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AccuSync 2017.1.1

AccuSync Install and Release Notes

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Contents

Introduction

AccuSync is a fully bidirectional utility that synchronizes AccuWork issues in an AccuRev depot with issues in other issue tracking systems (ITSs). This book describes how to install and configure AccuSync and provides information about new features in the current release.

This book is your guide to installing AccuSync. It is intended for the AccuRev system administrator. Once deployed, AccuSync does not affect or impose itself on day-to-day usage of AccuRev, AccuWork, or your issue tracking system (ITS). Users of these products should refer to their product documentation for help with any questions.

Administrator's Role

The role of the AccuSync administrator is to install, configure, and maintain AccuSync. Installation procedures and release notes are described in the remaining chapters in this book. See the *AccuSync Management Console Help* to learn how to configure, run, and maintain AccuSync.

Supported ITSs

AccuSync supports the following ITSs:

*   Atlassian JIRA 6.0 to 7.3.6.
*   JIRA Data Center 6 to JIRA Data Center 7.

    Note: Installation or use of AccuSync for JIRA Data Center requires the purchase of an additional license and payment of a fee beyond what is required for AccuSync. Customers interested in purchasing AccuSync for JIRA Data Center need to contact Micro Focus or visit the website at http://www.microfocus.com.
*   BMC Remedy ITSM 8.
*   HP Application Lifecycle Management (HP ALM) 11.5, 12.5.
*   IBM Rational ClearQuest (CQ) 8.0.1.2.
*   Rally (Enterprise Edition).

Highlights of this Release

AccuSync 2017.1.1 adds support to the following:

*   Apache Tomcat version 8.5.14
*   Java Runtime Environment (JRE) version 1.8v121
*   Atlassian JIRA relationship fields unlinking
*   64 bit AccuSync installer

See *Release Notes* for a complete list of enhancements, fixes, and known issues.

   Note: 32 bit AccuSync installer will not be supported post AccuSync 2017.2 release.

AccuSync Compared to AccuBridge

AccuSync is AccuRev's second-generation tool for integrating AccuWork with issue tracking systems from Atlassian, BMC, HP, IBM, and Rally. The following table summarizes some of the main differences between the AccuSync and AccuBridge families of integration tools.

Feature	AccuSync	AccuBridge
Installation	Installation wizard with graphic and console user interfaces.	Manual installation of compressed files.
Configuration	• Web user interface for all configuration and set-up activities. • Default configurations for BMC Remedy, HP ALM, ClearQuest, JIRA, and Rally. • For most ITSs, an AccuSync plugin that automatically adds custom fields to ITS screens.	• Manual editing of XML files. • Configurations must be specified manually. • No plug-ins available to help with required ITS customizations.
Synchronization	Fully bidirectional (two-way) issue synchronization, with the ability to specify one-way synchronization on a per-field basis.	One-way only (changes to issues made in your ITS are reflected in AccuWork)

Considerations for JIRA Workflow Users

It is possible to set values for an issue in AccuWork that conflict with your JIRA workflow rules. For example, in AccuWork, you might be able to change an issue's **Status** field value from `Open` to `Reviewed`. If your JIRA workflow rules specify that an issue's status can change from `Open` to only In `Progress`, `Resolved`, or `Closed`, however, the synchronization for that issue will fail because the issue's status violates the JIRA workflow rule.

You can work around potential JIRA workflow rule conflicts in one of these ways:

Use one-way synchronization for specific fields

. By default, AccuSync performs two-way synchronization for all issue data. Changes made to an issue in AccuWork are written to the JIRA issue each time synchronization is performed, and vice versa. You can override the synchronization type on a field-by-field basis if you choose. For example, you might decide that you do not want changes made to an issue's **Status** field in AccuWork to be written to the JIRA record during synchronization. In this case, you could set the synchronization type for the **Status** field to one-way, specifying JIRA as the master server. Once you do this, changes made to the issue's **Status** field in JIRA will be written to AccuWork when the issues are synchronized, but not vice versa. AccuRev recommends using per-field one-way synchronization to avoid JIRA workflow rule conflicts.

Tip: If you use one-way synchronization for fields related to your JIRA workflow (like Status, for example), consider defining that field as read-only in the AccuWork schema. This will prevent users from manually changing the value of the field in AccuWork and ensure that the field always displays the correct and current value.

Emulate AccuBridge behavior in AccuSync

As mentioned previously AccuSync is fully bidirectional; its predecessor, AccuBridge, performs one-way synchronizations, writing JIRA issue data to AccuWork, but not vice versa. If you want, you can configure AccuSync to emulate AccuBridge functionality by changing the default synchronization type from two-way to one-way for all of the synchronization patterns defined for your AccuSync configurations.

Replicate your workflow logic in AccuWork

Finally, you can use AccuWork schema validation to allow only certain values for a given field or setting certain fields required to enforce JIRA workflow restrictions in AccuWork. This approach, however, can be more time-consuming to implement than the other two, and you should consider whether one of the other approaches might provide the functionality you require.

Installation

This chapter describes the process and procedures for installing AccuSync.

Overview

The installation process varies slightly for new installations upgrades and migration.

Note : X86 implies `32-bit` installer and X64 implies `64-bit` installer.

New Installations

1. Identify the machine on which you plan to install AccuSync. Make sure that it meets the requirements as described in *Verify Prerequisites*.
2. *Download the installation package*
3. *Run the installation wizard*.
4. Linux users only: *Start the AccuSync Services*.

Upgrade Installations
This section covers AccuSync X86 installer to AccuSync X86 installer upgrade installation.

1. Identify the machine on which you plan to install AccuSync. Make sure that it meets the requirements as described in *Verify Prerequisites*.
2. Back up the AccuSync database or existing AccuBridge configurations. See *Back Up AccuSync and AccuBridge*.
3. *Download the installation package*
4. Stop the AccuSync Service and AccuSync Tomcat web server. See *Stop AccuSync Servers*.
5. Follow the instructions provided in the section *Upgrading AccuSync from a Previous Version* .
6. Linux users only: Start the AccuSync Services. See *Start AccuSync Services*. Microsoft Windows users : Ignore this step, as the services will start automatically post upgrade or post installation.

   Note: Do not uninstall AccuSync if it is already installed. Install the later version in the same directory as your existing AccuSync. See *Upgrading AccuSync from a Previous Version* . AccuSync users upgrading to a new version must back up existing configurations first.

   Important: After upgrading to AccuSync 2017.1.1, you must update the AccuSync JIRA plugin, see *How to Install the JIRA Plugin for AccuSync*.

Migration Installation
This section covers AccuSync X86 installer to AccuSync X64 installer migration installation.

1. Identify the machine on which you plan to install AccuSync. Make sure that it meets the requirements as described in *Verify Prerequisites*.
2. Stop the AccuSync Services and AccuSync Tomcat web server. See *Stop AccuSync Servers*.
3. Back up the AccuSync database or existing AccuBridge configurations. See *Back Up AccuSync and AccuBridge*.
4. Ensure the backed up files or folders are moved to the custom path.
5. Uninstall the existing AccuSync. See *Uninstallation of AccuSync* for more information.
6. Rename and move aside the existing AccuSync folder, to `AccuSync_old`, for example, or delete the folder.

Note: Step 6 is mandatory for a successful migration installation.

7. *Download AccuSync Installation Packages*
8. *Run the installation wizard*.
9. Restore the backed up files. See *Running the Restore Utility* .

See *Migrating AccuSync from a Previous version* for more information.

Verify Prerequisites

Note: If you are upgrading an existing installation, you can skip this step.

This section summarizes the system requirements and prerequisites that must be met in order to successfully install AccuSync.

Privileges	If you are installing AccuSync on Microsoft Windows, you must have administrator privileges. No special privileges are required if you are installing on Linux.
Tomcat	The AccuSync installation installs its own Apache Tomcat version 8.5.14 server. AccuSync does not use the Apache Tomcat server that is installed with AccuRev.
AccuRev	AccuSync is supported on AccuRev 4.9.1 and higher.

In addition, the AccuRev installation must have one license available for the AccuSync user. AccuSync performs all synchronization activity as this user. See the *AccuSync Management Console Help* for more information on the role of the AccuSync user.

