

# Rational Synchronization Server Help

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## Introduction

### About the Integration

The Rational Synchronization Server is an extensible framework which can host any number of synchronizer plug-ins written in a compatible way. The 1.4 version of the Synchronization Server comes with the following six synchronizers:

1. Rational Change for Change Interface
2. Rational Change for Focal Point Interface
3. Rational DOORS for Focal Point Interface
4. Rational Focal Point for Focal Point Interface
5. Rational Change for Rational Team Concert Interface
6. Rational Change for ClearQuest Interface

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## **Trademarks**

See <http://www.ibm.com/legal/copytrade.html>.

# Product Requirements

The following products are required to run the Synchronization Server. See the help for each individual synchronizer for information on products that are supported.

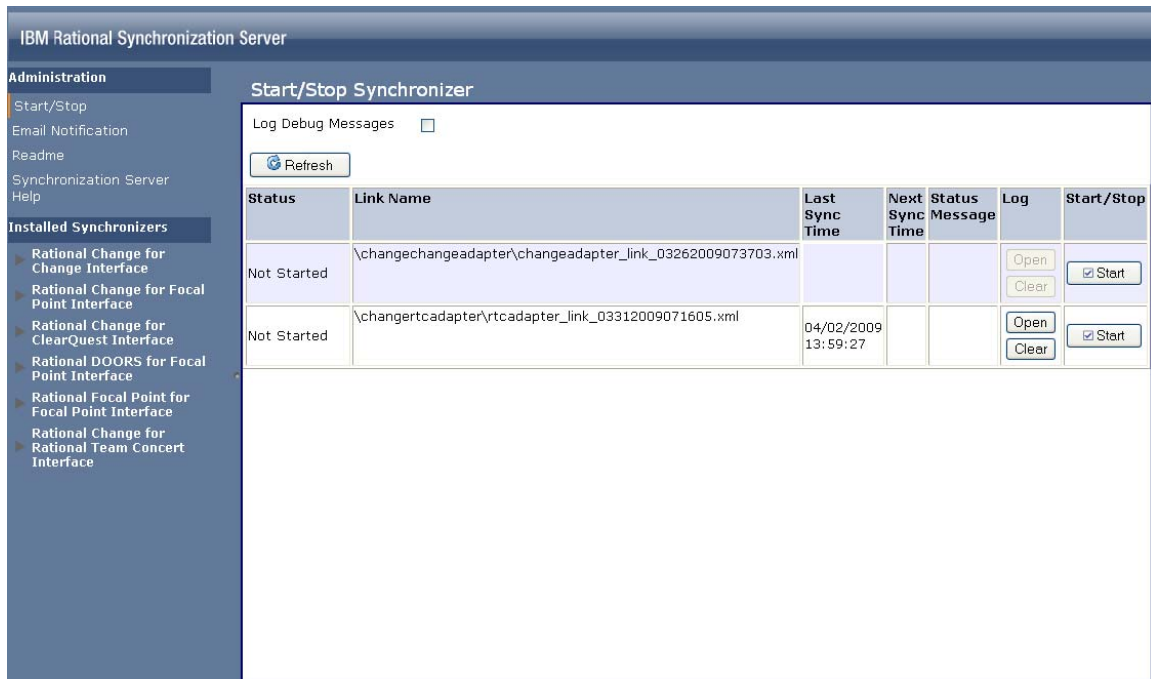
- Apache Tomcat 5.5.x or 6.x server – If the Change-ClearQuest synchronizer will be used, only 32-bit is supported.
- Java 6 Runtime or JDK

## Synchronization Server Administration

To configure the Synchronization Server, you can use the web-based administration interface. You can access the admin interface by pointing your web browser at <http://localhost:<port>/TlogicIntegration/admin/SyncFramework.html>, where <port> is the port number your Tomcat server is running on. You will be required to login to access the admin interface. Any user that has “administrator” role in Tomcat is valid. Tomcat users are defined in `CATALINA_HOME/conf/tomcat-users.xml`.

You can obtain this document and help on the Synchronizers using the admin interface as well.

To start or stop synchronizers, click the **Start/Stop** link on the left side of the screen. All existing synchronizers and their respective statuses will be listed in the table as shown below:



The screenshot shows the IBM Rational Synchronization Server Administration interface. The main content area is titled "Start/Stop Synchronizer". It features a "Log Debug Messages" checkbox and a "Refresh" button. Below this is a table with the following columns: Status, Link Name, Last Sync Time, Next Sync Time, Status Message, Log, and Start/Stop. Two synchronizers are listed, both with a status of "Not Started".

