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Tasktop Sync FAQ

General

- Does Tasktop support attachment or comment deletion across systems?
- Does Tasktop Sync support artifact deletion across systems?
- How does Tasktop Sync compare attachments during synchronization?
- How do I fix an "Error reading task data" error on synchronization?
- How do I fix Tasktop Sync when it fails to start with error in logs mentioning "java.lang.NoClassDefFoundError: org/eclipse/core/resources/IContainer"?
- How do I synchronize a newly created field?
- What's the difference between Refresh Schema from Repository and Refresh Schema Locally in Tasktop Sync? How do I run a Local Schema Refresh?
- What does the error message "Found multiple TaskSyncStrategy matches" mean?
- What should I do when I have extra or missing scope fields?
- Why are many of my tasks under 'unmatched' in the Sync Tasks view?
- Why are my tasks being marked as 'DISCARDED' in the log? Why does it appear my tasks are not synchronizing?
- Why does my schema refresh fail? How do I fix it?

Installation and Maintenance

- Can multiple user accounts administer Tasktop Sync?
- Do I need RTC or TFS libraries?
- How do I move my Tasktop Sync workspace directory?
- How do I read the Tasktop Sync log file?
- How do I upgrade an endpoint that Tasktop Sync is connected to?
- What are all of the files and folders in my Tasktop Sync application data/working directory?
- Where can I download a P2 repository to install IBM Rational Team Concert?
- Where can I download a P2 repository to install Microsoft Team Foundation Server (Tasktop Sync pre-4.2)?
- Why does my Task Repository password not work when 'Save Password' is checked? My password is cleared on every restart of Tasktop Sync.
- Why do I get a "Persistent store access error" when upgrading Tasktop Sync?
- Why do I get a "StorageException" error upon starting up Tasktop Sync?

General (Sync)

- Does Tasktop support attachment or comment deletion across systems?
- Does Tasktop Sync support artifact deletion across systems?
- How does Tasktop Sync compare attachments during synchronization?
- How do I fix an "Error reading task data" error on synchronization?
- How do I fix Tasktop Sync when it fails to start with error in logs mentioning "java.lang.NoClassDefFoundError: org/eclipse/core/resources/IContainer"?
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- What's the difference between Refresh Schema from Repository and Refresh Schema Locally in Tasktop Sync? How do I run a Local Schema Refresh?
- What does the error message "Found multiple TaskSyncStrategy matches" mean?
- What should I do when I have extra or missing scope fields?
- Why are many of my tasks under 'unmatched' in the Sync Tasks view?
- Why are my tasks being marked as 'DISCARDED' in the log? Why does it appear my tasks are not synchronizing?
- Why does my schema refresh fail? How do I fix it?

Does Tasktop support attachment or comment deletion across systems?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

No. Tasktop will not propagate deletion of attachments or comments between systems. Propagating deletions between systems can be dangerous as it allows for unintended effects between teams and with reporting. In addition, many systems do not support (or easily support) the ability to delete these items. In the event that a comment or attachment is deleted, it may be recreated on the next synchronization of the item as we try to keep them synchronized. We recommend disabling the ability for users to delete artifacts, attachments and comments when integrating using Tasktop.

Does Tasktop Sync support artifact deletion across systems?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

No. Tasktop Sync will not propagate deletion of artifacts between systems. Propagating deletions between systems can be dangerous as it allows for unintended effects between teams and with reporting. In addition, many systems do not support (or easily support) the ability to delete an artifact. In the event that an artifact is deleted from one of the systems, Tasktop Sync is not notified of this change and the Tasktop Sync administrator will only become aware of this even when the proxy task is modified (the task that links to the deleted artifact) and the change will end up in the error queue. It is recommended to disable the ability to delete artifacts (if supported by the repository) and instead add a special state of "deleted" to the systems. This will allow for proper reporting of deleted items across the systems and to ensure that all systems in synchronization are properly updated.

How does Tasktop Sync compare attachments during synchronization?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

Tasktop Sync ensures that attachments are not synchronized multiple times by determining their equality based on the following fields: file name, description and size (provided size is not 0 bytes). For all connectors (excluding IBM RTC and HP QC/ALM), the attachment information support is the same: connectors provide file name and size and this information is used to determine the equality of attachments.

IBM RTC and HP QC/ALM connectors additionally provide attachment description, however the HP QC/ALM connector does not provide file name. The latter is because HP QC/ALM actively enforces unique file names among attachments within the same task and if an attachment of the same name is uploaded, it will rename it similar to the Windows copy naming conventions.

As a consequence of the above support, if a task mapping involves HP QC/ALM and a repository different than IBM RTC or HP QC/ALM, Tasktop Sync will only compare attachment size when deciding whether an attachment has already been synchronized. Furthermore, if a synchronization is configured between IBM RTC and HP QC/ALM, and no description is given, then the attachment equality is determined solely by the size of the attachment. It is highly recommended to enter a description for the attachment in this scenario.

How do I fix an "Error reading task data" error on synchronization?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

This can happen if one of the offline cache files becomes corrupted due to a crash or improper shutdown of Tasktop Sync while it is updating the cache.

