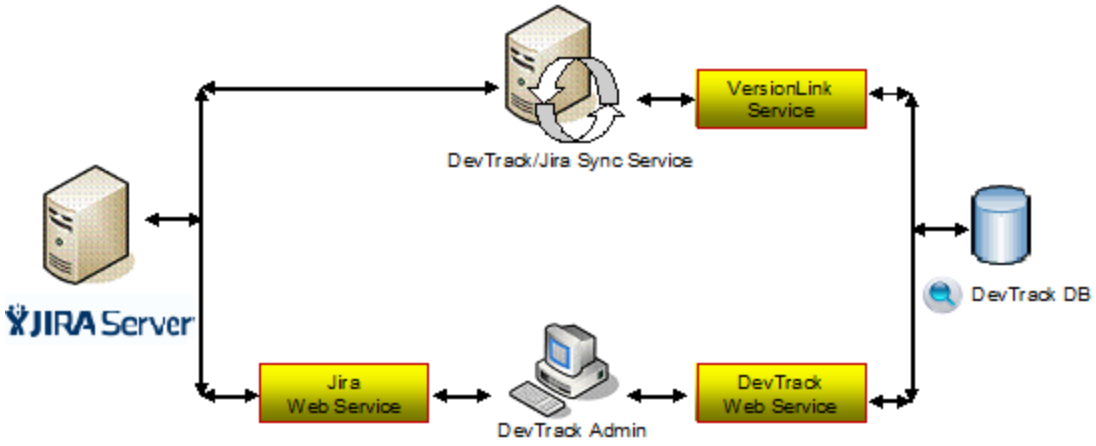
Jira Integration

DevTrack/Jira Integration links DevTrack issues with Jira work items and enables DevTrack and Jira to work together seamlessly to deliver a more complete software development solution.

From Jira issue tracking system you can view the DevTrack issues and related files as Jira work items. When you update any Jira work items, the changes will be available to DevTrack seamlessly, and vice versa. It provides a very simple and intuitive interface. By simple point-and-click administration, you can set up the integration environment from within DevTrack Admin and make the integration work in a very short period of time.

DevTrack and Jira integration includes the following components:

- DevTrack VersionLink Web Service
- DevTrack/Jira Integration Sync Service
- Jira web server/service
- DevSuite Admin Component (DevSuite Admin Client and DevSuite Admin Web Service)



DevTrack/Jira Integration Setup

DevTrack VersionLink enables development organizations to integrate DevTrack projects with third party version control and software management system. DevTrack VersionLink administrative tasks include the installation and configuration of DevTrack VersionLink Service, the DevTrack/Jira integration Sync service, and the configuration of DevTrack/Jira integration in the DevTrack Admin client.

DevTrack/Jira integration and synchronization is made possible by following two components:

DevTrack VersionLink service: Using DevTrack VersionLink Service, development organizations may able to leverage the Jira system with ease and flexibility of DevTrack.

DevTrack /Jira integration Sync service: The DevTrack /Jira integration Sync service synchronizes issue-work item data based on administrator-defined sync rules.

Once these two components are installed and configured, project administrators may define integration and synchronization settings in the DevTrack Admin client.

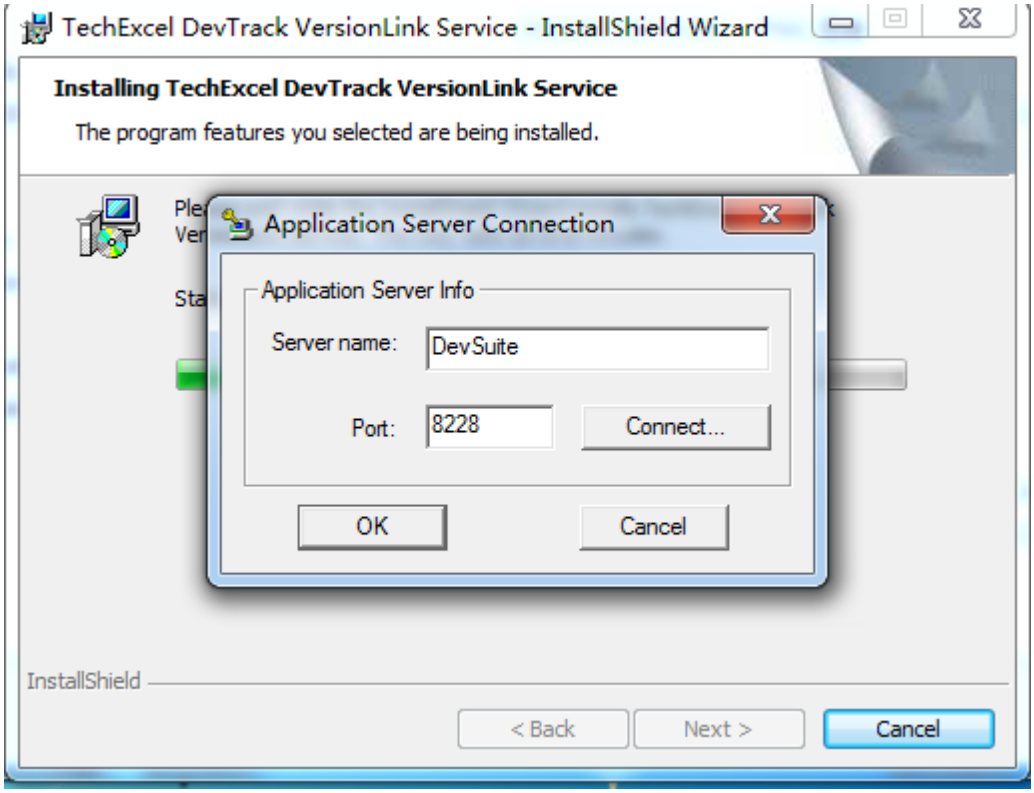
Installing TechExcel DevTrack VersionLink Service

System administrators are responsible for installing the DevTrack VersionLink service, the DevTrack/Jira Integration Sync Service, and configuring the DevTrack environment to operate properly.

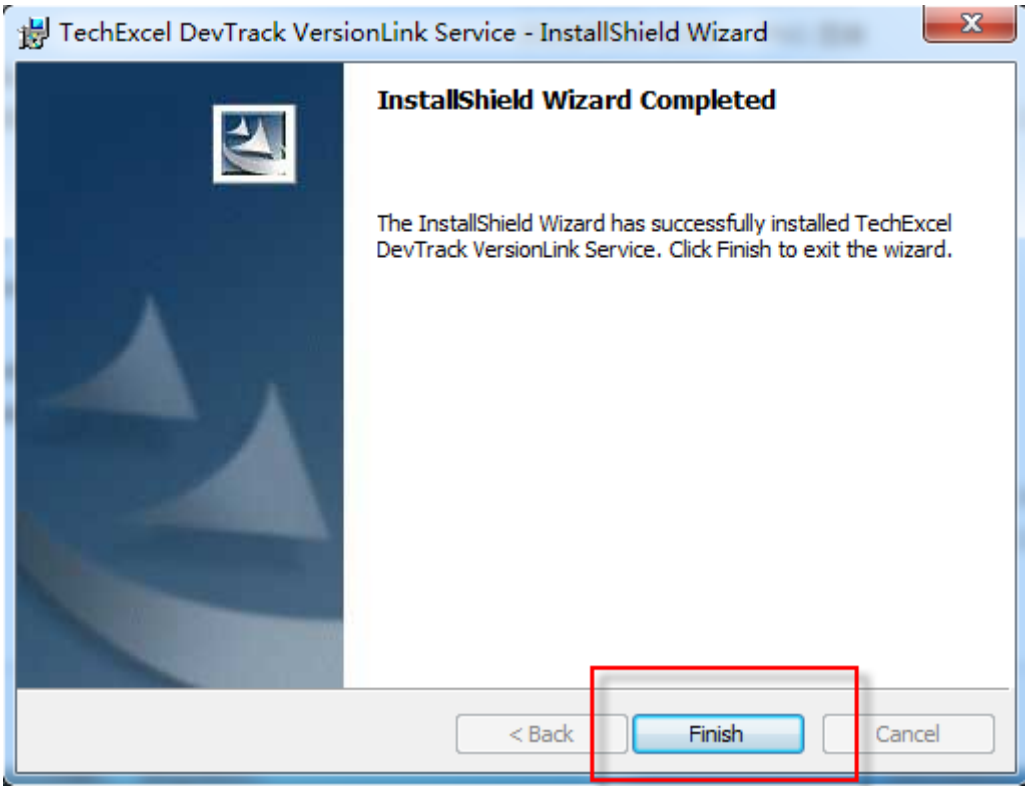
DevTrack VersionLink service are used to connect DevTrack database to the DevTrack/Jira integration sync service.

To install the DevTrack VersionLink Service.

