

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

Software Version: 1.03

Quick Start Guide for Out-of-Box Package

Document Release Date: September 2013
Software Release Date: September 2013



Legal Notices

Warranty

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.

Restricted Rights Legend

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.

Copyright Notices

© Copyright 2008-2013 Hewlett-Packard Development Company, L.P.

Trademark Notices

Java™ and Oracle® are registered trademarks of Oracle and/or its affiliates.

UNIX® is a registered trademark of The Open Group.

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

Documentation Updates

This guide's title page contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

<http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

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

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

You can visit the HP Software Support Online 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 Support Online 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 HP Software Support web 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 a support contract.

To find more information about access levels, go to:

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

To register for an HP Passport ID, go to:

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

Contents

- 1 Overview 7
 - Supported Platform Combinations 7
 - Prerequisites 7
 - Quick Start 7
 - Deploying Adapters 8
- 2 Deploying User Stories 9
 - SM Change -> QC Defect 9
 - SM Change -> QC Requirement 14
 - SM Problem <-> QC Defect 15
- A Additional Information 19
 - File List 20
 - Importing Unload files into Service Manager 25
 - Importing Links into Quality Center Synchronizer 26
 - Integration Account Used in Out-of-Box Demo Package 27
 - Field Mapping List in Out-of-Box Demo Package 28
 - User Story: SM Change -> QC Defect 28
 - User Story: SM Change -> QC Requirement 28
 - User Story: SM Problem <-> QC Defect 28

1 Overview

The SMQC integration solution out-of-box package is only for demo purpose. This chapter provides you with necessary platform information and prerequisites for configuring and deploying the out-of-box package on the following products:

- HP Service Manager / HP ServiceCenter (SM/SC)
- HP Quality Center (QC)
- HP Quality Center Synchronizer (QCS)



The out-of-box package is based on out-of-box installation of Service Manager/ServiceCenter. Be aware customized data loss risk when installing this out-of-box demo package on server.

Supported Platform Combinations

Service Manager / ServiceCenter version	Quality Center version	Quality Center Synchronizer version
ServiceCenter 6.2.2 Service Manager 7.02	<ul style="list-style-type: none">• 9.2 Patch 4 and above• 10	1.2
Service Manager 7.10	<ul style="list-style-type: none">• 9.2 Patch 4 and above• 10	1.3

Prerequisites

Quick Start

To prepare for implementing the out-of-box solution, perform the following tasks first:

- 1 Install ServiceCenter or Service Manager.
- 2 Install Quality Center.
- 3 Install Quality Center Synchronizer.

For detailed information about installation, see *Installation Guide* of each product.



QC must be in the same time zone as QCS. Make sure that the time difference between SM/SC and QCS in UTC is within 5 minutes.

Deploying Adapters

Perform the following steps to deploy adapters:

- 1 Copy all files under `[release-package]\adapter` directory to `<QCS_Install_Dir>\adapters\lib` directory. Adapter files include:

sm-adapter-XX.XX.XXX.jar (XX.XX.XXX is the version number for the current release)
sm-adapter-axis-1.4.jar
sm-adapter-commons-discovery-0.2.jar
sm-adapter-commons-lang-2.3.jar
sm-adapter-jaxrpc-1.1.jar
sm-adapter-jdom-1.1.jar
sm-adapter-saaj-1.2.jar
sm-adapter-wsdl4j-1.5.1.jar
sm-adapter-commons-codec-1.3.jar
sm-adapter-commons-httpclient-3.1.jar
- 2 Copy `[release-package]\out-of-box\stub\[SM/SC version]\sm-adapter-ws-client.jar [5.1/6.1/7.1]` file to `<QCS_Install_Dir>\adapters\lib` directory.
- 3 Stop HP Quality Center Synchronizer service, then restart it.
Go to **All Programs** → **HP Quality Center Synchronizer** → **Stop Synchronizer**, then go to **All Programs** → **HP Quality Center Synchronizer** → **Start Synchronizer**.

2 Deploying User Stories

The out-of-box solution contains the following three user stories. You can choose any one of them to start with.

- SM Change -> QC Defect
- SM Change -> QC Requirement
- SM Problem <-> QC Defect

SM Change -> QC Defect

To deploy this user story, perform the following tasks and steps:

Task 1: Import unload files into Service Manager/ServiceCenter and rebuild global list

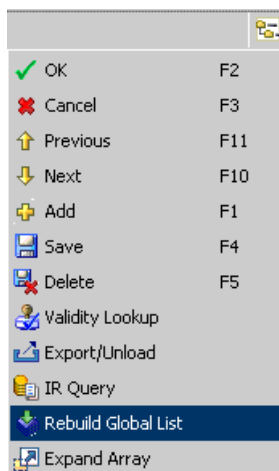
1 Import unload files into Service Manager/ServiceCenter.

```
[release-package] \out-of-box\unl\[SM/SC  
version]\IntegrationAccount.unl [8.1/9.1/10.1]  
[release-package] \out-of-box\unl\[SM/SC version]\ChangeManagement.unl  
[8.2/9.2/10.2]
```

See [Importing Unload files into Service Manager](#) on page 25 for more information.