To confirm that this is the case, do the following:

- Find the problem task in the Sync Tasks view
- Right-click and "Refresh" the item
- Once the refresh is complete, double click the item to open the Task Data editor
- If the editor shows the contents of the task, please follow the instructions below
- If you receive an error or the editor remains blank, please contact support@tasktop.com

To fix this, you will need to delete the cache files manually from disk and re-trigger the synchronization. To do this:

- Shutdown Tasktop Sync
- Open the Tasktop Sync working directory (click the folder icon in the Tasktop Sync services view)
- Navigate into the tasktop\data\offline directory
- Find the directory with the repository URL of the affected task, and inside that directory find the zip file with the ID of the affected task
- For example, the full path to this zip file might look like: C:\Users\someUser\AppData\Roaming\TasktopSync\workspace\tasktop\data\offline\<REPOSITORY_URL>\<TASK_ID>.zip
- Back up this file and please send it to us to investigate if these steps do not work
- Delete this zip file
- Navigate into the .metadata\mylyn\tasks directory
- Find the directory with the repository type and repository URL of the affected task, navigate into the "offline" directory inside of that, and inside that directory find the zip file with the ID of the affected task
- For example, the full path of this zip file might look like: C:\Users\someUser\AppData\Roaming\TasktopSync\workspace\mylyn\tasks\<REPOSITORY_TYPE>\<REPOSITORY_URL>\offline\<TASK_ID>.zip
- Back up this file and please send it to us to investigate if these steps do not work
- Delete this zip file
- Start Tasktop Sync
- Try to re-synchronize that defect from the error queue

Example error message that you may see:

```
com.tasktop.internal.sync.core.SyncException: Internal error Error reading task data
  at com.tasktop.internal.sync.core.persistence.SyncStateManager.getSavedState(SyncStateManager.java:195)
  at com.tasktop.internal.sync.core.persistence.SyncStateManager.setLocalState(SyncStateManager.java:180)
  at com.tasktop.internal.sync.core.state.RefreshSourceState.transition(RefreshSourceState.java:41)
  at com.tasktop.internal.sync.core.state.SyncState.performTransition(SyncState.java:60)
  at com.tasktop.internal.sync.core.WorkerJob.onPoll(WorkerJob.java:52)
  at com.tasktop.server.core.ServerJob.run(ServerJob.java:87)
  at org.eclipse.core.internal.jobs.Worker.run(Worker.java:54)
Caused by: org.eclipse.core.runtime.CoreException: Error reading task data
  at org.eclipse.mylyn.internal.tasks.core.data.TaskDataStore.readState(TaskDataStore.java:153)
  at org.eclipse.mylyn.internal.tasks.core.data.TaskDataStore.getTaskDataState(TaskDataStore.java:57)
  at com.tasktop.internal.sync.core.Tasks.getTaskDataState(Tasks.java:124)
  at com.tasktop.internal.sync.core.persistence.SyncStateManager.getSavedState(SyncStateManager.java:193)
  ... 6 more
Caused by: java.io.IOException: Error parsing task data: XML document structures must start and end within the
same entity.
  at org.eclipse.mylyn.internal.tasks.core.data.TaskDataStore.readState(TaskDataStore.java:148)
  ... 9 more
org.eclipse.core.runtime.CoreException: Error reading task data
  at org.eclipse.mylyn.internal.tasks.core.data.TaskDataStore.readState(TaskDataStore.java:153)
  at org.eclipse.mylyn.internal.tasks.core.data.TaskDataStore.getTaskDataState(TaskDataStore.java:57)
  at com.tasktop.internal.sync.core.Tasks.getTaskDataState(Tasks.java:124)
  at com.tasktop.internal.sync.core.persistence.SyncStateManager.getSavedState(SyncStateManager.java:193)
  at com.tasktop.internal.sync.core.persistence.SyncStateManager.setLocalState(SyncStateManager.java:180)
  at com.tasktop.internal.sync.core.state.RefreshSourceState.transition(RefreshSourceState.java:41)
  at com.tasktop.internal.sync.core.state.SyncState.performTransition(SyncState.java:60)
  at com.tasktop.internal.sync.core.WorkerJob.onPoll(WorkerJob.java:52)
  at com.tasktop.server.core.ServerJob.run(ServerJob.java:87)
  at org.eclipse.core.internal.jobs.Worker.run(Worker.java:54)
Caused by: java.io.IOException: Error parsing task data: XML document structures must start and end within the
same entity.
  at org.eclipse.mylyn.internal.tasks.core.data.TaskDataStore.readState(TaskDataStore.java:148)
  ... 9 more
```

Or:

```
com.tasktop.internal.sync.core.SyncException: Internal error Error reading task data

  at com.tasktop.internal.sync.core.persistence.SyncStateManager.getSavedState(SyncStateManager.java:194)
  at com.tasktop.internal.sync.core.persistence.SyncStateManager.setLocalState(SyncStateManager.java:179)
  at com.tasktop.internal.sync.core.state.RefreshSourceState.transition(RefreshSourceState.java:41)
  at com.tasktop.internal.sync.core.state.SyncState.performTransition(SyncState.java:60)
  at com.tasktop.internal.sync.core.WorkerJob.onPoll(WorkerJob.java:52)
  at com.tasktop.server.core.ServerJob.run(ServerJob.java:87)
  at org.eclipse.core.internal.jobs.Worker.run(Worker.java:54)
Caused by: org.eclipse.core.runtime.CoreException: Error reading task data
  at org.eclipse.mylyn.internal.tasks.core.data.TaskDataStore.readState(TaskDataStore.java:153)
  at org.eclipse.mylyn.internal.tasks.core.data.TaskDataStore.getTaskDataState(TaskDataStore.java:57)
  at com.tasktop.internal.sync.core.Tasks.getTaskDataState(Tasks.java:125)
  at com.tasktop.internal.sync.core.persistence.SyncStateManager.getSavedState(SyncStateManager.java:192)
  ... 6 more
Caused by: java.io.IOException: Error parsing task data: Premature end of file.
  at org.eclipse.mylyn.internal.tasks.core.data.TaskDataStore.readState(TaskDataStore.java:148)
  ... 9 more
```