Status	Link Name	Last Sync Time	Next Sync Time	Status Message	Log	Start/Stop
Not Started	\\changechangeadapter\changeadapter_link_03262009073703.xml				Open Clear	Start
Not Started	\\changertcadapter\rtcadapter_link_03312009071605.xml	04/02/2009 13:59:27			Open Clear	Start

If a synchronizer is not running, a **Start** button will be displayed in its row. Clicking **Start** will start the synchronizer thread, and it will automatically synchronize on the time and date specified in the **Next Sync Time** field. Clicking **Stop** will stop the thread from running.

Clicking **Open** will display the log file for that synchronizer (if it exists). The log can be manually refreshed by clicking **Refresh**. The **Clear** operation will permanently delete the contents of the log.

- ❖ A new feature in the **Start/Stop** page called **Log Debug Messages** is available. By checking the checkbox **Log Debug Messages**, Rational Synchronization Server will automatically log DEBUG messages into the log.

To configure a synchronizer, click the link for that synchronizer in the **Installed Synchronizers** section, and then click **Configure**. Detailed instructions for configuring each synchronizer are provided in the help for that synchronizer.

- ❖ A new feature under the **Administration** section called **Email Notification** is available. In this section, you can specify the properties needed to enable or disable **Email Notification** for Synchronization Server. If you choose to enable **Email Notification**, you must make sure the checkbox **Enable Email Notification** is enabled. Specify the **SMTP Server**, **From Email Address**, and **To Email Address(es)** to use for email sending. If you choose to disable **Email Notification**, you must make sure the checkbox **Enable Email Notification** is disabled and the rest of the properties can be left empty.

**Email Notification** allows Rational Synchronization Server to automatically send emails to specific email address(es) whenever an ERROR is written into the logs. This feature must be configured in order for **Email Notification** to work properly. You may also choose to disable **Email Notification**, which means that no emails will be sent when an ERROR occurs.

- ❖ A new feature called **Attribute Value Mapping** has also been added to **Rational Synchronization Server**. This new feature is only enabled for the following Synchronizers: **Rational Change for Change Interface**, **Rational Change for Rational Team Concert Interface**, and **Rational Change for ClearQuest Interface**.
  - **Attribute Value Mapping** allows users to map **Rational Change** attribute values to **Adapter** attribute values. The mappings will be specified by using a specific XML file.
    - For each configuration of a Synchronizer, there can only be one **Attribute Value Mapping XML** defined.
    - The XML file must be manually created by the user in one of the following directories depending on the Synchronizer used:
      - `CATALINA_HOME/webapps/TlogicIntegration/WEB-INF/conf/Mapping/changechangeadapter`
      - `CATALINA_HOME/webapps/TlogicIntegration/WEB-INF/conf/Mapping/changertcadapter`
      - `CATALINA_HOME/webapps/TlogicIntegration/WEB-INF/conf/Mapping/cqchangeadapter`
  - The XML file **MUST** have the exact same name as the Synchronizer's Link File Name, which is located in the Links directory. (i.e. For a **Rational Change for Rational Team Concert Interface** synchronizer, the **Attribute Value Mapping XML** must have a name similar to `rtcadapter_link_MMdyyyHHmmss.xml`)
  - The attributes that should be defined in the **Attribute Value Mapping XML** should be attributes that have values that may be selected from a list box.
  - Users must define the **Attribute Value Mapping XML** in the following format:

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<attrValueMap>
  <valuePair>
    <changeAttrId/>
    <adapterAttrId/>
    <changeAttrValue/>
    <adapterAttrValue/>
  </valuePair>
  <valuePair>
    <changeAttrId/>
    <adapterAttrId/>
    <changeAttrValue/>
    <adapterAttrValue />
  </valuePair>
  .
  .
  .
</attrValueMap>

```

**changeAttrId** is the ID of the **Rational Change** attribute and not the display name.  
**adapterAttrId** is the ID of the **Adapter** attribute and not the display name.  
**changeAttrValue** is the **Rational Change** attribute value that will be mapped to a corresponding **Adapter** attribute value.  
**adapterAttrValue** is the **Adapter** attribute value that will be mapped to a corresponding **Rational Change** attribute value.

**Example:**

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<attrValueMap>
  <valuePair>
    <changeAttrId>priority</changeAttrId>
    <adapterAttrId>internalPriority</adapterAttrId>
    <changeAttrValue>1</changeAttrValue>
    <adapterAttrValue>High</adapterAttrValue>
  </valuePair>
  <valuePair>
    <changeAttrId>priority</changeAttrId>
    <adapterAttrId>internalPriority</adapterAttrId>
    <changeAttrValue>2</changeAttrValue>
    <adapterAttrValue>Medium</adapterAttrValue>
  </valuePair>
</attrValueMap>

```

# Troubleshooting

Logs for the Synchronization Server synchronizers are located at `CATALINA_HOME/webapps/TlogicIntegration/WEB-INF/logs`. These logs should be sent to IBM Support to help diagnose the cause of any errors.

