A comment has been posted to Nintex Support Case #00543768

NEW COMMENT

Hello Hillary,

Unfortunately, there are no external documentations regarding the 'Validate when hidden' feature.

From what I gathered from internal communications, both connected and unconnected controls were validating regardless of visibility previously. We had many requests from customers to change the behavior for unconnected controls so that they do not validate by default. The solution was to implement the 'validate when hidden' feature which only works for unconnected controls. Controls connected to an SP field will always validate regardless of visibility.

The development team has plans to hide the 'Validate when hidden' option if a control is connected to a SP field. However, it is still in the backlog with no ETA.

If you'd like to request an update on how this feature works or changes to how validation rules should be applied, I would recommend submitting an "idea" via Nintex Ideas, https://ideas.nintex.com/.

Please let me know if you have any additional questions.

Thank you,
Angela Sy
Nintex Support

COMMENT HISTORY

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04/19/2023 11:43:35 AM EDT [Angela Sy]
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To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov
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Hello Hillary,

Unfortunately, there are no external documentations regarding the 'Validate when hidden' feature.

From what I gathered from internal communications, both connected and unconnected controls were validating regardless of visibility previously. We had many requests from customers to change the behavior for unconnected controls so that they do not validate by default. The solution was to implement the 'validate when hidden' feature which only works for unconnected controls. Controls connected to an SP field will always validate regardless of visibility.

The development team has plans to hide the 'Validate when hidden' option if a control is connected to a SP field. However, it is still in the backlog with no ETA.

If you'd like to request an update on how this feature works or changes to how validation rules should be applied, I would recommend submitting an "idea" via Nintex Ideas, https://ideas.nintex.com/.

Please let me know if you have any additional questions.

Thank you,
Angela Sy
Nintex Support

04/19/2023 09:32:40 AM EDT [Hillary Feller]

Ok thanks for the clarification Angela. Is there any Nintex documentation that indicates this functionality is by design? I'm wondering why a control that's not connected to a column would trigger validation rules differently than a control that is connected to a column (other than if a column was marked as 'required').

04/18/2023 04:51:16 PM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov

Hello Hillary,

I am able to replicate the scenario where if a control is hidden, a validation rule is applied to the control, the "Validate when hidden" rule is disabled, and the control is connected to a SharePoint field, the validation message will return.

I then reviewed previous cases and escalations and discovered that the "Validate when hidden" feature is designed to only work when the control is not connected to a SharePoint field.

If the control is connected to a SharePoint field, it will validate when the control is hidden or not, even if "Validate when hidden" is not checked.

Therefore, the behavior we are seeing with the "Validate when hidden" feature is by design and as expected. This change was implemented on August 20, 2020 (applied to versions 5.1.4.0 and above).

Hope this clears it up! Please let me know if you have any questions.

Thank you,
Angela Sy
Nintex Support

04/18/2023 01:21:32 PM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov

Hello Hillary,

I am still unable to replicate the issue. I will upgrade to the latest version and will continue troubleshooting.

Thank you,
Angela Sy
Nintex Support

04/18/2023 11:32:36 AM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov

Hello Hillary,

I will try to replicate this exact scenario again and get back to you.

Thank you,
Angela Sy
Nintex Support

04/17/2023 09:18:38 AM EDT [Customer Central]

From: customercentral@nintex.com <noreply@nintex.com>
To: support@nintex.com
[Attachments: Validation Rule Configuration - Matter Number.JPG, Validation Rule Triggered - Blank Matter Number.JPG]
Comments added by: fellerh@dany.nyc.gov

Hi Angela,
I've attached two screenshots:
- The first screenshot is Validation Rule Configuration - Matter Number. You can see the validation rule is set to isNullOrEmpty(slt_MatterNumber). The 'Validate when hidden' checkbox is unchecked.
- In the second screenshot, Validation Rule Triggered - Blank Matter Number, you can see that the slt_MatterNumber control is hidden, as I've selected 'No' for Matter Number? and the validation rule has still fired, as indicated by the highlighted message in the second screenshot at the top of the form: Please enter a valid case number (or indicate that you do not have a matter number).
Thanks,
Hillary

04/13/2023 05:52:44 PM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov
[Attachments: Screenshot_10]

Hello Hillary,

I tested with the full form and was not able to replicate the issue where when 'validate when hidden' is unchecked, the validation on the hidden control is shown (see attached). The message of 'Invalid' does not show when the control is hidden and Matter Number? = No

Could you provide a screenshot of what returns when you select Matter Number? = No and you hit submit?

Than kyou,
Angel aSy
Nintex Support

04/13/2023 11:30:08 AM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov

Hello Hillary,

I will do more testing and get back to you.