How do I fix Tasktop Sync when it fails to start with error in logs mentioning "java.lang.NoClassDefFoundError: org/eclipse/core/resources/IContainer"?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

This error indicates that an internal cache that holds information about the files in the workspace (so that it does not need to be built each time) has been corrupted. This can be easily fixed by deleting the following folder:

```
<workspace>/ .metadata/.plugins/org.eclipse.core.resources
```

Once deleted, Tasktop Sync will automatically rebuild this cache and start without problems. This will not affect synchronization as it is only a cache of the files that exist in the workspace

How do I synchronize a newly created field?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

When a new field is required to be synchronized, it must be added to the Task Mapping for the synchronization that it affects. To have the field show up properly as a part of the mapping editor, you will need to refresh your schema from the schema tab of the mapping editor before it is available. Once refreshed, the new field should be available in the schema and from the dropdown for the attributes to synchronize. Once both fields are available in the mapping editor, configure the synchronization as needed, ensuring to select the correct caster or script as needed.

If the new field to be synchronized should be updated for all items (e.g. severity was added to IBM RTC and you want to have it show the proper severity that is set in Atlassian JIRA for all items), you will need to re-synchronize all items. Simply adding the mapping will allow for the field to be synchronized on any new items and when that field is changed in the system, however, not all items are updated as Tasktop Sync performs field level change detection on the fields to synchronize. To synchronize all historical tasks, open the Sync Tasks view, refresh the Initialization and Changes queries for the endpoint that contains the data that you want to send to the other system. Once completed, right-click on the initialization query and "Mark all for synchronization". Tasktop Sync will pick up all of the items and assume that all fields have been modified and therefore synchronize the values to the new field that was created.

What's the difference between Refresh Schema from Repository and Refresh Schema Locally in Tasktop Sync? How do I run a Local Schema Refresh?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

Having an up-to-date schema in Tasktop Sync is important in ensuring that you are able to properly and easily configure your attribute mappings. Tasktop Sync has 2 different ways of refreshing the schema: from repository or locally:

- 'Refresh Schema from Repository' will run the queries and refresh all the tasks, prior to scanning the tasks in the Tasktop Sync cache to introspect the schema for the system.
- 'Refresh Schema Locally' will only scan the tasks in the Tasktop Sync cache to introspect the schema for the system. This can lead to the schema not being 100% up-to-date, however, it is much quicker to execute provide that the repository configuration is up-to-date and at least 1 task has been refreshed after a change to the repository.

Repository schema refreshes can be performed from the Schema tab of the Task Mapping editor or via the right-click menu in the Task Repositories view. For a local schema refresh, this can only be performed from the right-click menu of the Task Repositories view. To ensure that a local schema refresh will be as accurate as possible, please follow the steps below:

1. From the Task Repositories view, update the repository configuration for the repository in question (right-click > "Update Repository Configuration")
2. Manually refresh at least 1 task matched by your queries (find a task in the Sync Tasks view, right-click and select "Refresh")
3. Run the "Refresh Schema Locally" option from the Task Repositories view (right-click > "Refresh Schema Locally")

What does the error message "Found multiple TaskSyncStrategy matches" mean?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

When an artifact is put in the error queue with the error message "Configuration error. Found multiple TaskSyncStrategy matches", this indicates that there are multiple mappings with overlapping scopes. This can happen when multiple mappings to the same endpoint use the same queries, or queries that retrieve the same artifacts, and have the same Artifact Scope (as defined on the Overview page of the Mapping Editor). When Tasktop Sync detects a change to an artifact that may fall into the scope of multiple mappings, it puts that artifact in the error queue with this message.

A common scenario in which this error is encountered is when a disabled mapping has the same scope as an active mapping. Tasktop Sync looks at disabled mappings too when checking which mapping a changed artifact should be processed by. In this scenario, the disabled mapping should be deleted to resolve the error.

Another way to resolve this error is to narrow the scope of the affected mappings by using the "nary" element in the synchronizer.xml file. Directions on how to use the "nary" element can be found in the [help documentation](#).

What should I do when I have extra or missing scope fields?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

Connectors may change their definition of scope. When this occurs Tasktop Sync's configuration must be updated to match the connector's new definition of scope.

Extra Scope Fields

If a attribute was removed from the connector's definition of scope then Tasktop Sync will be configured with an extra scope attribute. The extra scope attribute should be removed from the configuration as it is no longer valid. This can be done easily by clicking the 'Edit' button in the scope section of the task mapping editor. This will open a dialog populated with the currently configured values. When 'Finish' is clicked these values will be saved and any extra attributes will be removed.

This will potentially expand the scope of the mapping, causing it to process tasks which it previously would not. If there are multiple task mappings for the affected repository, then this expansion of scope may cause tasks to match multiple task mappings. This will result in an error when tasks are processed by Tasktop Sync. To fix this issue all task mappings which have the same scope should be combined, or another mechanism should be used to ensure incoming tasks do not match multiple mappings. There are two ways to separate the tasks which may match multiple mappings.

