

AccuSync® Installation and Release Notes

Version 2025.4

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Introduction

AccuSync is a fully bidirectional utility that synchronizes AccuWork issues in an AccuRev depot with issues in other issue tracking systems (ITSs). This book describes how to install and configure AccuSync and provides information about new features in the current release.

This book is your guide to installing AccuSync. It is intended for the AccuRev system administrator. Once deployed, AccuSync does not affect or impose itself on day-to-day usage of AccuRev, AccuWork, or your issue tracking system (ITS). Users of these products should refer to their product documentation for help with any questions.

Administrator's Role

The role of the AccuSync administrator is to install, configure, and maintain AccuSync. Installation procedures and release notes are described in the remaining chapters in this book. See the *AccuSync Management Console Help* to learn how to configure, run, and maintain AccuSync.

Supported ITSs

AccuSync supports the following ITSs:

- JIRA Data Center 8, 9, 10.



Note: Installation or use of AccuSync for JIRA Data Center requires the purchase of an additional license and payment of a fee beyond what is required for AccuSync. Customers interested in purchasing AccuSync for JIRA Data Center need to contact OpenText or visit the website at <http://www.opentext.com>.



Note: After this release ClearQuest, Atlassian JIRA 7.0, and ALM will no longer be supported. We recommend that ClearQuest, ALM, JIRA, Rally, and other ITSs users contact sales about using OpenText Connect instead.

Highlights of this Release

This release of AccuSync adds support for the following:

- Security fixes
- Updated Tomcat version from 8.56 to 9.0.113
- Updated SmartGWT 2.5 to 13.0p for UI.
- Java version updated from 1.8 to 17.
- Orient DB version updated from 1.0.1 to 3.2.16
- Added support for Jira 10 Data center
- Added OAuth 2.0 (for Jira 10)
- Added Basic authentication along with session (cookie, supports only in <=Jira 9, which is existing authentication mechanism).
- Added AccusyncJira plugin for Jira 9, Jira10

Installation

This chapter describes the process and procedures for installing AccuSync.

Overview

New Installations

1. Identify the machine on which you plan to install AccuSync. Make sure that it meets the requirements as described in [Verify Prerequisites](#).
2. [Download the installation package](#)
3. [Run the installation wizard](#).
4. Accept the EULA and click **Next**.
5. Linux users only: [Start the AccuSync Services](#).

Upgrade Installations

1. Identify the machine on which you plan to install AccuSync. Make sure that it meets the requirements as described in [Verify Prerequisites](#).
2. [Download the installation package](#)
3. Stop the AccuSync Service and AccuSync Tomcat web server. See [Stop AccuSync Services](#).
4. [Run the installer](#).
5. Accept the EULA and click **Next**.
6. Provide the previous version installer path.
7. Finish the installation.
8. Linux users only: Start the AccuSync Services. See [Start AccuSync Services](#). Microsoft Windows users: Ignore this step as the services will start automatically post upgrade or post installation.

Note: In case DB migration failed, you can follow the instructions for [Manual migration of Accusync Orient DB](#).



Important: After upgrading to AccuSync, you must update the AccuSync JIRA plugin.

Verify Prerequisites

This section summarizes the system requirements and prerequisites that must be met to successfully install AccuSync.

Privileges If you are installing AccuSync on Microsoft Windows, you must have administrator privileges. No special privileges are required if you are installing on Linux.

Tomcat The AccuSync installation installs its own Apache Tomcat version 9.0.113 server. AccuSync does not use the Apache Tomcat server that is installed with AccuRev.

AccuRev AccuSync is supported on AccuRev 6.2.3 and higher.

In addition, the AccuRev installation must have one license available for the AccuSync user. AccuSync performs all synchronization activity as this user. See the *AccuSync Management Console Help* for more information on the role of the AccuSync user.



Tip: If CPU resources are allowed, AccuRev recommends that you install AccuSync on the same machine as AccuRev. Minimizing the number of separate machines involved in synchronization activity typically reduces network traffic which can result in better performance.

