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## 4.22 Release Notes

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# Tasktop Sync Release Notes - 4.22.3

Posted: April 21, 2020

- Upgrade Notes
  - Connector-Specific Upgrade Notes
    - General (Services)
    - Atlassian Jira
    - Micro Focus ALM Octane
    - Microsoft Project Server
- Fixes
  - Sync Fixes
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    - Atlassian Jira
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    - BMC Remedy
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    - IBM Rational DOORS
    - IBM Rational DOORS Next Generation
    - IBM Rational Team Concert
    - Jama
    - Micro Focus ALM
    - Micro Focus ALM Octane
    - Microsoft Azure DevOps Server (TFS)
    - Microsoft Project Server
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- Features
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    - Planview Enterprise
    - Polarion ALM
    - ServiceNow
    - SmartBear QAComplete

- [Tricentis Tosca](#)
- [VersionOne](#)

## Upgrade Notes

### Connector-Specific Upgrade Notes

#### General (Services)

- 104582: The following repository versions are available for Tasktop's extended support until the End-of-Life date indicated on the Repository Versions: End-of-Life Dates and Extended Support page. If you are interested in extended support, please reach out to your Tasktop contact.
  - Atlassian Jira (Software & Core) - 7.8, 7.9
  - Atlassian Jira Service Desk - 3.7, 3.8, 3.9
  - BMC Remedy - 9.0
  - CA PPM - 15.4, 15.4.1
  - Jama Connect - 8.15, 8.16, 8.17, 8.18, 8.19, 8.20, 8.21, 8.22, 8.23, 8.24, 8.25
  - Micro Focus PPM - 9.30, 9.31, 9.32
  - Polarion ALM - 2014, 2014 SR1, 2014 SR2, 2014 SR3, 2015, 2015 SR1, 2015 SR2, 2015 SR3, 2016, 2016 SR1, 2016 SR2, 2016 SR3, 17, 17.1, 17.2, 17.3, 18, 18.1, 18.2, 18.3
  - PTC Windchill RV&S (Formally PTC Integrity) - 10.8, 10.9
  - ServiceNow - London
  - VersionOne - 19.0 (Winter 2019), 19.1 (Spring 2019)

Please reach out to your Tasktop contact if you are currently on one of the aforementioned versions and they will be able to guide you accordingly.

#### Atlassian Jira

- 99954: If the following instructions are not observed, any integrations containing Service Desk projects will not work. Any existing mappings for Jira artifacts will now ignore requests that have associated Service Desk requests unless new mappings are created for Service Desk requests, and the Service Desk Type mappings field is populated for the Jira connection.

#### Micro Focus ALM Octane

- 103346: The Link to Test field on Manual Tests and Gherkin Tests has been changed from a Relationships field to a Containers field. If this field is part of an existing collection it will need to be re-mapped.

#### Microsoft Project Server

- 104277: Date fields flowing out of Microsoft Project Server will be re-synchronized on the first full scan triggered after upgrading.

## Fixes

### Sync Fixes

#### Server

- 101777: Fixed an issue where deleted attachments were automatically re-added.
- 100333: Fixed an issue where a corrupt database caused a 'Persistent store access' error when upgrading Tasktop Sync to 4.18.11 or later versions.

#### Studio

- 99607: Fixed an issue where error messages did not appear in the console and individual Tasktop Sync logs when the logging level was set to 'Error' or higher.

### Connector-Specific Fixes

#### Atlassian Jira

- 104856: Added Legacy Basic authentication method for Atlassian Jira.
- 104525: Improved the error message for an error that occurred after a custom JQL plugin was uninstalled from a Jira instance while using Jira filters.
- 103257: Time tracking fields in Jira can now be synchronized when only the 'Original Estimate' field is mapped.
- 103220: Fixed an issue where searches used a statically defined field name for Jira Cloud Service Desk artifacts.
- 103215: Fixed an issue where the Service Desk API was used to list projects without checking for an enabled Service Desk license.
- 103157: Fixed an issue where authentication sometimes failed when using Atlassian Crowd.
- 102809: Fixed an issue where the worklogs entered in Jira sometimes synchronized with the incorrect start date.
- 102517: Fixed an issue where insufficient project permissions caused a problem when listing projects.
- 102450: Fixed an issue where newly created Jira artifacts were not synchronized in a timely manner.
- 102306: Fixed an issue that prevented some artifacts containing rich text tables from synchronizing into Jira.
- 96777: Fixed an issue where multiple "-" characters in rich text fields were synchronized as horizontal lines.