1. A task mapping condition can be created to replace the scope attribute which was removed. This can be used so that only tasks with a specific value in the relevant scope attribute match the task mapping. eg. If the attribute 'project' is removed from scope, then a condition for the attribute 'project' may be added to the task mapping with the same value as was in the scope previously.
2. The queries which provide tasks to the mapping are altered to only retrieve tasks which match the desired scope. Note that if multiple mappings share a single query (eg. a query exists which retrieves all tasks of type 'defect' for all projects on a repository) then this may not be possible. In such a case multiple queries should be created so that each task mapping has its own query.

After the scope has been updated, and all affected task mappings have been combined or altered to prevent tasks from matching multiple task mappings, it is likely that an attribute mapping will need to be introduced for the attribute which was removed from scope. When Tasktop Sync creates new tasks it uses the scope information to populate the relevant attributes on the task. Since an attribute was removed from the scope, an attribute mapping for the removed scope attribute must be created, otherwise the attribute will not be populated on creation.

Missing Scope Fields

If an attribute was added to the connector's definition of scope then Tasktop Sync's configuration will be missing a scope attribute. The missing scope attribute must be added to the configuration as the scope is not valid without it. This can be done by clicking the 'Edit' button in the scope section of the task mapping editor. This will open a dialog with the fields to be filled out. Once all the fields are set correctly click 'Finish' to save the configuration.

This will potentially narrow the scope of the mapping, causing tasks which it may have processed previously to not be processed any longer. To account for this, additional mappings may need to be created to process any tasks which will no longer be processed by the updated mapping. In some cases no additional mappings will be necessary as the new scope attribute may be used to distinguish between types of tasks which were not previously supported. eg. In the previous release only tasks of type 'Defect' were supported, but the new version supports additional types. To account for this the field 'Type' was added to the scope, however previous integrations would only have dealt with tasks of type 'Defect'. Because of this no additional mappings are required to achieve the previous behavior.

After the scope has been updated, and any necessary new mappings have been created, it is likely that unnecessary attribute mappings exist for the attribute which was added to the scope. When Tasktop Sync creates new tasks it uses the scope information to populate the relevant attributes on the tasks. Since an attribute was added to the scope, any attribute mappings for the added scope attribute may be removed as those attributes will be populated on creation by the scope.

Why are many of my tasks under 'unmatched' in the Sync Tasks view?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

Items in the 'Unmatched' category in the Sync Tasks view are the set of items that no longer match either of the scoping queries. However, many tasks will end up in the 'Unmatched' category during normal operation as the initialization query is never automatically run by Tasktop Sync. To see what items no longer match the scope defined in Tasktop Sync, manually refresh the initialization query. Once completed running, any tasks remaining in 'Unmatched' no longer match the scope of synchronization (provided that the initialization query covers all items that should be under synchronization). Deleting items from the unmatched category will remove them from the Tasktop Sync cache and they will re-appear if they re-enter synchronization in the future.

Why are my tasks being marked as 'DISCARDED' in the log? Why does it appear my tasks are not synchronizing?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

Items are marked as 'DISCARDED' (not synchronized and no error) when Tasktop Sync does not believe that it needs to perform any operation. If this seems wrong, check the mapping Overview tab to make sure both repositories have a "Proxy Creation Trigger" set to "All tasks". Also ensure that your proxyStorageAttribute value is not set to "todoSetupThisProperty". If this does not fix the problem that you are seeing, then it is most likely that there are scope differences (wrong project or type) or conditional synchronization is configured that is preventing the task from matching a mapping. To debug this further, enable trace logging and inspect the logs for information about why the task is not matched for the mapping.

Why does my schema refresh fail? How do I fix it?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

One of the most common causes for schema refresh errors is that artifacts have been deleted in the endpoint repository and Tasktop Sync is unable to know that this is the case. To clean up your instance of Tasktop Sync so that the schema refresh works as expected:

1. From the Sync Tasks view, refresh all of the changes and initialization queries (for the repository in question) to ensure that they are up-to-date(right click each query in the Sync Tasks view and select "Synchronize")
2. Delete all items out of the "Unmatched" folder in the Sync Tasks view as these items no longer match any query for synchronization
3. Attempt to run the "Refresh Schema" operation again

Alternatively, you can do the following, however, it could result in a schema that has some old data that is no longer valid since the schema was built purely from cached information:

1. From the Task Repositories view, update the repository configuration for the repository in question (right-click > "Update Repository Configuration")
2. Manually refresh at least 1 task matched by your queries (find a task in the Sync Tasks view, right-click and select "Refresh")
3. Run the "Refresh Schema Locally" option from the Task Repositories view (right-click > "Refresh Schema Locally")

The above operation will not execute any queries or refresh any tasks and therefore should not result in error.

If you are still experiencing problems after performing these steps, please contact support@tasktop.com

Installation and Maintenance (Sync)

- Can multiple user accounts administer Tasktop Sync?
- Do I need RTC or TFS libraries?
- How do I move my Tasktop Sync workspace directory?
- How do I read the Tasktop Sync log file?
- How do I upgrade an endpoint that Tasktop Sync is connected to?
- What are all of the files and folders in my Tasktop Sync application data/working directory?
- Where can I download a P2 repository to install IBM Rational Team Concert?
- Where can I download a P2 repository to install Microsoft Team Foundation Server (Tasktop Sync pre-4.2)?
- Why does my Task Repository password not work when 'Save Password' is checked? My password is cleared on every restart of Tasktop Sync.
- Why do I get a "Persistent store access error" when upgrading Tasktop Sync?
- Why do I get a "StorageException" error upon starting up Tasktop Sync?