> **Tip:** If CPU resources allow, AccuRev recommends that you install AccuSync on the same machine as AccuRev. Minimizing the number of separate machines involved in synchronization activity typically reduces network traffic which can result in better performance.

Issue Tracking System (ITS) Support.
AccuSync supports the following ITSs:

- Atlassian JIRA 6.0 to 7.3.6.
- BMC Remedy ITSM 8.
- HP ALM 11.5, 12.5.
- IBM Rational ClearQuest 8.x.
- Rally (Enterprise Edition).

Your ITS must have one license available for the AccuSync user. AccuSync performs all synchronization activity as this user. See the *AccuSync Management Console Help* for more information on the role of the AccuSync user.

> **Note:** AccuSync licences for supported ITSs are sold separately. Contact Micro Focus sales for more information: *http://www.microfocus.com*.

Web Browsers
The **AccuSync Management Console** is supported on these web browsers:

- Internet Explorer 11.
- Mozilla Firefox (latest).
- Google Chrome (latest).

> **Note:** Mac users should use Mozilla Firefox.

Back Up AccuSync and AccuBridge

⚠ **Important:** AccuSync and AccuBridge users must back up existing configurations before installing or upgrading to a new version of AccuSync. Backup procedures differ for AccuSync and AccuBridge users. If you are installing AccuSync for the first time and do not currently use AccuBridge, you can skip this step. Go to *Download AccuSync Installation Packages*.

The AccuSync Configuration database contains all the information about your AccuSync Configurations: connection settings, synchronization patterns, mapping definitions, and so on. The AccuSync Configuration database is created in the `db` directory where you installed AccuSync (`c:\Program Files (x86)\AccuSync\db`, for example).

It is important to back up the Configuration database using the backup utility that is installed with AccuSync. Backup and restore utilities are located in the bin directory where you installed AccuSync (`c:\Program Files (x86)\AccuSync\bin`, for example). Utilities are provided for both Microsoft Windows and Linux operating systems.

Backing Up an AccuSync Configuration

⚠ **Important:** Create a back up of your AccuSync Configuration in these situations:

- After you have performed an initial synchronization and are satisfied that AccuSync is synchronizing your issue records as expected.
- After you make any change to an existing synchronization (changing connection settings or your schema, for example).
- Before upgrading to a newer AccuSync version.

When you back up an AccuSync Configuration, AccuSync creates a backup directory where you installed AccuSync (`c:\Program Files (x86)\AccuSync\backup`, for example). Each backup is created in its own directory with the name `<timestamp>_<name>`, using a name you give it. For example, `2011-03-14_13-52.28_acme`, where `acme` is the name you provided to the backup utility. The `<timestamp>` has the format `yyyy-mm-dd_hh-mm.ss`.

✏ **Note:** The backup utility does not back up other AccuSync directories like `bin`, `conf`, and `transformers`.

Running the Backup Utility

✏ **Note:** The location of the `Backup` command assumes that you accepted the **Shortcut Folder** default values during installation.

To run the backup utility:

1. Stop the AccuSync Service. See *AccuSync Service* if you need help with this step.
2. Start the backup utility:

Microsoft Windows	Click **Start** > **All Programs** > **AccuSync** > **AccuSync Backup**.
Linux	Click the `AccuSync_Backup` shortcut on your desktop.
Console	Navigate to the `bin` directory where you installed AccuSync and run the `backup.bat` (Microsoft Windows) or `backup.sh` (Linux) file.

Regardless of how you start the backup utility, AccuSync opens a console that displays a message reminding you to stop the AccuSync Service and the following prompt:

```
Do you want to back up the default drectory or Custom directory ? (Y for
Default / N for Custom)
```

3. If you type n at the prompt and press `Enter` The backup utility displays the prompt:

```
Enter the Custom backup path:
```

Type the back up path `D:\Test` , for example and press `Enter` the backup utility displays the prompt :

```
The backup will be made in this location:D\Test
```

Note: Backing up to a customized location was not possible in earlier releases.

4. If you type `y` at the prompt and press `Enter`. The backup utility displays the prompt:

```
Enter the name for the backup:
```

5. Type a name for the backup and press `Enter` to continue. The backup utility creates the backup directory in the backup directory (`c:\Program Files (x86)\AccuSync\backup \2011-03-14_13-52.28_acme`, for example).

6. Restart the AccuSync Service. See *AccuSync Service*.

Running the Restore Utility

To run the restore utility:

1. Stop the AccuSync Service See *Starting / Stopping the AccuSync Service*

2. Start the restore utility:

Microsoft Windows	Click **Start** > **All Programs** > **AccuSync** > **AccuSync Restore**.
Linux	Click the `AccuSync_Restore` shortcut on your desktop.
Console	Navigate to the `bin` directory where you installed AccuSync and run the `restore.bat` (Microsoft Windows) or `restore.sh` (Linux) file.

Regardless of how you start the restore utility, AccuSync opens a console that displays a message reminding you not to start the AccuSync Services until restore is completed and the following prompt:

```
Do you want to restore from the default back up directory or from the
custom directory?(Y for Default and N for Custom):
```

3. Type `Y` at the prompt and press `Enter`.

Note: If you select `N`, you will be prompted to enter the path from where the backed up files are to be restored.

The restore utility lists the backup and displays the prompt:

```
Select the backup you want to restore:
```

4. Type the number from the list and press `Enter` to continue. The restore utility restores the directory from the backup directory.

5. Restart the AccuSync Service. See *Starting / Stopping the AccuSync Service*.

Uninstallation of AccuSync

To uninstall AccuSync:

1. Stop the AccuSync Service. See *AccuSync Service* if you need help with this step.

2. Start the Uninstallation Utility:

Microsoft Windows :	Click **Start** > **All Programs** > **AccuSync** > **AccuSync Uninstall**.
	Or Run `Change AccuSync Installation.exe` in the folder `C:\Program Files (x86)\AccuSync\_AccuSync_installation`. Follow the AccuSync Uninstallation Wizard.
	Or Navigate to **Control Panel** > **AccuSync** > **Uninstall / Change**.
Linux :	Navigate to `/home/user/AccuSync/_AccuSync_installation` Type `./Change\ AccuSync\ Installation` at the Linux terminal and press `Enter`, follow the messages displayed at the terminal.

Backing Up AccuBridge

If you are currently using an AccuBridge product for the same ITS for which you plan to install AccuSync, back up your AccuBridge configurations before installing AccuSync:

1. Stop any synchronizations that are currently running.
2. Back up the AccuBridge configuration files:

```
IssueTrackingSystemMap.xml
LastModified.xml
```

For AccuBridge for Rally, also back up these configuration files:

```
RallyConfiguration.xml
RallyWorkspace.xml
```

For AccuBridge for JIRA, also back up these configuration files:

```
JiraConfiguration.xml
JiraFilters.xml
```

Refer to your AccuBridge documentation if you need help with any of these steps.

Download AccuSync Installation Packages

To download an AccuSync installation package:

1. Verify that the machine on which you will be installing AccuSync meets the requirements specified in *Verify Prerequisites*.
2. Go to the AccuSync Integrations section on the Micro Focus web site: *http://www.microfocus.com*. There are different installation packages for supported operating systems.
3. Download the appropriate installation package to the machine on which you plan to install AccuSync.
4. If you download a compressed package (.zip or .gz file), extract the files from the package.

   Tip: unzip and gunzip extraction tools are standard on many systems. However, if you need to acquire an extraction tool, many are freely available. There are links to such tools in the **Other Downloads** section on the **AccuRev downloads** page.

Stop AccuSync Service

Note: If you are installing for the first time, you can skip this step. Go to *Run the AccuSync Installation Wizard*.

Stop the AccuSync Service and AccuSync Tomcat Server on your operating system as described below.

See *Starting/Stopping AccuSync Service* and *Starting/Stopping Tomcat Server*.

Run the AccuSync Installation Wizard

AccuSync uses an installation wizard to guide you through the installation process. It prompts you to provide information concerning setup options (where to install AccuSync, for example), allows you to review your decisions prior to installation, and provides you with confirmation when the installation finishes.