## Blueprint

- 102298: Fixed an issue where Blueprint cross-project links were incorrectly allowed.
- 100911: Fixed an issue where duplicate field options caused an error.

## BMC Remedy

- 104539: Fixed an issue where BMC Remedy internal users were mistakenly retrieved.
- 104230: Improved the performance of listing options for categorization tier fields.
- 102868: Fixed an issue where Product Model/Version values failed to convert due to a duplicate value.
- 102732: Fixed an issue that prevented BMC Remedy Problem and Change updates from synchronizing if any of the Site, Site Group, Region, or Location Company fields were not set.
- 102731: Fixed an issue that prevented BMC Remedy Task updates from synchronizing if any of the Site, Site Group, Region, or Location Company fields were not set.
- 102392: Fixed an issue that prevented BMC Remedy Work Order updates from synchronizing if any of the Site, Site Group, Region, or Location Company fields were not set.
- 102316: Fixed an issue that prevented BMC Remedy Incident updates from synchronizing if any of the Site, Site Group, Region, or Location Company fields were not set.

## GitHub Issues

- 103512: When creating a new repository connection for GitHub in Tasktop Sync, the Username and Password fields are now marked as required.

## IBM Rational DOORS

- 102311: Fixed an issue where modules under a folder appeared incorrectly as children of the folder's ancestors.

## IBM Rational DOORS Next Generation

- 102163: Fixed an issue in Rational Doors Next Generation where parsing list items with trailing spaces caused an error.

## IBM Rational Team Concert

- 103787: Fixed an issue that caused some links to clear out when RTC artifacts were updated.

## Jama

- 104050: Fixed an issue where enabling 'Use SOAP API' in Jama caused collection setup errors.
- 103967: Fixed an issue where invalid XML characters caused an error in Jama SOAP.
- 103410: Fixed an issue that caused 'Connection pool shut down' errors in the log when using SOAP API.
- 101333: Fixed an issue where Jama 2015.X Formatted ID search returned too many objects.

## Micro Focus ALM

- 103956: Improved performance in Micro Focus ALM when retrieving container link fields.
- 103513: Fixed an issue where Micro Focus ALM artifacts with IDs over 999,999,999 were considered invalid.
- 103377: Fixed an issue where comment creation dates were inaccurate.
- 102491: Fixed an issue where an error appeared when requirement coverage links were missing in Micro Focus ALM.

## Micro Focus ALM Octane

- 103518: When creating a new repository connection for MicroFocus ALM Octane in Tasktop Sync, the Username and Password fields are now marked as required.

## Microsoft Azure DevOps Server (TFS)

- 103566: Fixed an issue where the Azure DevOps (TFS) connector did not handle default person field values.
- 101401: Azure DevOps Services now supports Personal Access Tokens with a minimal set of permissions.

## Microsoft Project Server

- 104277: Fixed an issue where dates synchronized into Microsoft Project Server were sometimes one day off.
- 103756: Microsoft Project Server connections now properly detect session expiry instead of failing with permission errors.
- 103622: Fixed an issue where Microsoft Project Server jobs were not completed in time due to write operations of the connector.

## Microsoft Sharepoint

- 103379: Fixed an issue where list renaming, web address customization, and list creation with special characters caused incorrect artifact location.

## Pivotal Tracker

- 103014: Reduced the number of API requests made when searching for tasks.

## Planview Enterprise

- 102221: Fixed an issue where certain Planview custom fields did not appear in Tasktop Sync.
- 101914: Fixed an issue where the Planview connector retrieved fields that were not relevant to the integration.

## Planview LeanKit

- 102293: Fixed an issue that prevented the Planview LeanKit connector from properly clearing out values on custom fields.