2 Rebuild global list.

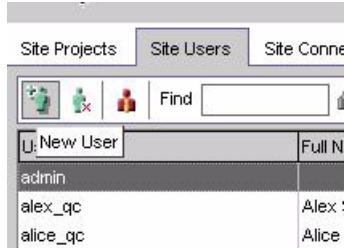
- Log on to Service Manager/ServiceCenter with administrator account.
- Click **Menu Navigation** → **Tailoring** → **Tailoring Tools** → **Global Lists** on Service Manager 7.02/7.10 or **Menu navigation** → **Utilities** → **Tools** → **Global Lists** on ServiceCenter 6.2.2.
- Enter `$G.qcintegration.change.project` in **List Variable** field, then click **Search**.
- Click **Rebuild Global List** from the menu.



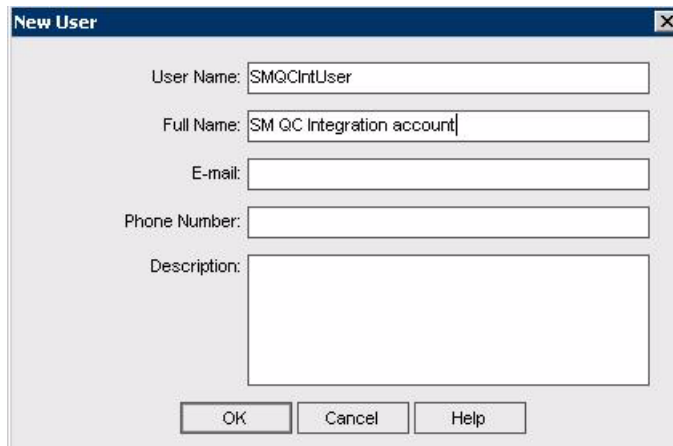
- e Save and close.

Task 2: Import projects into Quality Center

- 1 Create an integration account in QC.
 - a Log on to Site Administrator as administrator.
 - b On **Site Users** tab click **New User**. The New User dialogue box appears.

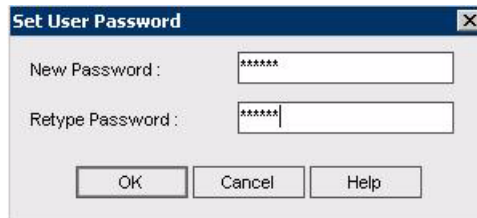


- c Fill in necessary information, and click **OK**.



The screenshot shows the 'New User' dialog box. It has a title bar with 'New User' and a close button. The dialog contains several text input fields: 'User Name' (containing 'SMQCIntUser'), 'Full Name' (containing 'SM QC Integration account'), 'E-mail', 'Phone Number', and 'Description'. At the bottom, there are three buttons: 'OK', 'Cancel', and 'Help'.

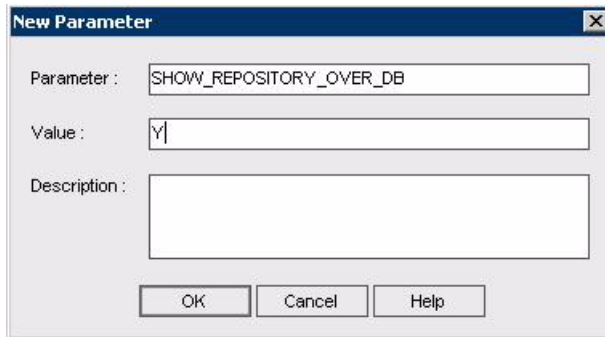
- d Click **Password**. The Set User Password dialogue box appears. Set password for the account. The password is **smcint**. Click **OK**.



The screenshot shows the 'Set User Password' dialog box. It has a title bar with 'Set User Password' and a close button. The dialog contains two text input fields: 'New Password' (containing '*****') and 'Retype Password' (containing '*****'). At the bottom, there are three buttons: 'OK', 'Cancel', and 'Help'.

- e Exit Site Administrator.
 - 2 Import projects into QC.
 - Enable **Importing a Project** functionality (only for Quality Center 9.2).

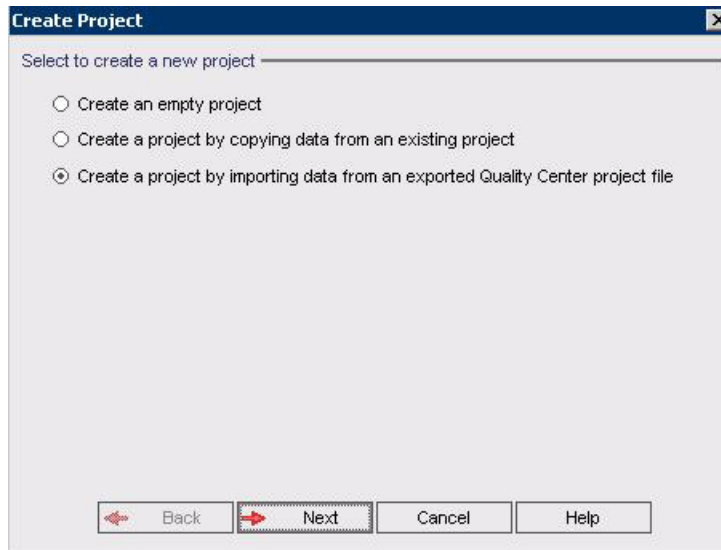
In **Site configuration** tab of Site Administrator, add a new parameter SHOW_REPOSITORY_OVER_DB.



— Import project.

On Quality Center 9.2:

In **Site Projects** tab, click **Create Project**. The Create Project dialogue box appears. Select **Create a project by importing data from an exported Quality Center project file**, and click **Next**.



Choose `[release-package]\out-of-box\project\QC9.2\Demo project.qcp [3.1]` to import.

