

User Notifications Not Sent for Unassigned Items

Helix ALM user notifications are sent after workflow events are processed. If an event entered on an item clears the current assignment and the notification is configured to send email only when the item is assigned to the user, the notification is never sent. Specifically, this occurs if:

- The 'Event clears current assignment' option is selected for the event that moves the item to the state that causes the notification to be sent.
- A user notification is configured with the 'Only send email if item is assigned to me' option selected or a notification is configured on the Notify tab in the Add User or Edit User dialog box with the 'Only send email if item is assigned to this user' option selected.

For example, the Fix event in the default issues workflow clears the current assignment when it is entered. If a user configures a notification to be sent when an issue enters the Fixed state and selects 'Only send email if item is assigned to me', the notification is never sent because the issue is always unassigned when the notification rule is processed.

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