

Release Notes

Tenrox 2014 R1 Service Pack 2

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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 2.

Tenrox Technical Support

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Introduction

Upland Software is pleased to announce the release of:

Tenrox 2014 R1 Service Pack 2

Upgrade process: *Tenrox 2014 R1 SP2* 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 SP2](#).

Financials

Ref: **CBug000036** **An error generated in Multi Client Invoice Manager when trying to attach an Invoice to an Invoice Batch.**

Paging has been implemented in order to resolve this issue.

Ref: **CBug000126** **An error produced when creating a Milestone or when generating an Invoice Batch.**

The error *"Cannot insert the value NULL into column 'RATETOBASECUR'"* produced when creating a Milestone. Another error *"Cannot insert the value NULL into column 'RATETOCOMPCURR'"* generated when creating an Invoice Batch. The Stored Procedures were checking for a currency exchange rate, but there was no row in the database (*client currency and base currency being the same*). This has been resolved by adding a condition that validates for non-existent currency exchange rates, for the same client currency and base currency, and if so to automatically set the exchange rate to 1.

Ref: **CBug000143** **Incorrect invoice view for a specific client.**

The JavaScript was failing on this page, resulting in the end user seeing fields and options that should not have been there. This has been resolved by using the *"PrepareVBStringForJava"* function to escape single quotes from the .ASP file.

Setup

Ref: **CBug000034** **Copying a project from a predefined project template not copying Tasks associated with the Project, unless the Copy Assignment check box had been selected.**

This occurred due to the order of the parameters in the *"ReplicateProject"* function not matching the order of the parameters within the *"PROJCOPYPROJECT"* procedure. Adjusting the order of these parameters resolved the issue.

- Ref: **CBug000166** **Unable to see the full Project Name in the Project hierarchical view.**
- The Project Name and the tooltip truncated when they exceeded 45 characters. This issue has been rectified by removing the condition that was truncating the name on display.
- Ref: **CBug000169** **An error message produced when navigating to the Cost or Billing Rules page.**
- The error message *"Arithmetic overflow error converting expression to data type int."* generated when navigating to either of these pages. There is a field in the Stored Procedure "RATEQRLSTBYNAME" that was returning a value greater than its limit. This was corrected by returning the output as a Decimal versus an Integer.
- Ref: **CBug000183** **Forecasted hours not accurate in the Project Status Report.**
- This issue occurred when the same resource was booked with primary and alternate roles. By implementing the use of "distinct" in the procedure, the right number of hours now returns.

Expenses

- Ref: **CBug000037** **The system wasn't allowing an Expense Entry with an amount between "-1.00" and "-1.99".**
- When making an Expense Entry with an amount between the values of "-1.00" and "-1.99", an error generated. Therefore, a condition has been added to check if the input is text, and if so, to ignore it.
- Ref: **CBug000145** **An Expense Payable Batch was not posting.**
- When clicking the Post link in the Expense Payable Batch Edit page, no action triggered. This was resolved by inserting the required string in the resource file.

Timesheet

Ref: **CBug000020** **An error produced when processing a Timesheet or updating a Non-Working Time Entry.**

The issue of the following error message generating when attempting submission of a timesheet or modifying an existing non-working time entry, has been resolved:

"The parameters supplied for the function 'openxml' are not valid. The statement has been terminated."

Ref: **CBug000069** **While editing an existing line item in My Timesheet, and re-selecting a new Project Work Type (Project Task), the Client and Project fields would clear.**

To resolve this issue a validation has been added where when a User changes the value in Project Work Type, the Client and Project fields will not reset with blank values. Instead the line will refresh with the right values.

Ref: **CBug000148** **Timesheet Live link was allowing Project Managers to see entries against Projects they do not manage.**

This occurred during the partial approval workflow process. This was the result of the Multi-Approval Flag not setting to True during certain conditions. Therefore, the appropriate changes have been made in order that this flag is properly updated at all times.

Ref: **CBug000177** **An error produced when attempting to delete a Time Entry against a Leave Time task.**

A resolution has been implemented for the issue of the History for both Timesheet Entry and Leave Time not being accessible when making a Timesheet entry, which was due to the Timesheet Entries trigger inserting a null value for TLVTMUSERHISTORY.CHANGEDATE.