Ways to Run the AccuSync Installation Wizard

You can run the AccuSync installation wizard in one of two ways:

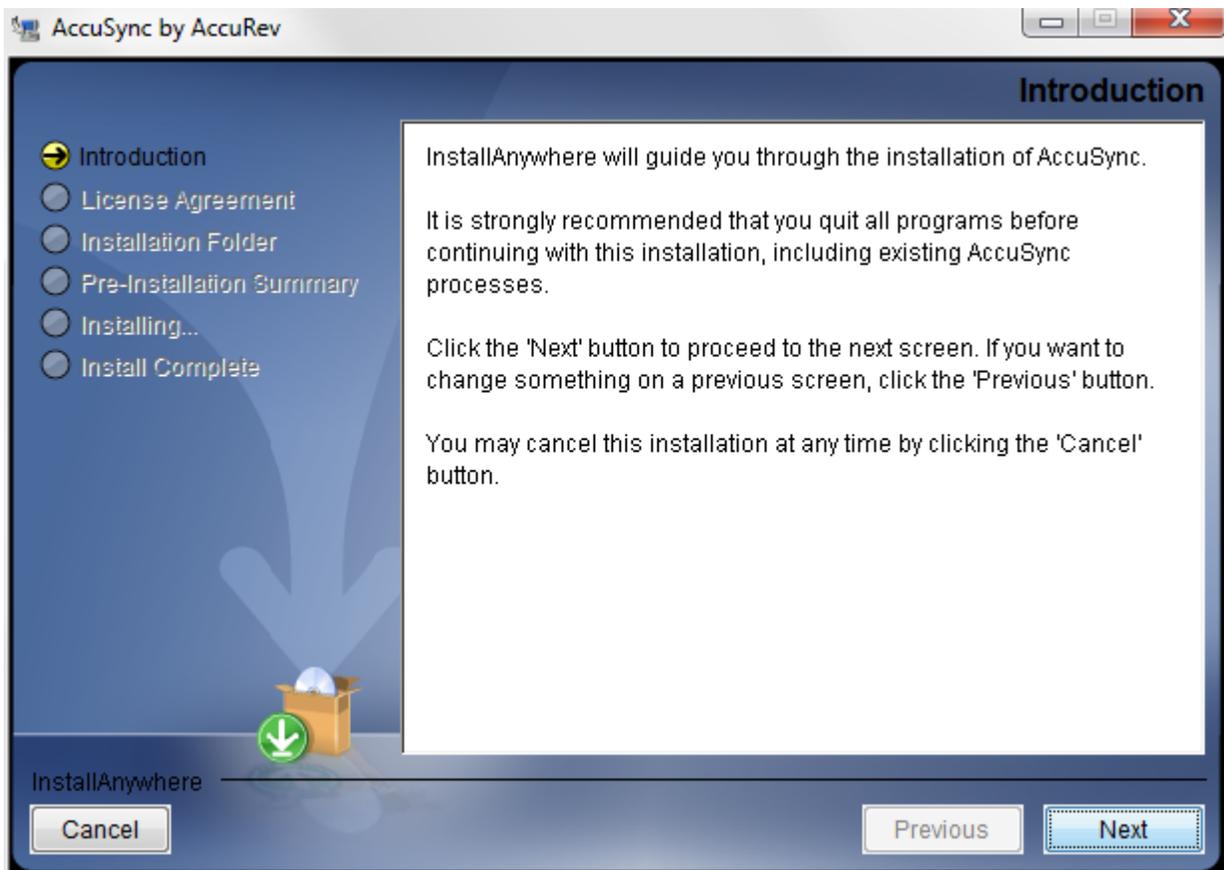- As a GUI application.
- As a console application.

Both the GUI and console applications can be started by running a command from a system console, as summarized in the following table. (On Microsoft Windows, you can also start the GUI application by double-clicking the executable in a file browser.)

Operating System	To Install Using the GUI Run	To Install Using the Console Run
Microsoft Windows	AccuSyncInstall.exe	AccuSyncInstall.exe -i console
Linux	sh AccuSyncInstall.bin	sh AccuSyncInstall.bin -i console

The executable files for your operating system will be in the local directory to which you downloaded and unpacked the installation package (see *Download AccuSync Installation Packages*).

Installation Steps

1. If you are currently using AccuSync, make sure you back up the database before installing the new version. See *Back Up AccuSync and AccuBridge* if you need help with this step.

2. Verify that the machine on which you are installing AccuSync meets the requirements specified in *Verify Prerequisites*.

3. Locate the local directory to which you downloaded and unpacked the installation package. See *Download AccuSync Installation Packages*.

4. Start the installation wizard. See *Ways to Run the AccuSync Installation Wizard*. The installation wizard prepares for installation. When it is finished, it displays the **Introduction to the AccuSync installation**. An example of the GUI installation wizard is shown here:

5. Begin the installation process:

In the GUI Installation Wizard	Click **Next**.
In the Console Installation Wizard	Press `Enter`.

At this point, the installation wizard displays a series of pages that help you configure the installation and provide installation status. These pages are summarized here:

License Agreement	You must accept the terms of the license agreement before you can proceed with the installation.
Choose Install Folder	You can use the default installation folder chosen by the installation wizard, or you can specify your own.
Choose Shortcut Folder	You can choose whether or not you want to create shortcuts for AccuSync and where you want them displayed.
Pre-Installation Summary	You can review your installation settings before the installation wizard installs AccuSync.
Installing AccuSync	The installation wizard displays the progress of the AccuSync installation. You can cancel the installation at any time.
Using AccuSync	Displays a brief summary of commands you can use to start AccuSync following installation.
Install Complete	The installation wizard displays a message indicating whether or not the installation was successful. See *What Gets Installed* for more information.

What Gets Installed

A successful installation results in the following files and directories being created in the installation directory you specify:

`_AccuSync_installation`	Contains files used to uninstall AccuSync and logs of AccuSync installations.
`backup`	Contains files used to create the default configurations for supported ITSs.
`bin`	Contains startup, backup, and restore utilities.
`conf`	Contains a configuration file used internally by AccuSync.
`db`	Contains the AccuSync database, including configuration settings, watermarks, and errors
`defaultAccuWorkSchema`	Contains default AccuWork schema for supported ITSs.
`doc`	Contains AccuSync user documentation.
`import`	Contains files used to create the default configurations for supported ITSs.
`jiraPlugin`	Contains the AccuSync plugins required for JIRA installations.
`jre`	Contains the Java Platform, Standard Edition Runtime Environment.
`lib`	Contains AccuSync `.JAR` files, including those used by the custom transformer.
`plugins`	Contains plugins for supported ITSs.
`sdk`	Contains source code and documentation directories that help you use the AccuSync API to develop custom configurations.
`tomcat`	Contains the Apache Tomcat server for AccuSync.
`transformers`	Contains AccuSync transformers.
`userTransformersSampleProject`	Contains a sample Java project you can use to create custom transformers.
`www`	Contains the `accusync.war` file used by the Tomcat Server.
`version.txt`	A text file stating the AccuSync version.

What to Do Next

If you are installing AccuSync for the first time, verify that the AccuSync Services are running or start them, as needed. Go to *Start AccuSync Services*.

Upgrading AccuSync from a Previous Version

The table below summarizes the action required for upgrading AccuSync from a previous version:

Note : X86 implies `32-bit AccuSync` installer and X64 implies `64-bit AccuSync` installer.

From AccuSync	To AccuSync	Actions		See
2016.2 X86 (Linux)	2017.1.1 X86 (Linux)	1. Backup AccuSync	Rename the AccuSync folder or delete the folder. Ensure the backed up folders or files are moved to the customized path.	*Back Up AccuSync and AccuBridge*
		2. Uninstall AccuSync		*Uninstallation of AccuSync*
		3. Install AccuSync		*Installation*
		4. Restore backed up files / folders		*Running the Restore Utility*
2016.2 X86 (Windows)	2017.1.1 X86 (Windows)	1. Backup AccuSync	Rename the AccuSync folder or delete the folder. Ensure the backed up folders or files are moved to the customized path.	*Back Up AccuSync and AccuBridge*
		2. Uninstall AccuSync	It is a generic uninstall.	*Uninstallation of AccuSync*
		3. Install AccuSync		*Installation*
		4. Restore backed up files / folders	Select 'N' and provide the customized path where AccuSync was backed up.	*Running the Restore Utility*

If you are upgrading an existing AccuSync installation, go to *Post-Installation Procedures*

Migrating AccuSync from a Previous Version

⚠ **Important:** It is important to back up and uninstall your existing AccuSync installation in Microsoft Windows only.