Enter parameter values:

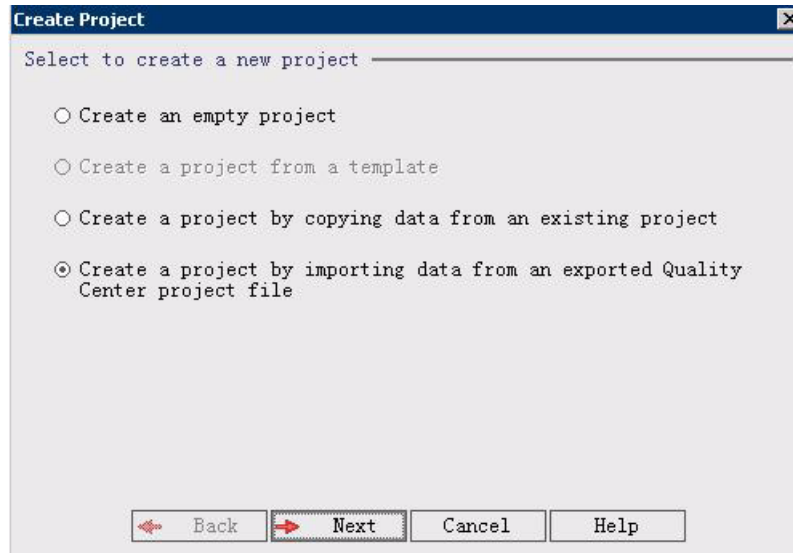
Parameter	Value
Domain	DEFAULT
Project name	Demo

After the importing is completed, activate the project.

▶ This project is exported from Quality Center 9.2 Patch 4. If your Quality Center instance is on higher patch, upgrade the project to your patch level and then active the project.

On Quality Center 10:

In **Site Projects** tab, click **Create Project**. The Create Project dialogue box appears. Select **Create a project by importing data from an exported Quality Center project file**, and click **Next**.



Choose `[release-package]\out-of-box\project\QC10\Demo project.qcp [4.1]` to import.

Input parameter values:

Input Parameter	Value
Domain	DEFAULT
Project name	Demo

After the importing is completed, activate the project.

- ▶ This project is exported in Quality Center 10. If your Quality Center instance has higher patch level, upgrade the project to your patch level and then active the project.

Task 3: Deploy files in Quality Center Synchronizer environment

- 1 Deploy the configuration file.

Copy the `[release-package]\out-of-box\link\[QCS version]\change_config.xml [1.2/2.2]` file into `<QCS_Install_Dir>\adapters\dat\SM ChangeManagement` directory.

- 2 Import links to Quality Center Synchronizer.

In Quality Center Synchronizer client, click **Link** → **Created From** → **Link Configuration XML File...**, then choose `[release-package]\out-of-box\link\[QCS version]\change-defect_link.xml [1.1/2.1]` file to import.

See [Importing Links into Quality Center Synchronizer](#) on page 26.

- 3 Link configuration.

- a Update server configuration by changing the following URLs:
 - Quality Center Server URL is: **http://localhost:8080/qcbin**
Change it to your Quality Center URL.
 - Service Manager service URL is: **http://localhost:13080/sc62server/PWS/QCIntChangeService.wsdl**
Change **localhost:13080** to your Service Manager/Service Center hostname and port.
- b Click **Save**.
- c Edit link and refresh field schema
 - On Quality Center Synchronizer 1.2, click **Edit** to refresh field schema.
 - On Quality Center Synchronizer 1.3, click **Edit** to edit this link, then click **Refresh Schema** on **Field Mapping** tab.

Task 4: Run integration

- 1 Create a new Change in Service Manager/Service Center.

On Service Manager 7.02/Service Center 6.2.2

- a Go to **Menu navigation** → **Services** → **Change Management** → **Changes** → **Open New Change**. A new change form appears.
- b Double click on **RFC** category.
- c Fill in all required fields in the form and click **Save**.
- d Select **Change Phase** from **Options** menu, and double click on **Building** phase.
- e Go to **QC Integration** tab, select **2 - Forward as Defect** for **Forward to QC** field.
- f Select **DummyQCServer/DEFAULT/Demo** for **Server/Domain/Project** field.
- g Click **OK**.

On Service Manager 7.10

- a Go to **Menu navigation** → **Change Management** → **Changes** → **Open New Change**. A new change form appears.
- b Double click on **Default** category
- c Fill in all required fields in the form.
- d Go to **QC Integration** tab, select **2 - Forward as Defect** for **Forward to QC** field.
- e Select **DummyQCServer/DEFAULT/Demo** for **Server/Domain/Project** field.
- f Click **OK**.

- 2 Run synchronization in QCS.

- a In Quality Center Synchronizer client, select link **change-defect**, and then click **Run Task** → **Run Integrity Check**.
- b Enable this link by clicking **Link** → **Enable**.
- c Click **Run Task** → **Run Incremental synchronization** or **Run Task** → **Run Full synchronization**.

- 3 Check result in QC.

A new defect should be created in QC.

SM Change -> QC Requirement

To implement this user story, perform the following tasks and steps:

Task 1: Import unload files into Service Manager/Service Center and rebuild global list

- 1 Import unload files into Service Manager/ServiceCenter.

[release-package] \out-of-box\unl\[SM/SC version]\IntegrationAccount.unl
[8.1/9.1/10.1]

[release-package] \out-of-box\unl\[SM/SC version]\ChangeManagement.unl
[8.2/9.2/10.2]

See [Importing Unload files into Service Manager](#) on page 25.

