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

Release Notes

Software version: 1.01 / August 2008

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

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In This Version

This version provides support for ServiceCenter 6.2.2, Service Manager 7.01, and the following synchronization endpoint pairs:

- Service Center Change -> Quality Center Defect
- Service Center Change -> Quality Center Requirement
- Quality Center Defect -> Service Center 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.

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- 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

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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>

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