Budget

Ref: **CBug000120** **In Task Budget, the Actual billable time was displaying an amount of 0.00 when the associated Task had a billing Milestone.**

The resolution for this issue required the removal of a bad condition that was being referenced in the view. It was deleted from the fields "TIMEBILLABLE" and "TOTALTIMEBILL" within the "VIEWTIMESHEETENTRIES_TASK" view.

Financial Planner

Ref: **CBug000052** **Financial Planner was calculating Actuals against Primary & Alternate Roles.**

The Financial Planner was calculating Actuals against the Primary & Alternate Roles. A filter has been added for the Primary Role on the Financial Planner and the associated stored procedures.

Ref: **ESC011434** **Financial Planner billing rules, at the user level, was not used for the actuals calculation.**

The expected behavior was only working for Users that had a Billing Rule association at the Project level. Therefore, the fix implemented is getting the rate from table "TTIMEENTRYRATE" in cases where a User does not have a Billing Rule associated for the given Project.

Resource Planning

Ref: **CBug000060** **An error produced when accessing the Group Leave time Calendar.**

The issue was that there was the unintended ability for Users to delete a Leave Time Work Type, even after it was used to create Leave Requests. This should not have been allowed and has since been fixed resulting in no longer causing an error being generated in the group calendar.

Ref: **CBug000068** **An error produced when attempting to search for a Project, using a Client**

name, in Resource Scheduling.

This was failing due to the Client Name field having been missing from the query in the CWPBOOKINGPROJECTQPERUSER procedure, which has been resolved.

Ref: **CBug000128** **When setting the time period to “Week” in Resource Scheduling, the export to Excel did not work.**

The error being produced was “An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.” The solution implemented is de-serializing the JSON string to a single object in cases where the string contains a single object.

Ref: **BUG000279** **Tabbing between the entry cells kept shifting the horizontal scrollbar while the next cell was visible.**

This shifting of the horizontal scrollbar when tabbing between cells has been corrected.

Security

Ref: **CBug000234** **The Role Work Plan, My Work Plan, Task Work Plan & Resource Scheduling Application Report folders required the Purchase license in order to be displayed.**

The appropriate references have been applied in order for these to display with the correct licenses.

Ref: **Cbug000315** **Standard users can access the Leave Time report & its parameters, to which they have no authorization, from recently viewed reports through the Home page or Reports tab.**

When required, the code now correctly restricts application reports from being added to the recent reports. Also, when an existing report is moved or copied to the application reports tab, any entries for that report in the recent reports table are now being deleted as expected.

WIP

Ref: **CBug000080** **Users were unable to select any Project from within the WIP Accrual Batch page.**

When using an IE browser, the system would freeze when trying to select/deselect a Project from within a WIP Accrual Batch. No such issue exists with other browsers, such as Chrome and Firefox.

The cause of this issue was due to multiple calls to the page, which was more noticeable when in combination with a slow connection. This has since been addressed.

Integrations

Ref: **CBug000072** **French characters not handled properly when exporting Invoices in .CSV format.**

The issue was reported and has been addressed for those using a custom export of Invoices into Excel.

Ref: **CBug000106** **Unable to import/export using Great Plains.**

When trying to import from Great Plains, the User was prompted with the message "Error on loading the Tenrox ActiveX for Microsoft Microsoft Dynamics GP, please check your internet security options to allow ActiveX download/installation/execute". The deployment project being used was not forcing the installer to register the ActiveX. This has been resolved by having the installer now prompting the User to re-install when it finds a new version (Users should no longer be required to manually uninstall the older version from the Add/Remove Programs).

Ref: **CBug000110** **MSP2010 Installer is not functioning.**

As this is a stand-alone installer, the resolution requires it be executed separately from that of the Service Pack.

Ref: **CBug000117** **Both the Automation Service and the manual process were not allowing end users to import an AMEX file.**

These options were not allowing for the AMEX to be imported because the .DLL file was missing. The issue has been corrected by adding the build

section, for this project, back to the build process of the stream.

Ref: **CBug000137** **User cannot associate a User Defined Field to an Expense Item imported from QuickBooks.**

For Expense Items being imported from QuickBooks, the User Defined Fields list in the Associations page was blank. Whereas, this was loading correctly for manually created Expense Items. The cause of this issue, which has been corrected, was due to the Stored Procedure "ITEXPENSEINET" not allowing for the additional rows to be added in table TOBJSCREENCOMP.

