

AccuSync™

Installation and Release Notes

Version 2013.5

Revised 12-December-2013

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Preface

This book is your guide to installing AccuSync™ from AccuRev®, Inc. 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.

Using This Book

This book assumes you are familiar with your operating system and its commands, as well as with AccuRev, AccuWork, and your ITS. It contains the following chapters:

Chapter	Description
Chapter 1 Introduction	Describes the highlights of the current AccuSync release, including news about supported ITSs.
Chapter 2 Installing AccuSync	Describes how to install AccuSync, including prerequisites and supported versions.
Chapter 3 Release Notes	Describes new features, enhancements, fixes, and known issues with the current release.

Typographical Conventions

This book uses the following typographical conventions:

Convention	Description
<code>blue sans-serif</code>	Used for sample code or output.
<code>red monospace</code>	Used for examples.
bold	Used for command names, and button names in the AccuSync Web user interface
<i>light italic</i>	Used for emphasis, book titles, and for first use of important terms
<i>blue italic</i>	Identifies a hyperlink (to a page or Web URL, for example)

Contacting Technical Support

AccuRev offers a variety of options to meet your technical support needs. For complete information about AccuRev technical support services, visit our Web site:

<http://www.accurev.com/customer-support-resources>

License Issues

If you are having trouble with a license for your AccuRev product, visit the License Self Help page first to see if there is a solution for your problem:

<http://www.accurev.com/support/license-self-help.html>

Other Support Issues

To obtain technical support for an AccuRev product:

- Go to <http://accurev.force.com/customerportal>
- Or write AccuRev technical support at support@accurev.com

When you contact AccuRev technical support, please include the following information:

- The version of AccuRev and any other AccuRev products you are using (AccuSync or GitCentric, for example)
- Your operating system
- The version of relevant third-party software (if you are using AccuSync, for example the version of your ITS)
- A brief description of the problem you are experiencing. Be sure to include which AccuRev interface you were using (Web user interface, Java GUI, or CLI), any error messages you received, what you were doing when the error occurred, whether the problem is reproducible, and so on.
- A description of any attempts you have made to resolve the issue, including using the resources described in [Other Resources](#).
- A simple assessment of how the issue affects your organization.

Other Resources

In addition to contacting AccuRev technical support, consider taking advantage of the following resources:

- AccuRev Known Problems and Solutions – <http://www.accurev.com/support/kps.html>

The AccuRev Known Problems and Solutions page describes known problems in released versions of AccuRev products.

- AccuRev User Forum – <http://www.accurev.com/ubbthreads/>

The AccuRev User Forum is a valuable resource. In addition to access to AccuRev’s international user community, the User Forum is the place to go for resources like:

- The AccuRev knowledge base
- The AccuRev FAQ

Register as a User Forum member today.

- AccuRev documentation – <http://www.accurev.com/documentation.html>

This page provides access to AccuRev product documentation for all current and previous releases of most AccuRev products.

1. 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.

Supported ITSs

AccuSync supports the following ITSs:

- Atlassian JIRA 4.x, 5.x, 6.x
- BMC Remedy ITSM 8
- HP Quality Center 9.x, 10.x, 11.x
- Rally Enterprise Edition

Highlights of this Release

AccuSync 2013.5 provides several new features and enhancements, including:

- **Support for BMC Remedy ITSM 8** -- AccuSync now supports BMC Remedy ITSM 8.
- **Improvements to the Errors table** -- The Errors table on the Status page of the AccuSync Management Console now supports pagination, and it provides tools that let you quickly select/deselect all errors for deletion and all issues for which you want to suspend synchronization.

In addition to the above, AccuSync 2013.5 continues to deliver enhancements that address customer-requested features and functionality.

AccuSync Compared to AccuBridge

AccuSync is AccuRev's second-generation tool for integrating AccuWork with HP QC, JIRA, and Rally issue tracking systems. 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	<ul style="list-style-type: none">▪ Web user interface for all configuration and set-up activities▪ Default configurations for BMC Remedy, HP QC, JIRA, and Rally▪ For JIRA users, an AccuSync plugin that automatically adds custom fields to JIRA screens	<ul style="list-style-type: none">▪ Manual editing of XML files▪ Configurations must be specified manually

Feature	AccuSync	AccuBridge
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 to 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.

2. Installing AccuSync

This chapter describes the process and procedures for installing AccuSync.