Thank you,
Angela Sy
Nintex Support

04/13/2023 10:13:51 AM EDT [Hillary Feller]

I'm sorry my last message was confusing and incorrect. In response to your question:
- Can you clarify if Matter Number = No and slt_testcontrol is empty and hidden, then the validation message should show? OR, if Matter Number is not select and slt_testcontrol is empty or hidden, then the validation message should show?
- if Matter Number = No and slt_testControl is empty and hidden, then the validation message should NOT show if 'validate when hidden' is unchecked. This would help me simplify my validation rules because if a panel/control is hidden then there's no reason to validate.
Let me know if that clarifies (or if I've just made things more confusing!)
Thanks,
Hillary

04/13/2023 09:44:20 AM EDT [Hillary Feller]

Hi Angela,
Clarifying that yes this is correct, the validation message should NOT be shown if the control is hidden: Can you clarify if Matter Number = No and slt_testcontrol is empty and hidden, then the validation message should show?
It looks like modifying the rule to just isNullOrEmpty(slt_testControl) works for me. When Matter

Number = No and slt_testControl is empty and hidden the validation message does NOT show (as needed). However, I'm not able to get this to work in the same way on the other control slt_MatterNumber. I've just updated the rule as isNullOrEmpty(slt_MatterNumber) and even when it is hidden, with the 'Validate when hidden' box unchecked, I still see the validation message, which I don't want. Are you able to get this to work in the full version of the form?
Thanks,
Hillary

04/12/2023 06:00:24 PM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov

Hello Hillary,

Testing on slt_testcontrol, it appears that equals(radio_MatterNumberYesNo,"Yes") is causing "validate when hidden" to not work as expected.

When I modify the condition to isNullOrEmpty(slt_testControl), the validation rule works.

Can you clarify if Matter Number = No and slt_testcontrol is empty and hidden, then the validation message should show? OR, if Matter Number is not select and slt_testcontrol is empty or hidden, then the validation message should show?

Thank you,
Angela Sy
Nintex Support

04/12/2023 04:32:57 PM EDT [Customer Central]

From: customercentral@nintex.com <noreply@nintex.com>
To: support@nintex.com
[Attachments: Visual Evidence Request (4).zip]
Comments added by: fellerh@dany.nyc.gov

Hi Angela,
It looks like your form works consistently and as expected.
'Validate when hidden' unchecked:
- If Matter Number = No, control is hidden. Did NOT show validation message.
- If Matter Number = Yes, slt_MatterNumber control is NOT hidden. Showed validation message.
'Validate when hidden' checked:
- If Matter Number = No, control is hidden. Shows validation message.
- If Matter Number = Yes, slt_MatterNumber control is NOT hidden. Showed validation message.

I've attached an updated copy of my form where my rules are running on a test control called slt_testControl rather than the slt_MatterNumber control.
Thanks,
Hillary

04/12/2023 02:49:00 PM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov
[Attachments: Form (18)]

Hello Hillary,

I stripped the original form and modified it slightly. I am able to get the 'validate when hidden' feature work consistently. Could you try importing my attached test form into a new list and try to replicate the scenarios?

Also, could you provide an updated copy of your form so that I can test on my end?

Thank you,
Angela Sy
Nintex Support

04/12/2023 02:06:58 PM EDT [Hillary Feller]

Hi Angela,
Hmm I tried to test with an unconnected control and I can't get it to work consistently. At first I left 'validate when hidden' unchecked, which did work as expected.
- If Matter Number = No, control is hidden. Did NOT show validation message.
- If Matter Number = Yes, control is NOT hidden. Showed validation message.
But then I checked 'validate when hidden' and the behavior didn't change at all, the validation rule was not triggered when the control was hidden.
Thanks,
Hillary

04/12/2023 12:41:13 PM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov

Hello Hillary,

I continued to troubleshoot the issue this morning -- here's my findings:

When slt_MatterNumber control is connected to SP field "Matter Number" and "validate when hidden" is checked, the expected behavior is:
If Matter Number = No, control is hidden. Should show validation message.
If Matter Number = Yes, control is NOT hidden. Should show validation message.

When control is connected to SP field and "validate when hidden" is unchecked, the expected behavior is:
- If Matter Number = No, control is hidden. Should NOT show validation message.
- If Matter Number = Yes, control is NOT hidden. Should show validation message.

Actual behavior for both scenarios:
If Matter Number = No, control is hidden. Shows validation message.
If Matter Number = Yes, control is NOT hidden. Shows validation message.

It appears that when the control is connected to an SP column, the validate when hidden feature is enabled regardless of whether the box is checked or not.

When control is NOT connected to a column and "validate when hidden" is checked, the expected/actual behavior is:
If Matter Number = No, control is hidden. Should show validation message.
If Matter Number = Yes, control is NOT hidden. Should show validation message.

When control is NOT connected to SP field and "validate when hidden" is unchecked, the expected/actual behavior is:
- If Matter Number = No, control is hidden. Should NOT show validation message.
- If Matter Number = Yes, control is NOT hidden. Should show validation message.

Therefore, when the control is NOT connected to a column, the validate when hidden feature works properly when checked or unchecked.

Could you test this in your environment to confirm the same behavior?