Can multiple user accounts administer Tasktop Sync?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

Generally, Tasktop Sync is installed, configured and maintained using a single user account (e.g. tasktop_sync). However, if this is not possible, some changes to the configuration of the product will be required to ensure successful operation of the system when multiple users are attempting to administer Tasktop Sync:

- Place your license in the root of the installation directory and name it tasktop.license (if applicable)
- Move the workspace to a location that is shared by all users (following the steps here on how to move a workspace)
- Ensure that the Tasktop Sync application is set to "Run as Administrator" for all users
- Create a file called eclipse.pass in the same directory as the Tasktop Sync workspace (referred to as the shared directory) and enter 1 line of text in it. This will be used as the shared encryption key for credentials
- Add the following to the TasktopSync.ini file in the installation directory, ensuring to remove any duplicate arguments that may already exist in the file:
 - data
 - <path to shared directory>/workspace
 - eclipse.password
 - <path to shared directory>/eclipse.pass
 - eclipse.keyring
 - <path to shared directory>/eclipse.keyring
 - keyring
 - <path to shared directory>/tasktop.keyring

Provided that all users have access to Tasktop Sync, they will now be able to start up the application under their own user account to run, configure and maintain Tasktop Sync. Note that only 1 instance of Tasktop Sync can be running at any time, so it will need to be managed between the administrators as to who is running the instance currently.

Do I need RTC or TFS libraries?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

Now you need to decide if you need either the IBM Rational Team Concert p2 repository or Microsoft Team Explorer Everywhere.

Answer these questions to decide.

Is this a brand new deployment of Tasktop Sync? If so, then no, you can leave these boxes unchecked and continue with your install.

Are you currently using Tasktop Sync to integrate with IBM RTC? If not, then leave the IBM Rational Team Concert box unchecked and continue with your install.

Are you currently using Tasktop Sync to integrate with Microsoft TFS? If not, then leave the Microsoft Team Foundation Server box unchecked and continue with your install.

At this point we've established that you have been using Tasktop Sync for some time and are synchronizing artifacts with either TFS, RTC or both. Now we need to determine which RTC and/or TFS connector you're using. We made some pretty significant upgrades to these connectors in the middle of 2015 and that determines whether you need these packages or not.

If you're using RTC and are in the process of installing a Sync service release for Sync 4.2 or earlier, you'll need to check the box to install the RTC p2 repository. If you are installing Sync and have not upgraded to the post-Sync 4.3 version of the RTC connector, you'll need to check the box to install the RTC p2 repository.

If you're using TFS and are in the process of installing a Sync service release for Sync 4.1 or earlier, you'll need to check the box to install Microsoft Team Explorer Everywhere. If you are installing Sync and have not upgraded to the post-Sync 4.2 version of the TFS connector, you'll need to check the box to install the Microsoft Team Explorer Everywhere.

If you are still unsure of whether you need to install either of these clients, please contact Tasktop Support.

How do I move my Tasktop Sync workspace directory?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

Same Machine

If you are using the same account, but wish to change the location of the workspace, the operation is simple. By default, the workspace is put into the current users AppData directory under the TasktopSync folder. To change the workspace location, perform the following:

- Ensure Tasktop Sync is stopped
- Copy the workspace to the new location
- Edit the TasktopSync.ini file (found in the Tasktop Sync install directory) and add (or modify) the following at the top of the file:

-data

<path to workspace folder>

- Start Tasktop Sync and see that the new workspace location is being used

Different Machine or User Account

To move a workspace between accounts or machines, begin by following the steps above for moving the workspace to a different location on the same system. If moving the workspace to a different system or when using a different user account, it is recommended to only move the workspace directory and ensure that the eclipse.keyring and tasktop.keyring files are deleted. By default, these files are in the <app data>/TasktopSync directory and referenced via the TasktopSync.ini file in the installation location (please check the TasktopSync.ini as this may be different on your system). These files need to be deleted as the credentials are generally encrypted using Windows user account information. If you are moving to a different user account and the installation is remaining the same, you will want to change the path that the -eclipse.keyring and -keyring parameters in the TasktopSync.ini file reference as the default location is located in the AppData directory of the user that installed Tasktop Sync (which may not be accessible by all users).

How do I read the Tasktop Sync log file?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

When looking for the cause of an error in synchronization, the first step is to search for the log messages for the synchronization in question. Once the log messages are found, the best way to read is from the bottom up. The last line of the synchronization will display the state of the synchronization (e.g. in ERROR or in DONE). If there was an error, the message provided by Tasktop Sync or the endpoint will be above this. Additionally, the section of the log providing information about what synchronization operations Tasktop Sync performed can be very useful in determining if there was a problem with a mapping, script or if the endpoint repository may be the problem.

Basic Structure of a log for synchronization:

- Incoming Task
- Matching for Task Mappings
- Source and target Task Data
- Synchronization plan for source -> target
- Synchronization plan for target -> source
- Resulting Task Data or error messages

Log File Format

Tasktop Sync log files contain all logging output from a synchronization as well as any logging from scripts. A line in the log file represents a unique log message from the Tasktop Sync. As Tasktop Sync can process multiple items at a time, the log can be difficult to read in its raw form as the messages from many synchronizations may be interleaved (therefore the previous and next log messages may not be related to the current synchronization that you are interested in). Understanding the log file format will assist you in being able to analyze your synchronizations properly. Below is the basic format for a log message:

Log Level [Date Time] [Thread Id] [Context Id] Message

As an example:

```
DEBUG [2014-09-12 15:58:12.035/-0400] [SyncWorker-3:com.tasktop.internal.sync.core.state.SyncState] [com.tasktop.internal.sync.core.state.SyncContext@2180c5f2 ] Transitioning task (1) using PostSynchronizationState PROCESSING: https://server?RecordId=12693 (I0003355)
```

To easily separate the synchronization of a single task from the rest, tools like grep are useful to search for the Context Id of the synchronization that you are interested in to get just the log lines related to the synchronization in question. Some text editors (e.g. Notepad++) can handle large files efficiently and highlight text based on a selection to aid in the reading of the log files as well, making them ideal for debugging Tasktop Sync errors.