- 2 Rebuild global list. See [step 2](#) on page 9.

Task 2: Import projects into Quality Center

See [Task 2 of SM Change -> QC Defect](#) on page 9.

Task 3: Deploy files in Quality Center Synchronizer environment

- 1 Import links to Quality Center Synchronizer. In Quality Center Synchronizer client, click **Link** → **Created From** → **Link Configuration XML File...**, then choose

[release-package] \out-of-box\link\[QCS
version]\change-requirement_link.xml [1.3/2.3] file to import.

See [Importing Links into Quality Center Synchronizer](#) on page 26.

- 2 Link configuration.

- a Update server configuration by changing the following URLs:

– Quality Center Server URL is: **http://localhost:8080/qcbin**
Change it to your Quality Center URL.

– Service Manager service URL is: **http://localhost:13080/sc62server/PWS/
QCIntChangeService.wsdl**

Change **localhost:13080** to your Service Manager/Service Center hostname and port.

- b Click **Save**.

- c Edit link and refresh field schema

– On Quality Center Synchronizer 1.2, click **Edit** to refresh field schema.

– On Quality Center Synchronizer 1.3, click **Edit** to edit this link, then click **Refresh Schema** on **Field Mapping** tab.

Task 4: Run integration

- 1 Create a new Change in Service Manager/ServiceCenter.

*On Service Manager 7.02/
ServiceCenter 6.2.2*

- a Go to **Menu navigation** → **Services** → **Change Management** → **Changes** → **Open New Change**. A new change form appears.

- b Fill in all required fields in the form and click **Save**.

- c Select **Change Phase** from **Options** menu, and double click on **Building** phase.

- d Go to **QC Integration** tab, select **1 - Forward as Requirement** for **Forward to QC** field.
- e Select **DummyQCServer/DEFAULT/Demo** for **Server/Domain/Project** field.
- f Click **OK**.

On Service Manager 7.10

- a Go to **Menu navigation** → **Change Management** → **Changes** → **Open New Change**. A new change form appears.
 - b Fill in all required fields in the form.
 - c Go to **QC Integration** tab, select **1 - Forward as Requirement** for **Forward to QC** field.
 - d Select **DummyQCServer/DEFAULT/Demo** for **Server/Domain/Project** field.
 - e Click **OK**.
- 2 Run synchronization in QCS.
- a In Quality Center Synchronizer client, select link **change-requirement**, and then click **Run Task** → **Run Integrity Check**.
 - b Enable this link by clicking **Link** → **Enable**.
 - c Click **Run Task** → **Run Incremental synchronization** or **Run Task** → **Run Full synchronization**.
- 3 Check result in QC.
- A new requirement should be created under **Requirements** → **SM Incoming Changes** folder.

SM Problem <-> QC Defect

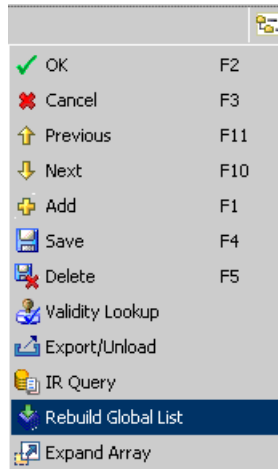
To implement this user story, perform the following tasks and steps:

Task 1: Import unload files into Service Manager/Service Center and rebuild global list

- 1 Import unload files into Service Manager/ServiceCenter.
 - [*release-package*] \out-of-box\unl\[*SM/SC version*]\IntegrationAccount.unl
[8.1/9.1/10.1]
 - [*release-package*] \out-of-box\unl\[*SM/SC version*]\ProblemManagement.unl
[8.2/9.2/10.2]

See [Importing Unload files into Service Manager](#) on page 25 for more information.
- 2 Rebuild global list.
 - d Log on to Service Manager/ServiceCenter with administrator account.
 - e Click **Menu Navigation** → **Tailoring** → **Tailoring Tools** → **Global Lists** on Service Manager 7.02/7.10 or **Menu navigation** → **Utilities** → **Tools** → **Global Lists** on ServiceCenter 6.2.2.
 - f Enter `$G.qcintegration.problem.project` in **List Variable** field, then click **Search**.

- g Click **Rebuild Global List** from the menu.



- h Save and close.

Task 2: Import projects into Quality Center

See [Task 2 of SM Change -> QC Defect](#) on page 9.

Task 3: Deploy files in Quality Center Synchronizer environment

- 1 Deploy configuration file.

Copy the `[release-package]\out-of-box\link\[QCS version]\problem_config.xml` [1.5/2.5] file into `<QCS_Install_Dir>\adapters\dat\SM ProblemManagement` directory.

- 2 Import links to Quality Center Synchronizer.

In Quality Center Synchronizer client, click **Link** → **Created From** → **Link Configuration XML File...**, then choose `[release-package]\out-of-box\link\[QCS version]\problem-defect_link.xml` [1.4/2.4] file to import.

See [Importing Links into Quality Center Synchronizer](#) on page 26.

- 3 Link configuration.

- a Update server configuration by changing the following URLs:

- Quality Center Server URL is: **http://localhost:8080/qcbin**
Change it to your Quality Center URL.
- Service Manager service URL is: **http://localhost:13080/sc62server/PWS/QCIntProblemService.wsdl**
Change **localhost:13080** to your Service Manager/Service Center hostname and port.

- b Click **Save**.