## ServiceNow

- 104299: Fixed an issue where fields of type String (Full UTF-8) were not appearing in field mappings.
- 103393: Fixed an issue where "Summary" fields in ServiceNow caused an error.
- 98760: ServiceNow repository connections can now be configured using Script (HTTP cookies) authentication.

## QASymphony qTest Manager

- 104827: Fixed an issue where integrations failed due to denied permissions while listing qTest users.

## VersionOne

- 102023: Fixed an issue where attachments would not synchronize into VersionOne if the source repository did not provide an attachment size.

## Features

### Connector-Specific Features

#### Atlassian Jira

- 104372: Archived issues in Jira will now be treated the same way as deleted artifacts.
- 102581: Improved the error message when attempting to create a Collection with a Jira project that the user was not authorized to access.
- 99954: To flow Jira requests associated with Service Desk requests, users can now create Service Desk request mappings to be used in conjunction with Jira request mappings. Private comments are now supported for Service Desk requests.

#### BMC Remedy

- 101177: Added support for BMC Remedy version 19.11.

#### IBM Rational DOORS

- 102544: Logging has been added to core DOORS operations and can be enabled by setting the logging threshold to trace from the Debugging settings.



## **Jama**

- 102219: Added support for Jama Connect version 8.42.

## **Micro Focus ALM Octane**

- 103347: Added support for the Steps and Scripts fields in Micro Focus ALM Octane.
- 103346: The Test Suite work item is now supported as a container.
- 102260: Added support for Micro Focus ALM Octane version 15.0.20.
- 101182: Added support for Micro Focus ALM version 15.0.46.

## **Planview Enterprise**

- 101175: Added support for Planview Enterprise One version 18.

## **Polarion ALM**

- 103855: Added support for Polarion ALM version 19.1.
- 102045: Added support for Polarion ALM version 19.3.
- 101170: Added support for Polarion ALM version 19.2.
- 95626: Added support for Polarion ALM version 19.

## **ServiceNow**

- 102549: Added support for ServiceNow version Orlando.

## **SmartBear QAComplete**

- 103250: Agile Tasks are now supported.

## **Tricentis Tosca**

- 103850: Added support for Tricentis Tosca version 13.1.
- 102501: Added support for Tricentis Tosca version 13.0.

## **VersionOne**

- 102543: Added support for VersionOne version 19.3 (Fall 2019).

# Tasktop Sync Release Notes - 4.22.6

Posted: May 05, 2020

- [Fixes](#)
  - [Connector-Specific Fixes](#)
    - [Atlassian Jira](#)
    - [Jama](#)

## Fixes

### Connector-Specific Fixes

#### Atlassian Jira

- 105089: Fixed an issue where the Jira connector mistakenly treated authenticated connections with seraph headers as anonymous.

#### Jama

- 105232: Fixed an issue where URL field values that did not start with 'http' could not be written to Jama Connect.

# Tasktop Sync Release Notes - 4.22.7

Posted: May 13, 2020

- Fixes
  - Connector-Specific Fixes
    - Microsoft Project Server

## Fixes

### Connector-Specific Fixes

#### Microsoft Project Server

- 105170: The Start, Finish, ActualStart, and ActualFinish fields now support time and date values.

# Tasktop Sync Release Notes - 4.22.8

Posted: May 20, 2020

- [Fixes](#)
  - [Connector-Specific Fixes](#)
    - [Atlassian Jira](#)
    - [ServiceNow](#)

## Fixes

### Connector-Specific Fixes

#### Atlassian Jira

- 104917: Fixed an issue that prevented status updates on issues in Jira projects that shared the same project key and label.

#### ServiceNow

- 105428: Fixed an issue where ServiceNow query sorting sometimes resulted in updates not being detected when many artifacts shared a modification date.

# Tasktop Sync Release Notes - 4.22.9

Posted: May 27, 2020

- [Fixes](#)
  - [Connector-Specific Fixes](#)
    - [Atlassian Jira](#)

## Fixes

### Connector-Specific Fixes

#### Atlassian Jira

- 105771: Fixed an issue with Jira OnDemand systems that caused sprint values to appear as empty.

