

[Xray Server] Failed to connect to HP QC/ALM

Problem

Unable to establish a connection between the Xray's HP QC/ALM Importer and the HP server.

Required Information

Check the following information of the HP QC/ALM:

1. Server *hostname* and *IP address*
2. *Port* where the service is running
3. The protocol used, *HTTP* or *HTTPS (SSL)*

HTTP protocol

From a command line in the host machine where Jira server runs, test the following:

1. Connectivity using the HP QC/ALM *hostname*
`wget -p http://<hostname_hp_qc>:<port>`
2. Connectivity using the *IP address*
`wget -p http://<ip_address_hp_qc>:<port>`

In the Xray's HP QC/ALM Importer use the *hostname* or the *IP address* according to the connectivity test that worked.

In case none have worked, then request your system administrator to allow connectivity between the Jira server and the HP QC/ALM server.

HTTPS (SSL) protocol

From a command line in the host machine where Jira server runs, test the following:

1. Check the certificate name of HP QC/ALM SSL certificate.
 - a. Open this website <https://www.digicert.com/help/>
 - b. Test the *hostname* using: `https://<hostname_hp_qc>`
 - c. Test the *IP address* using: `https://<ip_address_hp_qc>`
 - d. Check which worked (hostname or IP Address)

✓ Certificate Name matches confluence.xpand-it.com



Subject confluence.xpand-it.com
Valid from 20/Apr/2020 to 19/Jul/2020
Issuer Let's Encrypt Authority X3

- e. success example:
- f. fail example:

⚠ Certificate does not match name 64.225.64.196



Subject confluence.xpand-addons.com
Valid from 23/May/2020 to 21/Aug/2020
Issuer Let's Encrypt Authority X3

2. If it worked with *hostname*, test connectivity using the HP QC/ALM *hostname*
`openssl s_client -connect <hostname_hp_qc>:<port>`
3. If it worked with *IP address*, check connectivity using the *IP address*
`openssl s_client -connect <ip_address_hp_qc>:<port>`

In the Xray's HP QC/ALM Importer use the *hostname* or the *IP address* that matches the certificate name and that worked in the connectivity.

In case the connectivity does not work for the certificate name, then request your system administrator to allow connectivity between the Jira server and the HP QC/ALM server, using the certificate name.

Related articles

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