Installation Overview

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

New Installations

If you are installing AccuSync for the first time:

Step	Description	For More Information
1	Identify the machine on which you plan to install AccuSync. Make sure that it meets the requirements as described in Verify Prerequisites on page 4.	Verify Prerequisites on page 4
2	Download the AccuSync installation package from the AccuRev web site.	Download AccuSync Installation Packages on page 6
3	Run the AccuSync installation wizard.	Run the AccuSync Installation Wizard on page 7
4	<i>Linux users only:</i> Start the AccuSync services.	Start AccuSync Services on page 11

Upgrade Installations

If you are upgrading an existing AccuSync installation:

Step	Description	For More Information
1	Identify the machine on which you plan to install AccuSync. Make sure that it meets the requirements as described in Verify Prerequisites on page 4.	Verify Prerequisites on page 4
2	Back up the AccuSync database or existing AccuBridge™ configurations.	Back Up AccuSync and AccuBridge on page 5
3	Download the AccuSync installation package from the AccuRev web site.	Download AccuSync Installation Packages on page 6
4	Stop the AccuSync Server and AccuSyncTomcat Server	Stop AccuSync Servers on page 6
5	Run the AccuSync installation wizard.	Run the AccuSync Installation Wizard on page 7
6	<i>Linux users only:</i> Start the AccuSync services.	Start AccuSync Services on page 11

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](#) on page 7 for more information.

Verify Prerequisites

Note: If you are upgrading an existing AccuSync 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 Windows, you must have administrator privileges. No special privileges are required if you are installing on Linux or Solaris.
- **Tomcat.** The AccuSync installation installs its own Apache Tomcat version 6.0 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 4.x, 5.x, 6.x
 - BMC Remedy ITSM 8
 - HP Quality Center 9.x, 10.x, 11.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 AccuRev sales for more information: sales@accurev.com.

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

Web Browser	Minimum Version	Recommended Version
Microsoft Internet Explorer	IE7	IE9
Mozilla Firefox	7.0	7.0
Google Chrome	5.0	11.0

Note: Mac users should use Mozilla Firefox.

Back Up AccuSync and AccuBridge

IMPORTANT: AccuSync and AccuBridge users should back up existing configurations before installing AccuSync. 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](#) on page 6.

Backing Up AccuSync

The AccuSync database contains all the information about your AccuSync Configurations—connection settings, synchronization patterns, mapping definitions, and so on. The AccuSync database is created in the `\db` directory where you installed AccuSync (`c:\Program Files (x86)\AccuSync\db`, for example). The backup process creates a backup of the AccuSync database. The backup utility does not back up other AccuSync directories like `\bin`, `\conf`, and `\transformers`.

When you back up the AccuSync database, 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, `2012-03-14_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` directory is not removed when you uninstall AccuSync, nor is it overwritten during a new AccuSync installation.

Running the Backup Utility

Note: The location of the Backup command assumes that you accepted the Shortcut Folder default values during your previous AccuSync installation.

To run the backup utility:

1. Stop the AccuSync server.
See [Stopping the AccuSync Server](#) on page 7 if you need help with this step.
2. Start the backup utility:
 - **In Windows:** Click **Start > All Programs > AccuSync > AccuSync Backup**.
 - **In Linux and Solaris:** Click the `AccuSync_Backup` link on your desktop.
 - **From the console:** Navigate to the `\bin` directory where you installed AccuSync and run the `backup.bat` (Windows) or `backup.sh` (Linux/Solaris) file.

Regardless of how you start the backup utility, AccuSync opens a console. The console displays a message reminding you to stop the AccuSync server and then displays the following prompt:

```
Enter Y to specify the path to the /db folder; enter N to use the default /db location:
```

3. Type `n` at the prompt and press Enter.
The backup utility displays the prompt:

```
Enter the name for the backup.
```
4. Type a name for the backup and press Enter to continue.

The backup utility creates the database backup in the AccuSync `\backup` directory (`c:\Program Files (x86)\AccuSync\backup\2012-03-14_13-52.28_acme`, for example).

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](#) on page 4.
2. Go to the AccuSync Integrations section on the downloads page of the AccuRev, Inc. web site:

http://www.accurev.com/download_ab.htm

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 Servers

Note: If you are installing AccuSync for the first time, you can skip this step. Go to [Run the AccuSync Installation Wizard](#) on page 7.

If you are upgrading from a current AccuSync release, you must stop the services (Windows) or processes (Linux and Solaris) that run both the AccuSync server and Apache Tomcat server for AccuSync before you install AccuSync.

Stopping the AccuSync Server

To stop the AccuSync server:

In Windows:

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

In Linux and Solaris:

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

Stopping the Tomcat Server for AccuSync

To stop the Tomcat server for AccuSync:

In Windows:

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

In Linux and Solaris:

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

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.

Upgrading AccuSync from a Previous Version

IMPORTANT: If you are upgrading AccuSync from a previous version, do not uninstall the version that is currently installed. Install the later version in the same directory as your existing AccuSync, without making any changes to the existing AccuSync directory.