**Issue
Tracking
System (ITS)
Support.**

AccuSync supports the following ITSs:

- **Atlassian JIRA 8, 9, 10.**
- ALM 11.5, 12.5.
- IBM Rational ClearQuest 8.x.



Note: As mentioned in AccuSync 2018 release notes ALM, ClearQuest support has been stopped. Please contact **connect** team for these ITS integration.

Your ITS must have one license available for the AccuSync user. AccuSync performs all synchronization activity as this user. See the *AccuSync Management Console Help* for more information on the role of the AccuSync user.

**Web
Browsers**



Note: AccuSync licences for supported ITSs are sold separately. Contact Micro Focus sales for more information: <http://www.microfocus.com>.

The **AccuSync Management Console** is supported on these web browsers:

- Microsoft Edge (latest).
- Mozilla Firefox (latest).
- Google Chrome (latest).



Note: Mac users should use Mozilla Firefox.

**Operating
Systems**

- Microsoft Windows Server 2016 (64-bit).
- Microsoft Windows Server 2019 (64-bit).
- Microsoft Windows Server 2022 (64-bit).
- Microsoft Windows 11 (64-bit)
- Microsoft Windows 10 (64-bit)
- Linux Red Hat Enterprise 9 (64-bit)
- Linux Ubuntu 20+
- Linux CentOS 9

Install AccuSync Upgrade/Fresh

Download AccuSync Installer:

To download an AccuSync installation package:

1. Verify that the machine on which you will be installing AccuSync meets the requirements specified in [Verify Prerequisites](#).
2. Go to the AccuSync Integrations section on the Micro Focus web site: [Software Licenses and Downloads \(SLD\)](#) There are different installation packages for supported operating systems.
3. Download the appropriate installation package to the machine on which you plan to install AccuSync.
4. If you download a compressed package (.zip or .gz file), extract the files from the package.



Tip: Unzip and gunzip extraction tools are standard on many systems. However, if you need to acquire an extraction tool, many are freely available. There are links to such tools in the **Other Downloads** section on the **AccuRev downloads** page.

Before installation:

1. If you already have AccuSync running on your system [i.e **Upgrade install**], stop the **Accusync**, **AccuSync Tomcat** services. [Stop AccuSync Service](#) and [Stop AccuSync Tomcat Service](#).
2. Take the backup of existing Accusync folder, that means entire AccuSync installation folder.
3. Verify that the machine on which you are installing AccuSync meets the requirements specified in [Verify Prerequisites](#).
4. Locate the local directory to which you downloaded and unpacked the installation package. See [Download AccuSync Installation Packages](#).
5. Then to install AccuSync [Run the AccuSync Installation Wizard](#).

Stop AccuSync Service

Stopping AccuSync Service on Microsoft Windows

1. Open the **Services** window. For example: Type `services.msc` in the Microsoft Windows **Start Search** box and then press `Enter`.
2. Select **AccuSync Service**.
3. Click **Stop the service**.

Stopping AccuSync Service on Linux

Run `shutdown.sh` in the `/bin` directory where you installed AccuSync.

Stop AccuSync Tomcat Service

Stopping the Tomcat Server on Microsoft Windows

1. Open the **Services** window. For example: Type `services.msc` in the Microsoft Windows **Start Search** box and then press `Enter`.
2. Select the `AccuSyncTomcat` service.
3. Click **Stop the service**.

Stopping the Tomcat Server on Linux

Run `shutdown.sh` in the `/tomcat/bin` directory where you installed AccuSync.

Run the AccuSync Installation Wizard

AccuSync uses an installation wizard to guide you through the installation process. It prompts you to provide information concerning setup options (where to install AccuSync, for example), allows you to review your decisions prior to installation, and provides you with confirmation when the installation finishes.

Ways to Run the AccuSync Installation Wizard

You can run the AccuSync installation wizard in one of two ways:

- As a GUI application.
- As a console application.

