



Release Notes

Tenrox 2014 R1 Service Pack 1

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Glossary of Terms

TERM	DESCRIPTION
AmEX	American Express
BUG	Prefix of a Bug reference number
CWP	Collaboration Workforce Planning
ESC	Prefix of a Hot fix reference number
EXI	Prefix of an Enhancement reference number
G/L account	General Leger Account
GP	Great Plains Application
HSLA	Hosting Service Level Agreement
OBS	Organization Breakdown Structure
OLAP	Online Analytical Processing
PO	Purchase Order
QB	QuickBooks Application
R3	Tenrox Release 3
Ref:	Internal Reference number
Service Pack	Collection of updates, fixes or minor enhancements to a software application delivered in the form of a single installable package.
SP	Service Pack
Tenrox	Tenrox Web application
TMobile	Tenrox Mobile Applications
TPP	Tenrox Project Plan
UDF	User-Defined Field
User	Tenrox end user
WBS	Work Breakdown Structure
WIP	Work-In-Process

About this Document

This document contains information about what's new and resolved as of Tenrox 2014 R1 Service Pack 1.

Tenrox Technical Support

Tenrox Technical Support is a team of Application Support Analysts trained to use, configure, and troubleshoot Tenrox applications in your specific enterprise environment. If you have any questions, you can reach us by:

- Calling 877-483-6769, option 2 (toll-free)
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Introduction

Upland is pleased to announce the release of:

Tenrox 2014 R1 Service Pack 1

Upgrade process: *Tenrox 2014 R1 SP1* installation is performed by Tenrox during the maintenance hours established in the HSLA. For additional information regarding the HSLA, please refer to:

<http://www.tenrox.com/en/legal/hostingsla.htm>

Resolved Issues

This section lists resolved issues included in [Tenrox 2014 R1 as of SP1](#).

Charges and Products

Ref: ESC011441 [Charges created from a Requisition Order are not displaying with the right amounts.](#)

Database values are not being properly set when a **Charge Entry** is created through a **Requisition Order**; manual creation of a **Charge Entry** works fine.

Furthermore, this is causing the **Charge Entry** to not display on the UI.

Setup

Ref: ESC011379 [An error is produced when trying to delete a Timesheet Template Assignment.](#)

The error message “timeout expired” is displaying when attempting to delete a TS Template Assignment. This was causing a deadlock in the database.

It was not first checking to see if there are any related entries to the TS Template assignment before trying to delete it.

Ref: ESC011436 [An error is produced when opening a Project.](#)

The issue is intermittent, therefore does not happen all of the time. The error produced is an “Internal Server” one.

Ref: ESC011452 [Mass Update is not updating as expected.](#)

Time Entry attributes were not being updated when setup to do so via the Mass Update screen. A procedure was modified because it was not updating the necessary flags in TTIMEENTRY. It was only doing it for table TTIMESHEETENTRIES.

Ref: ESC011459 [Business Unit name is not properly displayed on the BU Edit screen.](#)

Business Unit Name string displays encoded, on the Business Unit Edit screen, when containing a parenthesis.

- Ref: ESC011468** **The renaming of terms 'Soft Booking' and 'Hard Booking' in Terminology Setup, does not take effect in the corresponding screens.**
- Corresponding pages were not looking at the right table, and therefore, were not retrieving and displaying the preferred names, as setup in the Terminology Setup screen.
- Ref: ESC011486** **An error is produced when changing the Client of a Project.**
- The error message “You cannot modify or delete this record. Please replace or remove the Rate Rule associations before making any such modification.” is due to a bad condition in the trigger. The link between the Task and the Time Entry was missing.
- Ref: CBug000007** **Cannot delete a recurring billing entry.**
- Client is not able to delete any un-invoiced recurring billing rule in Project Edit.
- This was occurring because there were duplicates in the SP GUIDs.
- Ref: CBug000017** **The wrong workflow state name will display while in Project Edit.**
- When multiple states, within the same Project workflow, have been configured as the Final State, it will cause the wrong state name to display in Project Edit.
- A condition has been added to handle this scenario, and thus, only return and display the current state of the Project.
- Ref: BUG084867** **Dashboard - Clicking the Export to excel is displaying the Server error in Preview page.**
- Dashboards – In a specific scenario, when adding the portfolio view and project view together in a dashboard, and exporting to excel generates a server error.