If you uninstall your current AccuSync and then install the current version, you may experience problems. In this case, delete or rename your existing AccuSync directory and install AccuSync again, as if it were a first-time installation.

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 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
Windows	AccuSyncInstall.exe	AccuSyncInstall.exe -i console
Linux and Solaris	sh AccuSyncInstall.bin	sh AccuSyncInstall.bin -i console

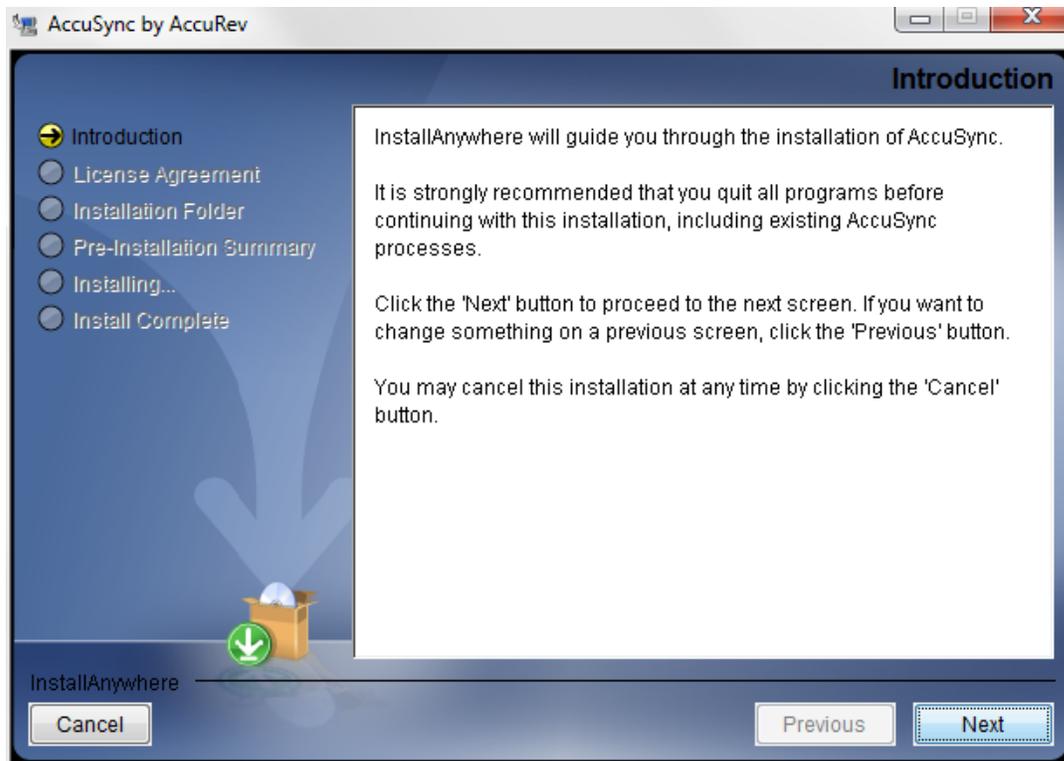
The executable files for your operating system will be in the local directory to which you downloaded and unpacked the AccuSync installation package ([Download AccuSync Installation Packages](#) on page 6).

How to Install AccuSync

To install AccuSync:

1. **Important:** If you are currently using AccuSync, make sure you back up the AccuSync database before installing the new version. See [Backing Up AccuSync](#) on page 5 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](#) on page 4.
3. Locate the local directory to which you downloaded and unpacked the AccuSync installation package ([Download AccuSync Installation Packages](#) on page 6).
4. Start the AccuSync installation wizard. See [Ways to Run the AccuSync Installation Wizard](#) on page 7 if you need help with this step.

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 AccuSync installation process:

In the GUI Installation Wizard	In the Console Installation Wizard
Click the Next button	Press the Enter key

At this point, the installation wizard displays a series of pages that help you configure the AccuSync 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](#) on page 10 for more information.