Ref: **CBug000172** **On multiple attempts to import Expense Items from QuickBooks, an error generated.**

The following error "*Expense Item:QuickBooks:Cannot insert duplicate key row in object 'dbo.TEXPENSE' with unique index 'UNIQENAME'. The duplicate key value is (QuickBooks, 1).*" generated when re-importing the same Expense Item from QuickBooks. The cause of the issue, which has been resolved, was due to the Stored Procedure "ITEXPENSEINET" not checking to see if the parent already existed.

Ref: **CBug000197** **Not all Expense items were importing from QuickBooks.**

In the temp table, used for the import process, a record is validated as to whether it already exists for a given expense ID, and if not it is inserted. This table must be empty for all iterations. The issue, which has been corrected, was that the code was making the insertions in the temp table, but never removing anything accordingly.

Reporting

Ref: **CBug000019** **Leave Time report not returning the right values.**

A filtering issue has been resolved on the report's parameters, which was causing the report to return excessive data.

Ref: **CBug000081** **An error produced when navigating to a Report's design page.**

The following error message "*An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.*" was

returning when navigating to a Report's design page. This error was triggered because the grid-to-grid control was attempting to access the non-existent USERACCESSSTATUS column, which has been resolved.

Ref: **CBug000108** **Expense Report not being exported correctly in .PDF format.**

When exporting the Summarized Personal Expense Report in .PDF format, it was adding the last column on a second page. The Report has been re-designed to export all columns on one page.

Ref: **CBug000130** **Project Status Ad-Hoc reports returning the wrong number of hours.**

The table (PORTFOLIOGETLIST_ITF_ADMIN) being referenced was already dividing the hours by 3600. On return, the value was being divided again by 3600 based on the report's configuration file. The solution implemented has been to delete the divide function from the Report .XML configuration file.

Ref: **CBug000236** **When adding an existing tab to Reports, it wasn't displaying.**

The issue has been corrected by resetting the function, which was referencing the incorrect variable.

Requisition Orders

Ref: **ESC011466** **Taxes not calculated accurately when modifying the unit price of a Requisition Entry.**

The functionality was non-existent when updating a Requisition Entry, which was the cause of the issue. The resolution has been to have the logic implemented in the update trigger in the same way that it works on creation of an entry.

Dashboards

Ref: **CBug000100** **When logged in, as any other than the Master Administrator, the Project View report was displaying the incorrect Project Status.**

The incorrect JOIN in the Function being used for this page has been resolved.

TPP

Ref: **CBug000318** **An error produced when importing resources in TPP.**

The error message being returned was “Unable to load resource list.
Reason: String or binary data would be truncated. The statement has been terminated.” The ID field, and name of the table TPLANNINGROLE, had its size set to 256 characters. However, the temp table that was being used to obtain the list of users was setting it to 32 characters, which is the current size of TUSER. This was causing the above-mentioned error to generate. The resolution has been to adjust the temp table size for these two fields to accommodate 256 characters.

Performance

Ref: **CBug000099** **There was a performance issue on attempting to display the Cost/Billing Rules list.**

It took more than 60 seconds to view the Cost or Billing Rules list, which was due to nested LINQ queries, that has since been corrected.

Ref: **CBug000190** **Unable to access any Timesheet due to slow performance.**

Implemented some optimizations at the Timesheet level to run faster.

Automation Service

Ref: **CBug000018** **The Project Initialization automation service failed to process.**

The trigger TUSER_DTRIG to prevent deletion of a User, if they had previously created a Project, has been corrected to function as expected.

Ref: **CBug000082** **Automation was not running, causing all subsequent services to fail.**

The issue, which has been resolved, was with a base build procedure, which had not been properly handling special characters. Furthermore, this involved a custom service used to import projects from SALESFORCE. As a consequence, the Automation Service would fail, in turn causing all of its

services to not process.

Mobile

Ref: **CBug000235** **Timesheet reloading on revisit after 20-30 minutes.**

The issue has been resolved by removing the Authentication header from the Basic Authentication in case there is a session timeout and an exception is raised. At the moment, it's been determined that there is no value in sending back the authentication mechanism given the response is handled by client side JS functions and not the browser.