Manual Synchronization for HP ALM/QC

Important: We are moving Exalate for HP QC/ALM into basic maintenance mode. This transition period will last until June 2024, after which support will be halted completely. For more information, please see https://exalate.com/blog/end-of-support-hp/.

Before we start the synchronization process:

Test your Connection from HP ALM/QC

Manual synchronization in HP ALM/QC happens via the **Exalate** button in the **Entity Sync Status** Panel present under the Exalate admin console.

Note: The Sync Status Panel is available under the specific entity (i.e issue, work item, tickets, Cases, etc) view in Jira, Zendesk, Azure DevOps, and Salesforce.

For other platforms like GitHub, ServiceNow, HP ALM/QC including Jira, Zendesk, Azure DevOps, and Salesforce this button is available under the Exalate admin console in the **Entity Sync Status** tab.

Exalate the entities from HP ALM/QC

1. Go to the **Entity Sync status** tab in the Exalate admin console.
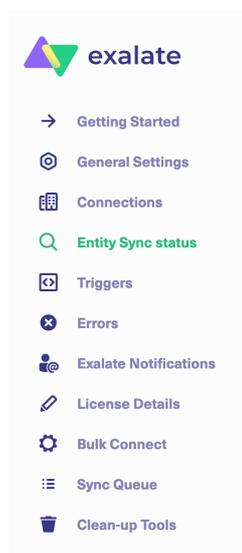
2. This sync panel provides a view of the status of the entity under sync. You can also find the

remote entity link in there if it is available.

Select the entity type in HP ALM/QC, i.e either defect or test case.

In case the entity is already under synchronization you will see the entity status and the remote issue link in case it's available.

Entity Sync status

The sync panel provides a view on the status of the entity, which is under synchronization. You can also find a remote entity link in there if it is available.

By entity urn

Select an entity type

[⌄]

Entity Urn *

[   ]

[Search]

3. **Exalate** the Issue

You can see 2 buttons at the bottom on the Exalate panel: **Exalate** & **Connect**. If the entity is not synchronized the following status will be displayed.

Status: **NOT SYNCHRONIZED**

[Exalate]   [Connect]

Exalate allows you to synchronize & create a new entity on the destination instance.

Connect allows you to connect 2 existing entities present in both instances.

1. To Exalate an entity, click the **Exalate** button.
2. Choose the name of the Connection you have created.
3. Click **Submit**.

You are about to synchronize the issue COM-8.

Connection*

[Select a connection | ⌄]

Cancel   **Exalate**

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You will be able to see the progress of the synchronization within the panel.

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