What Gets Installed

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

File or Directory	Description
<code>_AccuSync_installation</code>	Contains files used to uninstall AccuSync and logs of AccuSync installations.
<code>\backup</code>	Contains files used to create the default configurations for supported ITSs.
<code>\bin</code>	Contains startup, backup, and restore utilities.
<code>\conf</code>	Contains a configuration file used internally by AccuSync.
<code>\db</code>	Contains the AccuSync database, including configuration settings, watermarks, and errors.
<code>\defaultAccuworkschema</code>	Contains default AccuWork schema for supported ITSs.
<code>\doc</code>	Contains AccuSync user documentation.
<code>\import</code>	Contains files used to create the default configurations for supported ITSs.
<code>\jiraPlugin</code>	Contains the AccuSync plugins required for JIRA installations.
<code>\jre</code>	Contains the Java™ Platform, Standard Edition Runtime Environment.
<code>\lib</code>	Contains AccuSync <code>.jar</code> files, including those used by the custom transformer.
<code>\plugins</code>	Contains plugins for supported ITSs.
<code>\sdk</code>	Contains source code and documentation directories that help you use the AccuSync API to develop custom configurations.
<code>\tomcat</code>	Contains the Apache Tomcat server for AccuSync.
<code>\transformers</code>	Contains AccuSync transformers.
<code>\userTransformersSampleProject</code>	Contains a sample Java project you can use to create custom transformers.
<code>\www</code>	Contains the <code>accusync.war</code> file used by the Tomcat Server.
<code>version.txt</code>	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](#) on page 11.

If you are upgrading an existing AccuSync installation, go to [Post-Installation Procedures](#) on page 12.

Start AccuSync Services

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

- **Windows:** AccuSync services are started automatically. See [Windows Services Started After Install](#) on page 11 for more information.
- **Linux and Solaris:** AccuSync processes must be started manually. See [Starting Linux and Solaris Processes](#) on page 11 for more information.

Windows Services Started After Install

The following services are started after you install AccuSync on Windows:

- **AccuSync Tomcat.** This service starts the Apache Tomcat server for AccuSync.
- **AccuSync.** This service starts the AccuSync server.

Both of these services must be running in order for AccuSync users to start the AccuSync Management Console.

Tip: Both of these services have a Startup Type of Manual. You might want to change the Startup Type to Automatic if you want these services to be started automatically any time you restart or reboot your system.

Starting Linux and Solaris Processes

After completing installation on Linux or Solaris, you need to start the following processes:

- **AccuSync_Tomcat.** This process starts the Apache Tomcat server for AccuSync.
- **AccuSync_Server.** This process starts the AccuSync server.

Both of these processes must be running in order for AccuSync users to start the AccuSync Management Console.

How to Start AccuSync_Tomcat

To start AccuSync_Tomcat, double-click the **AccuSync_Tomcat** link on your desktop.

Alternative:

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

How to Start AccuSync_Server

To start AccuSync_Server, double-click the **AccuSync_Server** link on your desktop.

Alternative:

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

Post-Installation Procedures

The following table summarizes additional procedures that must be performed following both new AccuSync 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 on page 14
2012.1 and later	JIRA users only: Install the most recent version of the JIRA plugin for AccuSync.	Installing JIRA Plugins for AccuSync on page 14
2011.3	<ul style="list-style-type: none"> ▪ Migrate your backed up database to the database installed with your new AccuSync installation. ▪ JIRA users only: Install the latest JIRA plugins for AccuSync. 	<ul style="list-style-type: none"> ▪ Migrating Backed Up Databases on page 12 ▪ Installing JIRA Plugins for AccuSync on page 14
2011.2 or earlier	<ul style="list-style-type: none"> ▪ Migrate your backed up database to the database installed with your new AccuSync installation. ▪ Rally users only: Update change package field names to conform to values in your new AccuSync installation. ▪ JIRA users only: Install the latest JIRA plugin for AccuSync. 	<ul style="list-style-type: none"> ▪ Migrating Backed Up Databases on page 12 ▪ Updating Mapping Definition Field Names in Rally on page 12 ▪ Installing JIRA Plugins for AccuSync on page 14

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 AccuRev web site:

http://www.accurev.com/download_ab.htm

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

Updating Mapping Definition Field Names in Rally

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

This procedure is required for Rally users only.

Field names in the basicCpk mapping definition changed in AccuSync Version 2012.1. If you are upgrading from AccuSync 2011.2 or earlier, you must change the ChangePackageInfo and CpkPromoteData field names in your issue tracking system (ITS) as described in this section.

How to Change Field Names

To change field names:

1. Stop the AccuSync server if it is running.

In Windows:

- a. Open the Services window.

For example: Type *services.msc* in the Windows **Start Search** box and then press Enter.

- b. Select the AccuSync service.
- c. Click **Stop the service**.

In Linux or Solaris:

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

2. Back up any existing AccuSync Configurations.

Tip: This should have been done as part of the AccuSync installation process. See [Back Up AccuSync and AccuBridge](#) on page 5 for more information.

3. Run the utility to update the AccuSync database.

In Windows:

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

In Linux or Solaris:

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

4. In Rally, change the names of the ChangePackageInfo and CpkPromoteData fields as follows:

Existing Field Name	Change to
ChangePackageInfo	AccuWorkChangePackage
CpkPromoteData	AccuWorkChangePackageHistory

5. Start the AccuSync server:

In Windows:

- a. Open the Services window.