# Tasktop Sync Release Notes - 4.22.11

Posted: June 01, 2020

- Upgrade Notes
  - Connector-Specific Upgrade Notes
    - Planview Enterprise
- Fixes
  - Connector-Specific Fixes
    - IBM Rational DOORS
    - Planview Enterprise
    - Polarion ALM

## Upgrade Notes

### Connector-Specific Upgrade Notes

#### Planview Enterprise

- 105932: A number of existing labels may need to be updated for 'Alternative' type fields in Planview. These are used to represent the multi-value fields available in Planview. If the user is using any of these field labels for a mapping, they will need to be updated.

The changes ensure the field label seen by the end user in the Planview GUI is the same as the one seen in Hub. Only the parent label will be updated. None of the options for the multi-value selects should change.

A small number of default fields may need to be updated. Details for specific versions are listed below.

Planview 18 Providing Org ART -> Providing Org / ART Release Breakdown -> Releases  
Sponsor -> Investment Sponsor

Planview 17 Providing Org -> Providing Organization Release Breakdown -> Releases

Planview 16 Providing Org -> Providing Organization Release Breakdown -> Releases

Planview 15 Providing Org -> Providing Organization Release Breakdown -> Releases

Customers may also need to update fields that meet the following criteria:

- Field is of type 'Alternative'
- In the Administration > Manage attributes view: The attribute's name is between the edit screen and the default view. By default this will not occur and a screenshot is attached to the ticket.

## Fixes

### Connector-Specific Fixes

#### IBM Rational DOORS

- 105730: Fixed an issue where the IBM Rational DOORS connector did not close modules that were opened as part of reading or writing artifacts.

#### Planview Enterprise

- 105932: Added support for a sub-section of 'Display at PPL only' fields and all customer user fields. Corrected the way a subset of Planview multi-value fields were labeled.

#### Polarion ALM

- 106015: Fixed an issue where Polarion creations caused failures and duplicates to be created in the target system.

# Tasktop Sync Release Notes - 4.22.12

Posted: June 10, 2020

- Fixes
  - Connector-Specific Fixes
    - Jama
    - Microsoft Sharepoint
    - Planview Enterprise

## Fixes

### Connector-Specific Fixes

#### Jama

- 105979: Fixed an issue where invalid links on a Jama ticket caused artifact retrieval to fail.

#### Microsoft Sharepoint

- 105612: Added support for the following characters in Sharepoint online attachments: ~#%&{}.

#### Planview Enterprise

- 105737: Fixed an issue where custom single select options retrieved from Planview Enterprise One did not retain leading and trailing whitespace.



# Tasktop Sync Release Notes - 4.22.13

Posted: June 16, 2020

- Fixes
  - Connector-Specific Fixes
    - [Atlassian Jira](#)
    - [IBM Rational DOORS](#)
    - [Planview LeanKit](#)

## Fixes

### Connector-Specific Fixes

#### Atlassian Jira

- 106292: Fixed an issue where comment retrieval failed when mappings were omitted from JIRA repository Service Desk type mappings.
- 106065: Fixed an issue where the sprint value is not correctly parsed and additional metadata shows up in the sprint label.

#### IBM Rational DOORS

- 106314: Fixed an issue where the DOORS connector was searching for changed objects inefficiently.

#### Planview LeanKit

- 106265: Fixes an issue where frequent changes to the board causes a lot of stale artifact errors.

# Tasktop Sync Release Notes - 4.22.14

Posted: June 24, 2020

- Fixes
  - Connector-Specific Fixes
    - Microsoft Azure DevOps Server (TFS)

## Fixes

### Connector-Specific Fixes

#### Microsoft Azure DevOps Server (TFS)

- 105256: Fixed an issue where assignee was overwritten in projects using the default Agile Process.

# Tasktop Sync Release Notes - 4.22.15

Posted: June 29, 2020

- Fixes
  - Connector-Specific Fixes
    - Micro Focus ALM

## Fixes

### Connector-Specific Fixes

#### Micro Focus ALM

- 106325: Fixed an issue where an attachment with an empty file size caused an error.

