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Worklog2Vertec, Overview

Brief description of the functionality [↗](#)

The times booked in your Jira (worklogs) are automatically transferred to your Vertec.
The app supports the time tracking of the native Jira tickets as well as the Tempo app.

Initial setup [↗](#)

Setting up the app is completed in just a few steps after installation in Jira.
All settings can also be changed at a later date.

You need the following in advance

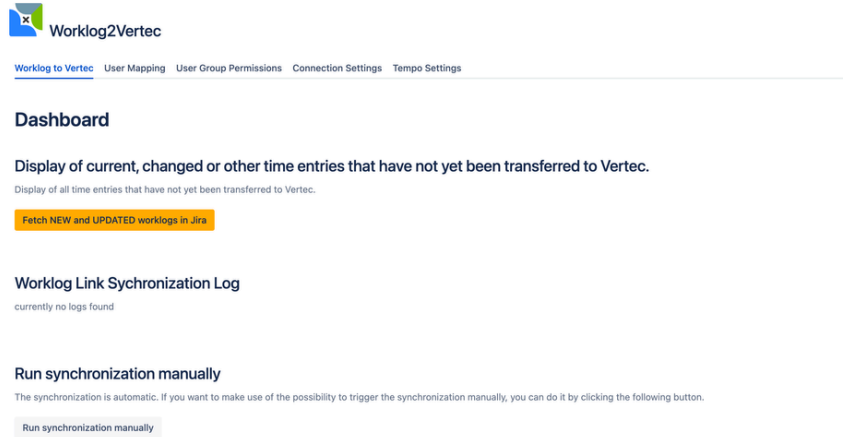
- the URL of your Vertec server
- an XML-authorized Vertec user (admin)
- the API token of the Vertec user
- JIRA ServiceDesk, a free version is sufficient

- ✓ [Dashboard](#) [↗](#)
- ✓ [Connection Settings](#) [↗](#)
- ✓ [Usermapping](#) [↗](#)
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- ✓ [Connect to Vertec](#) [↗](#)
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✓ Dashboard

The tab at the top "**Worklog to Vertec**" is the start page of the Worklog2Vertec App and shows the current status of the time entries. Following information ist displayed:

- A display of all time entries that have **not yet** been transferred to Vertec
- An **error log** if an error has occurred during synchronization
- Button to **run synchronization** to Vertec **manually**



The screenshot shows the Worklog2Vertec application interface. At the top left is the logo, a blue square with a white 'x' and the text 'Worklog2Vertec'. To the right of the logo is a navigation menu with links: 'Worklog to Vertec', 'User Mapping', 'User Group Permissions', 'Connection Settings', and 'Tempo Settings'. Below the navigation menu is a horizontal line. The main content area has a heading 'Dashboard' followed by the text 'Display of current, changed or other time entries that have not yet been transferred to Vertec.' and a subtext 'Display of all time entries that have not yet been transferred to Vertec.' Below this is a yellow button labeled 'Fetch NEW and UPDATED worklogs in Jira'. The next section is titled 'Worklog Link Synchronization Log' with the text 'currently no logs found'. The final section is titled 'Run synchronization manually' with the text 'The synchronization is automatic. If you want to make use of the possibility to trigger the synchronization manually, you can do it by clicking the following button.' Below this text is a grey button labeled 'Run synchronization manually'.

✓ Connection Settings

Connection settings

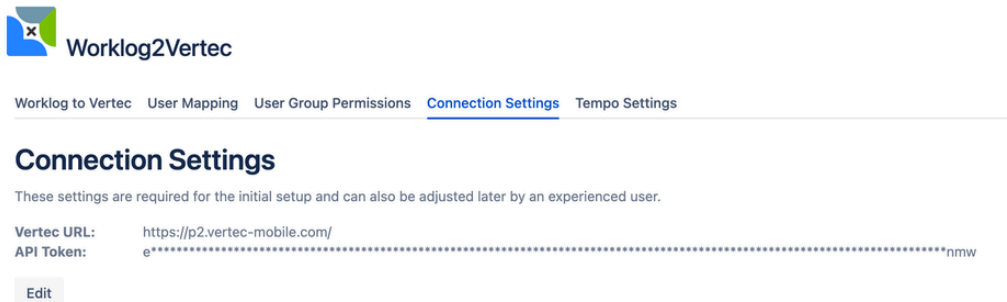
You need:

- the URL of your Vertec server
- an XML-authorized Vertec user (Admin)
- the API token of the Vertec user

The connection settings are necessary for a smooth transfer of time bookings between the systems. The connection settings can be adjusted at any time.