For example: Type *services.msc* in the Windows **Start Search** box and then press Enter.

- b. Select the AccuSync service.
- c. Click **Start the service**.

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

In Linux or Solaris:

Click the AccuSync_Server shortcut on your desktop.

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

Installing JIRA Plugins for AccuSync

This procedure is required for JIRA users only. It is required regardless of whether you are upgrading from a previous release of AccuSync or are installing AccuSync for the first time.

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 web 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 4 and JIRA 5

AccuRev provides plugins for JIRA 4 and JIRA 5, named `AccuSyncJiraPlugin4.jar` and `AccuSyncJiraPlugin5.jar`, respectively. These files are installed to the `\jiraPlugin` directory where you installed AccuSync (`c:\Program Files (x86)\AccuSync\jiraPlugin\`, for example).

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:

- For JIRA 4: <http://confluence.atlassian.com/display/JIRA040/Managing+JIRA's+Plugins>
- For JIRA 5: <http://confluence.atlassian.com/display/JIRA050/Managing+JIRA's+Plugins>

JIRA 6 users should use the JIRA 5 plugin.

How to Install the JIRA Plugin for AccuSync

1. Stop the AccuSync server if it is running.

In Windows:

- a. Open the Services window.

For example: Type `services.msc` in the Windows **Start Search** box and then press Enter.

- b. Select the AccuSync service.
- c. Click **Stop the service**.

In Linux or Solaris:

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

2. Back up any existing AccuSync Configurations.

Tip: This should have been done as part of the AccuSync installation process. See [Back Up AccuSync and AccuBridge](#) on page 5 for more information.

3. Run the utility to update the AccuSync database.

In Windows:

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

In Linux or Solaris:

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

4. Follow the instructions in your JIRA documentation for installing plugins.

Refer to your JIRA documentation if you need help with this step:

- For JIRA 4: <http://confluence.atlassian.com/display/JIRA040/Managing+JIRA's+Plugins>
- For JIRA 5: <http://confluence.atlassian.com/display/JIRA050/Managing+JIRA's+Plugins>

JIRA 6 users should use the JIRA 5 plugin.

5. Start the AccuSync server:

In Windows:

- a. Open the Services window.

For example: Type `services.msc` in the Windows **Start Search** box and then press Enter.

- b. Select the AccuSync service.
- c. Click **Start the service**.

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

In Linux or Solaris:

Click the `AccuSync_Server` shortcut on your desktop.

Note: If shortcuts are not available on your desktop, start the AccuSync server manually by running `startup.sh` in the `/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 Help* for more information.

3. Release Notes

This chapter describes the changes and enhancements to AccuSync version 2013.5 and previous AccuSync releases.

Version 2013.5

General AccuSync Enhancements

These changes apply to all ITSs supported by AccuSync.

30459 -- Simplify change package configurations

In previous releases, the AccuSync Management Console allowed you to specify fields unrelated to change packages when you created change package configurations. AccuSync also allowed one configuration type to be inherited from another, which permitted change package configurations to include fields unrelated to change package synchronization. Both of these problems have been corrected in the current release.

30461 -- Duplicate third-party keys created on initial synchronization

In previous releases, AccuSync created duplicate third-party keys during the initial synchronization if the issue type was changed on the third-party ITS before the synchronization was complete. This problem has been corrected in the current release.

30463 -- Improved AccuSync log error messages

The error messages in the AccuSync log have been improved and now include the number of the issue being synchronized when the error occurred.

30761, 31929-- Errors table enhancements

The Errors table on the Status page benefits from several enhancements in AccuSync 2013.5:

- New controls let you select/deselect all errors for deletion and all issues for which you wish to suspend processing.
- When the number of errors exceeds the available space, pages are added to the Errors table. New controls let you quickly navigate multi-page tables, and a label clearly identifies both the total number of errors and the set of errors that are currently displayed.
- The column that contains the checkbox that allows you to specify that you want to delete the error is now labeled Delete Error.
- The **Delete** button is enabled only after you mark an error for deletion.

30762 -- Mail Settings panel enhancements

The Mail Settings panel of the Admin Details page benefits from several enhancements in AccuSync 2013.5:

- The instructional text has been clarified.
- Settings for when to send an email alert have been simplified.

- The default email subject has been improved.

31056 -- New: Support for BMC Remedy ITSM 8

AccuSync 2013.5 provides support for BMC Remedy ITSM 8 (Remedy) in addition to ongoing support for Atlassian JIRA, HP Quality Center, and Rally Enterprise Edition.

