

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

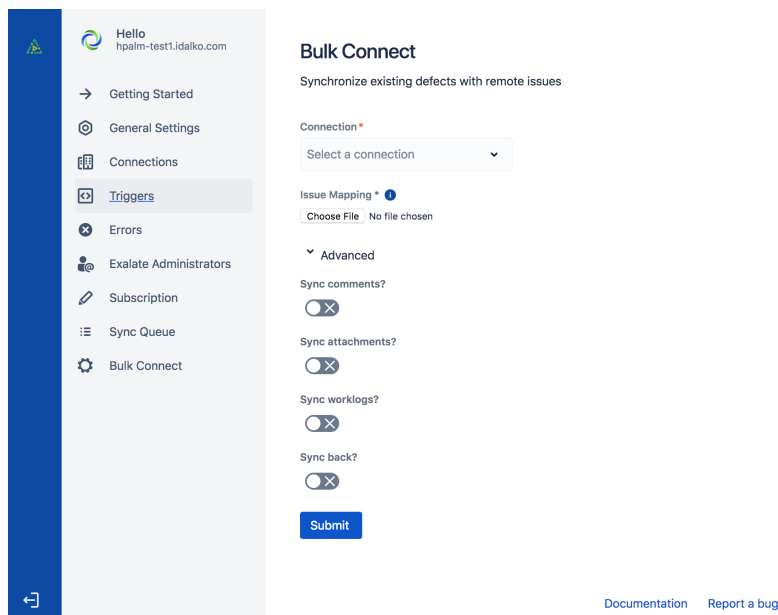
LOCAL-2, REMOTE-5

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
```



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 displays the 'Bulk Connect' configuration page. On the left is a sidebar menu with options: Getting Started, General Settings, Connections, Triggers, Errors, Exalate Administrators, Subscription, Sync Queue, and Bulk Connect. The main panel is titled 'Bulk Connect' with the subtitle 'Synchronize existing defects with remote issues'. It features a 'Connection' dropdown set to 'hpgc', an 'Issue Mapping' section with a 'Choose File' button and 'Mapping.csv' selected, and an 'Advanced' section with four toggle switches: 'Sync comments?' (checked), 'Sync attachments?' (checked), 'Sync worklogs?' (unchecked), and 'Sync back?' (checked). A blue 'Submit' button is at the bottom of the form. A white toast notification at the bottom center reads 'Success, 2 issues were scheduled'. The footer contains links for 'Documentation' and 'Report a bug'.

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

[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](#)