1. Click the DevTrack VersionLink Servcie installer.
2. The install shield appears and may take a few moments to load. The welcome to the Install Wizard for DevTrack VersionLink service window appears. Click the Next button. Make sure the DevSuite Application Server and port number are correctly specified. Use the connect button to verify the connection.



3. Click finish button to finish DevTrack VersionLink service server installation.

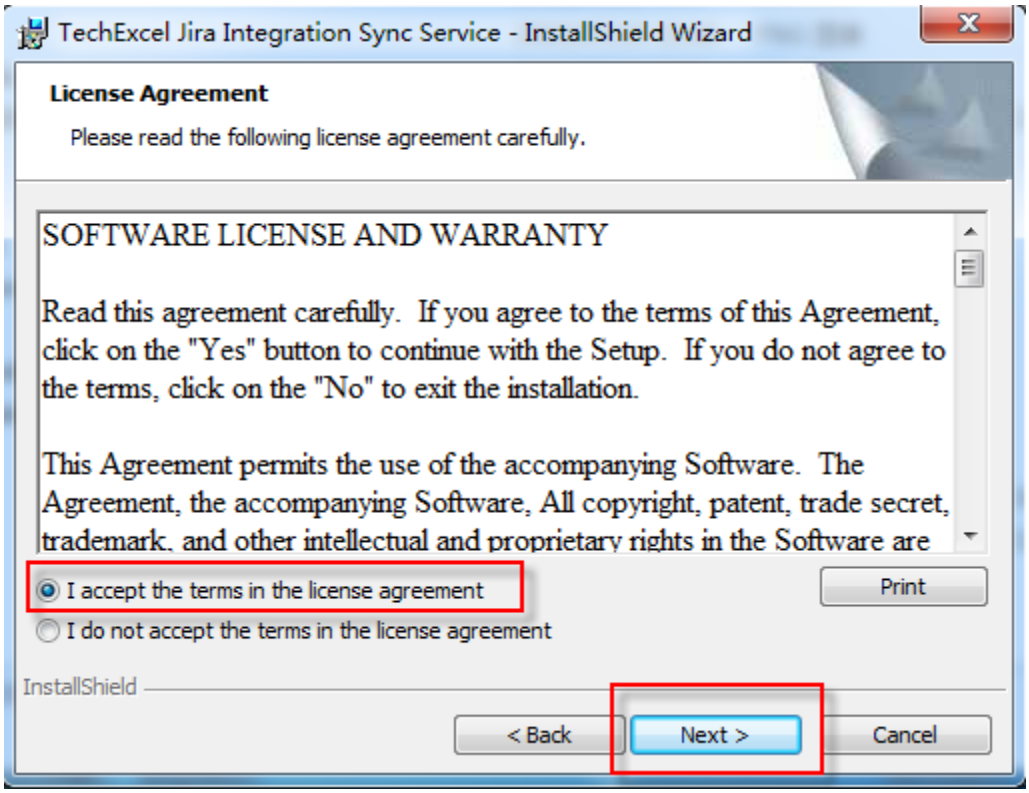


Installing TechExcel DevTrack/Jira Integration Sync Service

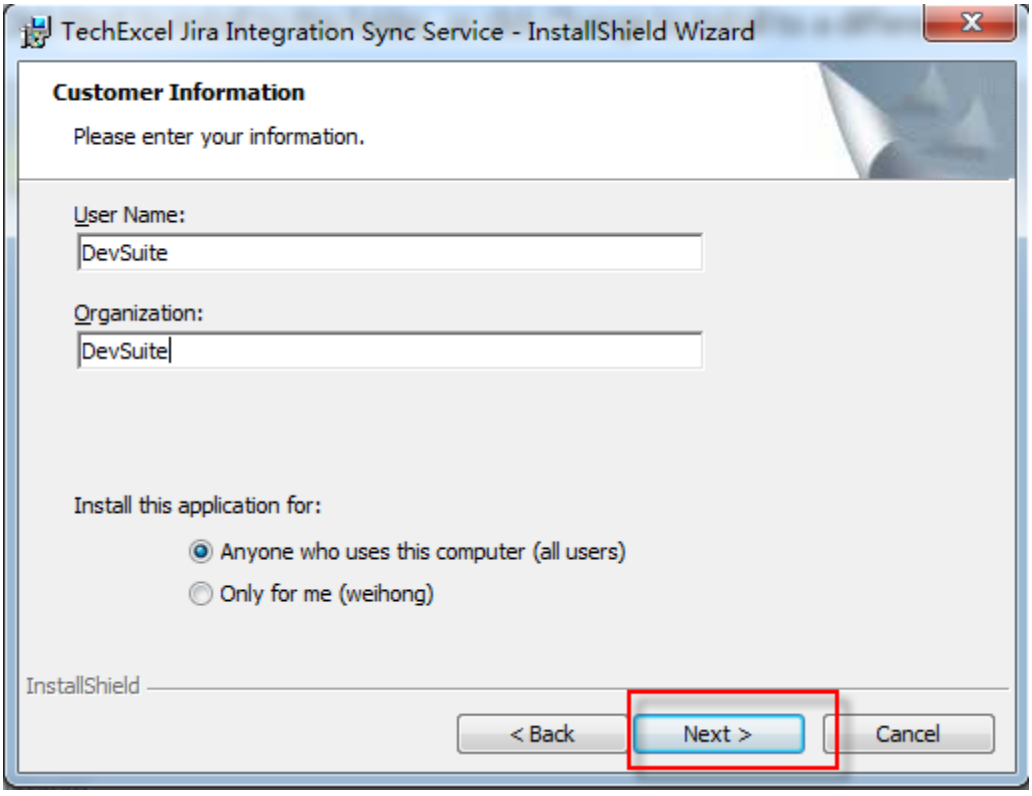
DevTrack/Jira integration sync service synchronizes data between DevTrack issues and Jira work items automatically at administrator pre-defined rules.

To install the DevTrack/Jira Integration Sync service

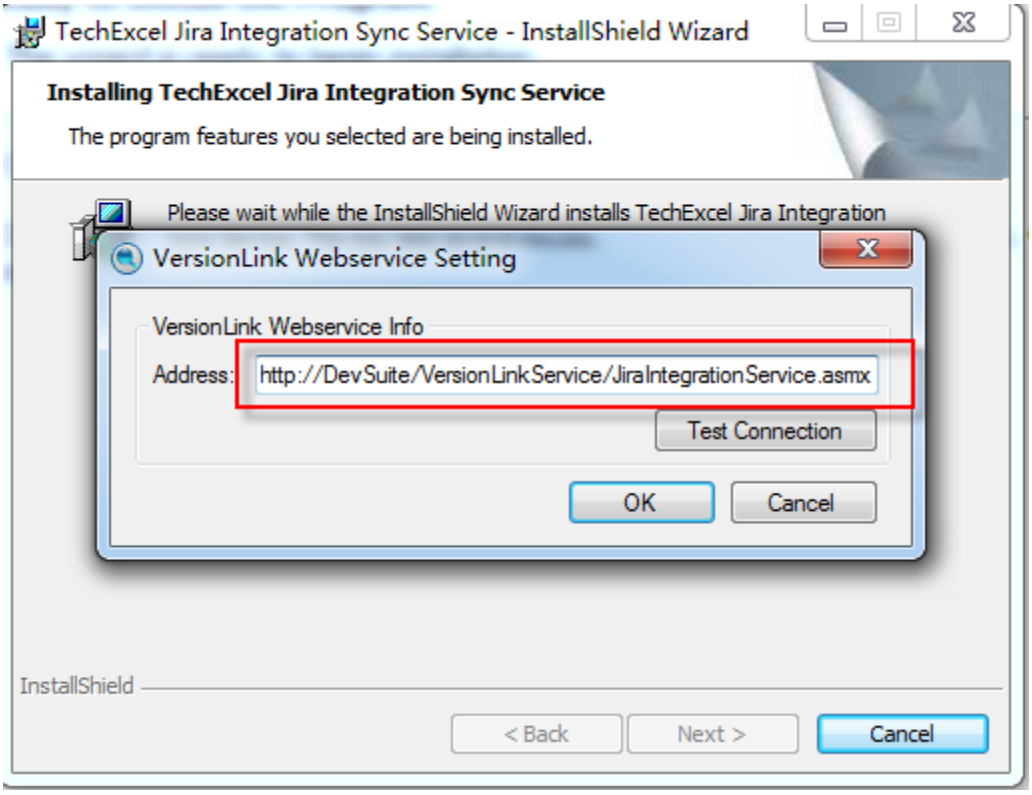
1. Click the DevTrack/Jira Integration Sync Service installer.
2. The install shield appears and may take a few moments to load. Click the next button. The license agreement window appears.



