

Field Codes Not Populated in Emails from Automation Rules

Problem

When an email notification rule is triggered for a bulk change operation, some field codes are not replaced with item data in the sent email.

Cause

Automation rules set to send email when a bulk change operation occurs only support a limited number of general field codes because these operations can potentially trigger numerous emails and slow server performance. This email notification rule limitation applies to the following bulk change operations:

- Renumbering records
- Generating test cases from requirements
- Generating test runs from test cases

Solution

Include only supported field codes in email templates used with automation rules for bulk change operations. Following are the supported field codes:

- %CHNG% (Changes) - can be used to list what bulk changes were made
- %CUSR% (Current User) - can be used to indicate the current user who made the changes

Article ID: 476

Last updated: 30 Dec, 2014

Revision: 2

Helix ALM (formerly TestTrack) -> Field Codes Not Populated in Emails from Automation Rules

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=476>