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

Release Notes

Software version: 1.03 / September 2013

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 additional platform support, a new feature, and a demo package:

- Additional platform support:
 - HP Service Manager 7.02, 7.10, 9.20 Patch 1 and 9.3x
 - HP Quality Center 10, and Application Lifecycle Management (ALM) 11
 - HP Quality Center Synchronizer (QCS) 1.3, and ALM Synchronizer 1.4
- New feature:
 - Bidirectional synchronization of attachments for supported scenarios between ServiceCenter/Service Manager and Quality Center/ALM
- Out-of-box demo package

Note: The out-of-box demo package does not support Service Manager 9.20 or later, ALM 11, or ALM Synchronizer 1.4. For more information about the supported product versions of the demo package, refer to the *Quick Start Guide for Out-of-Box Package*.

Note: This integration heavily relies on QCS. For information about new feauters in QCS 1.3 and ALM Synchronizer 1.4, refer to the QCS/ALM Synchronizer documentation.

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 <product release package directory>\docs).

Enhancements and Fixes

CR ID	Issue	Fix
QCCR1E4209	The current phrase in a problem record is changed by the adapter incorrectly.	The phase name of a problem record will not be overwritten by the adapter.

Known Problems, Limitations, and Workarounds

Note: In the following tables, the term “QC” or “Quality Center” refers to both QC and ALM, and the term “QCS” or “QCS Synchronizer” refers to both QCS and ALM Synchronizer.

CR ID	Issue	Workaround
QCCR1E4	Synchronization could fail if Service Manager or QC locks a record that is being updated by users from the Service Manager or QC client. The record changes failed in the last incremental synchronization will not be updated until the next full synchronization.	<p>You can enable the adapter's retry strategy by configuring the advanced parameters. In the link Advanced tab this feature is disabled by default. Specifying a retry times other than 0 will enable this feature. If the retry times is not specified, the feature is disabled. The retry interval defaults to 10 seconds if not specified. This mitigates the locking issue on the SM side.</p> <p>The administrator needs to configure the QCS mail alert so that the administrator is notified when an error occurs during synchronization. The administrator can then reset the timestamp to be one day earlier or simply do a full synchronization to resynchronize the failed record. Note that a full synchronization can be very slow, so try to reset the timestamp whenever possible.</p> <p>The administrator should schedule a full synchronization at large intervals (once a month, for example) to maintain data consistency. For more details about "resetting the timestamp" and "full sync", see the <i>QCS User's Guide</i>.</p>
QCCR1E8	The time difference between the Service Manager server and QCS server must be within 5 minutes.	No workaround for this limitation.

CR ID	Issue	Workaround
QCCR1E 35	<p>Moving a synchronized requirement stops the synchronization. If a requirement is created from a Service Manager change, the requirement is stored in the requirement folder specified by the link. The requirement is considered as deleted and no longer synchronized if moved from this folder.</p>	No workaround for this limitation.
QCCR1E 37	<p>Non-English characters in a synchronizer report are sometimes displayed incorrectly.</p>	No workaround for this QCS limitation.
QCCR1E 38	<p>QC does not allow the following symbols in requirement names:</p> <ul style="list-style-type: none"> • ^ • * • \ <p>Do not map a Service Manager field containing these characters to a QC requirement name (synchronization will fail).</p>	No workaround for this QC limitation.
QCCR1E 41	<p>Service Manager integration user accounts and passwords are not validated in connectivity tests and integrity checks on QCS. Due to a QCS known issue, integration user account and password now are only validated after a synchronization starts.</p>	No workaround for this limitation.
QCCR1E 42	<p>QC only supports 4-byte signed integers (decimal -2,147,483,648 to 2,147,483,647). A non-integer sent from Service Manager to QC will be converted to an integer (maximum 4 bytes).</p>	No workaround for this QC limitation.
QCCR1E 49	<p>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.</p>	No workaround for this limitation.

QCCR1E 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".	After one round of full synchronization, this entity mapping will be marked as "not update forever" and this exception will not occur again.
QCCR1E5	Non-English characters that exceed the default string length in QC are not synchronized from Service Manager to QC when the QC database is set to store non-English characters in 3 bytes.	No workaround for this limitation.
QCCR1E59	An number field exposed as IntType in Service Manager will be assigned a zero (0) value if the field is empty when synchronized from QC to Service Manager.	Expose the field as Decimal Type in Service Manager.
QCCR1E70	A changed value in Endpoint A may be overwritten by the unchanged value in Endpoint B (the dominant side).	No workaround for this QCS limitation.
QCCR1E213	Wrong port for TCP/IP service name causes the WSDL URL of Service Manager to be not accessible when the Service Manager server is installed on HP-UX.	Change the <code>system</code> parameter value in the following file from the default port number 13080: <code>in <SM_Installation_dir>Server\RUN\sm.ini (or sc.ini).</code>
QCCR1E7462	The QC entity ID could not be synchronized back if a problem record is locked after being created.	No workaround for this QCS limitation.
QCCR1E7501	When a user logs on, mismatch between stub and links will cause the QCS client to hang. Note: This issue occurs only on QCS 1.3. See QCS CR 79092 for more information.	Remove mismatched links before you deploy a different adapter.
QCCR1E 7916	Format information in the QC memo field will get lost after synchronization to Service Manager.	No workaround for this limitation.

QCCR1E7988, QCCR1E8009	Synchronization might fail with a "NumberFormatException: invalid date" error after users import the out-of-box demo files or update extaccess records in Service Manager.	<p>Do the following in Service Manager to solve this issue:</p> <ol style="list-style-type: none"> 1 In WSDL configuration, enter QCIntChangeService in Service Name, and click Search. 2 Click the Fields tab. Go to any one of the fields, make any changes to the field caption, and click Save. 3 Change the just saved field caption back to its original value, and then click Save. <p>See Service Manager CR QCCRIE8019 for more information.</p>
QCCR1E8105	The QC date field type contains only date information (for example, 2005-09-09). When a date/time field in Service Manager is mapped to a field in QC, the time information is not synchronized.	No workaround for this QC limitation.

For more information about QC Synchronizer limitations, refer to the following documents:

- *HP Quality Center Synchronizer 1.20 Readme* (<http://updates.mercent.com/qualitycenter/qc90/sync/qcsynchronizer/QCSyncReadme.htm>).
- *HP Quality Center Synchronizer 1.30 Readme* (<http://updates.mercent.com/qualitycenter/qc100/sync/qcsynchronizer/QCSyncReadme.htm>).
- *HP Asset Lifecycle Management Synchronizer 1.40 Readme* (<http://update.external.hp.com/qualitycenter/qc110/sync/almsynchronizer/HP-ALM-Sync-Readme.htm>)

Support

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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
- 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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