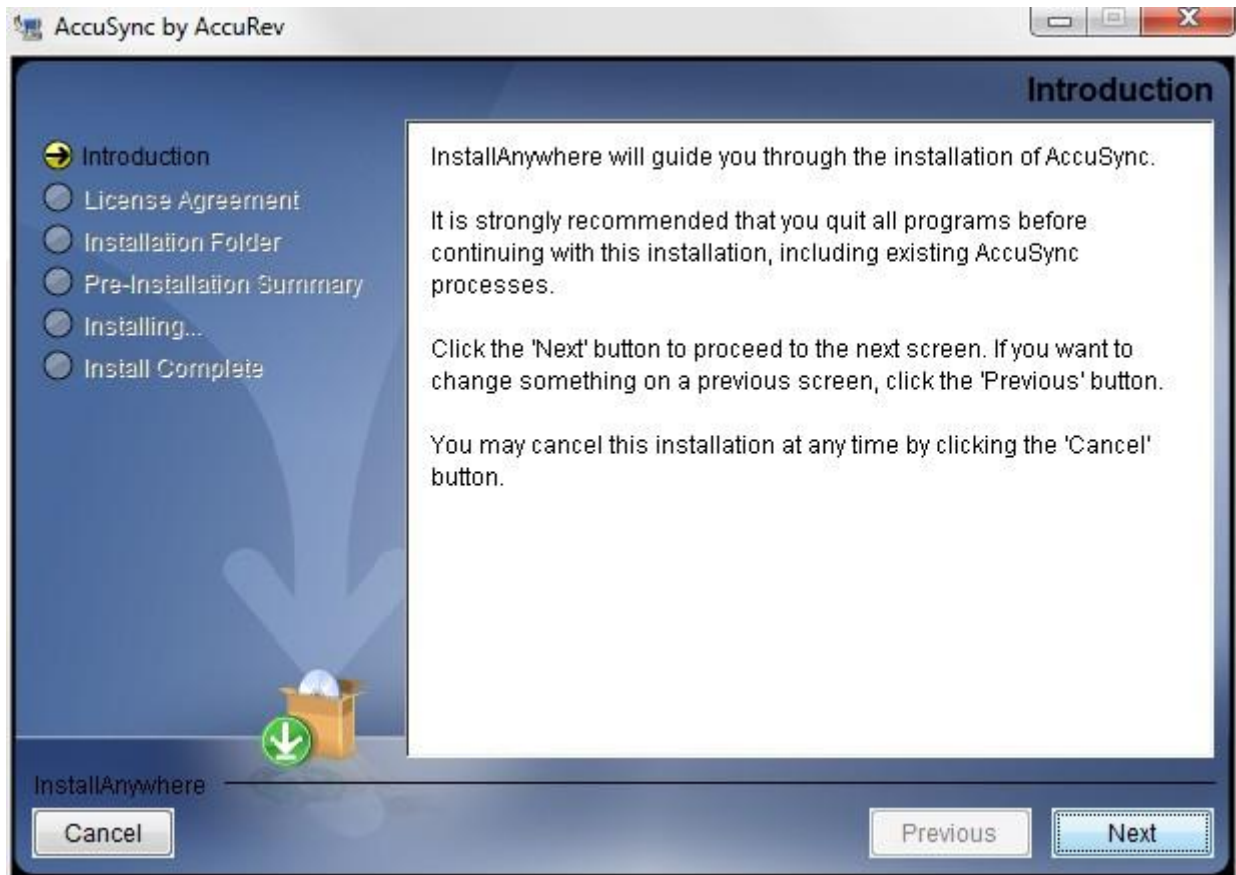
Both the GUI and console applications can be started by running a command from a system console, as summarized in the following table. (On Microsoft Windows, you can also start the GUI application by double-clicking the executable in a file browser.)

Operating System	To Install Using the GUI Run	To Install Using the Console Run
Microsoft Windows	<code>AccuSyncInstall.exe</code>	<code>AccuSyncInstall.exe -i console</code>
Linux	<code>sh AccuSyncInstall.bin</code>	<code>sh AccuSyncInstall.bin -i console</code>

The executable files for your operating system will be in the local directory to which you download and unpack the installation package (see [Download AccuSync Installation Packages](#)).

