

# How to Sync Existing Defects in HP ALM/QC with Remote Issues in Jira

Last Modified on 01/30/2026 12:29 pm EST

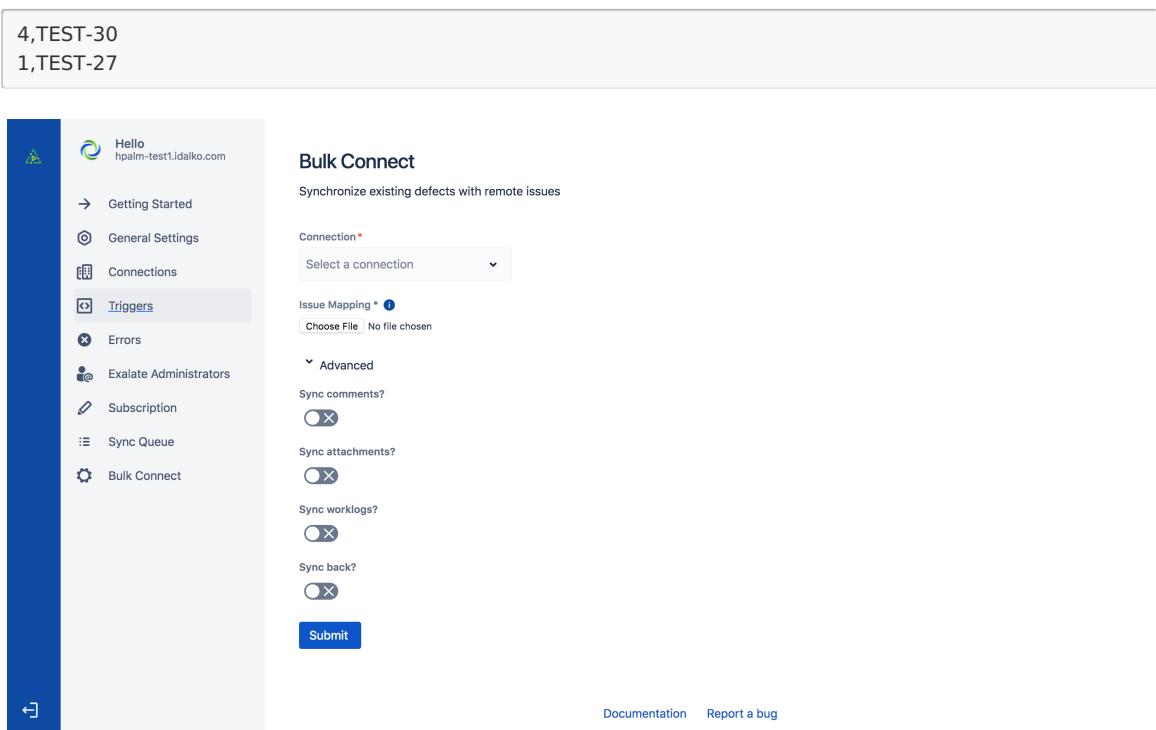
This article describes how to synchronize existing defects, including comments, attachments, and worklogs with the remote Jira issues.

To configure synchronization between existing defects and remote Jira issues, navigate to **Bulk Connect** tab in the Exalate admin menu and follow the steps below:

1. Select the Connection
2. Upload previously created csv Mapping file

The defect-issue **mapping.csv** file should contain comma-separated defect-issue key pairs:  
LOCAL-1, REMOTE-4  
LOCAL-2, REMOTE-5  
LOCAL-4, REMOTE-6  
LOCAL-5, REMOTE-9

The **mapping.csv** file example where **4** is a defect ID and **TEST-30** is a Jira issue key.



4,TEST-30  
1,TEST-27

**Bulk Connect**  
Synchronize existing defects with remote issues

Connection\*  
Select a connection

Issue Mapping \* **mapping.csv**  
Choose File No file chosen

Advanced

Sync comments?

Sync attachments?

Sync worklogs?

Sync back?

Submit

3. Configure Advanced options

Toggle whether you want to synchronize existing comments, attachments, and worklogs:

## 3.1.

### ▪ Sync Comments?

All existing issue comments will be sent over to the remote issue. The source data

filter or destination change processor behavior will be applied. For instance, if the connection specifies that source comments should remain local, then these will not be sent over.

- **Sync attachments?**

All existing attachments will be sent over (again respecting the data filter and change processor).

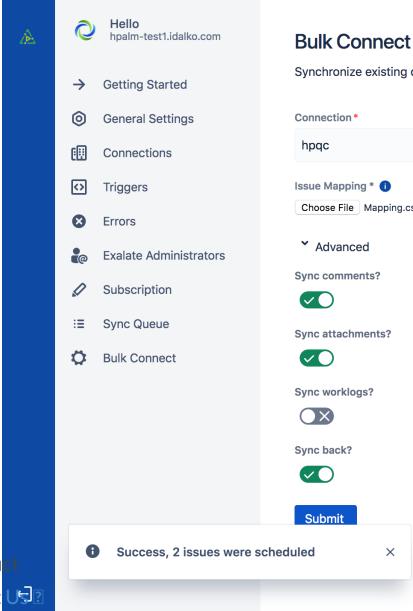
- **Sync worklogs?**

All existing worklogs will be sent over (respecting the data filter and change processor)

- **Sync back**

When this option is selected, all information available on the other side will be synced back to the local issue.

4. Submit to run Bulk Connect to synchronize. You will see the success message with details.



The screenshot shows the Bulk Connect interface on a web application. The left sidebar has a dark blue background with various navigation options: Hello, Getting Started, General Settings, Connections, Triggers, Errors, Exalate Administrators, Subscription, Sync Queue, and Bulk Connect. The Bulk Connect option is currently selected. The main content area is titled 'Bulk Connect' and has a sub-instruction 'Synchronize existing defects with remote issues'. It includes a 'Connection' dropdown set to 'hpqc', an 'Issue Mapping' section with a 'Choose File' button for 'Mapping.csv', and three toggle switches for 'Sync comments?' (checked), 'Sync attachments?' (checked), and 'Sync worklogs?' (unchecked). Below these is a 'Sync back?' toggle switch (checked). A large blue 'Submit' button is at the bottom. A success message box at the bottom left says 'Success, 2 issues were scheduled'. At the bottom right, there are links for 'Documentation' and 'Report a bug'.

Product

About Us

Release History

Congratulations! Now you know how to synchronize existing HP ALM/QC defects with the remote Jira issues.

Security

Pricing and Licensing

Resources

Subscribe for a weekly Exalate hack

Academy

Blog

YouTube Channel

Ebooks

Still need help?

Join our Community

Visit our Service Desk

Find a Partner