The table below summarizes the actions required for migration of AccuSync from a previous version.

Note : X86 implies `32-bit AccuSync` installer and X64 implies `64-bit AccuSync` installer.

From AccuSync	To AccuSync	Action	Note	See
2016.2 X86 (Linux)	2017.1.1 X64 (Linux)	1. Backup AccuSync	Rename the AccuSync folder or delete the folder. Ensure the backed up folders or files are moved to the customized path.	*Back Up AccuSync and AccuBridge*
		2. Uninstall AccuSync		*Uninstallation of AccuSync*

From AccuSync	To AccuSync	Action	Note	See
		3. Install AccuSync		*Installation*
		4. Restore backed up files / folders		*Running the Restore Utility*
2016.2 X86 (Microsoft Windows)	2017.1.1 X64 (Microsoft Windows)	1. Backup AccuSync		*Back Up AccuSync and AccuBridge*
		2. Uninstall AccuSync		*Uninstall AccuSync*
		3. Install AccuSync		*Installation*
		4. Restore backed up files / folders		*Running the Restore Utility*

Start AccuSync Services

When the installation is complete, AccuSync Services (or processes) must be running before you can start the **AccuSync Management Console**. Installations behave differently in this regard based on your operating system:

Microsoft Windows	AccuSync Services are started automatically.
Linux	AccuSync processes must be started manually.

See *Starting/Stopping AccuSync Service* and *Starting/Stopping Tomcat Server*.

Post-Installation Procedures

The following table summarizes additional procedures that must be performed following both new installations and upgrades:

Previous AccuSync Version	Required Procedures	Go To
None (new AccuSync installations)	JIRA users only: Install the most recent version of the JIRA plugin for AccuSync.	*Installing JIRA Plugins for AccuSync*.
2012.1 and later	JIRA users only: Install the most recent version of the JIRA plugin for AccuSync.	*Installing JIRA Plugins for AccuSync*.
2011.3	• Migrate your backed up database to the database installed with your new AccuSync installation. • JIRA users only: Install the latest JIRA plugins for AccuSync.	• *Migrating Backed Up Databases*. • *Installing JIRA Plugins for AccuSync*.

Any AccuSync Installation Using AccuRev 6.1 or Higher

AccuRev 6.1 introduced support for the Secure Sockets Layer (SSL) protocol to provide encrypted communication between AccuRev clients and the AccuRev Server. In addition to the required procedures summarized in the preceding table, if you are using AccuRev 6.1 or higher and SSL has been enabled on

the AccuRev Server, you must perform the following procedure or AccuSync will not be able to connect to the AccuRev server:

1. From a shell or console on the machine on which AccuSync is installed, set the environment variable `ACCUREV_HOME=` to the root of your AccuSync installation directory. For example:

   ```
   ACCUREV_HOME="c:\Program Files (x86)\AccuSync\"
   ```

2. From the same shell or console as in the previous step, run the command:

   ```
   accurev enable_ssl -H <server_name:port>
   ```

   where `<server_name:port>` is the server name and port of the AccuRev Server that you used to configure AccuSync.

3. When prompted, review and accept the certificate.

   > **Note:** You must accept the certificate to be able to use AccuSync.

For more information on SSL and how it is implemented in AccuRev, see *Chapter 9, AccuRev Security Overview* in the *AccuRev Administrator's Guide*.

Migrating Backed Up Databases

> **Note:** If you are installing AccuSync for the first time you can skip this section.

If you are upgrading from AccuSync 2011.3 or earlier, you must use the AccuSync **Database Migration Tool** (migration tool) to migrate your backed up AccuSync database to the database installed with your new AccuSync installation.

The migration tool is a separate download, available from the downloads page on the Micro Focus web site:

http://www.microfocus.com

The migration tool download includes both executables and instructions for its use.

Configure JIRA for AccuSync

If you are using AccuSync with JIRA, you need to do the following before you can use AccuSync:

- Configure JIRA to accept remote API calls.
- Install the JIRA plugin for AccuSync.
- Restart JIRA.

The following procedures are required regardless of whether you are upgrading from a previous release of AccuSync or are installing AccuSync for the first time.

Install the JIRA Plugin for AccuSync

This section describes the JIRA plugin for AccuSync and how to install them. If you already installed the plugin as part of upgrading AccuSync from an earlier version, you can skip this section.

Purpose of the JIRA Plugins for AccuSync

JIRA plugins for AccuSync automatically add the following custom fields to JIRA:

AccuWorkIssueLink	Stores the URL that JIRA users can use to open a browser and display the issue in the AccuRev Web UI.
AccuWorkKey	Stores the unique alphanumeric key for each AccuWork issue record.

AccuWorkChangePackage   Stores summary AccuWork issue change package information.

AccuWorkChangePackageHistory Stores detailed AccuWork issue change package information.

These fields appear on the JIRA View Custom Fields page only after AccuSync has performed a synchronization task.

Different Plugins for JIRA 6 and JIRA 7

AccuRev provides plugins for JIRA 6 and JIRA 7, named `AccuSync JiraPlugin-6.jar` and `AccuSyncJiraPlugin-7.jar` respectively. This file is installed to the `\jiraPlugin` directory where you installed AccuSync. For example: `c:\Program Files (x86)\AccuSync\jiraPlugin\`.

Both plugins are what Atlassian refers to as Version 2 plugins. Version 2 plugins have different installation procedures than Version 1 plugins. For more information, refer to your JIRA documentation.

> **Note:** `AccuSyncJiraPlugin-6.jar` plugin is common for single server and JDC for JIRA 6 version. `AccuSyncJiraPlugin-7.jar` plugin is common for single server and JDC for JIRA 7 version. (till 7.3.6)

Configure JIRA to Accept Remote API Calls

To configure JIRA to accept remote API calls:

1. In JIRA, open the **Administration** tab.
2. Navigate **Global Settings** > **General Configuration**.
3. At the bottom of the **General Configuration** page, click **Edit Configuration**.
4. Locate the **Options** section, and ensure that the **Accept remote API calls** property is set to `ON`.
5. Click the **Update** button to save your changes.

Retrieving Missing Fields

The fields **AccuWorkIssueLink**, **AccuWorkKey**, **AccuWorkChangePackage** and **AccuWorkChangePackageHistory** are not visible after a fresh installation of JIRA.

To retrieve the fields you must perform the following steps:

1. Launch **AccuSync Management Console** and navigate to **Connections** tab, select `JIRA`.
2. Add JIRA details and validate the test connection.
3. Once test connection is successful, refresh the AccuSync page a couple of times. The fields will be visible in the JIRA **View Custom Fields** page

How to Install the JIRA Plugin for AccuSync

1. Stop the AccuSync Service if it is running. See *Stopping AccuSync Server*.
2. Back up any existing AccuSync Configurations.
3. Run the utility to update the AccuSync database.

 In Microsoft Windows Run `update_db.bat` in the `\bin` directory where you installed AccuSync.

 In Linux   Run `update_db.sh` in the `/bin` directory where you installed AccuSync.

4. For information on JIRA 6 and JIRA 7, follow the instructions in your JIRA documentation for installing plugins::
   - *https://confluence.atlassian.com/doc/managing-add-ons-or-plugins-25788666.html*
   - *https://confluence.atlassian.com/adminjiraserver070/managing-add-ons-749382694.html*

> **Note:** If the links do not work directly, copy and paste the link on any browser.

5. Start the AccuSync Service. See *Starting AccuSync Server*

Performance Tuning

Performance tuning is required when the Atlassian JIRA plugin connected to AccuSync has huge data. To manage this large Atlassian JIRA data it is highly recommended, that you increase the heap space of AccuSync Service.

