

TARGETPROCESS JIRA INTEGRATION GUIDE



v.2.10

JIRA Integration Guide

This document describes JIRA plugin configuration.

JIRA INTEGRATION OVERVIEW	2
CONFIGURE TARGETPROCESS JIRA INTEGRATION PLUGIN	2
STEP 1. CONNECTION	3
STEP 2. PROJECTS AND QUERIES	4
STEP 3. STATES MAPPING AND RESOLUTION	5
STEP 4. PRIORITIES MAPPING.....	6
<i>Priority Definitions</i>	7
STEP 5. ACTORS MAPPING.....	7
STEP 6. CUSTOM FIELDS MAPPING.....	8
STEP 7. USERS MAPPING.....	9
STEP 8. UNIQUE JIRA PROPERTIES MAPPING	9
HOW TO CHECK SYNCHRONIZATION RESULTS.....	10
JUMP FROM BUG IN TARGETPROCESS TO BUG IN JIRA	11
OTHER.....	12

IMPORTANT NOTES:

- Supported JIRA version is 3.1 and above

JIRA Integration Overview

JIRA Integration provides the following functionality:

- Import bugs from JIRA into TargetProcess.
- Synchronize bugs in JIRA and TargetProcess (if bug updated in JIRA the update will be reflected in TargetProcess).
- Change bug status and resolution in JIRA when it's changed in TargetProcess.

Configure TargetProcess JIRA Integration Plugin

JIRA plugin has quite many options and it is very flexible. It may take some time to configure it correctly, but it should definitely fit your specific needs.

First of all you should navigate to [Admin](#) -> [Plugins](#) and click *Add Profile* for JIRA Integration plugin. The profile form will appear. You should specify Profile Name. It is recommended to use project name in profile name, since each profile relates to exactly one project.

Step 1. Connection

You should specify several parameters to enable JIRA connection:

- JIRA Url: just an URL to JIRA server.
- JIRA login and password: login and password of any valid JIRA user that have permissions to required bugs.
- Sync Interval: parameters that specifies how often TargetProcess will run synchronization job.

Profile Name
MyProject

Jira Connection
Jira Url
Ex: http://Jira.mysite.com
http://localhost:8080

Sync Interval
Specify sync interval in minutes (short intervals may reduce system performance)
5

Jira Authentication
Jira Login
admin

Jira Password

After that save profile settings (find *Save & Exit* button at the bottom of the screen). Push *Check connection* button to ensure that TargetProcess can connect to JIRA server.

Admin

General Settings Roles Processes Priority/Severity Companies License Plugins Log

Home > Plugins

The logon with Jira Integration Settings: TargetProcess ProjectID='1'; Jira Url='http://localhost:8080'; Jira FilterName='Test Filter'; is failed. Unable to connect to the remote server

Show Info

Plugins

Bug Tracking

Bugzilla Integration [Add Profile](#)

Jira Integration [Add Profile](#)

1 Check connection Reset synchronization time Disable Log

2 Check connection Reset synchronization time Disable Log

TestTrackPro Integration [Add Profile](#)

If you did not specify query name and all other connection parameters are fine, you will see error **“The defined JIRA saved search query is not valid”**. It means that connection passed, but you should specify query (see next step).

Step 2. Projects and Queries

Each JIRA Integration profile relates to one and only one project. It means if you want to enable integration for several projects you should create several profiles. But how TargetProcess knows what bugs relate to Project A and what bugs relate to Project B?

There two options:

1. You may import all bugs from JIRA project to TargetProcess project.
2. You may create custom Filter in JIRA and associate results of this filter with TargetProcess project.

If you do not want to create filter in JIRA, just select TargetProcess project and type JIRA project key in the Key field.

Key
Specify Jira key to retrieve issues. The key can be Jira project key or saved filter. To specify the filter use 'Filter:' prefix (Ex: [Filter:MyFilter]).

If you want to user filter from JIRA, it is required to create the filter first. It should be done in Filters area.

The screenshot shows the JIRA 'Manage Filters' page. The left sidebar contains filter details for 'My Project', including project name, issue type (Bug), and sorting (Key descending). The main area shows a table of filters:

Your Filters	Issues	Sharing	Subscription	Operations
My Project	8	Private	None - Subscribe	View Edit Delete Share Add Column Order
Test Filter	5	Global	None - Subscribe	View Edit Delete Share Add Column Order

Below the table is a 'Viewable Filters' section with columns for Issues, Sharing, Subscription, and Author. It states 'There are no shared filters.' and includes a note: 'Note that you can only see your own subscriptions for viewable filters.'