Thank you,
Angela Sy
Nintex Support

04/11/2023 07:05:33 PM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov

Hello Hillary,

It appears that the validate when hidden feature does not work when the control is connected to a SharePoint list field. However, it does work properly when the control is disconnected from the SP list field. At this moment, I have only tested this behavior in Preview since I am not able to create a new item in my test environment -- it's extremely slow.

I will continue to work on this case tomorrow and provide an update then.

Thank you,
Angela Sy
Nintex Support

04/11/2023 06:15:22 PM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov

Hello Hillary,

Thanks for the clarification. I too created a new classic form with two controls and can confirm that the "validate when hidden" option works as it expected. I will test again with the simplified logic and the full logic to see if this validate when hidden option is not behaving properly on your form vs. on a new form.

Thank you,
Angela Sy
Nintex Support

04/11/2023 06:08:46 PM EDT [Hillary Feller]

Thanks Angela,
Sorry if I was not clear, there isn't a problem with my current validation rule for
slt_MatterNumber, it works as expected. The current rule is as follows:
and(or(isNullOrEmpty(slt_MatterNumber),equals(web_MessageWeb,"No Matching
Cases.")),equals(radio_MatterNumberYesNo,"Yes")).

I didn't include this rule in the exported form because I was hoping to simplify the rule and
leverage the 'validate when hidden' checkbox and update the rule to:
or(isNullOrEmpty(slt_MatterNumber),equals(web_MessageWeb,"No Matching Cases.")).
There's no reason for me to validate if the slt_MatterNumber is empty when it is hidden. The
slt_MatterNumber is hidden with the rule not(equals(radio_MatterNumberYesNo,"Yes")).

Again, all rules appear to work properly. The only functionality that does not appear to work
properly is the 'validate when hidden' checkbox.
Thanks,
Hillary

04/11/2023 05:45:56 PM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov

Hello Hillary,

I got the validation rule (titled: Invalidate if matter does not exist.) on the slt_MatterNumber
control to work as expected by adding the opposite logic from the hidden rule (titled: Hide Matter
Number Box if No Matter selected).

Here's the updated logic for the validation rule:
isNullOrEmpty(slt_MatterNumber) && equals(radio_MatterNumberYesNo,"Yes")

I actually meant to send this post earlier (but copied a different, but similar link since I had both
articles up): https://community.nintex.com/nintex-for-sharepoint-14/isnulloremply-field-not-
working-for-a-hidden-panel-22130 .

As for the "validate when hidden" option, I may need to do further testing to see how it behaves.

Please try updating the formula for the validation rule and let me know if the issues arise.

Thank you,
Angela Sy
Nintex Support

04/11/2023 04:15:59 PM EDT [Hillary Feller]

Thanks Angela.
The post that you sent is about validation rule triggering when a control is not hidden which I
don't have a problem with. My issue is the opposite. I'm hoping that validation rules will not
trigger when the control is hidden. I was hoping the checkbox 'Validate when hidden' would
address that but I haven't been able to get it to work consistently.
Thanks,
Hillary

04/11/2023 03:59:25 PM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>, noreply@nintex.com
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov

Hello Hillary,

Thanks for providing the form. I will review and get back to you.

Thank you,
Angela Sy
Nintex Support

04/11/2023 03:54:47 PM EDT [Customer Central]

From: customercentral@nintex.com <noreply@nintex.com>
To: support@nintex.com
[Attachments: Visual Evidence Request (2).zip]
Comments added by: fellerh@dany.nyc.gov

Attaching the form again below.

04/11/2023 03:51:02 PM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov

Hello Hillary,

In addition to my previous response, the below post may help steer us towards the right
direction.

https://community.nintex.com/nintex-for-sharepoint-14/validation-rule-if-panel-is-not-hidden-by-another-rule-21836

Thank you,
Angela Sy
Nintex Support

04/11/2023 03:27:10 PM EDT [Angela Sy]

To: Hillary Feller <fellerh@dany.nyc.gov>
CC: naessj@dany.nyc.gov, kok@dany.nyc.gov

Hello Hillary,

Thanks for joining the meeting today. Could you attach the form again? I have not received it.

Thank you,
Angela Sy

CASE DESCRIPTION

I'm experience an issue with validation rules. Validation rules appear to be triggered properly but then they do not prevent a form from being submitted. An example in the screenshot I have provided shows that the Requester field is empty which triggers a validation rule and displays the message 'Please enter the Requester's name' below the control (Shown in attached screenshot Validation Rule - Requester.jpg). In spite of the rule being triggered I am able to click the Save and Submit button and successfully submit the form to the list. I have many validation rules in this form and none of them seem to prevent form submission. I have tried readding the rule as well as readding the Save and Submit button and updating the 'Causes Validation' setting but none of that seems to have an affect on the form behavior (shown in attached screenshot Button - Causes Validation Setting.jpg). I can always submit the form regardless of the validation rules. The validation rules were working properly before today. The exported form is attached in Visual Evidence Request.zip

Kind Regards,

Nintex Support