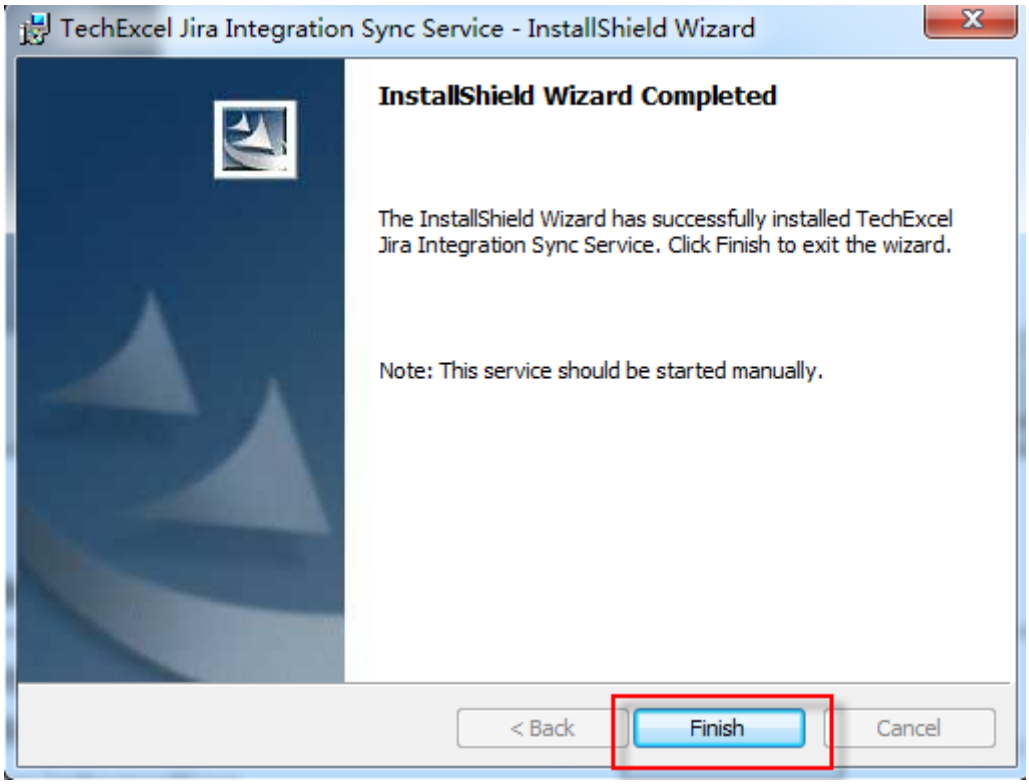
3. Make sure enter the correct customer information.



4. Click the Next button. The VersionLink web service setting dialog appears. Input correct VersionLink Webservice URL: http://{Servername}/VersionLinkService/JiraIntegrationService.asmx



5. Click finish button to finish DevTrack/Jira integration Sync service installation.

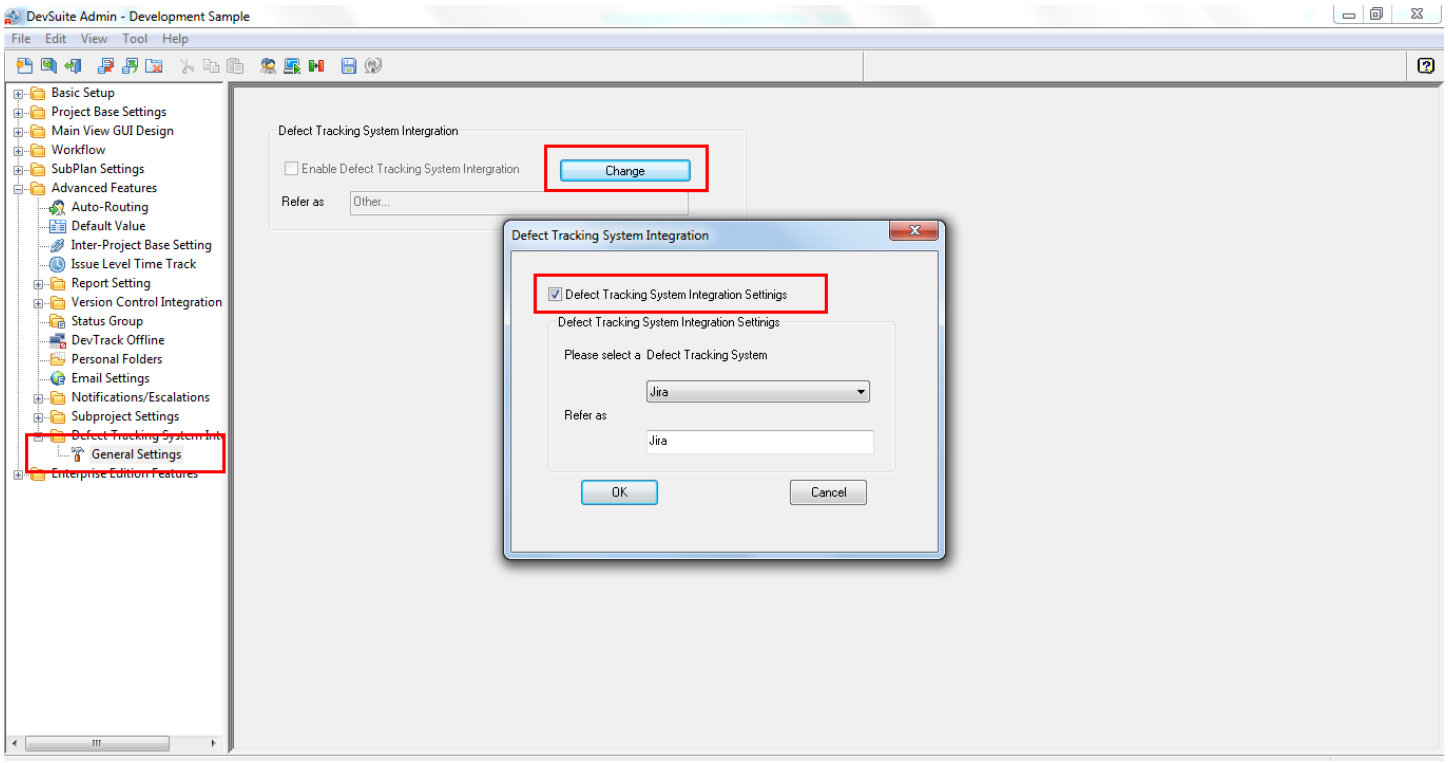


Configure Jira integration Setting in DevSuite Admin

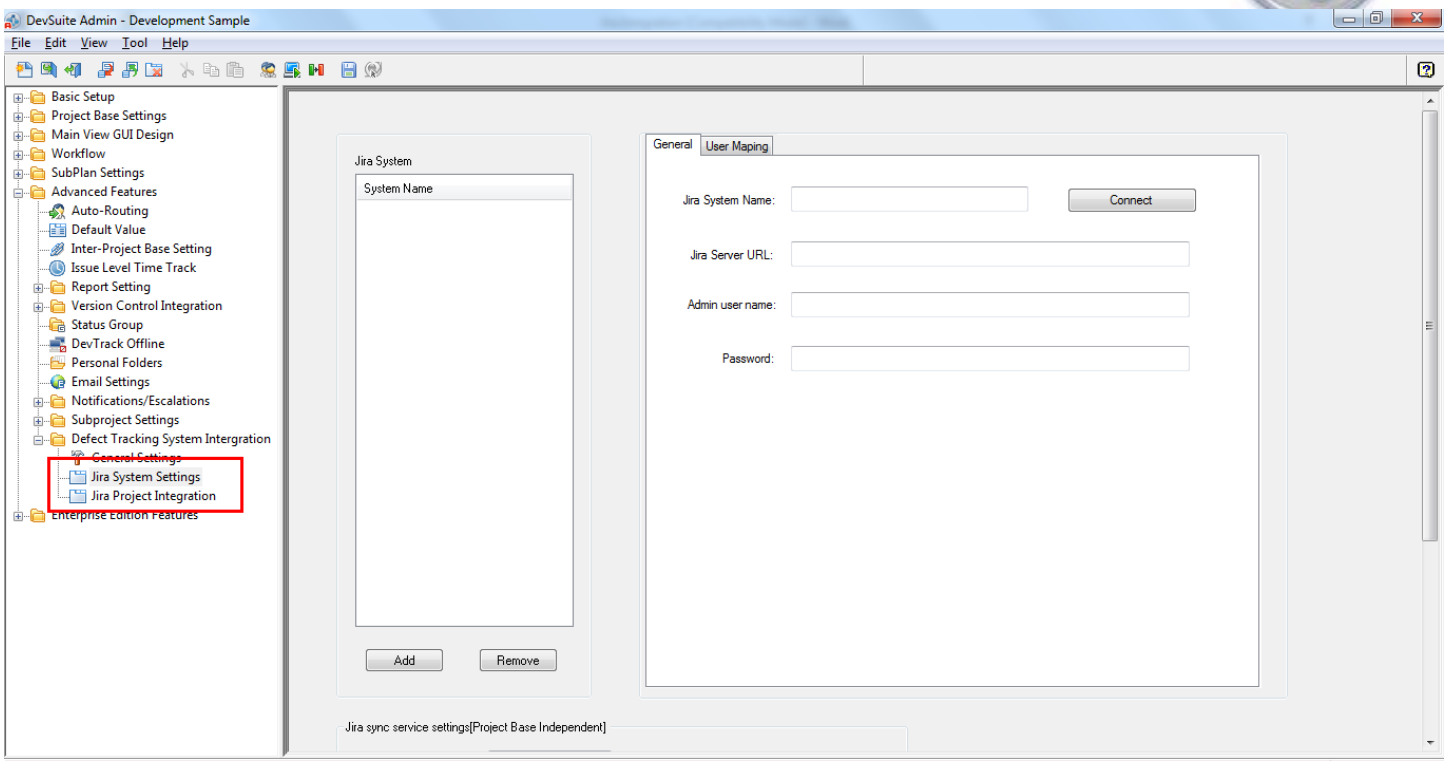
Project administrator may use controls in DevTrack Admin to enable current DevTrack project to be integrated with Jira defect tracking system.