Expenses

Ref: *ESC011351* **Expense Entry Tax Amounts are calculating for Non-Taxable entries.**

Prior to an Amex import, the User is switching the Expense Item from a Taxable to a Non-Taxable one. This is causing the Entry to still be inserted with a Tax Amount.

Please note that the Tax Amount is not visible through the Expense Entry Edit screen. We found that the Tax Amounts were only visible when running Reports, or when looking directly in the database tables.

Timesheet

Ref: *ESC011495* **An error is produced when accessing timesheets.**

There was an issue in the way the data was being inserted in the tables, which was in return, causing the initialization process of the Timesheet to fail.

Ref: *ESC011412* **Unable to enable attributes (Payable, Billable) from displaying as a column in My Timesheet.**

Multiple line items are displaying with the same Task name. This was because the assignment attributes were different for each of these. The issue that was fixed was that the end-user was getting an error when trying to enable these.

Ref: *BUG084834* **Performance issue while creating Timesheet Entries.**

Performance improvements were made when creating a time entry in a newly initialized timesheet.

Financial Planner

Ref: CBug000052 **Financial Planner is calculating Actuals against Primary & Secondary Roles.**

The issue manifested because of a missing filter, for Primary Role, on the Financial Planner stored procedures.

Resource Planning

Ref: CBug000005 **An error is produced, in Project Scheduling, when trying to extend a Work Plan period.**

There was a JavaScript error message "Specified cast is not valid" when trying to extend the Work Plan, using the left and right arrows of the grid.

This occurred because it tries to extend to 1 month when the display mode is set to "days".

Ref: CBug000010 **The search is failing to return any records in the Resource Scheduling view.**

The use of a condition that was not being properly set was causing the search to return an empty record list.

Ref: CBug000068 **Resource Scheduling: An error is produced when trying to search for a project using a Client name**

The error message "Object reference not set to an instance of an object" occurs when searching by Client Name in the Resource Scheduling view.

The Client Name field was missing in the query of the stored procedure.

Ref: ESC011471 **An error is produced in the Project Scheduling screen.**

The error message "String was not recognized as a valid DateTime" is displayed when accessing the Role combo box in the Project Schedule screen.

The issue occurs because the server side reads the day of the date as a

month and therefore it cannot cast the string to valid date time. Therefore, a solution has been implemented to convert the string to a date before sending it to the server.

Ref: CBug000060 The Group Leave Time calendar produces an error when Users have a Leave Request Entry against a deleted Leave Time Task.

The error message “Object cannot be cast from DBNull to other types.” is occurring because the end-user was able to delete a Leave Time task referenced in a Leave Request Work Process Entry.

Ref: BUG082786 Incorrect replacement for a soft booking in the Resource Schedule.

In Chart View, under specific conditions, the replacement for a soft booking was incorrect.

Ref: BUG083104 Resource Matching - Incorrect replacement – replacing with the default value and not the updated value.

When replacing a resource, after updating the cell of the first user, the default value is being replaced, and not the updated value.

Ref: BUG084704 Allocated hours for any booking of any User are not displayed when editing a Booking.

In certain scenarios, when we select the Edit option from the context menu the allocated hours for the booking disappears.

Ref: BUG084753 Resource Matching - The number of hours displayed in the bottom grid is not the updated number when the user updates the hours of the booking.

The updated hours are not being displayed when we select a user from the bottom grid.