Installation Steps

1. Start the installation wizard. See [Ways to Run the AccuSync Installation Wizard](#). The installation wizard prepares for installation. When it is finished, it displays the **Introduction to the AccuSync installation**. An example of the GUI installation wizard is shown here:



2. Begin the installation process:

In the GUI Installation Wizard

Click **Next**.

In the Console Installation Wizard

Press **Enter**.

At this point, the installation wizard displays a series of pages that help you configure the installation and provide installation status. These pages are summarized here:

License Agreement	You must accept the terms of the license agreement before you can proceed with the installation.
Choose Install Folder	You can use the default installation folder chosen by the installation wizard, or you can specify your own.
Choose Shortcut Folder	You can choose whether or not you want to create shortcuts for AccuSync and where you want them displayed.
Pre-Installation Summary	You can review your installation settings before the installation wizard installs AccuSync.
Installing AccuSync	The installation wizard displays the progress of the AccuSync installation. You can cancel the installation at any time.
Using AccuSync	Displays a brief summary of commands you can use to start AccuSync following installation.
Install Complete	The installation wizard displays a message indicating whether or not the installation was successful. See What Gets Installed for more information.

Verify AccuSync Installation

1. In AccuSync installation directory verify folders for [fresh installation](#) and for [upgrade installation](#).
2. For upgrade installation following file should exist
<ACCUSYNC_INSTALL_DIR>/db.old/**accusync_import.json**
3. In Windows AccuSync Services start automatically on successful installation, For Linux manual start is required. AccuSync Services.
4. Access the accusync at: <http://localhost:8085/accusync/>
Note: Please **clear/delete browser history** before accessing AccuSync.
5. Now on AccuSync dashboard check whether all configurations listed or not means all configurations/mappings etc. are migrated as part of the upgrade installation.
6. If the 5th or 2nd step fails, that means DB migration is unsuccessful, follow the steps to migrate db. [Manual DB migration](#). Then start AccuSync Services, access app and verify 5th step.
7. After the 6th step Accusync installation and DB migration should be successful.
8. Start [AccuSync services](#).

Fresh Installation folder structure:

On successful installation below folders will be created inside AccuSync installation directory. **For fresh or upgrade install these folders should be there.**

_AccuSync_installation	Contains files used to uninstall AccuSync and logs of AccuSync installations.
backup	Contains files used to create the default configurations for supported ITSs.
bin	Contains startup, backup, and restore utilities.
conf	Contains a configuration file used internally by AccuSync.
db	Contains the AccuSync database, including configuration settings, watermarks, and errors
defaultAccuWorkSchema	Contains default AccuWork schema for supported ITSs.
doc	Contains AccuSync user documentation.
import	Contains files used to create the default configurations for supported ITSs.
jiraPlugin	Contains the AccuSync plugins required for JIRA installations.
jre	Contains the Java Platform, Standard Edition Runtime Environment.
lib	Contains AccuSync .JAR files, including those used by the custom transformer.
plugins	Contains plugins for supported ITSs.
sdk	Contains source code and documentation directories that help you use the AccuSync API to develop custom configurations.
tomcat	Contains the Apache Tomcat server for AccuSync.
transformers	Contains AccuSync transformers.
userTransformersSampleProject	Contains a sample Java project you can use to create custom transformers.

www	Contains the <code>accusync.war</code> file used by the Tomcat Server.
version.txt	A text file stating the AccuSync version.

Upgrade install Folder Structure:

Along with fresh install folders, for upgrade installation previously version AccuSync folders/directories are backup by renaming with **.old** extension.

Below are backup folders/directories that should exist on successful upgrade.

transformers.old

bin.old

db.old

jiraPlugin.old

jre.old

lib.old

plugins.old

tomcat.old

Start AccuSync Services:

Starting AccuSync Service

This section provides procedures for starting and stopping the AccuSync Service. The AccuSync Service is typically started as part of the AccuSync installation process and continues to run until you explicitly stop it.