31500 -- Improvements to synchronization status reporting

In previous releases, many of the calculations used to determine the type of icon to associate with synchronization status were performed on the AccuSync client, after fetching the data used in the calculation from the AccuSync server. This problem has been addressed in the current release, and status calculations are now performed on the server, enhancing synchronization performance.

31168 -- Problems with the update utility addressed

In previous releases, the utility used to update the AccuSync database, [update_db.sh/update_db.bat](#), often failed to work and reported errors. The update utility now performs as expected and error messages have been improved.

HP QC Enhancements

These changes apply to AccuSync for HP QC only.

30994 -- Ignoring changes by “AccuSync user” enhances synchronization processing

AccuSync for HP QC now distinguishes changes made to an issue record by the “AccuSync user” from changes made by an actual user. This allows AccuSync to skip records during subsequent synchronizations when the only changes are those that were made by AccuSync itself, resulting in reduced synchronization processing between HP QC and AccuWork.

JIRA Enhancements

These changes apply to AccuSync for JIRA only.

30464 -- Custom fields created by JIRA plugin for AccuSync are read-only

In previous releases, custom fields created by the JIRA plugin for AccuSync (AccuWorkIssueLink, AccuWorkKey, AccuWorkChangePackage, and AccuWorkChangePackageHistory) were not created as read-only, which sometimes led to synchronization issues if the values in these fields were edited. This problem has been corrected in the current release.

31076 -- Increased caching improves performance

AccuSync for JIRA now caches more data, reducing the number of round-trips to the server that were previously required to fetch schema information during synchronization.

Version 2013.4

General AccuSync Enhancements

These changes apply to all ITSs supported by AccuSync.

27511 -- New: Support for HP Quality Center

AccuSync 2013.4 now provides support for HP Quality Center (HP QC) in addition to ongoing support for Atlassian JIRA and Rally Enterprise Edition.

27543 -- New: “Contains” and “Does Not Contain” supported for mapping definition filters

AccuSync now supports “contains” and “does not contain” logic for mapping definition filters, which are used to select (or exclude) the issue records you want to synchronize. Values for these conditions for supported ITSs are shown in the following table.

Condition	AccuWork	JIRA	Rally	HP QC
Contains	*	~	contains	contains
Does Not Contain	!*	!~	!contains	does not contain

28762 -- New: SDK for developing AccuSync configurations

AccuSync 2013.4 provides an SDK to help you create custom AccuSync configurations for ITSs that are not currently supported by AccuRev. The SDK consists of source code for the AccuSync Management Console (the dashboard), source code for the sample configuration, as well as javadoc for the AccuSync API. The AccuSync configuration for HP Quality Center was developed using this API, and you can use the Sample configuration installed with AccuSync to model a configuration for any ITS you wish.

29883 -- Exceptions thrown for null objects in synchronization errors

In previous releases, AccuSync would throw an exception if it encountered a null object in the error list generated during synchronization. This issue has been corrected in the current release.

30063 -- Reload Configuration Cache error

In the previous release, the Reload Configuration Cache action could result in an error when attempting to handle a null object. This problem has been corrected in the current release.

JIRA Enhancements

These changes apply to AccuSync for JIRA only.

27860 -- Component and affectedVersion synchronization is now two-way

AccuSync 2013.1 introduced one-way (from JIRA to AccuWork) support for the **Component** field and affectedVersion field types. AccuSync now supports full two-way synchronization for these objects.

29113, 29115, 30107 -- Improved availability of JIRA fields

AccuSync has improved the availability of JIRA fields displayed during the creation of field mappings. In previous releases, AccuSync would not display JIRA fields if they were restricted based on issue type, configuration schemes, and field type. For example:

- AccuSync did not expose JIRA fields unless they were available in all defined issue types. You could not map a **Severity** field if it was associated only with Defects and not with Enhancements, for example.
- AccuSync did not expose JIRA fields associated with issue types that were restricted by Field Configuration Schemes.
- AccuSync did not expose JIRA fields that had been specified as Hidden in the Default Field Configuration.

All of these restrictions have been addressed in the current AccuSync release.

30150 -- Support for JIRA 6.x

In addition to support for JIRA 4.x and JIRA 5.x, AccuSync 2013.4 adds support for JIRA 6.x.

Rally Enhancements

These changes apply to AccuSync for Rally only.

29092 -- Enhancements to change package data formatting

In previous releases, change package information was not formatted, which made reading it difficult. ID, Type, Element, Version, and Basis Version change package information is now presented in separate lines for easy scanning and reading.

29110 -- Trailing slash for connection URL added to transactions in change packages

In previous releases, the connection URL constructed by AccuSync and displayed in the change package information did not include a trailing slash, which prevented the link from working. This has been corrected in the current release.