Ref: BUG084755 Resource Matching - The hours are no longer displayed although user is still selected when user double clicks to daily view.

When replacing a resource, when double-clicking on the grid to get to the daily view, the hours are no longer displayed.



Integrations

- Ref: ESC011432** **An error is produced when importing charges from QuickBooks.**
- The error message “object reference not set to an instance of an object” was occurring due to NULL values in the database. A condition has since been added to handle such cases.
- Ref: ESC010383** **The wrong Project is opening when publishing from SALESFORCE.**
- The wrong Project was displaying due to a missing condition.
- Ref: BUG084859** **Scoping: users should be created with no sites under "scope". True for users created through UI, not true for users imported from Salesforce.**
- Users are created with no sites under "Scope" - this allows users to see and be seen by all other users with nothing under "Scope".
- This works well for users created through the UI.
- However, users imported from Salesforce are created with the old scoping - scoped to master and active site.

Reporting

- Ref: ESC011422** **When re-ordering the columns in an OLAP report, the changes are not saving.**
- A class was updated to allow the re-ordering of calculated measures in Pivot OLAP reports.
- Ref: BUG084865** **Resource Scheduling Reports-Billable Utilization - Incorrect color displayed in the report.**
- In the Billable Utilization Report, the incorrect color is displayed.
- Ref: BUG084872** **Resource Scheduling Reports-Actual vs Forecast Time by Project - incorrect time line column header when the period type is set to month.**

In the Actual vs Forecast Time by Project report, there is an Incorrect time line column header when the period type is set to monthly.

Ref: BUG084883 **Resource Scheduling Reports- Capacity Forecasting Report - At the group level, Total column capacity is not calculated correctly when the period type is set to "D".**

In the Capacity Forecasting Report, when the period type is set to 'D', the capacity is not calculated correctly.

Ref: BUG084882 **Resource Scheduling Reports - Capacity Forecasting Report - Wrong calculation on the capacity in FTE.**

In the Capacity Forecasting Report, the capacity is being calculated incorrectly when in FTE mode.

Ref: BUG084881 **Resource Scheduling Reports - Capacity Forecasting Report - Soft bookings hours are calculated in the planned columns.**

In the Capacity Forecasting Report, soft bookings hours are calculated in the planned columns.

Ref: ESC011435 **Users, who do not have access to the Reports section, are able to access it.**

The issue occurs when switching the Report Security from Public to Non-Public, it was not refreshing all of the necessary data in table TREPORTTABLINKS. This table is used to define which Users should see which Report tabs.

A trigger has been added for such cases, which will fire when updating this field. Therefore, if a User tries to set a Report tab from Public to Non-Public, the trigger will delete all records from this table, except of course for the Creator.

Ref: ESC011457 **An error is produced when accessing the Application tab in Reports.**

The error message "object reference not set to an instance of an object" was occurring due to wrong security value combinations assigned to the folders located under the Application tab.

Ref: ESC011473 **Cannot save changes to an ADHOC Report's design page.**

When logged in as a French User, and attempting to make changes to the design of an ADHOC Report, it will not allow you to do so.



SDK / API

Ref: ESC011371 **An error is received during some calls to the Stored Procedure.**

When calling a Stored Procedure through the SDK it is failing because it is trying to call the stored procedure before authenticating the logged user.

Automation Service

Ref: ESC011499 **Email notifications are being delayed by 5 hours.**

The solution was to set it to use the time zone of the server, instead of the logged user time zone, to fill the SENDINGDATE field in table TMESSAGEQUEUE.

Ref: BUG083244 **Email notifications - HTML Tags in Notification body are not interpreted in some email templates.**

The Work Process Notifications are missing carriage returns in the e-mail notification body.

Mobile and Desktop Applications

Ref: *BUG084656* In the Mobile Application, when the Time Sheet template has the Project work type column, no entries are returned.

When a user attempts to enter time in a timesheet template that has the Project work type column, no entries are returned.