

Field Codes Not Populated in Emails from Helix ALM Automation Rules

Problem

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

Cause

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

- Renumbering items
- 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 changes. 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

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