

Controlled Hyperlinks Do Not Work

Problem

The following error is returned when you click a hyperlink to an item after upgrading to Helix ALM (or TestTrack 2013.1 - 2016.1):

'The controlled hyperlink you are using is no longer supported.'

Cause

The template used to send the email contains the %NURL% field code, which was previously replaced with a hyperlink for a specific item and user when the email was sent. Controlled hyperlink support was deprecated in TestTrack 2013.1. Emails sent using templates with the %NURL% field code now generate a link to the error page instead of the item.

Solution

In the email template, replace the %NURL% field code with the %TTSTUDIO% or %HTTPURL% field codes to provide links to specific items in emails. See the [Helix ALM help](#) for more information.

Article ID: 510

Last updated: 28 Apr, 2017

Revision: 3

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=510>