To enable Jira defect tracking system integrate with current DevTrack project:

1. Open development project, select Advanced features > Defect Tracking System Integration > General settings from tree panel.
2. When user clicked the Change... button, we pop up the following dialog to allow user to select a third party defect tracking system for integration. Users may select Jira from defect tracking system dropdown list.



3. After enabled third party defect tracking system integration and selected Jira defect tracking system, two pages will be displayed in the feature tree.
   - Jira System Setting
   - Jira Project Integration



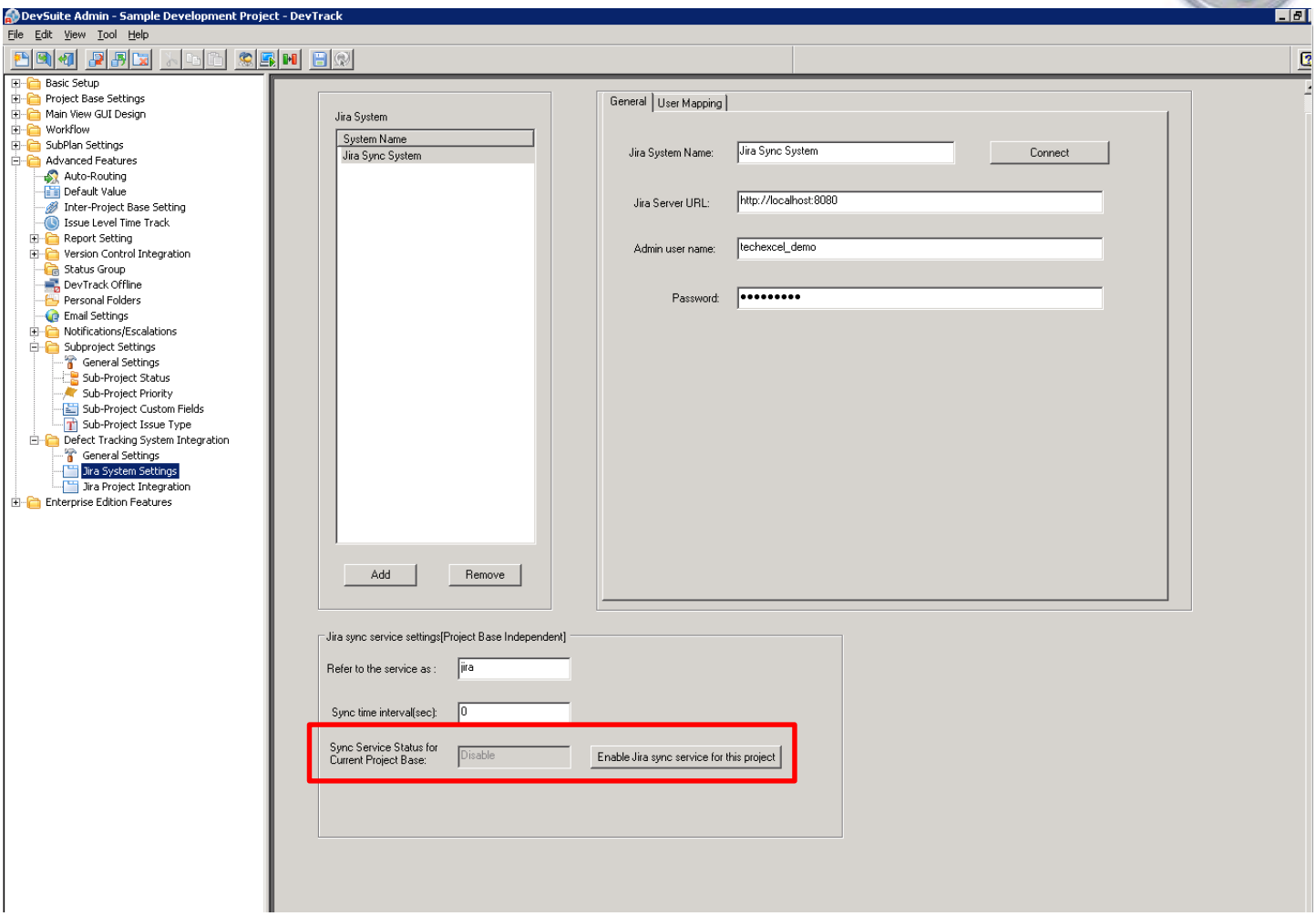
Jira System Settings Page

Users may define Jira system settings under general section of 'Jira system setting' page.

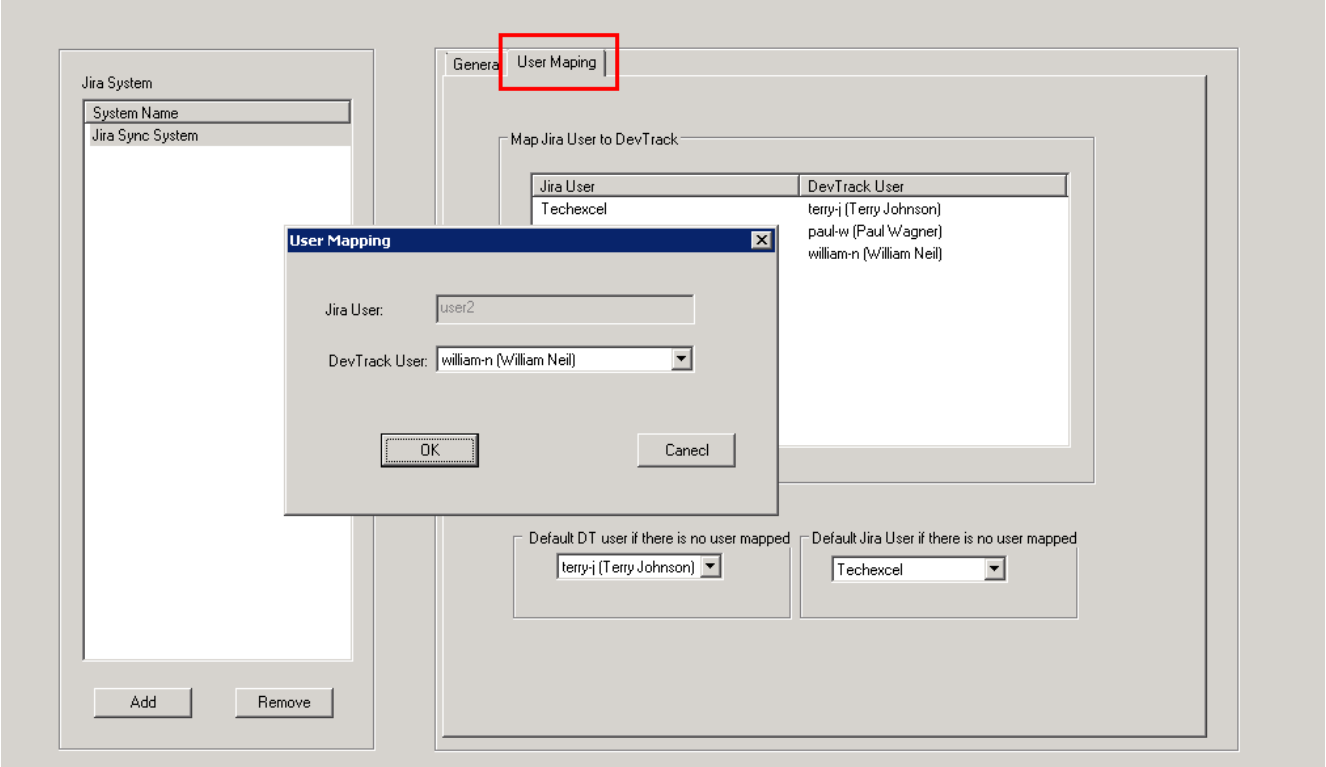
- One Jira System can work for multiple DevTrack project.
- One DevTrack project may be integrated with multiple Jira System.