Steps to increase the heap size:

1. *Stop the AccuSync service & AccuSync Tomcat server*.

2. Navigate to the `bin` folder under the installed AccuSync folder.

3. Open the file `startup.bat` In the line *start /B java -Xms512m -jar com.accurev.accusync.core.launcher-1.0-SNAPSHOT.jar start*.

4. Replace the value `-Xms512m` by the value `-Xms4096m` for example, to increase the *Heap Size* to 4GB.

5. *Start AccuSync Services*

AccuSync Services

This section provides procedures for starting and stopping the AccuSync Service and the Apache Tomcat server for AccuSync using Microsoft Windows services and Linux processes.

AccuSync Service

This section provides procedures for starting and stopping the AccuSync Service. The AccuSync Service is typically started as part of the AccuSync installation process and continues to run until you explicitly stop it.

Starting AccuSync Service on Microsoft Windows

1. Open the **Services** window. For example: Type `services.msc` in the Microsoft Windows **Start Search** box and then press `Enter`.

2. Select `AccuSync Service`.

3. Click **Start the service**.

> **Tip:** If you have not already done so, consider changing the **Startup Type** to `Automatic`.

Starting AccuSync Service on Linux

Click the `AccuSync_Server` shortcut on your desktop.

> **Note:** If shortcuts are not available on your desktop, start the AccuSync Service manually by running `startup.sh` in the `/bin` directory where you installed AccuSync.

Stopping AccuSync Service on Microsoft Windows

1. Open the **Services** window. For example: Type `services.msc` in the Microsoft Windows **Start Search** box and then press `Enter`.

2. Select `AccuSync Service`.

3. Click **Stop the service**.

Stopping AccuSync Service on Linux

Run `shutdown.sh` in the `/bin` directory where you installed AccuSync.

Starting/Stoping Tomcat Server

This section provides procedures for starting and stopping the Tomcat server for AccuSync. The Tomcat server for AccuSync is typically started as part of the AccuSync installation process and continues to run until you explicitly stop it.

Starting the Tomcat Server on Microsoft Windows

1. Open the **Services** window. For example: Type `services.msc` in the Microsoft Windows **Start Search** box and then press `Enter`.
2. Select the `AccuSyncTomcat service`.
3. Click **Start the service**.

Starting the Tomcat Server on Linux

Click the `AccuSync_Tomcat` shortcut on your desktop.

> **Note:** If shortcuts are not available on your desktop, start the Tomcat server for AccuSync manually by running `startup.sh` in the `/tomcat/bin` directory where you installed AccuSync.

Stopping the Tomcat Server on Microsoft Windows

1. Open the **Services** window. For example: Type `services.msc` in the Microsoft Windows **Start Search** box and then press `Enter`.
2. Select the `AccuSyncTomcat service`.
3. Click **Stop the service**.

Stopping the Tomcat Server on Linux

Run `shutdown.sh` in the `/tomcat/bin` directory where you installed AccuSync.

What to Do Next?

After you have installed AccuSync and performed any required post-installation procedures, you can begin setting up the default configuration or creating a new configuration from scratch. See the *AccuSync Management Console Management Console Help* for more information.

> ⚠ **Important:** Scheduled backups of AccuSync configuration is highly recommended as a good practice.

Release Notes

This chapter describes the changes and enhancements to AccuSync version 2016.2 and previous releases.

> **Note:** In cases where an issue is identified with two numbers, such as 36779 (1098217), the first represents the issue number in the AccuWork issue tracking system. The second, in parentheses, is the issue number in the Micro Focus SupportLine system used by Customer Care.

Version 2017.1.1

General AccuSync Enhancements

1109424 - Apache Tomcat version required upgrade

The Apache Tomcat version has been upgraded to version 8.5.14 in the current release,

45132 - JRE version upgrade

AccuSync The Java Runtime Environment (JRE) version has been upgraded to 1.8v121.

1110130 - AccuSync installed wrong version of tomcat - installed version 6 instead of version 8

In the current release AccuSync installs the correct version of Apache Tomcat .

1110224 - AccuSync did not install Apache Tomcat as a service on Microsoft Windows 7

In this release the issue has been resolved.

47353 - New Feature of AccuSync introduced - Back Up to and Restore from customized location

From this release, AccuSync can be backed up to a customized location and the same can be retrieved.

47227 - AccuSync Java 8 - Java Virtual Machine (JVM) Tuning

AccuSync JVM parameters have been tuned for optimal performance of AccuSync.

HP ALM Enhancements

1105164 - AccuSync's capability to link a new HP ALM defect to an existing AccuWork Issue if project names are repeated in different HP ALM domain.

HP ALM (also referred to as Quality Center) allows duplicate project names in multiple domains. It is required that the projects be synchronized in the same depot. Now, AccuSync allows synchronization of HP ALM issues having same project names in different domains with the same AccuRev depot.

1109709 - Synchronization between AccuSync and HP ALM was not working as expected.

The synchronization work flow between AccuSync and HP ALM would not complete correctly, this issue has been resolved.

1105873 - AccuSync HP ALM Test Connection was failing

This issue has been resolved.

Note: HP ALM is also referred to as HP Quality Center.

JIRA Enhancements

44105 - Comment fields did not reflect updated data post - JIRA synchronization

The comment fields in AccuWork and JIRA are now reflecting the updates correctly.

1104445,1107453- AccuSync was unable to intelligently remove duplicate transaction and CPK data from third party issue tracking system.

This issue has been resolved.

45634 - Epic unlinking and SubTask unlinking were not working (applies to JIRA Agile 7 or JIRA Agile Agile plug-in)

Epic unlinking and SubTask unliking are now working perfectly.

1106112 - AccuSync would append the fields CPK (change pakage) and CPK history in the third party ITS resulting into duplicate data

AccuSync would duplicate information in the fields **CPK** and **CPK history** whenever the watermark was reset and a re-synchronization was performed. This duplication of information has been rectified.

1096646,1104346 -Moving an issue in JIRA would not update the AccuWork fields

If an issue was moved from one JIRA Agile project to another, it would maintain the AccuWork field values which were available in the previous JIRA Agile project, and would not trigger an update of the fields. This problem has been resolved, now both AccuWork and JIRA Agile fields are updated.

1107966, 1109537 - AccuSync Support for latest version of JIRA (7.0 to 7.3.6)

AccuSync 2017.1 supports JIRA Agile (7.0 to 7.3.6).

1108660 - JIRA project name containing ampersand ("&") fail synchronization with AccuSync
If a JIRA project name had an ampersand ("&") in it, during a synchronization an error would be generated resulting into failure of the synchronization. This issue has been resolved and additionally all the special characters are now supported.

1106779 - AccuSync configuration running fails to synchronize new JIRA Issues

The AccuSync configuration while still running, as seen in the main **AccuSync Management Console**, would stop synchronizing new JIRA Agile issues to AccuWork. The water marks for some Synchronization Patterns would stop getting updated while others continued to move on. This caused failure in synchronization, which has now been resolved.

Documentation Enhancements

1104440 -- AccuSync Help states wrong button behavior running a sync pattern

The *AccuSync Management Console Help* document has been updated with the correct button behavior.

1107398 -- AccuSync product documentation does not state that jiraKey and jiraIssueLink fields in issue form are required

The *AccuSync Management Console Help* document has been updated accordingly.

1105209 -- AccuSync documentation does not state that JIRA needs to restart after it is installed

The*AccuSync Management Console Help* document has been updated accordingly.

Version 2016.2

General AccuSync Enhancements

These changes apply to all ITSs supported by AccuSync.

1105256 - AccuSync Error provides no useful information to correct configuration. No Sync

This issue has been fixed in the current release, now these errors are appearing in the logs

1105264 - AccuSync watermark not updating

AccuSync Watermark is now updating.

1100854 - Unable to stop sync pattern

The sync pattern can now be stopped without navigating to the server and shutting down AccuSync.

1102461- AccuSync is leaving behind temporary XML files from synchronization

AccuSync was leaving behind temporary XML files from synchronization, which eventually would fill the disk volume and causes operating system errors. This issue has been resolved in this release.