Starting AccuSync Service on Microsoft Windows

1. Open the **Services** window. For example: Type `services.msc` in the Microsoft Windows **Start Search** box and then press `Enter`.
2. Select **AccuSync Service**.
3. Click **Start the service**.



Tip: If you have not already done so, consider changing Startup **Type** to **Automatic**.



Tip: **JAVA_HOME** should be set to "`Program Files/AccuSync/jre`" before starting the services.

Starting AccuSync Service on Linux

Click the `AccuSync_Server` shortcut on your desktop.



Note: If shortcuts are not available on your desktop, start the AccuSync Service manually by running `startup.sh` in the `/bin` directory where you installed AccuSync.

Starting Tomcat Server

This section provides procedures for starting and stopping the Tomcat server for AccuSync. The Tomcat server for AccuSync is typically started as part of the AccuSync installation process and continues to run until you explicitly stop it.

Starting the Tomcat Server on Microsoft Windows

1. Open the **Services** window. For example: Type `services.msc` in the Microsoft Windows **Start Search** box and then press `Enter`.

2. Select the `AccuSyncTomcat` service.
3. Click **Start the service**.

Starting the Tomcat Server on Linux

Click the `AccuSync_Tomcat` shortcut on your desktop.



Note: If shortcuts are not available on your desktop, start the Tomcat server for AccuSync manually by running `startup.sh` in the `/tomcat/bin` directory where you installed AccuSync

Manual Migration of Orient DB

Following instructions are given stepwise for both Windows and Linux operating systems.

1. In case AccuSync Database migration is not completed successfully, please follow below steps and commands to migrate DB from old AccuSync.
2. Stop AccuSync services. Open cmd/terminal in administrator mode, go to `<ACCUSYNC_INSTALL_FOLDER>/bin` and set `JAVA_HOME` and run export script

Linux:

```
$ export JAVA_HOME=<ACCUSYNC_INSTALL_FOLDER>/jre
```

```
$ export PATH=$JAVA_HOME/bin:$PATH
```

```
$ ./export_101_db.sh
```

Windows:

```
$ set JAVA_HOME=<ACCUSYNC_INSTALL_FOLDER>\jre
```

```
$ set PATH=%JAVA_HOME%\bin;%PATH%
```

```
$ export_101_db.bat
```

3. If above successful, check `db.old` folder for '`accusync_import.json.gz`', if there, then
4. Run `import_101_db.bat` in windows and `import_101_db.sh` in linux, you can see in cmd console whether it's successful or any errors you face.
5. From step 2nd to 4th all is successful, then DB migration is successful, you can start the AccuSync services and access the application.
6. After following above steps if DB migration is still unsuccessful, then stop AccuSync services, delete all files and folders within the `<AccusyncInstallation_folder>/db`

Export the Old database:

Windows -

Open cmd in admin mode go to `<Accusync Install folder>/db.old/bin`

```
$ SET JAVA_HOME="<Accusync_Install_folder>/jre.old/"
```

```
$ SET PATH="<AccusyncInstal_folder>/jre.old/bin"
```

```
$ console.bat
```

```
$ connect local:../databases/accusync admin admin
```

```
$ EXPORT DATABASE ../db_export/accusync_import.json
```

```
$ disconnect
```

```
$ exit
```

Linux -

Open terminal go to <Accusync_Install_folder>/db.old/bin

```
$ export JAVA_HOME=<ACCUSYNC_INSTALL_FOLDER>/jre.old
$ export PATH=$JAVA_HOME/bin:$PATH
$ console.sh
$ connect local:../databases/accusync admin admin
$ EXPORT DATABASE ../db_export/accusync_import.json
$ disconnect
$ exit
```

Now open json file, update exporter-version to 6 and save the file.