1. In the General tab, user may define a Jira system name and specify the Jira system web server URL. You need to enter the Jira administrative user name and password to connect Jira server.

   User can enable Sync service for current DevTrack project once the Jira system setup is complete.



2. Using controls in User Mapping tab, user may define the user mapping between DevTrack project and Jira system.



Jira Project Integration Page

1. Jira Project Integration page | General:

Using controls in the General tab, the project administrator may enable Jira system integrate with DevTrack project, define synchronization rules, and define mapped DevTrack project options.

Users may click '…' to select one Jira system to integrate with current DevTrack project space. One Jira system may have one or multiple Jira project. Users may use check box to enable Jira project space to be integrated with current DevTrack project, only those tasks in the selected space will be synced.

The 'Issue type of Jira to link with' dropdown box displays Jira issue types available in the Jira project. User can select an available issue type from the Jira project to link with the current DevTrack task.

User may define a default Jira issue prefix in the title prefix text box.

Create DevTrack tasks from non-linked Jira issues --- Enable to create new DevTrack tasks for those Jira issues, which are not linked with any DevTrack task yet. If checked, new DevTrack task will be created from those non-linked Jira issues whose status has a mapped DevTrack status.

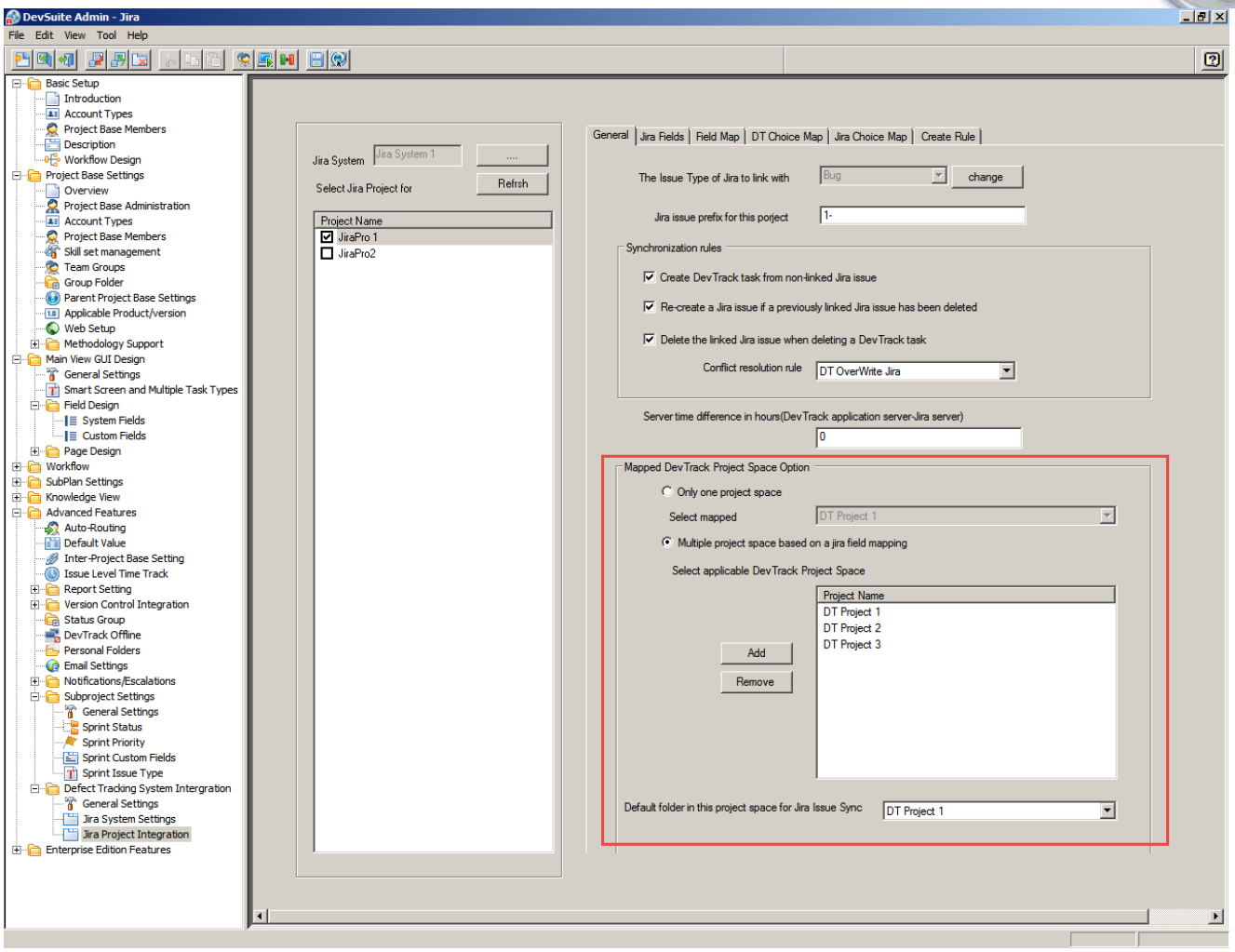
Re-create a Jira issue if a previous Jira issue has been deleted --- Enable to create new Jira issues for those DevTrack tasks, which are not linked with any Jira issues yet.

Delete the linked Jira issue when deleting a DevTrack task --- If checked, the linked Jira issue will be deleted when you delete a DevTrack task.

Conflict resolution rule --- It is possible that a DevTrack issue and its linked Jira issues can be modified simultaneously, or are out of sync. If this happens, we need a rule to decide which change should take preference. There are two options: either “DevTrack overwrites Jira” or “Jira overwrites DevTrack”.

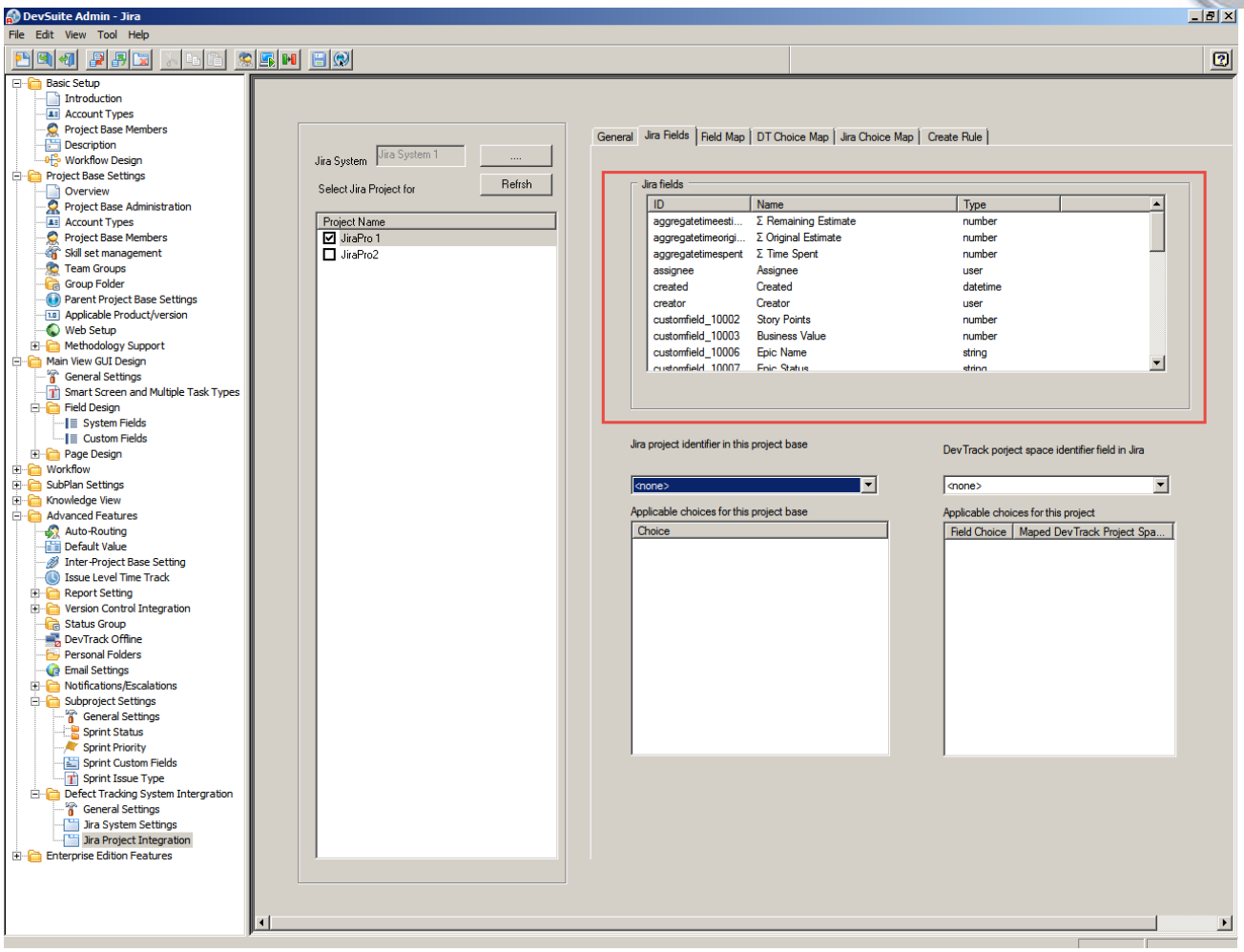
Server time difference in hours – Define the time difference between DevTrack application server and Jira server.