1103460 Adding a second email address causes error.

In the **Send email to** field, entering one or more email addresses (typically, addresses of AccuSync administrator or IT administrator) with a comma separator was not getting sent to anyone. This issue has now been relived.

1103720 - AccuSync changing Synchronization Frequency for Sync Pattern resets watermarks

Editing the synchronization frequency for a synchronization pattern would reset watermarks for both AccuWork and the third party ITS to their respective beginning points, which would require the synchronization pattern to process the changes all over again. This issue has been resolved in the current release.

HP ALM Enhancements

1105938 - AccuSync synchronizes only the first 10 defects returned by a filter

This issue has been resolved in the current release.

IBM Rational ClearQuest Enhancements

1104934 - Test Connection to ClearQuest Fails on First Try. Second one works

The **Test Connection to ClearQuest** fails the first time when setting up the configuration. The second and subsequent *Test Connection* work as expected given the fields are filled in correctly.

JIRA Enhancements

1102994 - Request for JIRA Data Center (JIRA 6 and JIRA7) support

A request for JIRA Data Center support was raised in the earlier release. This release provides Data Center (JIRA 6and JIRA 7)Support.

1104544 - AccuSync is doubling backslash characters transferred from JIRA to AccuWork

While synchronizing fields that contain backslash characters, AccuSync inserts double the character into the AccuWork issue. The issue has been resolved in the current release.

1105387 - AccuSync 2016.1 does not sync fields containing French characters correctly

AccuSync version upgrade from version 2015.1 to version 2016.1 resulted into the following problems:

- AccuSync 2016.1 does not create AccuWork issues with correct field content when the corresponding field in an HPQC defect contains French characters.
- The characters `"éèêàâÉÈÂ&ùù"` are translated to and displayed as `"\u00E9\u00E8\u00EA \u00E0\u00E2\u00C9\u00CA\u00C2&\u00F9\u00F9"` in AccuWork.
- The same characters were displayed correctly with version 2015.1.

All these problems have been collectively solved, while addressing this issue in the current release.

1105392 - AccuSync does not handle line-breaks correctly

When there is a multi line description in JIRA, it gets displayed in AccuWork with a blank line above the third line. This issue has been resolved in the current release, AccuSync now handles line breaks correctly.

1105326 - AccuSync does not handle Umlauts correctly

he alphabet "u" with the umlaut (`<alt>+0225` or `<alt>+0220`) is not synchronizing into AccuWork correctly. For example, the word `"büg"` appears as `"b\u00FCg"` in AccuWork. This issue has been resolved in the current release.

1102877 - Hide Change Package and Change Package History tab until AccuSync sync is performed

The tabs **Hide Change Package** and **Change Package History** can now be hidden until an AccuSync synchronization is performed.

1104346 - AccuSync not properly setting JIRA KEY and JIRA LINK after moving JIRA issues

After starting up the new synchronization, the issues created in the new depot from the synchronization have the JIRA KEY and JIRA LINK fields pointing to the correct new JIRA project in this release, instead of the old project as was the case in the earlier release.

1103517, 1103519 - After upgrading sync pattern trying to sync all old issues

After upgrading synchronization pattern, the old issues are no longer getting synchronized in this release.

1104760 - Many Synchronizations are being skipped, so JIRA issues are not syncing

JIRA issues are not synchronizing with AccuSync when two instances of JIRA run on the same server. This issue has been resolved in this release.

1104950, 1103996 - AccuSync with JIRA failing to handle custom fields correctly

AccuSync handles JIRA custom fields correctly in this release.

1103038 - AccuSync plugin for JIRA sometimes doesn't install custom fields in JIRA

The custom fields **AccuWork Key**, **Link**, **CPK** and **CPK history** would not get on a fresh installation of JIRA. This issue has been resolved in the current release.

Documentation Enhancements

1104433 - AccuSync 2016.1 Installation and Release Notes JIRA 4, 5 & 7 Plug ins

The AccuSync 2016.1 Installation and Release Notes state that only the JIRA 5 & JIRA 7 versions of the plugin are installed. This is not correct or the installer is broken as the JIRA 4 version is also installed. This issue has been rectified in this release.

1098741 - AccuSync Management Help PDF is missing Appendix E

AccuSync Management Console Help PDF now has *Appendix E.*

1104429, 1104933 - AccuSync 2016.1 installs the 2014.3 AccuSync Management Console Help

AccuSync Installer 2016.1 is installing the 2014.3 version of the *AccuSync Management Console Help* document. This issue has been rectified, AccuSync Installer 2016.2 installs 2016.2 *AccuSync Management Console Help*.

1094770 - AccuSync request for improved documentation of JIRA components field

JIRA component fields have been documented extensively in this release.

Version 2016.1

General AccuSync Enhancements

39188 - Need the ability to specify GMT offset for the ClearQuest server

The "get system time" implementation for ClearQuest is incorrectly using the AccuSync server time. The AccuSync user now has the ability to specify the GMT of the server.

39190 - Limit the amount of issues searched during sync based on the last watermark in ClearQuest

With AccuSync 2016.1, there is a new watermark query condition to limit the amount of issues searched to find only issues / items that changed since last sync

39193 - For linked fields, such as linking stories to requirements, the field should support multiple values, separated by semicolons

For any field that is a mapping field between one type and another type, AccuSync now support semicolon separated values. If a user designates a field on a story as mapping it to requirements, the user has the ability to enter multiple ids, `'1234;5618'` for example, and it will then be linked to both of those issues.

39263 (1102433) - Support for JIRA 7

In this release, AccuSync has added support for JIRA 7.

39265 (1102436) - Suppress the password of AccuSync user in the logs

AccuSync now masks the password of the AccuSync user which was displayed in the AccuSync log files

39285 (1102461) - AccuSync leaves behind temporary XML files from synchronization

AccuSync 2015.2 RC2 (and later) are leaving behind temporary XML files in /tmp folder. This eventually fills the disk volume and causes operating system errors. The issue has been resolved in the current release.

39367 - Add support for Oracle as the back end database with HP

AccuSync 2016.1 now supports Oracle databases when integrating with HP.

39396 - Prevent duplicate issues with JIRA integration when moving from project based IDs to universal IDs

When changing IDs from "project-based" to "universal," duplicate issues are created instead of updating the existing issue records. This has been resolved with this release.

39412 - AccuSync JIRA Plugin version (in pom) is incorrect

The JIRA Plugin that is installed in JIRA currently has a 2013.1 version. The current release is updated to reflect the new version.

39476 (1102981) - Request to support for JIRA "nfeed" field type

AccuSync 2016.1 now supports mapping the "nfeed" JIRA field type.

39646 (1103517) - JIRA query is returning all Issues vs the recent set when watermark is at maximum value

When running a sync pattern, AccuSync finds all JIRA issues instead of the most recent set of new or modified issues. This issue has been resolved in the current release.

Version 2015.2

General AccuSync Enhancements

These changes apply to all ITSs supported by AccuSync.

36890 (1098447) - Change AccuWorkIssueLink within AccuSync without manually editing each record

In this release, users no longer have to manually edit each record to change **AccuWorkIssueLink** within AccuSync.

37394 (1099526) - Create issues with odd characters in descriptions

In previous releases, issue descriptions were restricted to standard characters in descriptions. In this release, users can create descriptions with various characters.

38984 (1101578) - When AccuSync CQ runs test connection, it does not work if projects are not found

When there is no project field in CQ, test connection does not come back from a wait cursor. This has been resolved in the current release.

HP ALM Enhancements

These changes apply to AccuSync for HP ALM only.

36816 (1098817) - Sync must work with HP ALM 12 REST API

In this release, Sync works with HP ALM 12 REST API.

JIRA Enhancements

These changes apply to AccuSync for JIRA only.

38823 (1100944) - Support Scripted JIRA field type in AccuSync

AccuSync now supports the JIRA field type `Scripted`.

35861 (1096646) - Moving from one JIRA project to another does not update the AccuWork field

In previous releases, moving from one JIRA project to another did not update the AccuWork field. This has been corrected in the current release.