To set the connection, click on "edit". Enter the URL of your Vertec system under "Vertec URL". Under "API Token" enter the "API Token" of the selected Vertec user.

To save the setting, press "Test & save Connection". The Worklog2Vertec App then tests the connection with the set values. If the test is successful, the connection to your Vertec is saved within the Worklog2Vertec App. If the test fails, nothing is saved and you must check the entered values.



Further settings [↗](#)

You can make further helpful settings on this page. Stop synchronization during maintenance work, for example, or select the Jira group that will be informed by e-mail in the event of errors.

Synchronization [↗](#)

The Worklog2Vertec App regularly synchronizes the time entries between Jira and Vertec. This synchronization can be stopped, e.g. during maintenance work on Vertec. Or when migrating from Jira Server to Jira Cloud, the date can be reset to an earlier point in time.

Time entries are not lost or transferred to Jira twice.

The date of the last synchronization is displayed and provides a quick overview of when the last times were transferred.

Notify [↗](#)

The Worklog2Vertec App can send messages by e-mail, e.g. if a ticket has been created in the Service Desk via the Jira API and is not yet linked. An existing Jira group can be selected as the recipient.

Synchronisation Settings

For example, during maintenance work on the Vertec application, it may make sense to temporarily deactivate synchronization. No worklogs are lost.

[Disable Synchronization](#)

Next synchronisation starting point

To change the starting point, please select the time and a date.

• The starting point can only be in the past.

Select next synchronisation starting point *

14.05.2024 11:12 ✕

✔ You have entered a valid datetime

Refresh

[Set](#)

Notification Settings

Select user groups for notifications of the following cases:

Linkage is invalid if issue is created via API

site-admins ✕ ▼

[Set](#)

✓ Usermapping

Usermapping [↗](#)

To assign the worklogs, the Jira users must be linked to the Vertec users in the configuration of the Worklog2Vertec App under the "User assignment" tab.

The loading process to create a new user assignment can take a moment.

Users can be assigned automatically or manually. To assign users automatically, click button "Automatic mapping". To assign users manually, click button "New mapping".

- These links can be changed at any time
- It is possible to link Jira users with other Vertec users, for example to collect time bookings

Worklog2Vertec

Worklog to Vertec [User Mapping](#) [User Group Permissions](#) [Connection Settings](#) [Tempo Settings](#)

User Mapping

You must assign the Jira users to the Vertec users so that the time entries can be assigned to the users. The list of users is read from both systems. The assignment can be changed at any time.

[Automatic Mapping](#) [New Mapping](#)

No.	Jira User	Vertec User	Actions
1.	[blurred]	[blurred]	Edit Delete
2.	[blurred]	[blurred]	Edit Delete
3.	[blurred]	[blurred]	Edit Delete
4.	[blurred]	[blurred]	Edit Delete
5.	[blurred]	[blurred]	Edit Delete
6.	[blurred]	[blurred]	Edit Delete
7.	[blurred]	[blurred]	Edit Delete
8.	[blurred]	[blurred]	Edit Delete
9.	[blurred]	[blurred]	Edit Delete
10.	[blurred]	[blurred]	Edit Delete
11.	[blurred]	[blurred]	Edit Delete

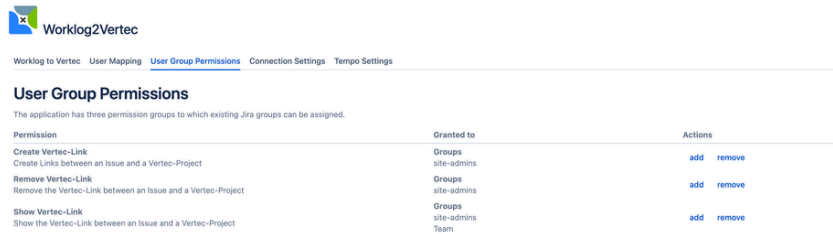
✔ User Group Permissions

User Group Permissions [↗](#)

The user groups created in Jira are read by the Jira2Vertec Connector and can be assigned in the Worklog2Vertec App.