Then it is required to set filter name in Key field using pattern “Filter: MyFilterName” (see example below):

Project Mapping

Project ID

Specify the project you want to synchronize with Jira. Bugs from Jira will be added to this project.

Key

Specify Jira key to retrieve issues. The key can be Jira project key or saved filter. To specify the filter use 'Filter:' prefix (Ex:[Filter:MyFilter]).

Step 3. States Mapping and Resolution

States mapping is quite complex thing. The reason is that JIRA has two concepts: **State and State Transition**, while TargetProcess has only **States**. In States mapping you should specify relations between **TargetProcess states** and **JIRA statuses**.

Step Name (id)	Linked Status	Transitions (id)	Operations
Open (1)	Open	Start Progress (4) >> In Progress Resolve Issue (5) >> Resolved Close Issue (2) >> Closed	View Properties
In Progress (3)	In Progress	Stop Progress (301) >> Open Resolve Issue (5) >> Resolved Close Issue (2) >> Closed	View Properties
Resolved (4)	Resolved	Close Issue (701) >> Closed Reopen Issue (3) >> Reopened	View Properties
Reopened (5)	Reopened	Resolve Issue (5) >> Resolved Close Issue (2) >> Closed Start Progress (4) >> In Progress	View Properties
Closed (8)	Closed	Reopen Issue (3) >> Reopened	View Properties

If we take default workflow in TargetProcess: Open -> Fixed or Invalid -> Closed, it can be mapped like that:

States Mapping

Transition Entity States

Specify Jira-to-TargetProcess transitions and states. Use names of transition and state for Jira (Ex: [Resolve Issue,Resolved] -> [Fixed]). The transition name is required for TargetProcess-to-Jira states synchronization. Note that TargetProcess workflow must be the same as for Jira for correct TargetProcess-to-Jira states synchronization.

Jira	TargetProcess	
Open	Open	Edit Del
Start Progress, In Progress	Open	Edit Del
Stop Progress, Open	Open	Edit Del
Resolve Issue, Resolved	Fixed	Edit Del
Close Issue, Closed	Closed	Edit Del
Reopen Issue, Reopened	Open	Edit Del

IMPORTANT: Do not forget to push Save & Exit button after adding states mapping, otherwise it will not be saved!

Step 4. Priorities Mapping

Priorities in JIRA relates to **Severities** in TargetProcess. It is recommended to configure severities in TargetProcess exactly the same as in JIRA. You may do the configuration in [Admin](#) -> [Priority/Severity](#) section. JIRA has the following values for priorities.

Priority Definitions

Name	Description	Icon	Color	Order	Operations
Blocker	Blocks development and/or testing work, production could not run.	🚫	Red	↓	Edit Delete Default
Critical	Crashes, loss of data, severe memory leak.	🔴	Red	↑ ↓	Edit Delete Default
Major	Major loss of function.	🔴	Green	↑ ↓	Edit Delete Default
Minor	Minor loss of function, or other problem where easy workaround is present.	🟢	Green	↑ ↓	Edit Delete Default
Trivial	Cosmetic problem like misspelt words or misaligned text.	🟢	Dark Green	↑	Edit Delete Default

Default severities can be mapped as shown below:

Severities Mapping

Severities

Specify Jira-to-TargetProcess severities mapping. Use names of priorities for Jira and names of severities for TargetProcess (Ex: [Blocker] -> [Blocking]).

Jira	TargetProcess	
Blocker	Blocking	Edit Del
Critical	Critical	Edit Del
Major	Normal	Edit Del
Minor	Small	Edit Del
Trivial	Enhancement	Edit Del

Jira	TargetProcess	
<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>

Step 5. Actors Mapping

There are two actors in JIRA: **Assignee** (person who will fix a bug) and **Reporter** (person who added a bug). In TargetProcess these actors may have different names. Default workflow has the following mapping:

JIRA Actor	TargetProcess Actor
Assignee	Developer(s)
Reporter	Verifier

Actors Mapping

Assignee Actor

Specify TargetProcess actor name who relates to Assignee role in Jira (Ex: Developer(s)).