## Contact Support

### Contacting IBM Rational Software Support

If the self-help resources have not provided a resolution to your problem, you can contact IBM® Rational® Software Support for assistance in resolving product issues.

**Note:** If you are a heritage Telelogic customer, a single reference site for support resources is located at <http://www.ibm.com/software/rational/support/telelogic/>

### Prerequisites

To submit your problem to IBM Rational Software Support, you must have an active Passport Advantage® software maintenance agreement. Passport Advantage is the IBM comprehensive software licensing and software maintenance (product upgrades and technical support) offering. You can enroll online in Passport Advantage from <http://www.ibm.com/software/lotus/passportadvantage/howtoenroll.html>

- To learn more about Passport Advantage, visit the Passport Advantage FAQs at [http://www.ibm.com/software/lotus/passportadvantage/brochures\\_faqs\\_quickguides.html](http://www.ibm.com/software/lotus/passportadvantage/brochures_faqs_quickguides.html).
- For further assistance, contact your IBM representative.

To submit your problem online (from the IBM Web site) to IBM Rational Software Support, you must additionally:

- Be a registered user on the IBM Rational Software Support Web site. For details about registering, go to <http://www.ibm.com/software/support/>.
- Be listed as an authorized caller in the service request tool.

## Submitting Problems

To submit your problem to IBM Rational Software Support:

1. Determine the business impact of your problem. When you report a problem to IBM, you are asked to supply a severity level. Therefore, you need to understand and assess the business impact of the problem that you are reporting.

Use the following table to determine the severity level.

Severity	Description
1	The problem has a critical business impact: You are unable to use the program, resulting in a critical impact on operations. This condition requires an immediate solution.
2	This problem has a significant business impact: The program is usable, but it is severely limited.
3	The problem has some business impact: The program is usable, but less significant features (not critical to operations) are unavailable.
4	The problem has minimal business impact: The problem causes little impact on operations or a reasonable circumvention to the problem was implemented.

2. Describe your problem and gather background information. When describing a problem to IBM, be as specific as possible. Include all relevant background information so that IBM Rational Software Support specialists can help you solve the problem efficiently. To save time, know the answers to these questions:
  - What software versions were you running when the problem occurred?  
To determine the exact product name and version, use the option applicable to you:
    - Start the IBM Installation Manager and select **File > View Installed Packages**. Expand a package group and select a package to see the package name and version number.
    - Start your product, and click **Help > About** to see the offering name and version number.
  - What is your operating system and version number (including any service packs or patches)?
  - Do you have logs, traces, and messages that are related to the problem symptoms?
  - Can you recreate the problem? If so, what steps do you perform to recreate the problem?
  - Did you make any changes to the system? For example, did you make changes to the hardware, operating system, networking software, or other system components?
  - Are you currently using a workaround for the problem? If so, be prepared to describe the workaround when you report the problem.



3. Submit your problem to IBM Rational Software Support. You can submit your problem to IBM Rational Software Support in the following ways:

- **Online:** Go to the IBM Rational Software Support Web site at <https://www.ibm.com/software/rational/support/> and in the Rational support task navigator, click **Open Service Request**. Select the electronic problem reporting tool, and open a Problem Management Record (PMR), describing the problem accurately in your own words.

For more information about opening a service request, go to <http://www.ibm.com/software/support/help.html>

You can also open an online service request using the IBM Support Assistant. For more information, go to <http://www.ibm.com/software/support/isa/faq.html>.

- **By phone:** For the phone number to call in your country or region, go to the IBM directory of worldwide contacts at <http://www.ibm.com/planetwide/> and click the name of your country or geographic region.
- **Through your IBM Representative:** If you cannot access IBM Rational Software Support online or by phone, contact your IBM Representative. If necessary, your IBM Representative can open a service request for you. You can find complete contact information for each country at <http://www.ibm.com/planetwide/>.