The user groups can be restricted in such a way that the link is not displayed or can be edited. This is to ensure that only certain users, for example product owners, can create a link to Vertec or that other users are not even shown this setting.

Depending on their authorization within Jira, users have access to the administration of the Worklog2Vertec App. Only users (e.g. admins) who have access to the administration can change Worklog2Vertec App settings.



The screenshot shows the 'User Group Permissions' configuration page for the Worklog2Vertec application. The page has a navigation bar with 'Worklog to Vertec', 'User Mapping', 'User Group Permissions' (selected), 'Connection Settings', and 'Tempo Settings'. Below the navigation bar, the title 'User Group Permissions' is followed by a note: 'The application has three permission groups to which existing Jira groups can be assigned.' A table lists three permissions: 'Create Vertec-Link', 'Remove Vertec-Link', and 'Show Vertec-Link'. Each permission is associated with specific Jira groups and has 'add' and 'remove' actions available.

Permission	Granted to	Actions
Create Vertec-Link Create Links between an Issue and a Vertec-Project	Groups site-admins	add remove
Remove Vertec-Link Remove the Vertec-Link between an Issue and a Vertec-Project	Groups site-admins	add remove
Show Vertec-Link Show the Vertec-Link between an Issue and a Vertec-Project	Groups site-admins Team	add remove

Connect to Vertec

Connect to Vertec

Project

Under the project settings, a Jira project can be linked to the Vertec project and the Vertec phase. All Epic's and Ticket's then inherit this link.

Projects / Worklog2Vertec / Project settings

Worklog2Vertec

[Project linking](#) [Component linking](#)

Project-Phase linkage

Project	TEST-RE
Phase	TESTPHASE

Edit

Delete

Update tasks without a project-/phase-linkage

This means that all issues without a project-phase link in this project receive the value that this project specified as a project-phase link. Updating operations is divided into sections. A section lasts 60 seconds. There are only a **limited number of changes possible at once**, so a maximum of 5 issues per section will be processed.

0 issues are missing a valid project phases link for this project.

undefined trigger

Epic/Ticket

The properties of an Epic or a ticket also include the link to the Vertec project and the Vertec phase. All tickets that are assigned to an Epic inherit this link. However, a ticket can also be manually assigned a different link.

Worklog2Vertec DEV  Wo... VALID LINKAGE ▾

Worklog2Vertec DEV ^

W2R | W2R-1 | W2R-2

Project	TEST-RE
Phase	TESTPHASE
State	inherit

Edit

Delete

Service Desk

Under the project settings, select the settings of the Jira2Vertec Connector and then assign a link to a Vertec project and the Vertec phase to an organization.

New Service Desk tickets created by the customer automatically inherit this link.

A manually created ticket also inherits the link of the selected organization.

These links can also be changed manually at a later date.

Projects / Worklog2Vertec / Project settings

Worklog2Vertec

[Project linking](#) [Component linking](#)

Organization Linkage

Id	Organization	Vertec Project	Vertec Phase	Actions
92	Project	PROJECTOR - PROJECTS - SUPPORT	SUPPORT	Edit Delete
1	IT Media Center & Co. AG	IT Media Center	SUPPORT	Edit Delete
93	Management & Office			Create
94	Infrastructure Project			Create
33	ITIL & Support Desk	ITIL SUPPORT	SUPPORT	Edit Delete

Components

Alternatively, n components can be created in a project and assigned a link to a Vertec project and a Vertec phase.