Version 2013.3

27518 -- AND/OR conditions for mapping definition filters restricted to two child nodes

In previous releases, if you defined a mapping definition that used either an AND or OR condition, AccuSync restricted child nodes of those conditions to two (2). This problem has been corrected in the current release, and you now define as many nodes as needed for AND and OR conditions.

In previous releases, AND or OR conditions in mapping definition filters were limited to two child nodes. AccuSync now lets you define as many nodes as needed for AND and OR conditions.

29454 -- Deleting errors can corrupt the AccuSync database

In previous releases, deleting an error from the Errors table on the AccuSync Configuration status page sometimes corrupted the AccuSync database, causing the AccuSync Management Console to become unresponsive. This problem has been corrected in the current release.

29593 -- Errors table enhancement

In previous releases, the Errors table on the AccuSync Configuration status page would grow to accommodate the current number of synchronization errors. This could make the table unwieldy as AccuSync relied on the browser controls for scrolling. AccuSync now limits the Errors table to ten (10) rows and adds its own scroll control as needed.

Version 2013.2

General AccuSync Enhancements

These changes apply to both AccuSync for JIRA and AccuSync for Rally.

28041 -- Reload Configuration Cache improved

In previous releases, making routine changes to the AccuWork schema or ITS schema like adding new releases, iterations, or issue types required you to restart the AccuSync service in order to make these values available to AccuSync. For example, if you created a new value for the Issue Type field and wanted to use that new value to modify or create a mapping definition, you would first have to stop

and restart the AccuSync service. Now, simply clicking the Reload Configuration Cache makes the necessary changes to AccuSync without stopping and restarting the AccuSync service.

28721 -- AccuWork issue numbers no longer written to ITS logging

In previous releases, AccuSync exposed AccuWork numbers to the ITS, instead of using issue IDs in a format recognized by the ITS. In normal operation, this practice did not present a problem. However, if the ITS encountered a problem during issue processing, it would use the AccuWork issue number when trying to resolve the problem, reject it, and fail. This problem has been corrected in the current release.

29153 -- Spurious error message no longer emitted during AccuSync Service startup

In previous releases, AccuSync would emit the error message `Query: TERM WHERE termid is null` when the AccuSync Service was started. This problem has been corrected in the current release, and the error message no longer appears.

29154 -- Clarification on the Change Package Synchronization check box

The documentation describing the use of the Change Package Synchronization check box, which appears on both the New Mapping Definition and Edit Mapping Definition dialog boxes, has been clarified. In summary, mapping definitions for AccuRev change package data should be created only if the mapping definition for the corresponding issue type (for a defect or enhancement, for example) has been created. Otherwise, AccuSync will not be able to create the issue record to store the change package data in your ITS.

29155 -- Recommendations for using Choose versus Text type fields

Generally speaking, it is best to use the Choose type for fields that have pre-defined values, even if those values change from time to time. For example, you might have a **Project** field whose values change every release cycle -- Acme_2.5, Acme_2.6, Acme_3.0, for example. While you might be inclined to create the Project field using the Text type to avoid periodically updating the AccuWork schema, you should consider using the Choose type to eliminate the opportunity for user error -- acme_2.5 and Acme_2.5 are considered different values because AccuSync is case-sensitive, for example. This recommendation is especially true in environments that take advantage of AccuSync's two-way synchronization.

29156 -- Tip for using AccuRev Web UI bulk update when editing multiple issue records

The AccuSync user documentation now includes additional usage information for the AccuRev Web UI bulk update feature -- specifically, how to change the number of issue records that are displayed at a time in the Query Browser Result pane.

JIRA Enhancements

These changes apply to AccuSync for JIRA only.

27730 -- Changing the value in the Project field causes synchronization to fail

In previous releases, changing the value of the Project field would prevent AccuSync from synchronizing the issue record. This problem has been corrected in the current release.

28691 -- Empty transactions created for updated unmapped JIRA fields

In previous releases, empty transactions were created when AccuSync would try to synchronize a changed made to a field in JIRA that was not mapped to a field in AccuWork. This problem has been corrected in the current release.

28692 -- Changing the value in the Issue Type field causes synchronization to fail

In previous releases, changing the value of the Issue Type field would prevent AccuSync from synchronizing the issue record. This problem has been corrected in the current release.

28693 -- Only the first new issue created by cloning is properly synchronized

In previous releases, AccuSync properly synchronized the first new issue that was created by cloning an existing issue. However, if that same existing issue was used to create other new issues by cloning, those new issues were not synchronized properly. This problem has been corrected in the current release, and AccuSync now properly synchronizes all cloned issues.

Version 2013.1

AccuSync 2013.1 includes changes and enhancements to AccuSync for JIRA and AccuSync for Rally as described in the following sections.