38884 - Need to track timezone on input as well as output

In previous releases, AccuSync only tracked `timezone` on output. In the current release, AccuSync tracks `timezone` for both input and output.

39100 (616472) - Lack of path usage when working with rest URLs

In previous releases, AccuSync lost use of the JIRA path parameter. In the current release, AccuSync uses `_serverUrl` as defined in the `JIRAITSConnection` instead of the `BASE_URL`.

Rally Enhancements

This change applies to AccuSync for Rally only.

38672 (1100606) - Change package history beyond 32768

In this release, resolved regression related to large change packages failing to sync in Rally.

38738 (1100750) - Updating an existing Rally custom text field can fail if the field is not empty

In the previous release, pushing custom text into a field that already has an entry causes a failure. The issue has been resolved in the current release.

Version 2015.1.1

General AccuSync Enhancements

These changes apply to all ITSs supported by AccuSync.

37394 - Add the ability to create issues even with odd characters in description

In this release, AccuSync allows the use of unique characters in descriptions.

HP ALM Enhancements

These changes apply to AccuSync for HP ALM only.

33218 - Link to HPQC record is set incorrectly by AccuSync

AccuSync set the HP ALM link in a different format than HP ALM uses. In this release, AccuSync set links in the appropriate format.

37474 - HP ALM fields are not being properly handled/understood

AccuSync is not handling various user-xx fields that are present in HP ALM. User field handling has been corrected.

36742 - HP ALM connections established and never close

Connections from AccuSync to HP ALM never close. The issue has been resolved in this release.

37146 - Creation of requirements into HP ALM should not include a hard-coded dev-comments

In this release, requirements no longer include the hard-coded developer comments.

36689 (2809422) - Sync one HP ALM project to multiple AccuWork schema

In this release, users can sync one HP ALM project with multiple AccuWork schema via multiple AccuSync configurations.

JIRA Enhancements

These changes apply to AccuSync for JIRA only.

37551 (2825900) - AccuSync queries are not returning values due to errors

The special `JQL Query` that runs and looks for empty AccuWork **Key** fields in JIRA is not pulling more than the first 20 issues. This problem has been corrected.

36655 (1097937) - AccuSync using wrong stream name when syncing CPK information

The stream name in the version spec for each file does not transmit correctly. The issue has been resolved in this release.

37299 - Provide additional details when createissue fails

In this release, more details are provide when `createissue` fails in order to facilitate debugging.

Version 2015.1

General AccuSync Enhancements

These changes apply to all ITSs supported by AccuSync.

35835, 35857 - Sample transformers do not compile

In previous releases, AccuSync sample transformers did not compile. This problem has been corrected in the current release.

35941 (1096715) - Shipped Java version should be updated to 1.7

AccuSync leverages the security features of Java. The more recent versions of AccuSync (including the current release) now ship with Java 1.7, which supports all the current TLS variants. Users may need to include the security certification within the JRE themselves.

36108 - Performance degrades with large transaction ranges

In previous releases, AccuSync performance degraded when synchronizing AccuWork issues with large transaction ranges. The performance with AccuWork issues has been improved in the current release.

36417 - UI performance degrades on systems with multiple configurations

In previous releases, AccuSync UI performance degraded when users had multiple configurations. This problem has been corrected in the current release.

36498 - Initialization and scheduling can fail on systems with multiple configurations

In previous releases, AccuSync initialization and scheduling processes could sometimes fail for users with several configurations. This problem has been corrected in the current release.

36520 - Users with multiple configurations can encounter race conditions

In previous releases, AccuSync users with several configurations could encounter race conditions and resource allocation issues. This problem has been corrected in the current release.

36779 (1098217) - The `accusync.properties` file contains blank entries

In previous releases, the `accusync.properties` file contained listings for unused ITS systems so that auto-start would run. This requirement has been removed in the current release.

HP ALM Enhancements

These changes apply to AccuSync for HP ALM only.

34597 - Sync with search criteria fails to paginate properly and produces an infinite loop

In previous releases, performing a synch operation with a search criteria filter produced a result which failed to paginate correctly and went into an infinite loop. This problem has been corrected in the current release.

35724 - Synchronization produces error message stating that AccuSync cannot resolve type hp_cpk_promote_data

In previous releases, a synch operation involving type `hp_cpk_promote_data` returned the following error message: `Cannot resolve type hp_cpk_promote_data for field AccuWorkChangePackageHistory`. This problem has been corrected in the current release.

35946 - New: change package synchronization

Change package synchronization has been added for HP-QC.

JIRA Enhancements

These changes apply to AccuSync for JIRA only.

36332 - Custom fields not using value keys
In previous releases, custom fields in JIRA were not using value keys for `JSONObjects` or for walk arrays. This problem has been corrected in the current release.

36353 (1097379) - Sync process adds invalid characters

In previous releases, the process of synchronizing a multi-line field from JIRA to AccuRev incorrectly added carriage return escape sequences to the value. This problem has been corrected in the current release.

36598 (1097822) - AccuSync Test Connection to JIRA 5.2 fails

In the previous release, running the test connection to JIRA 5.2 returned a `JSONException` error. This problem has been corrected in the current release.

36879 - Cannot use quotation marks in descriptions

In previous releases, users could not use quotation marks in the description field. This problem has been corrected in the current release.

36923 - Issue update time not accounting for different time zones

In previous releases, issue update times did not account for different time zones. If the JIRA and AccuSync machines resided in different time zones, some issues might have

Rally Enhancements

This change applies to AccuSync for Rally only.

36924 - Query for Rally project not accounting for pagination

In previous releases, project queries for Rally 2.0 failed to account for pagination. By default, 20 results are listed per page. If the query produced more than 20 results, the full list was not returned. This problem has been corrected in the current release.

Version 2014.3

General AccuSync Enhancements

These changes apply to all ITSs supported by AccuSync.

32221 - Synchronizations restart after rebooting

In previous releases, AccuSync would restart after the server on which it was running was rebooted, but any synchronizations that were running at the time would then have to be restarted manually. This situation has been improved in the current release, and you can configure AccuSync to automatically restart any synchronizations that are running when the server is rebooted. See *Working with AccuSync Configurations*, in the *AccuSync Management Console* for more information.

32241 - Unicode supported for project names

In previous releases, AccuSync did not properly handle unicode characters in project names, which resulted in synchronization errors. This problem has been corrected in the current release.

35288 - Improved logging

AccuSync logging has been improved to make it easier to identify projects that cannot be found by their reference. This can make it easier for Support to troubleshoot and resolve synchronization pattern configuration errors.

HP ALM Enhancements

These changes apply to AccuSync for HP ALM only.

34597 - Comment fields now sync

In the previous release, AccuSync did not synchronize the **Comment** field. This problem has been corrected in the current release.

35321 - Issue filtering error corrected

In the previous release, AccuSync was not using filters when determining whether or not to synchronize issues that had not been synchronized previously. This problem has been corrected in the current release.

JIRA Enhancements

These changes apply to AccuSync for JIRA only.

33745 - AccuWork fields not created for copied configurations

The **AccuWork Issue**, **AccuWorkIssueLink**, **AccuWorkChangePackage**, and **AccuWorkChangePackageHistory** fields required to synchronize AccuWork issues with JIRA were not created in JIRA for copied configurations. This problem has been corrected in the current release.

34200 - Support for JIRA 4.x is deprecated

Support for JIRA 4.x is deprecated in AccuSync 2014.3 and will be dropped in a future release.

34251 - ID is added to the component field name

In previous releases, AccuSync used to add an ID to every component field name when it was downloaded from JIRA. A component named `apptest` in JIRA would be named `apptest-10234` by AccuSync, for example. This problem has been corrected in the current release, and AccuSync now respects the JIRA component name.

35125 - Test connection error corrected

In previous releases, the test connection credentials were hard-coded to `admin/admin`, which caused most JIRA test connections to throw an error. This problem has been corrected in the current release.

35156 - Fix Version and Affected Version fields now sync

In previous releases, JIRA **Fix Version** and **Affected Version** fields were not synced with AccuWork. This problem has been corrected in the current release.