- c Edit link and refresh field schema

- On Quality Center Synchronizer 1.2, click **Edit** to refresh field schema.
- On Quality Center Synchronizer 1.3, click **Edit** to edit this link, then click **Refresh Schema** on **Field Mapping** tab.

Task 4: Run integration

- 1 Create a new Problem in Service Manager/ServiceCenter.

*On Service Manager 7.02 /
ServiceCenter 6.2.2*

- a Go to **Menu navigation** → **Services** → **Problem Management** → **Problem Control** → **Open New Problem**. A new problem form appears.
- b Fill in all required fields in the form.
- c Select **QC Integration** tab.
- d Select **1 - Synchronize with QC Defect** for **Synchronize with QCSelect** field.
- e Select **DummyQCServer/DEFAULT/Demo** for **Server/Domain/Project** field.
- f Click **OK**.

On Service Manager 7.10

- a Go to **Menu navigation** → **Problem Management** → **Problem Control** → **Open New Problem**. A new problem form appears.
 - b Fill in all required fields in the form.
 - c Select **QC Integration** tab.
 - d Select **1 - Synchronize with QC Defect** for **Synchronize with QC** field.
 - e Select **DummyQCServer/DEFAULT/Demo** for **Server/Domain/Project** field.
 - f Click **OK**.
- 2 Create a new Defect in QC.
- a Log on QC (Domain: DEFAULT; Project: Demo)
 - b Choose Defect module from left panel.
 - c Click **New Defect** button. The New Defect dialogue box appears.
 - d Fill in all required fields in the dialog box.
 - e Select **SM Integration (New)** tab.
 - f Select **Y** for **Synchronize with SM Problem** field.
 - g Submit this defect.
- 3 Run synchronization in QCS.
- a In Quality Center Synchronizer client, select link **problem-defect**, and then click **Run Task** → **Run Integrity Check**.
 - b Enable this link by clicking **Link** → **Enable**.
 - c Click **Run Task** → **Run Incremental synchronization** or **Run Task** → **Run Full synchronization**.
- 4 Check result in SM/SC and QC.
- A new problem should be created in SM/SC; a new defect should be created in QC.

A Additional Information

This appendix includes the following information:

- [File List](#)
- [Importing Unload files into Service Manager](#)
- [Importing Links into Quality Center Synchronizer](#)
- [Integration Account Used in Out-of-Box Demo Package](#)
- [Field Mapping List in Out-of-Box Demo Package](#)

File List

ID	Folder	File Name	Description	System Impact
1	link\QCS1.2		This folder is QCS 1.2	
1.1		change-defect_link.xml	Link file to import to QCS	Create - a link "change-defect" in QCS Update - None Delete - None
1.2		change_config.xml	Configuration file for change management exposed fields: Urgency and Modified	None
1.3		change-requirement_link.xml	Link file to import to QCS	Create - a link "change-requirement" in QCS Update - None Delete - None
1.4		problem-defect_link.xml	Link file to import to QCS	Create - a link "problem-defect" in QCS Update - None Delete - None
1.5		problem_config.xml	Configuration file for problem management exposed fields: Category, SubCategory, ProductType, ProblemType, Impact, Severity, Description, AssignmentGroup, ProblemOwner, WorkFlowTy	None
2	Link\QCS1.3		This folder is QCS 1.3	
2.1		change-defect_link.xml	Link file to import to QCS	Create - a link "change-defect" in QCS Update - None Delete - None
2.2		change_config.xml	Configuration file for change management exposed fields: Urgency and Modified	None
2.3		change-requirement_link.xml	Link file to import to QCS	Create - a link "change-requirement" in QCS Update - None Delete - None

ID	Folder	File Name	Description	System Impact
2.4		problem-defect_link.xml	Link file to import to QCS	Create - a link "problem-defect" in QCS Update - None Delete - None
2.5		problem_config.xml	Configuration file for problem management exposed fields: SubCategory, ProductType, Impact, Severity, Description, AssignmentGroup and Modified.	None
3	project\QC9.2		Import to QC 9.2	
3.1		Demo project.qcp	Create a new "Demo" project in "DEFAULT" domain	Create - "Demo" project Update - None Delete - None
4	project\QC10		Import to QC 10	
4.1		Demo project.qcp	Create a new "Demo" project in "DEFAULT" domain	Create - "Demo" project Update - None Delete - None
5	Stub\SC6.2.2			
5.1		sm-adapter-ws-client.jar	Compiled stub jar for SC6.2.2	None
6	stub\SM7.02			
6.1		sm-adapter-ws-client.jar	Compiled stub jar for SM7.02	None
7	stub\SM7.10			
7.1		sm-adapter-ws-client.jar	Compiled stub jar for SM7.10	None
8	unl\SC6.2.2			
8.1		IntegrationAccount.unl	Unload file for Integration account	Create - 1. Contact "SMQCINTEGRATION" 2. Change Management profile "CMProfile_QCInt" 3. Problem Management profile "PMProfile_QCInt" 4. Operator "SMQCIntUser" Update - None Delete - None