# Tasktop Sync Release Notes - 4.22.16

Posted: July 06, 2020

- Fixes
  - SDK-Specific Fixes
    - SDK

## Fixes

### SDK-Specific Fixes

#### SDK

- 106803: Fixed an issue where trace logging contained unnecessary information about performing an internal method.

# Tasktop Sync Release Notes - 4.22.17

Posted: July 14, 2020

- Fixes
  - Connector-Specific Fixes
    - IBM Rational DOORS Next Generation
    - Micro Focus ALM
    - Micro Focus ALM Octane
    - Targetprocess

## Fixes

### Connector-Specific Fixes

#### IBM Rational DOORS Next Generation

- 105615: Fixed an issue in the DOORS Next connector where nested lists were converted incorrectly.

#### Micro Focus ALM

- 106896: Fixed an issue where token expiry was not properly detected, which caused errors that blocked integrations.

#### Micro Focus ALM Octane

- 105683: Fixed an issue where writing a new user tag with the same name as an existing user tag caused an error.

#### Targetprocess

- 106833: Fixed an issue where a Sprint label mapped via extension script caused the TargetProcess Sprint name to be overwritten.

# Tasktop Sync Release Notes - 4.22.18

Posted: July 20, 2020

- Fixes
  - Connector-Specific Fixes
    - ServiceNow

## Fixes

### Connector-Specific Fixes

#### ServiceNow

- 106917: Fixed an issue where an incorrect error occurred when unable to retrieve a mapped relationship field.

# Tasktop Sync Release Notes - 4.22.20

Posted: August 05, 2020

- Fixes
  - Connector-Specific Fixes
    - IBM Rational ClearQuest

## Fixes

### Connector-Specific Fixes

#### IBM Rational ClearQuest

- 107489: Fixed an issue where artifacts with many fields triggered a "Request URI too long" failure.

# Tasktop Sync Release Notes - 4.22.22

Posted: August 19, 2020

- Fixes
  - Connector-Specific Fixes
    - Targetprocess
    - Tricentis Tosca
    - Zendesk

## Fixes

### Connector-Specific Fixes

#### Targetprocess

- 107032: Fixed an issue where synchronizations from Targetprocess failed due to relationships with unsupported artifact types.

#### Tricentis Tosca

- 108025: Fixed an issue where a missing container ID caused a migration failure.

#### Zendesk

- 107210: Fixed an issue where retrieving tags using the Zendesk Agent role caused an error.



# Tasktop Sync Release Notes - 4.22.23

Posted: August 25, 2020

- Fixes
  - Connector-Specific Fixes
    - [Atlassian Jira](#)
    - [CA Agile Central \(Rally\)](#)
    - [Jama](#)
    - [Tricentis Tosca](#)

## Fixes

### Connector-Specific Fixes

#### Atlassian Jira

- 107363: Improved performance when a type field contains an empty value.

#### CA Agile Central (Rally)

- 108090: Fixed an issue where an attachment retrieval update caused attachments not to flow.

#### Jama

- 106374: Fixed an issue where relevant details in an error response were not included in the error message.

#### Tricentis Tosca

- 108001: Improved performance when listing containers (e.g., folders or sets).

# Tasktop Sync Release Notes - 4.22.26

Posted: September 23, 2020

- [Fixes](#)
  - [Connector-Specific Fixes](#)
    - [Atlassian Jira](#)
    - [Tricentis Tosca](#)

## Fixes

### Connector-Specific Fixes

#### Atlassian Jira

- 108976: Fixed an issue where 1000+ groups in Jira were not all visible in the mapping and filtering UI.
- 105862: Fixed an issue where synchronizations failed for the 'Assigned Sprint' field for Jira onDemand.

#### Tricentis Tosca

- 108450: Improved performance when retrieving artifacts in Tosca.

# Tasktop Sync Release Notes - 4.22.27

Posted: September 30, 2020

- Fixes
  - Connector-Specific Fixes
    - SmartBear QAComplete
    - VersionOne

## Fixes

### Connector-Specific Fixes

#### SmartBear QAComplete

- 109270: Fixed an issue where new read-only fields in QAComplete (12.6) incorrectly appeared as writeable and had the wrong field type on the artifact schema.