Import into New Database:

Windows -

Open cmd in admin mode go to <AccusyncInstal_folder>/db/bin

```
$ SET JAVA_HOME="<AccusyncInstal_folder>/jre/"
$ SET PATH="<AccusyncInstal_folder>/jre/bin"
$ server.bat
```

Linux -

Open terminal, go to <Accusync_Install_folder>/db/bin

```
$ export JAVA_HOME=<ACCUSYNC_INSTALL_FOLDER>/jre
$ export PATH=$JAVA_HOME/bin:$PATH
$ server.sh
```

This will start Orient DB server if ask for **root password** give '**admin**'. Keep this cmd window open
Open another cmd window in admin mode, go to same db/bin folder

Windows:

```
$ console.bat
$ CREATE DATABASE remote:localhost/accusync root admin plocal document
$ IMPORT DATABASE ../db_export/accusync_import.json
$ disconnect
$ exit
$ shutdown.bat -h localhost -P 2424 -u root -p admin
```

This will shut down Orient DB server.

Linux:

```
$ console.bat
$ CREATE DATABASE remote:localhost/accusync root admin plocal document
$ IMPORT DATABASE ../db_export/accusync_import.json
$ disconnect
$ exit
$ shutdown.sh -h localhost -P 2424 -u root -p admin
```

Any AccuSync Installation Using AccuRev 6.1 or Higher

AccuRev 6.1 introduced support for the Secure Sockets Layer (SSL) protocol to provide encrypted communication between AccuRev clients and the AccuRev Server. In addition to the required procedures summarized in the preceding table, if you are using AccuRev 6.1 or higher and SSL has been enabled on the AccuRev Server, you must perform the following procedure or AccuSync will not be able to connect to the AccuRev server:

1. From a shell or console on the machine on which AccuSync is installed, set the environment variable `ACCUREV_HOME=` to the root of your AccuSync installation directory. For example:

```
ACCUREV_HOME="c:\Program Files\AccuSync\"
```

2. From the same shell or console as in the previous step, run the command:

```
accurev enable_ssl -H <server_name:port>
```

where `<server_name:port>` is the server name and port of the AccuRev Server that you used to configure AccuSync.

3. When prompted, review and accept the certificate.



Note: You must accept the certificate to be able to use AccuSync.

For more information on SSL and how it is implemented in AccuRev, see *Chapter 9, AccuRev Security Overview* in the *AccuRev Administrator's Guide*.

Configure JIRA for AccuSync

If you are using AccuSync with JIRA, you need to do the following before you can use AccuSync:

- Install the JIRA plugin for AccuSync.
- Restart JIRA.

The following procedures are required regardless of whether you are upgrading from a previous release of AccuSync or are installing AccuSync for the first time.

Install the JIRA Plugin for AccuSync

This section describes the JIRA plugin for AccuSync and how to install them. If you already installed the plugin as part of upgrading AccuSync from an earlier version, you can skip this section.

Purpose of the JIRA Plugins for AccuSync

JIRA plugins for AccuSync automatically add the following custom fields to JIRA:

AccuWorkIssueLink	Stores the URL that JIRA users can use to open a browser and display the issue in the AccuRev Web UI.
AccuWorkKey	Stores the unique alphanumeric key for each AccuWork issue record.
AccuWorkChangePackage	Stores summary AccuWork issue change package information.
AccuWorkChangePackageHistory	Stores detailed AccuWork issue change package information.

These fields appear on the JIRA View Custom Fields page only after AccuSync performed a synchronization task.

Different Plugins for JIRA 9 and JIRA 10

AccuSync provides plugins for JIRA 9 and JIRA 10, named `AccuSyncJiraPlugin-2024.1.jar` in `\jiraPlugin\Jira_9.x` directory and `AccuSyncJiraPlugin-2025.4.jar` in `\jiraPlugin\Jira_10.x` directory respectively where you installed AccuSync. For example: `C:\Program Files\AccuSync\jiraPlugin\Jira_9.x\AccuSyncJiraPlugin-2024.1.jar`.

Both plugins are what Atlassian refers to as Version 2 plugins. Version 2 plugins have different installation procedures than Version 1 plugins. For more information, refer to your JIRA documentation.