Mapped DevTrack project option allow user select one or multiple DevTrack project space for Jira issue synchronizations. The ‘Default folder for Jira issue sync’ dropdown list displays all the child folders and release backlog folders available in selected project space. The selected DevTrack project folder serves as the default folder for all Jira issues created by the synchronization process.



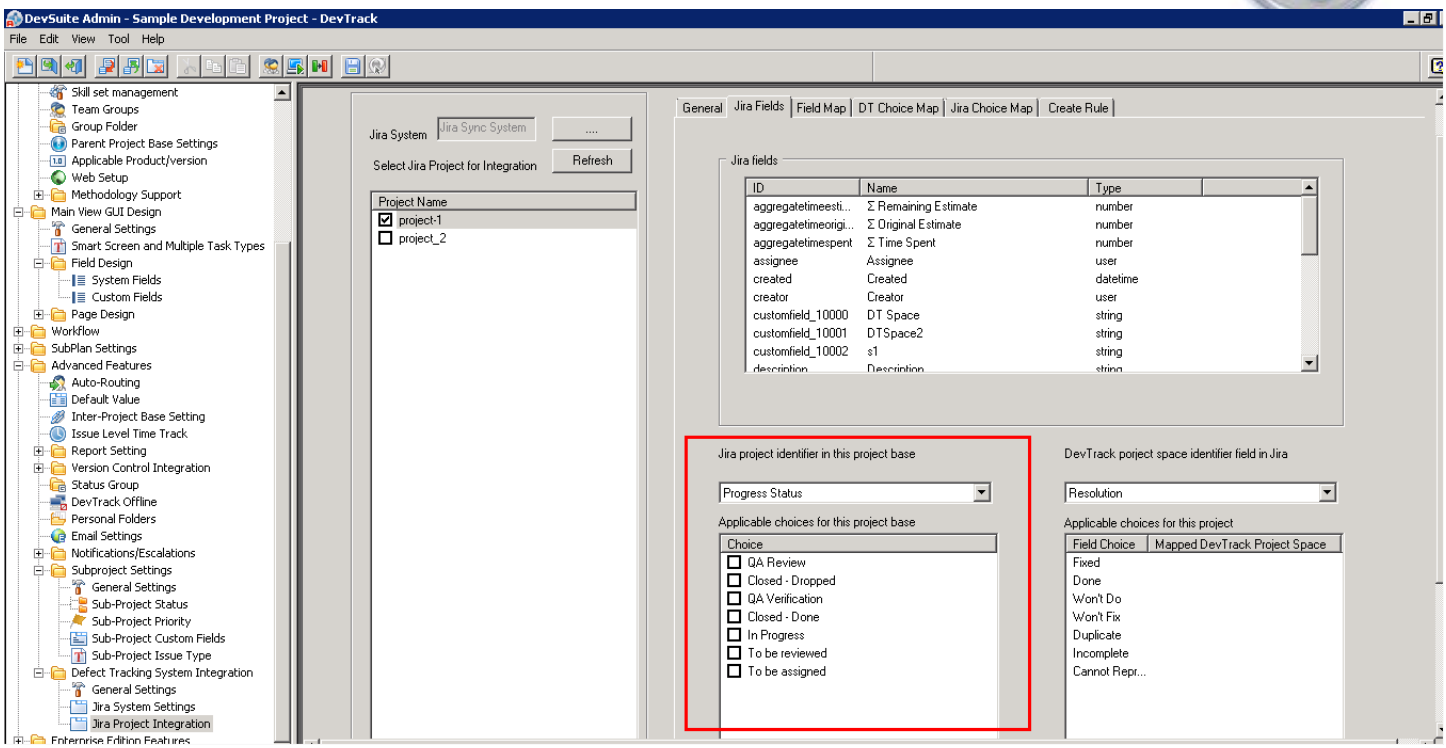
2. Jira Project Integration page |Jira fields

   This page displays the Jira issue field information. Jira field types include number, string, user, and datetime.



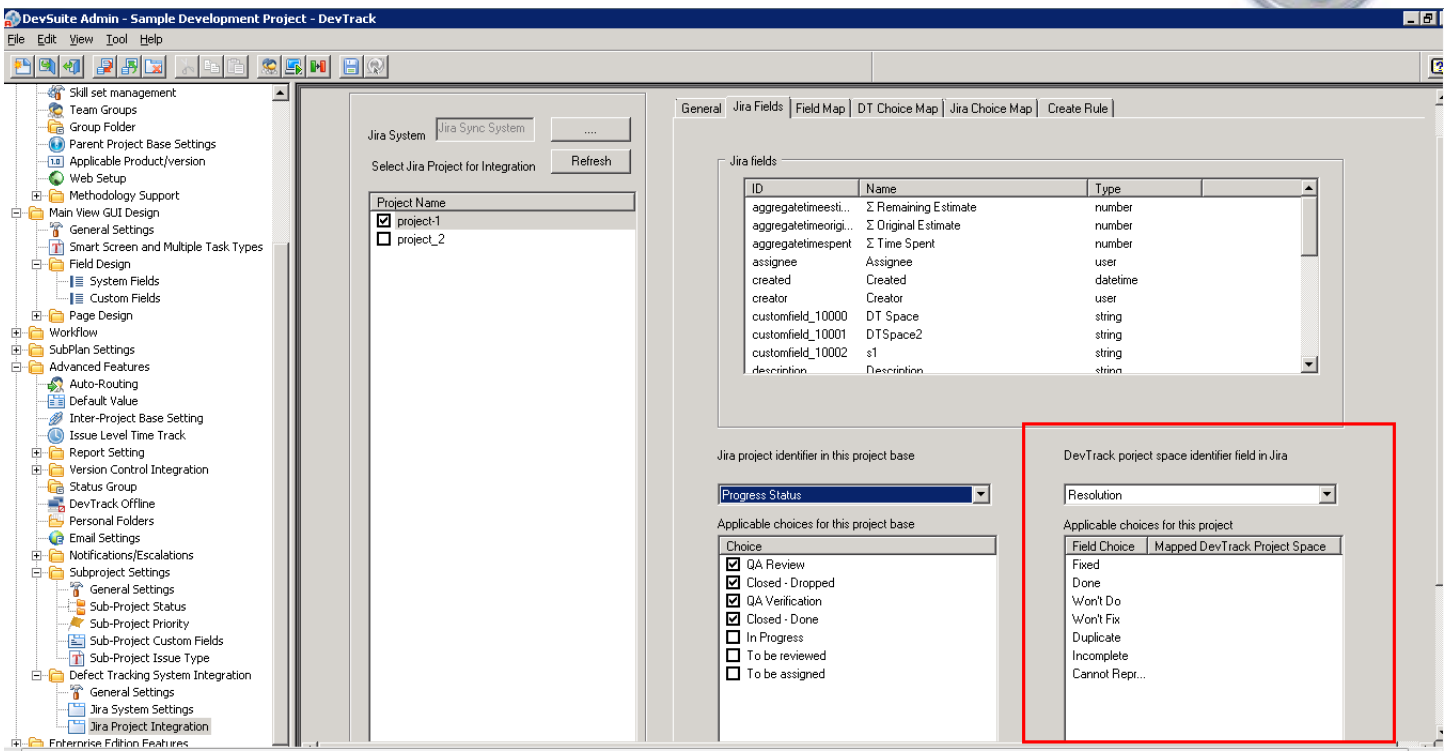
Jira project identifier in this project base: User can define an identifier and only task with the selected field choices will be synced to Jira project.

- If the selected DevTrack field is not mapped to a Jira field, create a new Jira issue will be synced to DevTrack project and the synced DevTrack task field value is the selected choice. (If selected multiple choices, field value will be set to the first one.)
- If the selected DevTrack field is mapped to a Jira field, we only allow user to map field choice based on the selected identifier field choice. For example, in the DT Choice Map page tab, only the selected choices will be listed for mapping; in the Jira Choice Map page tab, only the selected choice will be listed when user map field choices.