How do I upgrade an endpoint that Tasktop Sync is connected to?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

When upgrading one of the endpoints that Tasktop Sync is synchronizing data between, it is recommended to stop Tasktop Sync while the system is down. Additionally, it is recommended to take a backup of the workspace folder in case there is any reason to roll back. If upgrading IBM Rational Team Concert, you will need to re-install Tasktop Sync with the matching version of the IBM RTC p2 repository.

Once the endpoint has been restored, it is recommended to check the connectivity via validating the Task Repository settings in the Task Repositories view as well as ensuring that the queries can be refreshed from the Sync Tasks view. Many customers also take this time to perform a schema refresh from the repository which will validate these operations. After the schema refresh is complete, please check that the mappings still appear correct (e.g. that none of the fields changed) and then Tasktop Sync can be started.

What are all of the files and folders in my Tasktop Sync application data/working directory?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

The Tasktop Sync application workspace and working directories contain a number of files and folders that are needed for the correct operation of Tasktop Sync. To understand the difference between the workspace and working directories, see the [Workspace, Configuration and Log File Paths](#) section of the [Maintenance and Inspection](#) area in our online help documents. The default workspace/working directory is located in the following locations:

- On Windows 2008 Server, Windows Vista, Windows 7: `C:\Users\<User>\AppData\Roaming\TasktopSync`
- On Windows XP, Windows 2003 Server: `C:\Documents and Settings\<User>\Application Data\TasktopSync`
- Linux: `<user.home>/tasktopSync`

Note that the workspace can be configured to be a different location than the default via the `-data` option in the `TasktopSync.ini` file located in the installation folder. The easiest way to determine the location of your workspace is to open Tasktop Sync, click the folder icon in the services view to open the Working Directory and navigate up 2 directories.

All of the files in these directories are critical to the proper operation of Tasktop Sync and should not be deleted unless directed by support personnel. Below is a brief overview of some of the items:

- `tasktop.license` - license file for the Tasktop Sync product enabling the Tasktop Sync features
- `eclipse.keyring` - encrypted password store for Task Repository credentials
- `workspace` - folder containing all of the Tasktop Sync configuration and cache files
 - `workspace/.metadata` - folder containing cache information about repositories, queries and tasks
 - `workspace/tasktop` - folder containing Tasktop Sync configuration files and logs (Tasktop Sync working directory)
 - `workspace/tasktop/data` - folder containing cache information about tasks
 - `workspace/tasktop/db` - folder containing the file based database used by Tasktop Sync for a local cache of metadata and synchronization information
 - `workspace/tasktop/log` - folder containing all detailed synchronization and web monitoring UI logs
 - `workspace/tasktop/schemas` - folder containing a cache of the repository schemas

- workspace/tasktop/synchronizer.xml - Tasktop Sync mapping configuration file
- workspace/tasktop/log4j.xml - logging configuration file
- workspace/tasktop/web.properties - properties file for configuring the OSLC and the web monitoring UI
- workspace/tasktop/oslc.properties - properties file for configuring OSLC
- workspace/tasktop/.project - metadata used by Tasktop Sync Studio to be aware of these files and folders

In addition to these files, there may be some backups of the synchronizer.xml and examples for the web and oslc properties files.

Where can I download a P2 repository to install IBM Rational Team Concert?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

To install Tasktop Sync for IBM Rational Team Concert, you will need to download the P2 repository that corresponds to your Rational Team Concert server version. You will need a [Jazz.net](#) account to access the downloads.

- [P2 repository for IBM Rational Team Concert 3.0.1.3](#)
- [P2 repository for IBM Rational Team Concert 3.0.1.4](#)
- [P2 repository for IBM Rational Team Concert 3.0.1.5](#)
- [P2 repository for IBM Rational Team Concert 4.0](#)
- [P2 repository for IBM Rational Team Concert 4.0.1](#)
- [P2 repository for IBM Rational Team Concert 4.0.0.1](#)
- [P2 repository for IBM Rational Team Concert 4.0.0.2](#)
- [P2 repository for IBM Rational Team Concert 4.0.2](#)
- [P2 repository for IBM Rational Team Concert 4.0.3](#)
- [P2 repository for IBM Rational Team Concert 4.0.4](#)
- [P2 repository for IBM Rational Team Concert 4.0.5](#)
- [P2 repository for IBM Rational Team Concert 4.0.6](#)
- [P2 repository for IBM Rational Team Concert 4.0.7](#)
- [P2 repository for IBM Rational Team Concert 5.0](#)
- [P2 repository for IBM Rational Team Concert 5.0.1](#)
- [P2 repository for IBM Rational Team Concert 5.0.2](#)
- [P2 repository for IBM Rational Team Concert 6.0](#)
- [P2 repository for IBM Rational Team Concert 6.0.1](#)

Where can I download a P2 repository to install Microsoft Team Foundation Server (Tasktop Sync pre-4.2)?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

To install Tasktop Sync for Microsoft Team Foundation Server (pre-Sync 4.2), you will need to download the P2 repository for Microsoft Team Explorer Everywhere.