Reporter Actor

Specify TargetProcess actor name who relates to Reporter role in Jira (Ex: Verifier).

If you have different workflow, you may specify another mapping. Type exact Actor name into the fields (for example, default actor name for Developer is Developer(s), check that in Workflows Management section in Process).

Step 6. Custom Fields Mapping

If you have custom fields in JIRA you may synchronize them as well. It is required to create the same custom fields in TargetProcess ([Admin](#) -> [Processes](#) -> [Custom Fields](#)) and map custom fields in profile.

It is required to use custom field name from JIRA. For example, we have Risk custom field in JIRA as shown below:

View Custom Fields ?

The table below shows the custom fields used in this JIRA installation. 1 custom fields available.

[Add Custom Field](#)

Name	Type	Available Context(s)	Screens	Operations
Risk	Number Field	Global (all issues)	<input checked="" type="checkbox"/> Default Screen	Configure Edit Screens Delete

And use custom field name from TargetProcess as shown on picture below.

Custom Fields for 'All Practices' Process → add		
ID <small>↕</small>	Name	Entity
1	OS	BUG
2	Platform	BUG
3	Risk	BUG

In this case correct mapping will look like that:

Custom Fields Mapping

Custom Fields

(optional) Jira-to-TargetProcess custom fields mapping. Use names of custom fields.

Jira	TargetProcess	
Risk	Risk	Edit Del
Jira	TargetProcess	
<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>

IMPORTANT: Do not forget to push Save & Exit button after adding states mapping, otherwise it will not be saved!

Step 7. Users Mapping

TargetProcess should know how to assign users on imported bugs. By default it tries to find user by email or by login. For example, if you have user with email tester@mycompany.com in JIRA and have user with the same email in TargetProcess, all will be fine. However if there is no such user in TargetProcess, it will be required to map it in Users Mapping area.

Users Mapping

Users

Specify Jira-to-TargetProcess users. Required to correct bugs' comments sync and assigned users sync.

Jira	TargetProcess	
mike@targetprocess.com	michael@targetprocess.com	Edit Del
Jira	TargetProcess	
<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>

Step 8. Unique JIRA Properties Mapping

Bug in JIRA has some unique properties that do not exist in TargetProcess. You may import this information as well if required using custom fields created in TargetProcess.

For example, to enable **Environment** property synchronization, the following steps required:

1. Create custom field for Bug entity named Environment (text box)
2. Specify custom field name in JIRA Integration profile

If you don't want to synchronize some properties, you may leave fields blank in profile.

Jira Properties Mapping

Affects Version

Specify TargetProcess custom field name.

Fix Versions

Specify TargetProcess custom field name.

Due Date

Specify TargetProcess custom field name.

Environment

Specify TargetProcess custom field name.

Components

Specify TargetProcess custom field name.

For Components you may create Drop Down custom field in TargetProcess and fill it with the same values as you have in JIRA.

How to Check Synchronization Results

JIRA synchronization will be run as often as configured in plugin profile. You can't run it immediately, but you may reset synchronization time to say plugin that synchronization is required. To reset synchronization time navigate to Plugins, expand JIRA Integration plugin and push the button for required profile.

To check sync results, click *Log* link for plugin profile. You will see sync log.

The log for Jira Integration profile '2'

<input type="checkbox"/>	Date	Successful	Message	
<input type="checkbox"/>	22-May-2008 11:56:17	✔	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 0	✖
<input type="checkbox"/>	22-May-2008 11:51:20	✔	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 2 Affected Jira Key(s) : [PT-1,PT-2] Failed Bugs Count of bugs : 0	✖
<input type="checkbox"/>	22-May-2008 11:46:17	✔	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 0	✖
<input type="checkbox"/>	22-May-2008 11:41:17	✔	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 0	✖
<input type="checkbox"/>	22-May-2008 11:36:17	✔	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 0	✖
<input type="checkbox"/>	22-May-2008 11:31:17	✔	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 0	✖
<input type="checkbox"/>	22-May-2008 11:26:21	✖	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 1 Affected Jira Key(s) : [PT-2] ERROR: The entity 'EntityState' with the ...	✖
<input type="checkbox"/>	22-May-2008 11:21:17	✔	Added Bugs Count of bugs : 0 Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 0	✖
<input type="checkbox"/>	22-May-2008 11:16:21	✔	Added Bugs Count of bugs : 2 Affected Jira Key(s) : [PT-1,PT-2] Updated Bugs Count of bugs : 0 Failed Bugs Count of bugs : 0	✖

[< Prev](#) 301 - 309 of 309

The log shows all sync sessions with results, it shows how many bug were added or updated as well as JIRA Ids. You may click on date to see sync session details.