#### VersionOne

- 108604: Fixed an issue where an unnecessary error appeared when a required field had an empty value upon artifact retrieval.

# Tasktop Sync Release Notes - 4.22.28

Posted: October 06, 2020

- Fixes
  - Connector-Specific Fixes
    - BMC Remedy

## Fixes

### Connector-Specific Fixes

#### BMC Remedy

- 109110: Fixed an issue where artifact retrieval failed when comments were missing non-required fields.

# Tasktop Sync Release Notes - 4.22.30

Posted: October 27, 2020

- Fixes
  - Connector-Specific Fixes
    - BMC Remedy
    - IBM Rational DOORS
    - IBM Rational Team Concert

## Fixes

### Connector-Specific Fixes

#### BMC Remedy

- 109723: Fixed an issue where case-insensitive options caused artifact retrieval failures.

#### IBM Rational DOORS

- 110033: Fixed an issue where a thread interruption exception was not surfaced when closing a DOORS module.

#### IBM Rational Team Concert

- 107661: Fixed an issue where re-authentication could not be performed after receiving a bad gateway response.

# Tasktop Sync Release Notes - 4.22.31

Posted: November 05, 2020

- Fixes
  - Connector-Specific Fixes
    - Micro Focus ALM

## Fixes

### Connector-Specific Fixes

#### Micro Focus ALM

- 109929: Fixed an issue where the Test Instance Status field was not set properly on creation.

# Tasktop Sync Release Notes - 4.22.33

Posted: December 10, 2020

- Fixes
  - Connector-Specific Fixes
    - BMC Remedy
    - Jama

## Fixes

### Connector-Specific Fixes

#### BMC Remedy

- 110953: Fixed an issue where max byte field lengths caused issues when performing synchronizations on a non-Unicode Remedy server.

#### Jama

- 111463: Fixed an issue where version detection errors blocked normal processing in repositories with SSO enabled.

# Tasktop Sync Release Notes - 4.22.34

Posted: December 16, 2020

- Fixes
  - Connector-Specific Fixes
    - [Atlassian Jira](#)
    - [BMC Remedy](#)
    - [VersionOne](#)

## Fixes

### Connector-Specific Fixes

#### Atlassian Jira

- 110222: Fixed an error that occurred when handling an unexpected response upon retrieving an artifact.

#### BMC Remedy

- 111302: Fixed an issue where adding an attachment with a long filename caused an error.

#### VersionOne

- 111549: Fixed an issue that prevented VersionOne from accepting links in the Description field.



# Tasktop Sync Release Notes - 4.22.36

Posted: December 31, 2020

- Fixes
  - Connector-Specific Fixes
    - Jama

## Fixes

### Connector-Specific Fixes

#### Jama

- 108166: Fixed an issue where deleted releases in Jama would show up as valid single select options.

# Tasktop Sync Release Notes - 4.22.37

Posted: January 07, 2021

- Fixes
  - Connector-Specific Fixes
    - Micro Focus ALM
    - Targetprocess

## Fixes

### Connector-Specific Fixes

#### Micro Focus ALM

- 111321: Fixed an issue that prevented Test Instances from being created in ALM when the status field is set to required.

#### Targetprocess

- 112293: Fixed an issue where Targetprocess custom fields were included from other processes.

# Tasktop Sync Release Notes - 4.22.44

Posted: May 12, 2021

- Upgrade Notes
  - Connector-Specific Upgrade Notes
    - Jama
- Fixes
  - Connector-Specific Fixes
    - Jama

## Upgrade Notes

### Connector-Specific Upgrade Notes

#### Jama

- 115333: If you have a configured Jama repository user with only Project Admin rights, you should ensure that any Jama users participating in person reconciliation on artifact fields are members of the projects which contain those artifacts.

## Fixes

### Connector-Specific Fixes

#### Jama

- 115333: Fixed an issue where the connector could not retrieve a list of users from the repository due to recently introduced security restrictions on the repository API.