Recommended:

For Tasktop Sync 3.5 or later (and TFS 2013 or earlier), you will need Microsoft Team Explorer Everywhere 12.0. This is available from the [Microsoft Download Site](#) or you can directly download [Microsoft Team Explorer Everywhere 12.0](#).

Older Versions of Tasktop Sync:

For Tasktop Sync 3.0 and earlier (and TFS 2010 or earlier), you will need Microsoft Team Explorer Everywhere 11.0. This is available from the [Microsoft Download Site](#) or you can directly download [Microsoft Team Explorer Everywhere 11.0](#).

Why does my Task Repository password not work when 'Save Password' is checked? My password is cleared on every restart of Tasktop Sync.

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

If you have installed Tasktop Sync on a desktop computer that has other (older) versions of Eclipse running, the secure key store (which holds your encrypted passwords) may be incompatible. To force Tasktop Sync to use its own secure keystore, add the following to the top of the TasktopSync.ini file in the Tasktop Sync installation folder:

First line of file should have: `-eclipse.keyring`

Second line of file should have: `c:\path\to\alternate\eclipse\keystore\eclipse.keystore`

Tasktop Sync will then use that new file location as the new keystore and saving your passwords within Tasktop Sync will work properly.

Why do I get a "Persistent store access error" when upgrading Tasktop Sync?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: 4.18.11 and higher

Answer

With current releases of Tasktop Sync (4.18.11 or later), our internal database, h2, was upgraded to 1.4 from 1.3. There is a known issue in the 1.3 version that would generate invalid data and this can cause the database to not migrate correctly to the 1.4 version and trigger an error like the one below. If you encounter this error during an upgrade, please reach out to Tasktop support as the database will need to be manually updated to support the new version of the database.