General AccuSync Enhancements

These changes apply to both AccuSync for JIRA and AccuSync for Rally.

27475 -- Copying issues

In previous releases, if you copied an issue in JIRA or Rally that was already associated with an issue in AccuWork, the AccuWork issue link was not removed from the newly created JIRA or Rally issue, creating a conflict. This problem has been corrected in the current AccuSync release. In addition, logging has been enhanced to record the reason for the removal of the issue link.

27693 -- Database index warnings no longer displayed

In previous releases (AccuSync versions 2012.1 and later), AccuSync displayed a database index warning each time the AccuSync Server was started. These warnings were the result of the database index dictionary getting dropped and created and did not affect AccuSync performance. This warning is now displayed only the first time the AccuSync Server is started.

27762 -- Synchronization fails in systems with no AccuWork issues

In previous releases, if your AccuWork system had no issues (as might be the case with a new depot, for example) the synchronization would fail. This problem has been corrected in the current release.

28231 -- Issue processing improvement

In previous releases, AccuSync would iterate over issue objects and look up the modified time of every transaction per issue, necessitating multiple calls to the AccuRev Server. This problem has been addressed in the current release, and AccuSync now uses cached values for transactions that have already been processed.

28295 -- Initial synchronization throws exception if watermark was null

In previous releases, AccuSync used a null as the initial watermark value which caused the initial synchronization to fail. This problem has been corrected in the current release.

28596 -- Errors can be deleted from the synchronization log file

The Errors table on the configuration status page displays errors from the synchronization log file. A new feature allows you to delete errors from the log file -- in the Errors table, select the error you want to remove from the log file and click the new **Delete** button.

JIRA Enhancements

These changes apply to AccuSync for JIRA only.

27839 -- Component field synchronization

You can now synchronize the JIRA **Component** field. Multi-selected values are created as a list of comma-separated values in the corresponding AccuWork field during synchronization. Note that **Component** field synchronization is one-way, from JIRA to AccuWork.

27841 -- Support for Date Time field type

You can now map JIRA fields specified using the Date Time type to AccuWork fields that use the Timestamp type. For example, you might want to map the JIRA **Created** field to the **Date Submitted** field in AccuWork.

27900 -- Support for affectedVersion field type

You can now map JIRA fields specified using the affectedVersion type to AccuWork fields that use the List type. Multi-selected values are created as a list of comma-separated values in the corresponding AccuWork field during synchronization. Note that synchronization for fields specified using the affectedVersion type is one-way, from JIRA to AccuWork.

28022 -- Invalid value for AccuWork Priority field prevents synchronization

In previous releases, if you had an AccuWork issue with a value for the **Priority** field that was not correctly mapped to a value in JIRA, the entire synchronization would fail and the watermark would not be advanced. This problem has been corrected in the current release. Now, if AccuSync encounters this problem, only the affected issue is not synchronized; all remaining issues are synchronized as necessary and the watermark is advanced.

28032 -- Improved handling of JIRA errors associated with unsupported characters

In previous releases, if the JIRA **Comment** field contained characters that were not supported by the JIRA API, the entire synchronization would fail and the watermark would not be advanced. This problem has been corrected in the current release. Now, if AccuSync encounters this problem, only the affected issue is not synchronized; all remaining issues are synchronized as necessary and the watermark is advanced.

Rally Enhancements

These changes apply to AccuSync for Rally only.

27842 -- Nested projects not accessible for synchronization

In previous releases, Rally projects that were nested two levels below the parent project were not displayed in the Rally Artifacts tree and were not accessible for synchronization. This problem has been corrected in the current release.

27915 -- Project names that use special characters do not synchronize

In previous releases, project names that use special characters, like the forward slash (/) prevented AccuSync from synchronizing issues associated with that project. This problem has been corrected in the current release.

27957 -- Synchronization fails when Change Package field exceeds 32768 bytes

In previous releases, synchronizations would fail if the content of the Change Package field exceeded 32768 bytes, as could sometimes occur when promoting changes involving large numbers of files. This problem has been corrected in the current release.

28186 -- Connection to AccuWork fails if list type field is <none selected>

When you specify an AccuRev depot as part of creating the connection, AccuSync reads in the values for all fields defined in the AccuWork schema. In previous releases, if the value for a field with a type of List was specified as *<none selected>*, the connection would fail. This problem has been corrected in the current release.

Known Issues in Version 2013.1

24439 – Install after uninstall disables AccuSync Server service.

If a user runs uninstall for an existing version of AccuSync and then installs AccuSync again, the AccuSync Server service does not start automatically and cannot be started manually. If you accidentally run uninstall, either delete or rename your AccuSync directory and then re-install AccuSync as a new installation. This problem is being addressed for the next release.