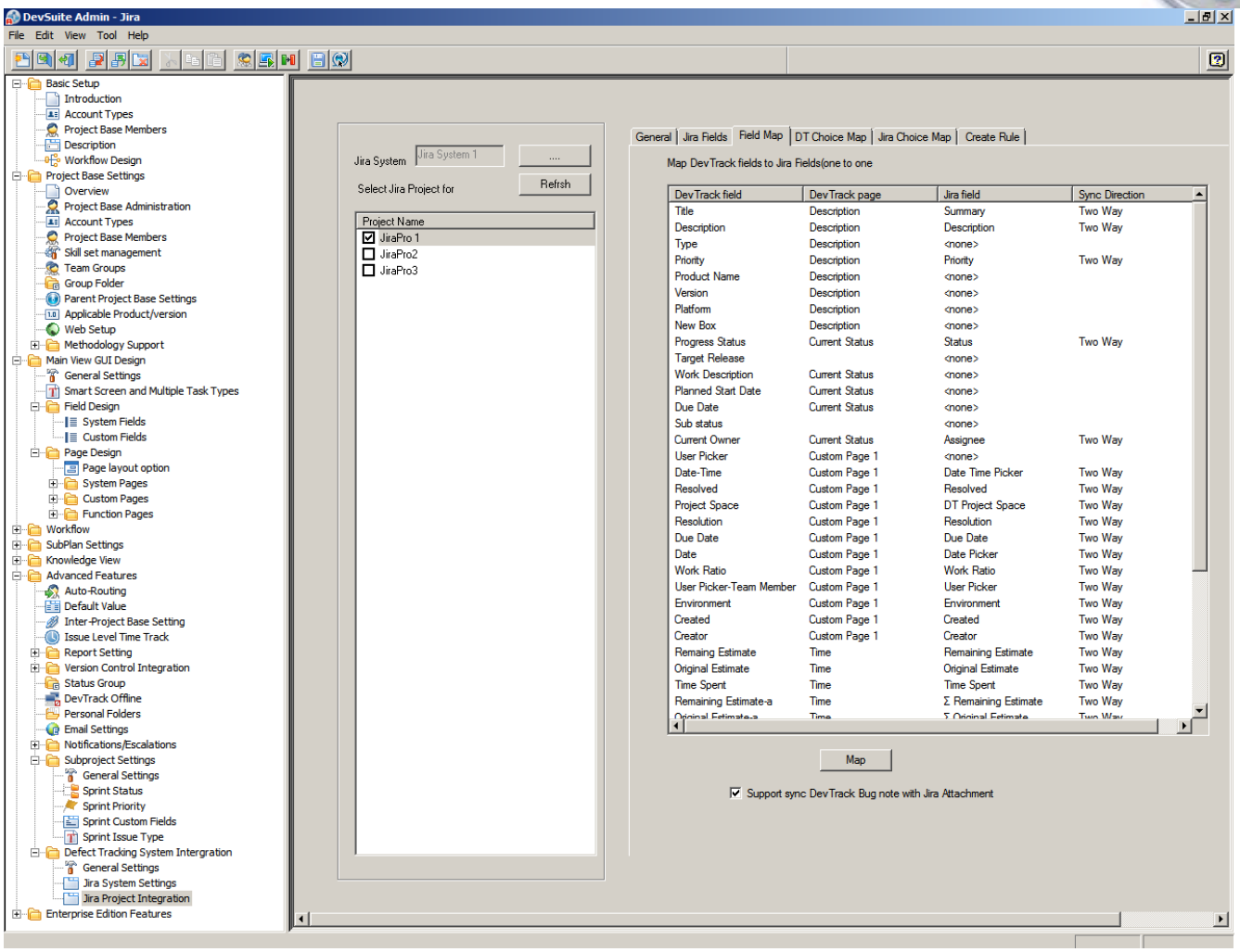
DevTrack project space identifier field in Jira: User can define an identifier and only the task with selected field choices that will be synced to DevTrack project.

- If the selected Jira field is not mapped to a DevTrack field, when create a new DevTrack task, it will be synced to Jira project and the synced Jira issue identifier field value is the selected choice. (If selected multiple choices, field value will be set to the first one.)
- If the selected Jira field is mapped to a DevTrack field, we only allow user to map field choice based on the selected (mapped) identifier field. For example, in the Jira Choice Map page tab, only the selected (mapped) choices will be listed for mapping; in the DT Choice Map page tab, only the selected (mapped) choice can be listed when user map the field choices.



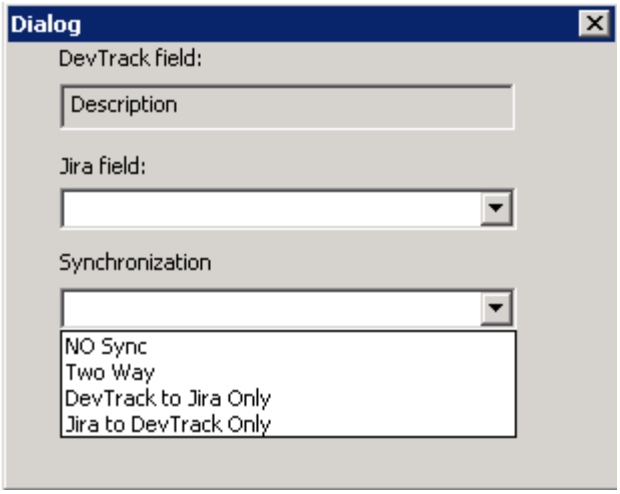
3. Jira Project Integration page| Field Map

User can map any of the DevTrack task field to a Jira issue field. The mapped fields should have the same type, for example, DevTrack text field should map to Jira issue text field, and DevTrack multiple-choice field should map to Jira issue enumerated field. You cannot map a text field to a multiple-choice field. To map a field, you may click the 'Map" button or simply double click on an item to pop up the mapping dialog.



User may define the Sync directions for each pair of DevTrack task field and Jira issue field with the following options:

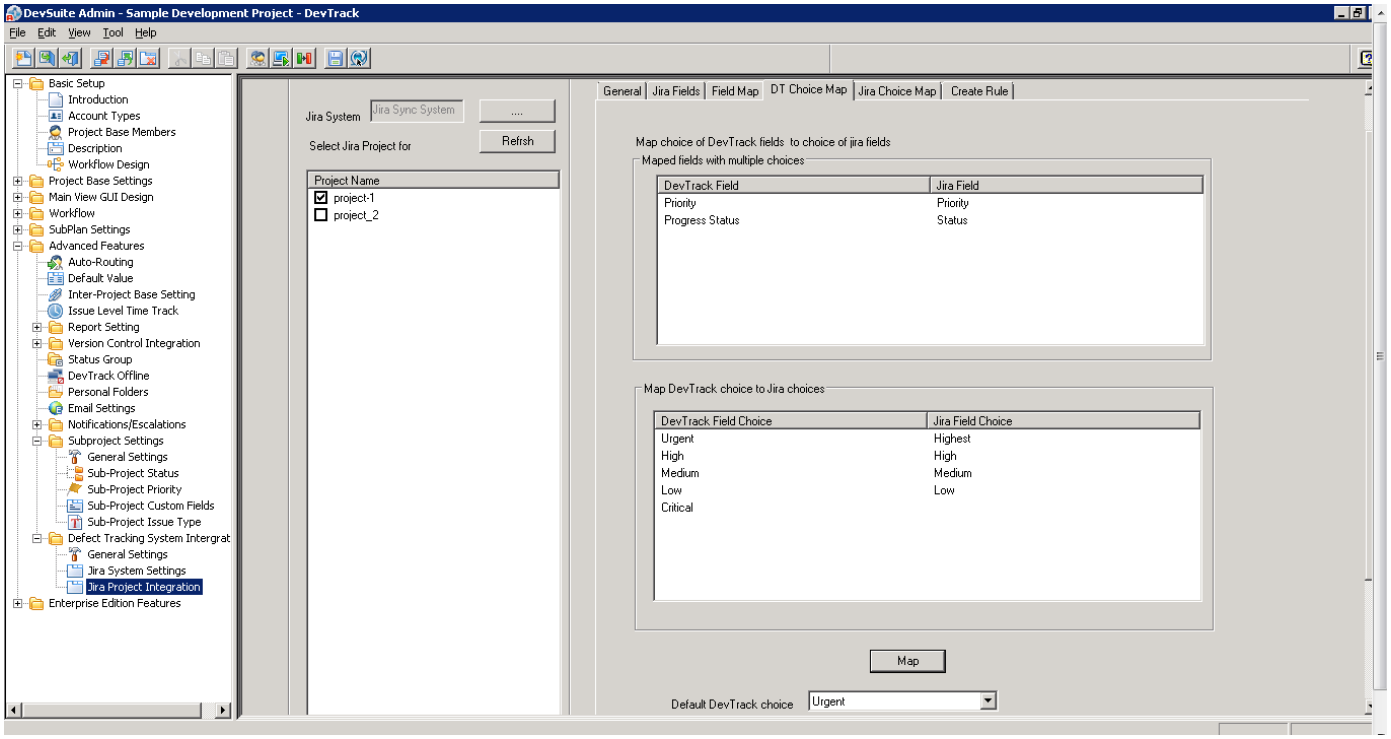
- Two-way: This is the default sync method where synchronization happens both from DevTrack project to Jira project and from Jira project to DevTrack project.
- DevTrack to Jira Only: If you choose this option, the synchronization for the selected pair of fields is one-way synchronization. Only the changes of the selected DevTrack field can be synchronized to Jira project.
- Jira to DevTrack Only: If you choose this option, the synchronization for the selected pair of fields is only from Jira project to DevTrack project.
- No sync: If you choose this option, the synchronization for the selected pair of fields is completely disabled.