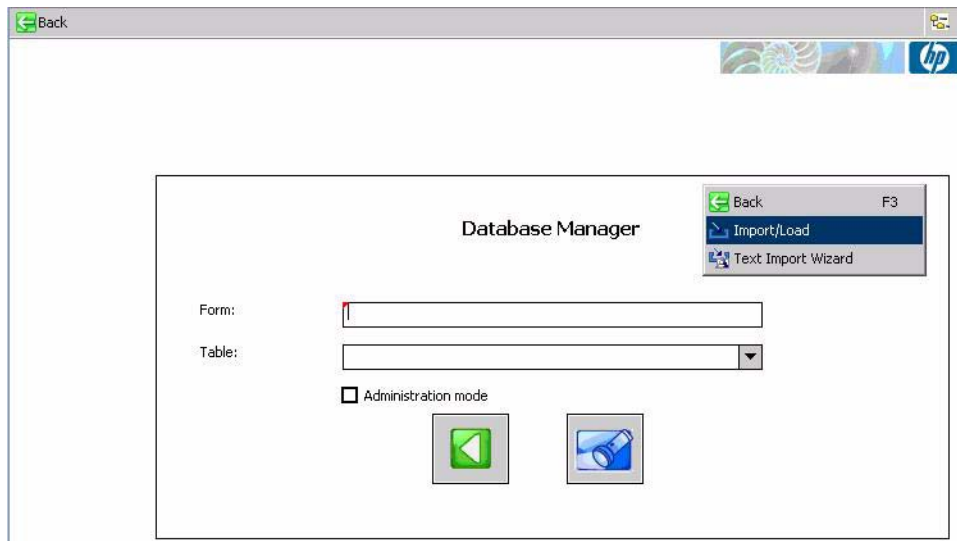
ID	Folder	File Name	Description	System Impact
8.2		ChangeManagement.unl	Unload file for Change Management	<p>Create -</p> <ol style="list-style-type: none"> 1. Sub form "cm3r.qcint.subform" 2. Global list "SMQC Integration CM Project List" <p>Update -</p> <ol style="list-style-type: none"> 1. Form definition "cm3r.rfc.build.g" 2. Form control "cm3r.rfc.build" 3. Db dictionary "cm3r" 4. Data dictionary "cm3r" 5. External access definition "cm3r" <p>Delete - None</p>
8.3		ProblemManagement.unl	Unload file for Problem Management	<p>Create -</p> <ol style="list-style-type: none"> 1. Sub form "pm.qcint.subform" 2. Global list "SMQC Integration PM Project List" 3. Form control "PM.pc.ident.and.class" 4. Process "rca.qcupdate" <p>Update -</p> <ol style="list-style-type: none"> 1. State "rca.view" 2. Form definition "PM.pc.ident.and.class" 3. Db dictionary "rootcause" 4. Data dictionary "rootcause" 5. External access definition "rootcause" <p>Delete - None</p>
9	unl\SM7.02			
9.1		IntegrationAccount.unl	Unload file for integration account	<p>Create -</p> <ol style="list-style-type: none"> 1. Contact "SMQCINTEGRATION" 2. Change Management profile "CMPProfile_QCInt" 3. Problem Management profile "PMPProfile_QCInt" 4. Operator "SMQCIntUser" <p>Update - None</p> <p>Delete - None</p>

ID	Folder	File Name	Description	System Impact
9.2		ChangeManagement.unl	Unload file for Change Management	<p>Create -</p> <ol style="list-style-type: none"> 1. Sub form "cm3r.qcint.subform" 2. Global list "SMQC Integration CM Project List" 3. External access definition "QCIntChangeService" <p>Update -</p> <ol style="list-style-type: none"> 1. Form definition "cm3r.rfc.build.g" 2. Form control "cm3r.rfc.build" 3. Db dictionary "cm3r" <p>Delete - None</p>
9.3		ProblemManagement.unl	Unload file for Problem Management	<p>Create -</p> <ol style="list-style-type: none"> 1. Sub form "pm.qcint.subform" 2. Global list "SMQC Integration PM Project List" 3. External access definition "QCIntProblemService" 4. Form control "PM.pc.ident.and.class" <p>Update -</p> <ol style="list-style-type: none"> 1. Form definition "PM.pc.ident.and.class" 2. Db dictionary "rootcause" <p>Delete - None</p>
10	unl\SM7.10			

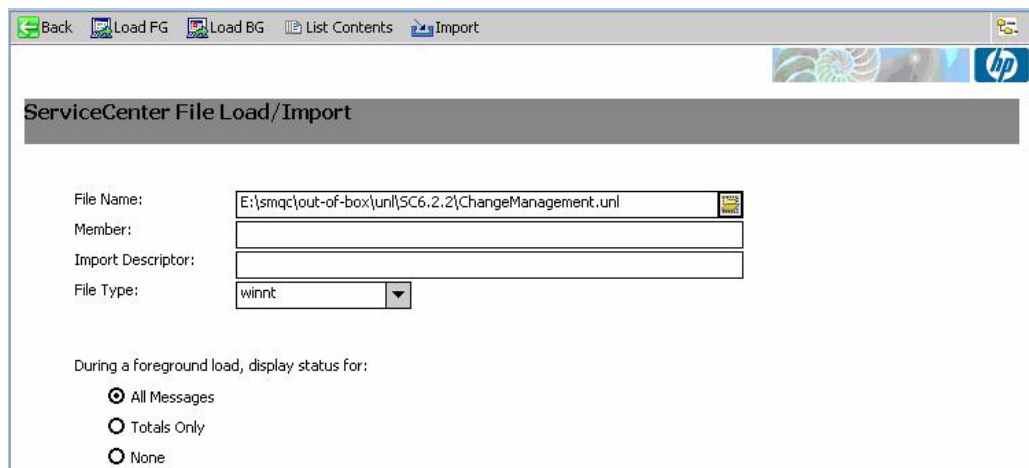
ID	Folder	File Name	Description	System Impact
10.1		IntegrationAccount.unl	Unload file for integration account	Create - 1. Contact "SMQCINTEGRATION" 2. Change Management profile "CMPProfile_QCInt" 3. Problem Management profile "PMPProfile_QCInt" 4. Operator "SMQCIntUser" Update - None Delete - None
10.2		ChangeManagement.unl	Unload file for Change Management	Create - 1. Sub form "cm3r.qcint.subform" 2. Form control "CM.change.logging" 3. Global list "SMQC Integration CM Project List" 4. External access definition "QCIntChangeService" Update - 1. Form definition "CM.change.logging" 2. Db dictionary "cm3r" Delete - None
10.3		ProblemManagement.unl	Unload file for Problem Management	Create - 1. Sub form "pm.qcint.subform" 2. Global list "SMQC Integration PM Project List" 3. External access definition "QCIntProblemService" Update - 1. Form definition "PM.problem.logging" 2. Form control "PM.problem.logging" 3. Db dictionary "rootcause" Delete - None