Worklog2Vertec

Project linking [Component linking](#)

Component Linkage

Id	Component	Vertec Project	Vertec Phase	Actions
10032	Active Directory			Create
10033	Analytics and Reporting Service			Create
10034	Billing Services			Create
10035	Cloud Storage Services			Create
10036	Data Center Services			Create
10037	Email and Collaboration Services			Create
10038	Financial Services			Create
10039	HR Services			Create
10040	Intranet			Create
10041	Jira			Create
10042	Office Network			Create
10043	Payroll Services			Create
10044	Printers			Create
10045	Public Website			Create
10046	VPN Server			Create
10047	Webstore Purchasing Services			Create

< 1 >

Components in the Service Desk [↗](#)

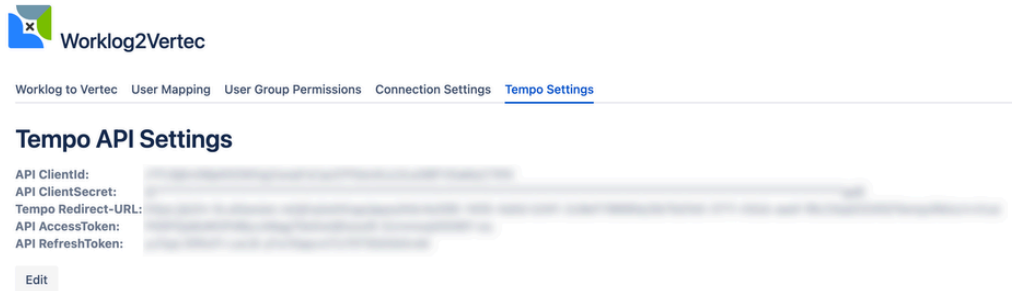
In the Service Desk, Vertec projects and Vertec phases can be assigned to existing or self-defined components. These components are available for selection in all tickets. This is analogous to the components in the projects.

✓ Tempo API Settings

Tempo API Settings [↗](#)

Tempo encrypts the worklog information in the Jira system, which blocks a Vertec user mapping or a Vertec project phase mapping to worklogs. Therefore, the Tempo API must be configured to allow the Worklog2Vertec App to map and thus correctly transfer worklogs to Vertec.

Note: Tempo admin rights are required.



The screenshot shows the 'Worklog2Vertec' application interface. At the top left is the application logo. Below it is a navigation menu with the following items: 'Worklog to Vertec', 'User Mapping', 'User Group Permissions', 'Connection Settings', and 'Tempo Settings' (which is highlighted with a blue underline). The main content area is titled 'Tempo API Settings' and contains the following fields, all of which are redacted with grey bars:

- API ClientId:
- API ClientSecret:
- Tempo Redirect-URL:
- API AccessToken:
- API RefreshToken:

Below the redacted fields is an 'Edit' button.



Synchronization error

Synchronization error [↗](#)

If errors occur during synchronization, you can check them using the error browser in the "Dashboard" tab and refer to our documentation for steps to resolve them.

Code	Message	Troubleshooting
772	Synchronization is disabled	Start the synchronization
734	Missing tempo-connection configuration	Configure the tempo API, see
733	Tempo API-Token could not be fetched.	Check the tempo API token, see
701	Invalid Project and Phase Mapping for: issuelid = 15228	Project/phase mapping is not set, see for the process To determine the unlinked issue: <ol style="list-style-type: none">1. click on the search window above2. select advanced issue search3. click on "switch to JQL"4. delete the pre-inserted command5. enter "Issuekey=" + the Issuelid from the issue browser6. press enter or search7. Select ticket8. Jira to vertec → worklog link9. Setting the link
759	Error during createOffeneLeistung: vertecFault: Client, Error(s) in XML input , Error: End of file encountered in entity reference on line 19 col 11	
774	Something went wrong during createOffeneLeistung in VertecSyncService.	



“Worklog to Vertec” Synchronisation of worklogs

Worklog to Vertec [↗](#)

- The Worklog2Vertec App transfers the services recorded in Jira to the service recording of Vertec
- Worklogs are data/information from time bookings made in Jira, for example in the Tempo app, which are linked to the project tasks
- Only the worklogs that have been added since the last successful transfer are synchronized
- The Worklog2Vertec App displays synchronization errors that occur during the transfer of worklogs and provides instructions on how to correct them [see Synchronisation Error](#)
- Synchronization can be paused and the [synchronization start time can be set](#)