configuration information see the *Installation and Administration Guide for HP Defects and Requirements Exchange with HP Service Manager and HP Quality Center* (in the product release package directory \docs).

Known Problems, Limitations, and Workarounds

- 1 QC requirements created from SM changes have following constraints:
 - a Requirements must be created and remain in a single QC folder.
 - b Requirements are displayed in QC as a flat list. Requirements can not be organized or moved to subfolders.
- 2 Do not setup a mapping based on a SM field with non-English name. Synchronization of this kind of mapping may fail.
- 3 QC does not allow the following symbols in the requirement name: ^ * \. Do not map a SM field containing those characters to QC requirement name (synchronization will fail).
- 4 Non-English characters in the synchronizer log files are sometimes displayed incorrectly.
- 5 The connectivity check and integrity check for Service Manager only check whether the SOAP endpoint exists or not. They do not authenticate username and password. User account and password now are only validated when synchronization starts.

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

Support

You can visit the HP Software support web site at:

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

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

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

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

To register for an HP Passport ID, go to the following URL:

<http://h20229.www2.hp.com/passport-registration.html>

Legal Notices

©Copyright 2002-2008 Hewlett-Packard Development Company, L.P.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Trademark Notices

Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.

HP-UX Release 10.20 and later and HP-UX Release 11.00 and later (in both 32 and 64-bit configurations) on all HP 9000 computers are Open Group UNIX 95 branded products.

Java™ and all Java based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S. and other countries.

Microsoft®, Windows®, and Windows® XP are U.S. registered trademarks of Microsoft Corporation.

Windows Vista® is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.

Oracle® is a registered U.S. trademark of Oracle Corporation, Redwood City, California.

UNIX® is a registered trademark of The Open Group.

Intel®, Itanium® and Pentium® are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.