Importing Unload files into Service Manager

- 1 Logon Service Manager/ServiceCenter with administrator account.
- 2 Click **Menu navigation** → **Tailoring** → **Database Manager** for Service Manager 7.02/7.10 or **Menu navigation** → **Toolkit** → **Database Manager** for ServiceCenter 6.2.2.
 - a Right-click on the form and select **Import/Load**.

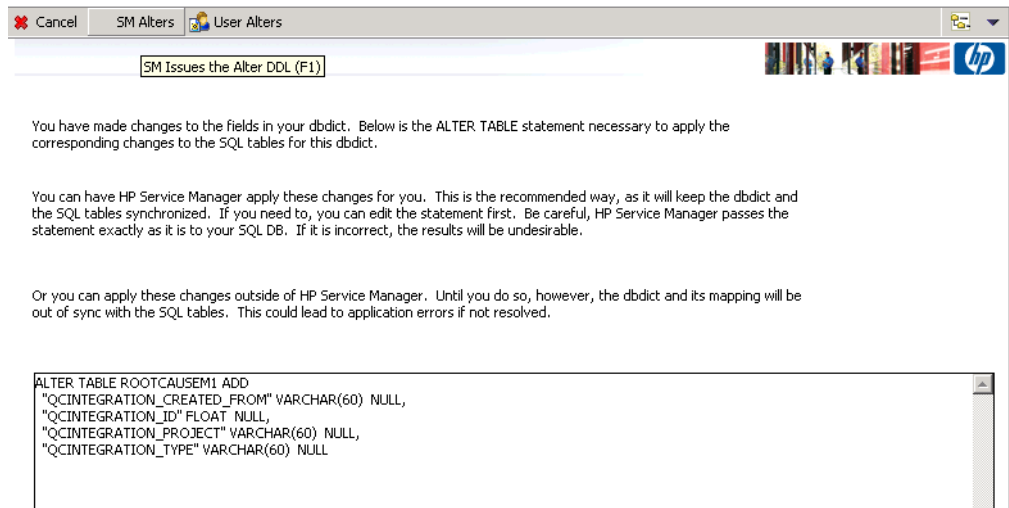


- b In **File Name** field, select the file to load using the file browser.



- c In **Import Descriptor** field, enter description text or just skip it. Then, select **winnt** as the **File Type**.
- d Select an option for the log display. Then, click **LoadFG** to start loading.

- e When the following screen appears on Service Manager 7.10, click **SM Alters**. The unload file is imported.



- Synchronization might fail with "NumberFormatException: invalid date" error when user unload/import records or updating the extaccess records.

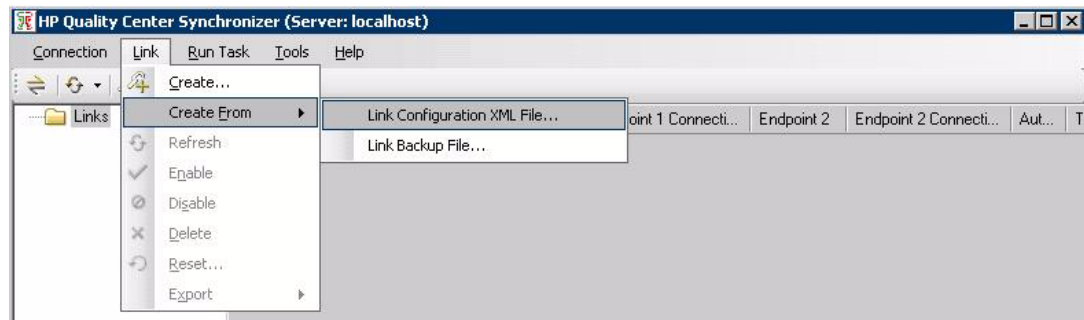
Workaround:

- 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.