Note: `AccuSyncJiraPlugin-2024.1.jar` plugin is common for single server and JDC for JIRA 9 version. `AccuSyncJiraPlugin-2025.4.jar` plugin is common for single server and JDC for JIRA 10 version.

Retrieving Missing Fields

The fields **AccuWorkIssueLink**, **AccuWorkKey**, **AccuWorkChangePackage** and **AccuWorkChangePackageHistory** is not visible after a fresh installation of JIRA.

To retrieve the fields, you must perform the following steps:

1. Launch **AccuSync Management Console** and navigate to **Connections** tab, select **JIRA**.
2. Add JIRA details and validate the test connection.
3. Once test connection is successful, refresh the AccuSync page a couple of times. The fields will be visible on the **JIRA View Custom Fields** page

How to Install the JIRA Plugin for AccuSync

Please follow Atlassian Jira documentation to upload plugin.

[How to re-enable plugin upload in Jira Data Center | Jira and Jira Service Management | Atlassian Support](#)

Configure Jira properties:

1. Open `jiraconfig.properties` file in `<accusync_install_dir>/bin` and add below properties.

```
jira.legacy.version=false [make it true for Jira 9 or before versions]
skip.jira.ssl.validation=false [if you don't have trusted CA's SSL certificate, make it true]
```

Configure JIRA to Accept Remote API Calls

To configure JIRA to accept remote API calls:

1. In JIRA, open the **Administration** tab.
2. Navigate **Global Settings > General Configuration**.
3. At the bottom of the **General Configuration** page, click **Edit Configuration**.
4. Locate the **Options** section and ensure that the **Accept remote API calls** property is set to **ON**.
5. Click the **Update** button to save your changes.

Setup for OAuth 2.0 way of communication [JIRA 10 only]

1. In JIRA, open the **Administration** tab.
2. Navigate **Applications > Application link > create link**.
3. Verify base URL is updated with https URL with secure port. Else next step – creating application link will fail.
Administration > System > Base URL
4. Select **Application type - External application**, **Direction - Incoming**, and click continue and update below fields
Name: AccuSync

Redirect URL: `https://<hostname>:9494/oauth/callback`

Here <hostname> is system name where AccuSync is installed.

Permission: Write

5. Save your changes. You will get the `client_id`, `client_secret`. Copy and note them down exactly as it is.
6. Open **jiraconfig.properties** file in `<accusync_install_dir>/bin` and add below properties.

```
jira.oauth.clientid=<client_id copied from Jira>
jira.oauth.clientsecret=<client_secret copied from Jira>
jira.oauth.redirecturi=<redirect URL from the application link created in Jira>
```

7. Restart Accusync Service

Configure AccuSync and JIRA (SSL)

1. Follow the steps for setting up Atlassian JIRA SSL using the Atlassian documentation.

<https://confluence.atlassian.com/adminjiraserver103/running-jira-applications-over-ssl-or-https-1489808119.html>

2. Launch Atlassian JIRA with a secure https url.
3. Export the certificate in Base64 format. The certificate will eventually be saved as `.cert` file. Save the `.cert` file in a known location, such as `jira64.cert`.
4. Navigate to `AccuSync/JRE/lib/security`.
5. In the command line, run the command: `keytool -importcert -alias localhost1 -keystore "C:\Program Files\AccuSync\jre\lib\security\cacerts" -file C:\Users\admin\Desktop\jiracert.cert`. Perform Step 5 for JIRA/JRE also.
6. Restart both AccuSync and the Atlassian JIRA servers.
7. Make a test connection with a secure https host, using the port with which Atlassian JIRA SSL is running. Establish the connection.
8. Continue syncing issues.

What to Do Next?

After you have installed AccuSync and performed any required post-installation procedures, you can begin setting up the default configuration or creating a new configuration from scratch. See the *AccuSync Management Console Management Console Help* for more information.



Important: Scheduled backups of AccuSync configuration are highly recommended as good practice.