4. Jira Project Integration page| DT Choice Map

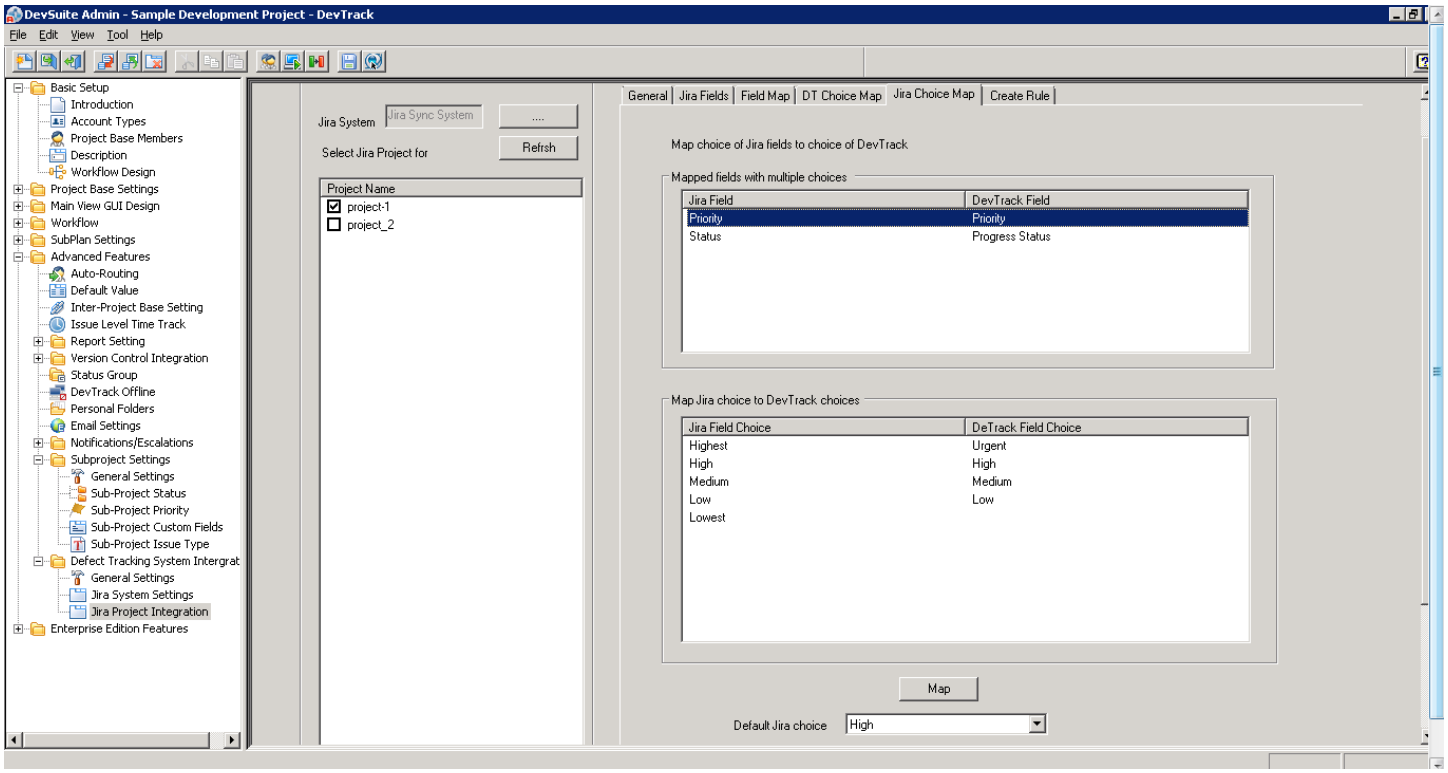
This page enable user to map the choice options available from a DevTrack task field to a Jira issue field.

- To map the choices, select a mapped field in the first list section, and the second list will display the choices of the selected field.
- Click the "Map" button or double click an item in the second list to pop up the mapping dialog. You do not need to map every choice. User may define a default choice in the combo box at the bottom of the page for the current field. The default value is used only for creating new Jira work item through the DevTrack/Jira Sync service.



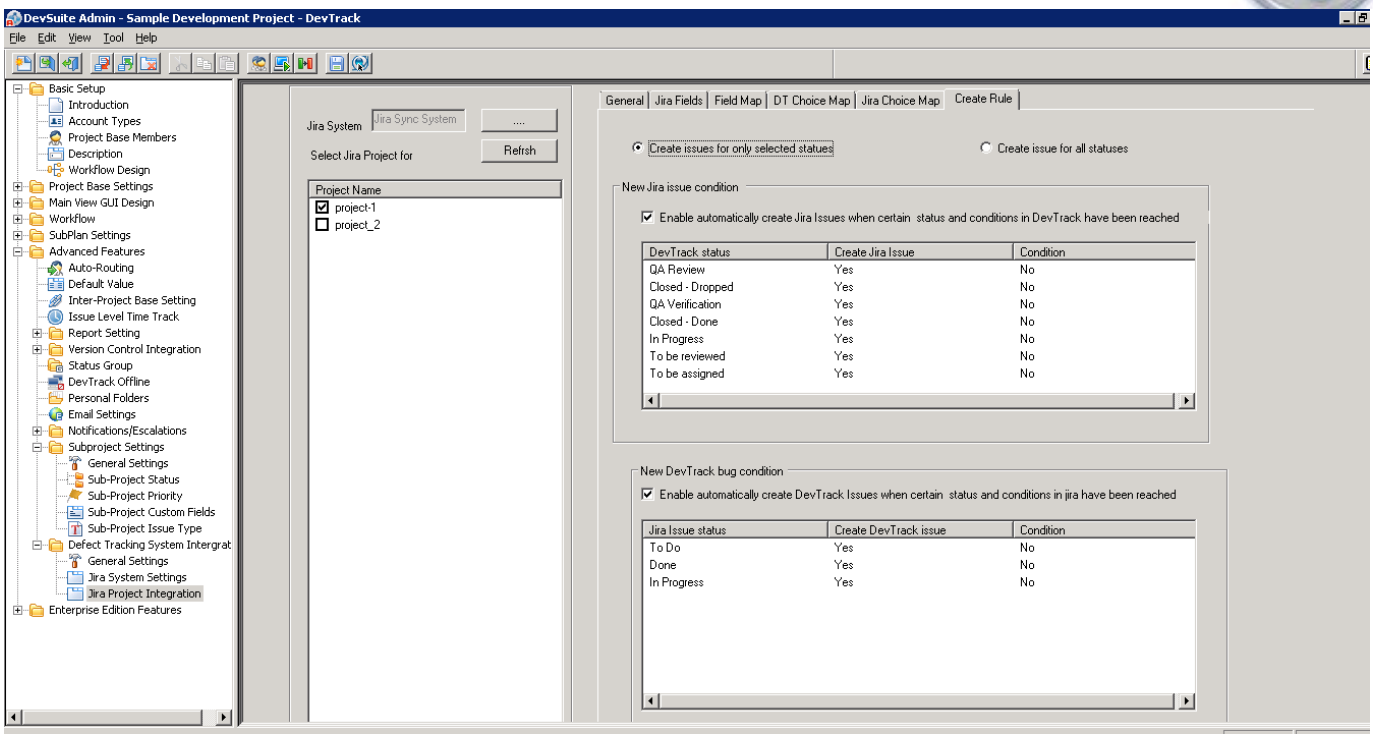
5. Jira Project Integration page| Jira Choice Map

Using controls in Jira Choice Map page, user may define the field choice mapping from a Jira work item field to a DevTrack task field.



6. Jira Project Integration page| Create Rules

Task can be automatically created between Jira project and DevTrack project depend on the selected statues and conditions.



If the 'create issues for only selected statuses' option is chosen, using controls in triggered new issue dialog, user may define new Jira/DevTrack task creation rules based on field choices.

Triggered new issue

Status mapping info

DevTrack issue status: QA Review

Jira Bug settings

☑ Create Jira bug

Specify conditions:

Field Name	Page
Type	Description
Priority	Description
Component	Description
Version	Description
Platform	Description

Field choices
☐ Development
☑ Bug
☑ Requirement Task
☐ Customer Issue
☐ Baseline
☐ Initiative
☐ Testing Task
☐ Design Task

OK Cancel