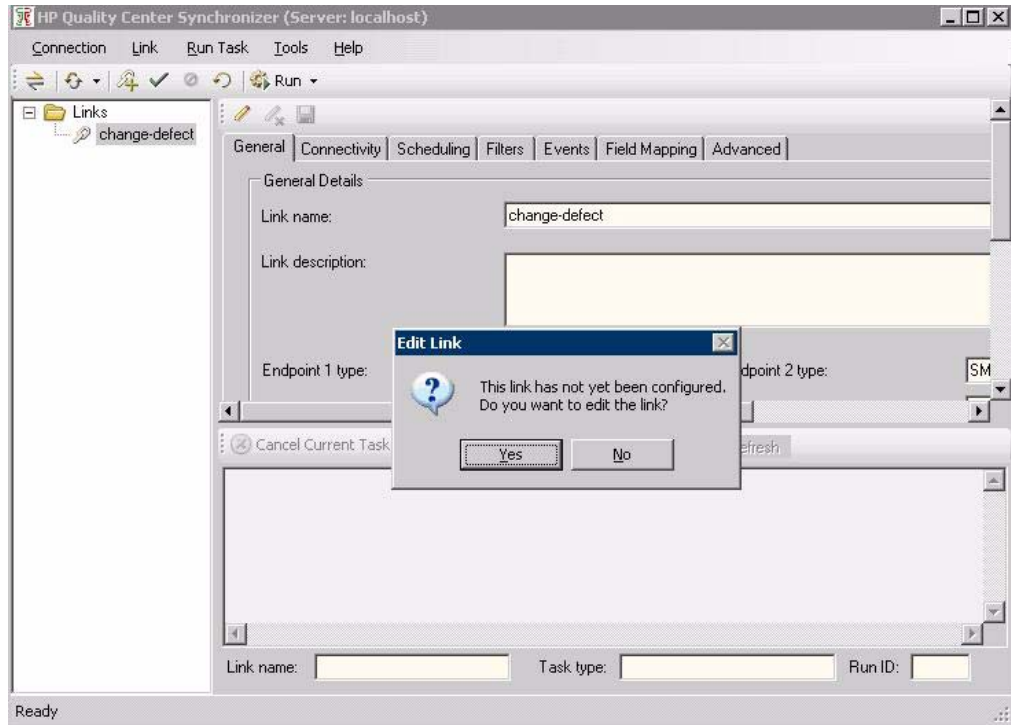
Importing Links into Quality Center Synchronizer

- 1 Log on to Quality Center Synchronizer client.
- 2 Click **Link** → **Created From** → **Link Configuration XML File...**



- 3 Choose a file to import.

- 4 Click **Yes** if you want to edit the link; otherwise click **No**. The link is imported. You may encounter an error message as URL in link is hard coded with "localhost". You can close this error message and continue editing the link.



Integration Account Used in Out-of-Box Demo Package

In Service Manager/ServiceCenter and Quality Center, the integration account used is defined as follows:

Integration Account Property	Value
Name	SMQCIntUser
Password	smcint

Field Mapping List in Out-of-Box Demo Package

User Story: SM Change -> QC Defect

Quality Center	Direction	Service Manager	Constant Value	Comments
Change ID	<-	ChangeNumber		
Defect ID	->	QCEntityID		Synchronize back on create: Yes
Severity	<->	Urgency		5-Urgent <-> 1 - Critical 4-Very High <-> 2 - High 3-High <-> 3 - Average 2-Medium <-> 4 - Low
Summary	<->	Description		
Created from			Created from SM/SC	

User Story: SM Change -> QC Requirement

Quality Center	Direction	Service Manager	Constant Value	Comments
Name	<->	Description		
Change ID	<-	ChangeNumber		
Req ID	->	QCEntityID		Synchronize back on create: Yes
Created from			Created from SM/SC	

User Story: SM Problem <-> QC Defect

For platform combination 1:

Service Manager / ServiceCenter version	Quality Center version	Quality Center Synchronizer version
ServiceCenter 6.2.2 Service Manager 7.02	<ul style="list-style-type: none"> 9.2 Patch 4 and above 10 	1.2

Quality Center	Direction	Service Manager	Constant Value	Comments
Problem ID	<-	ProblemID		Synchronize back on create: Yes
Defect ID	->	QCEntityID		Synchronize back on create: Yes
Severity	<->	Severity		5-Urgent <-> 1 - Critical 4-Very High <-> 2 - High 3-High <-> 3 - Average 2-Medium <-> 4 - Low
Summary	<->	Description		
Synchronize with SM Problem			Y	
Created from			Created from Quality Center	
		CreatedFrom	Created from SM/SC	
		QCIntegration Type	1	
		AssignmentGroup	AUTO	
		ProblemOwner	BOB.HELPDESK	
		Category	client system	
		SubCategory	software	
		ProductType	email client	
		ProblemType	outlook	
		Impact	4 - User	
		CurrentPhase	Problem Identification and Classification	
		QCProject	DummyQCServer/DEFAULT/Demo	
		WorkFlowType	ITIL	

For platform combination 2:

Service Manager / ServiceCenter version	Quality Center version	Quality Center Synchronizer version
Service Manager 7.10	<ul style="list-style-type: none"> • 9.2 Patch 4 and above • 10 	1.3

Quality Center	Direction	Service Manager	Constant Value	Comments
Problem ID	<-	ProblemID		Synchronize back on create: Yes
Defect ID	->	QCEntityID		Synchronize back on create: Yes
Severity	<->	Severity		5-Urgent <-> 1 - Critical 4-Very High <-> 2 - High 3-High <-> 3 - Average 2-Medium <-> 4 - Low
Summary	<->	Description		
Synchronize with SM Problem			Y	
Created from			Created from Quality Center	
		CreatedFrom	Created from SM/ SC	
		QCIntegration Type	1	
		AffectedItem	Software	
		AssignmentGroup	Application	
		Category	hardware	
		SubCategory	hardware	
		ProductType	hardware failure	
		Impact	4 - User	
		CurrentPhase	Problem Detection, Logging and Categorization	
		QCProject	DummyQCServer/ DEFAULT/Demo	