[Home](#) > [Plugins](#) > [View Profile Log Entry](#)

Profile Log Entry

Added Bugs
Count of bugs : 0

Updated Bugs
Count of bugs : 0

Failed Bugs
Count of bugs : 1
Affected Jira Key(s) : [PT-2]

ERROR: The entity 'EntityState' with the name 'Resolved' could not be found
Count of bugs : 1
Affected Jira Key(s) : [PT-2]

Additional Info	
Plugin	Jira Integration
Profile	2
Successfull	✘
Creation Date	22-May-2008 11:26:21

IMPORTANT. If you have errors in the log, the bugs will not be imported again. It is required to update profile with changes that fixes import problem (for example, change mapping) and push **Reset Sync Time** button. Thus JIRA plugin will know that it is required to re-import these failed bugs again.

Jump from Bug in TargetProcess to Bug in JIRA

It is possible to navigate to JIRA bug directly from TargetProcess bug View page.

BUG #20. The Bug

General Times Requests Source History

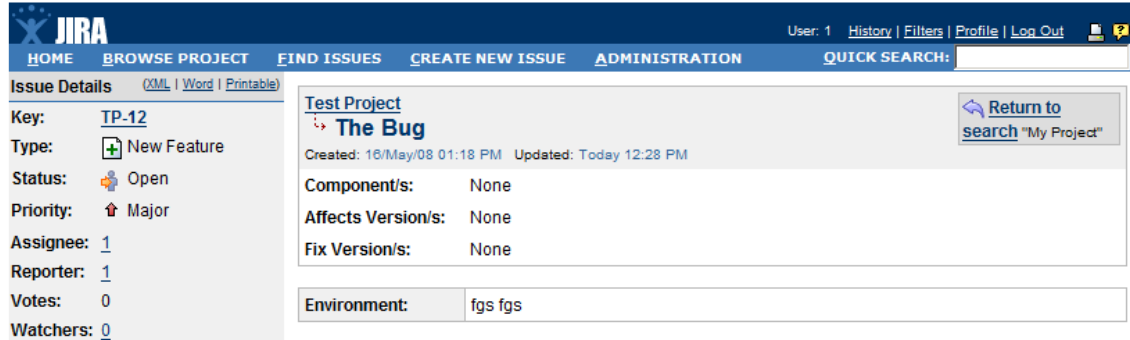
Attachments
 [Attach a file](#)

Comments [→ add](#)

Messages

Developer(s) Effort	0 h
Verifier Effort	0 h
Total Effort	0 h
Progress	0%
Time Spent	0 h
Time ToDo	0 h
Rank	<input type="text" value="1"/>
Priority	Fix If Time
Severity	Enhancement
State	<u>Open</u>
Assignments	Dev. A. Administrator Ver. A. Administrator
Build	
User Story	
Release	
Iteration	
Owner	1 1
Creation Date	16-May-08
Completion Date	
External Link	Jira Url
Affects Version	
Fix Version	

If you click this link, system redirects you to JIRA. If you are not logged in, you will be prompted with login and password to see the defect. After that you will see the bug details page.



The screenshot shows the JIRA interface for an issue titled "The Bug" in the "Test Project". The issue key is TP-12. The status is "Open" with a priority of "Major". It was created on 16/May/08 at 01:18 PM and last updated today at 12:28 PM. The issue has 1 assignee, 1 reporter, 0 votes, and 0 watchers. The component, affected versions, and fix versions are all listed as "None". The environment is noted as "fgs fgs". The navigation bar includes links for Home, Browse Project, Find Issues, Create New Issue, and Administration. A quick search bar is also visible.

Other

Please, email to support@targetprocess.com if any problems with JIRA integration. Visit support forum at <http://support.targetprocess.com> or TargetProcess Help Desk at <http://helpdesk.targetprocess.com>

If you have any questions about TargetProcess, just contact us:

Email: info@targetprocess.com

Web: <http://www.targetprocess.com>