Example Error

```
com.tasktop.internal.sync.core.SyncException: Persistent store access error. {0}
    at com.tasktop.internal.sync.core.persistence.DBSyncContextPersistenceStore.getTaskMappingStats
(DBSyncContextPersistenceStore.java:543)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:62)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke(Method.java:498)
    at com.tasktop.internal.sync.core.persistence.TransactionAdvice$TransactionInvocationHandler.doInvoke
(TransactionAdvice.java:120)
    at com.tasktop.internal.sync.core.persistence.TransactionAdvice$TransactionInvocationHandler.invoke
(TransactionAdvice.java:84)
    at com.sun.proxy.$Proxy35.getTaskMappingStats(Unknown Source)
    at com.tasktop.internal.sync.core.SynchronizerJob.onStart(SynchronizerJob.java:353)
    at com.tasktop.server.core.ServerJob.run(ServerJob.java:74)
    at org.eclipse.core.internal.jobs.Worker.run(Worker.java:55)
Caused by: Exception [EclipseLink-4002] (Eclipse Persistence Services - 2.4.2.v20130514-5956486): org.eclipse.
persistence.exceptions.DatabaseException
Internal Exception: org.h2.jdbc.JdbcSQLException: General error: "java.lang.IllegalArgumentException: timeNanos
out of range 86400694000000"; SQL statement:
SELECT COUNT(state), TASKMAPPINGID, state FROM task_mapping_state GROUP BY TASKMAPPINGID, state ORDER BY
TASKMAPPINGID, state ASC [50000-197]
Error Code: 50000
Call: SELECT COUNT(state), TASKMAPPINGID, state FROM task_mapping_state GROUP BY TASKMAPPINGID, state ORDER BY
TASKMAPPINGID, state ASC
Query: ReportQuery(referenceClass=TaskMappingState sql="SELECT COUNT(state), TASKMAPPINGID, state FROM
task_mapping_state GROUP BY TASKMAPPINGID, state ORDER BY TASKMAPPINGID, state ASC")
    at org.eclipse.persistence.exceptions.DatabaseException.sqlException(DatabaseException.java:333)
    at org.eclipse.persistence.internal.databaseaccess.DatabaseAccessor.basicExecuteCall(DatabaseAccessor.
java:646)
    at org.eclipse.persistence.internal.databaseaccess.DatabaseAccessor.executeCall(DatabaseAccessor.java:
537)
    at org.eclipse.persistence.internal.sessions.AbstractSession.basicExecuteCall(AbstractSession.java:1805)
    at org.eclipse.persistence.sessions.server.ServerSession.executeCall(ServerSession.java:566)
    at org.eclipse.persistence.sessions.server.ClientSession.executeCall(ClientSession.java:240)
    at org.eclipse.persistence.internal.queries.DatasourceCallQueryMechanism.executeCall
(DatasourceCallQueryMechanism.java:207)
    at org.eclipse.persistence.internal.queries.DatasourceCallQueryMechanism.executeCall
(DatasourceCallQueryMechanism.java:193)
    at org.eclipse.persistence.internal.queries.DatasourceCallQueryMechanism.executeSelectCall
(DatasourceCallQueryMechanism.java:264)
    at org.eclipse.persistence.internal.queries.DatasourceCallQueryMechanism.selectAllRows
(DatasourceCallQueryMechanism.java:648)
    at org.eclipse.persistence.internal.queries.ExpressionQueryMechanism.selectAllRowsFromTable
```

```

(ExpressionQueryMechanism.java:2706)
    at org.eclipse.persistence.internal.queries.ExpressionQueryMechanism.selectAllReportQueryRows
(ExpressionQueryMechanism.java:2643)
    at org.eclipse.persistence.queries.ReportQuery.executeDatabaseQuery(ReportQuery.java:847)
    at org.eclipse.persistence.queries.DatabaseQuery.execute(DatabaseQuery.java:852)
    at org.eclipse.persistence.queries.ObjectLevelReadQuery.execute(ObjectLevelReadQuery.java:1109)
    at org.eclipse.persistence.queries.ReadAllQuery.execute(ReadAllQuery.java:393)
    at org.eclipse.persistence.queries.ObjectLevelReadQuery.executeInUnitOfWork(ObjectLevelReadQuery.java:
1197)
    at org.eclipse.persistence.internal.sessions.UnitOfWorkImpl.internalExecuteQuery(UnitOfWorkImpl.java:
2879)
    at org.eclipse.persistence.internal.sessions.AbstractSession.executeQuery(AbstractSession.java:1607)
    at org.eclipse.persistence.internal.sessions.AbstractSession.executeQuery(AbstractSession.java:1589)
    at org.eclipse.persistence.internal.sessions.AbstractSession.executeQuery(AbstractSession.java:1554)
    at org.eclipse.persistence.internal.jpa.QueryImpl.executeReadQuery(QueryImpl.java:231)
    at org.eclipse.persistence.internal.jpa.QueryImpl.getResultList(QueryImpl.java:411)
    at com.tasktop.internal.sync.core.persistence.DBSyncContextPersistenceStore.getTaskMappingStats
(DBSyncContextPersistenceStore.java:526)
    ... 10 more
Caused by: org.h2.jdbc.JdbcSQLException: General error: "java.lang.IllegalArgumentException: timeNanos out of
range 864006940000000"; SQL statement:
SELECT COUNT(state), TASKMAPPINGID, state FROM task_mapping_state GROUP BY TASKMAPPINGID, state ORDER BY
TASKMAPPINGID, state ASC [50000-197]
    at org.h2.message.DbException.getJdbcSQLException(DbException.java:357)
    at org.h2.message.DbException.get(DbException.java:168)
    at org.h2.message.DbException.convert(DbException.java:307)
    at org.h2.command.Command.executeQuery(Command.java:216)
    at org.h2.jdbc.JdbcStatement.executeQuery(JdbcStatement.java:85)
    at org.eclipse.persistence.internal.databaseaccess.DatabaseAccessor.executeSelect(DatabaseAccessor.java:
936)
    at org.eclipse.persistence.internal.databaseaccess.DatabaseAccessor.basicExecuteCall(DatabaseAccessor.
java:609)
    ... 32 more
Caused by: java.lang.IllegalArgumentException: timeNanos out of range 864006940000000
    at org.h2.value.ValueTimestamp.<init>(ValueTimestamp.java:66)
    at org.h2.value.ValueTimestamp.fromDateValueAndNanos(ValueTimestamp.java:80)
    at org.h2.value.ValueTimestamp.fromMillisNanos(ValueTimestamp.java:107)
    at org.h2.store.Data.readValue(Data.java:774)
    at org.h2.index.PageDataLeaf.readRow(PageDataLeaf.java:623)
    at org.h2.index.PageDataLeaf.getRowAt(PageDataLeaf.java:333)
    at org.h2.index.PageDataCursor.nextRow(PageDataCursor.java:101)
    at org.h2.index.PageDataCursor.next(PageDataCursor.java:52)
    at org.h2.index.IndexCursor.next(IndexCursor.java:316)
    at org.h2.table.TableFilter.next(TableFilter.java:502)
    at org.h2.command.dml.Select.queryGroup(Select.java:323)
    at org.h2.command.dml.Select.queryWithoutCache(Select.java:628)
    at org.h2.command.dml.Query.queryWithoutCacheLazyCheck(Query.java:114)
    at org.h2.command.dml.Query.query(Query.java:371)
    at org.h2.command.dml.Query.query(Query.java:333)
    at org.h2.command.CommandContainer.query(CommandContainer.java:114)
    at org.h2.command.Command.executeQuery(Command.java:202)
    ... 35 more

```

Why do I get a "StorageException" error upon starting up Tasktop Sync?

Last Updated: 09 Nov 2017 | Applicable Sync Versions: All

Answer

Errors involving a StorageException indicate that your secure storage (where Tasktop Sync stores encrypted repository credentials) has been corrupted.

Common error messages involving a StorageException are:

- "org.eclipse.equinox.security.storage.StorageException: Secure storage was unable to retrieve the master password. If secure storage was created using a different Windows account, you'll have to switch back to that account. Alternatively, you can use the password recovery, or delete and re-create secure storage."
- "org.eclipse.equinox.security.storage.StorageException: Given final block not properly padded"

Common scenarios where secure storage can be corrupted are:

- You are running Tasktop Sync with a different user account than the account that initially configured Tasktop Sync
- You have moved Tasktop Sync across Windows servers
- You have upgraded from the 32 bit version of Tasktop Sync to the 64 bit version

To resolve this issue you will need to recreate your secure storage by following these steps:

- Shut down Tasktop Sync
- In your Tasktop Sync installation directory, open TasktopSync.ini
- Find the -eclipse.keyring parameter and note the file path it points to. This is the location of your secure storage file
- If there is no -eclipse.keyring parameter, then your secure storage file will be in the default location, which is <user-home>/.eclipse/org.eclipse.equinox.security/secure_storage
- Find and delete your secure storage file
- Start Tasktop Sync. Upon startup a new, empty secure storage file will be created
- Re-enter the credentials for all of your repositories (as they will have been lost in deleting the old secure storage file)
- If you have set up your Web Container Configuration, you will also need to re-enter the Web User Authentication credentials there