35328 - AccuSync logs in automatically after JIRA is restarted

In previous releases, if JIRA was stopped and restarted, AccuSync would not log in automatically, causing subsequent synchronizations to fail. This problem has been corrected in the current release, and AccuSync now logs in after the underlying JIRA system has been stopped and restarted, allowing scheduled synchronizations to continue without manual intervention.

Rally Enhancements

This change applies to AccuSync for Rally only.

35328 - Large number of projects causes search error

In the previous release, if you had twenty or more projects in a single workspace, AccuSync would go into an infinite loop when executing a search. This problem has been corrected in the current release.

Version 2014.2

General AccuSync Enhancements

This change applies to all ITSs supported by AccuSync.

33283 -- Copying a mapping definition no longer renames the source definition

In previous releases, when you copied a mapping definition AccuSync renamed the source mapping definition using the name you provided for the copy. This problem has been corrected in the current release, and AccuSync now creates a copy of the mapping definition using the name you provide.

HP ALM Enhancements

This change applies to AccuSync for HP ALM only.

33664, 34300 -- Custom fields now sync bi-directionally

In previous releases, AccuSync did not synchronize changes made to custom fields in HP ALM with the corresponding issue in AccuWork. This problem has been corrected in the current release.

IBM Rational ClearQuest Enhancements

These changes apply to AccuSync for IBM Rational ClearQuest only.

33904 - Support for SSL

AccuSync now supports HTTPS to allow you to connect to the IBM Rational ClearQuest server using the Secure Sockets Layer (SSL) protocol.

33905 - Custom fields support

AccuSync now supports custom fields in IBM Rational ClearQuest 8.x. You can create up to 30 custom fields. The names, which are case-sensitive, need to adhere to the following convention:

`customField<number>`. For example, `customField1`, `customField2`, and so on, up to `customField30`.

JIRA Enhancements

These changes apply to AccuSync for JIRA only.

32318 - Field names are properly escaped

In previous releases, AccuSync did not properly escape field names containing spaces in the `JQL` query it created. This caused an error to be thrown during synchronization if a mapping definition filter had been created which used such a field name. This problem has been corrected in the current release.

33606 - Full REST Implementation

Previous releases of AccuSync used both the *REST API* and *SOAP* for its JIRA implementation. AccuSync for JIRA now uses the *REST API* exclusively.

34236 - Filter conditions are properly escaped

In previous releases, AccuSync used unnecessary quotes to escape the conditions specified for mapping definition filters in the `JQL` it created. The resulting `JQL` clauses (`(AccuRevStreamName is "EMPTY")`, for example) caused an error to be thrown during synchronization. This problem has been corrected in the current release.

34541 - Priority field values now displayed on AccuWork issue form

In previous releases, values for the **Priority** field set in JIRA were not displayed on the AccuWork issue form. The **Priority** field value appeared only on the **Issue History** tab. This problem has been corrected in the current release.

Rally Enhancements

This change applies to AccuSync for Rally only.

32862 - Support for Rally 2.0 API

AccuSync for Rally supports the current Rally API, Rally 2.0.

Version 2014.1

General AccuSync Enhancements

These changes apply to all ITSs supported by AccuSync.

28838 - Issues can no longer be updated during synchronization

In previous releases, it was possible for users to change the status of issues displayed in the **Errors** table while a synchronization task was running. Deleting or ignoring an issue in this situation sometimes resulted in a database corruption. This problem has been corrected in the current release, and the Ignore Issue checkbox and the Delete are now disabled when a synchronization task is running.

31387 - Support for IBM Rational ClearQuest

AccuSync now supports IBM Rational ClearQuest 8.x. AccuSync synchronizes IBM Rational ClearQuest tasks and requests. Change package synchronization will be supported in a future release.

32098 - Search errors by ID

Pagination was introduced to the Errors table on the Status page of the **AccuSync Management Console** in the previous release. To this feature, AccuSync 2013.1 adds the ability to search errors by the issue ID. This allows you to quickly locate a synchronization error, rather than scrolling through pages of errors.

32507 - SDK enhancements

The AccuSync SDK, which was introduced in AccuSync 2013.4, has been updated for AccuSync 2014.1. Improvements include increased automation in the build and deploy process, and the SDK documentation has been enhanced with more robust procedures.

HP ALM Enhancements

These changes apply to AccuSync for HP ALM only.

32126, 32144, 32675 - Filtering corrections

Several corrections were made to the mapping definition filter, which allows you to specify the conditions that AccuSync uses to select the issue records you want to synchronize. In the current release:

- OR clauses are now constructed correctly.
- Dashes are now converted to – in those ITSs that require it.
- Filters created with only conditions (no AND/OR clauses) no longer cause exceptions.

32547 - Support for HTTPS

You can now use the HTTPS protocol to specify a connection to HP ALM.

JIRA Enhancements

These changes apply to AccuSync for JIRA only.

32408, 32410 - Improved SOAP session management

In previous releases, AccuSync managed SOAP sessions inefficiently - creating new sessions for each login, instead of pooling and reusing existing sessions, and not closing sessions that were opened during specific synchronization tasks. Problems with AccuSync SOAP session management have been addressed in the current release.

> **Note:** There are known issues with JIRA REST session management, which can be rectified by using JIRA versions 6.0.4 and later. See *https://jira.atlassian.com/browse/JRA-31322* for more information.

Note, however, that

33313 - User name restrictions removed

In previous releases, AccuSync unnecessarily limited JIRA usernames to alphanumeric characters. These restrictions have been removed in the current release, and AccuSync now supports JIRA username naming conventions.

Rally Enhancements

This change applies to AccuSync for Rally only.

32391 - Parent and child issues can be synched independently

In previous releases, if you were using nested projects and synched a parent issue, all of that issue's children were synched as well. Similarly, if you synched a child issue, its parent was automatically synched. Working around this limitation required creating a filter. This problem has been corrected in the current release, and you can now select and synchronize parent and child issues independently.

Known Issues

This section describes known issues in AccuSync and available workaround :

Setting up connection to ClearQuest is showing warning message on AccuSync

While connecting to ClearQuest, a message is displayed `Initialization of CLEARQUEST connection failed`. Click **OK** to proceed.

Old issues in JIRA refer to old host name in AccuWorkKey and AccuWorkIssueLink fields

Old issues created in JIRA retain old **Host Name**. Even after changing the host name, old Issues in JIRA refer to old host name in **AccuWorkKey** and **AccuWorkIssueLink** fields, but the synchronization of the issue occurs in the new server. Issues created after changing the host name do not have any issue identity. So the new hostname do not update in JIRA.

JIRA issues before changing hostname will still point to old **Host Name** in **AccuWork Key** and **AccuWorkIssueLink**.

AccuSync.pdf first page shows rectangular with patches

Due to document template issue two unnecessary small white bars are visible on the cover page of the `AccuSync .pdf` file, impacting the look to a certain extent.

QC string is shown in AccuSync console & Logs instead it should be shown as ALM

The entire code base reflects the old name *QC*, whereas the application has a new name *HP ALM*.

Workarounds

This section explains the available workarounds for issues in AccuSync:

Old JiraKey synchronized to AccuRev not getting updated

Switching project in JIRA of an already synchronized issue and synchronizing back to same depot shows `Cross reference key error`. As a work around, remove the **JiraKey** field in AccuWork, change to blank. After switching project in JIRA, for an already synced Issue and Syncing to different depot works as expected.

AccuSync Online Web help not available

AccuSync documentation is not updated in the *Online Web help* which comes with the Installer, the updated documentation can be found at AccuSync `Install folder/doc/AccuSync.pdf`.

Contacting Micro Focus

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Information Needed by Micro Focus SupportLine

When contacting Micro Focus SupportLine, please include the following information if possible. The more information you can give, the better Micro Focus SupportLine can help you.

- The name and version number of all products that you think might be causing an issue.
- Your computer make and model.
- System information such as operating system name and version, processors, and memory details.
- Any detailed description of the issue, including steps to reproduce the issue.
- Exact wording of any error messages involved.
- Your serial number or works order (WO) number.

To find out these numbers, look in the subject line and body of your Electronic Product Delivery Notice email that you received from Micro Focus, or on the box in which the product was supplied, and on the red card supplied in the DVD case .

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