

Release Notes

Tenrox 2014 R1 Service Pack 3

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Tenrox by Upland Software

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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 3.

Tenrox Technical Support

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Introduction

Upland Software is pleased to announce the release of:

Tenrox 2014 R1 Service Pack 3

Upgrade process: *Tenrox 2014 R1 SP3* 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>

What's New

This section lists changes and new features added to [Tenrox 2014 R1 as of SP3](#). For changes and new features added prior to this version, see an earlier version of the Tenrox Release Notes, Tenrox 2013 R1 as of SP1.

Integration

[Tenrox and QuickBooks Online integration.](#)

As Intuit announced a change in technology, the dated SDK is, consequently, no longer supported, and has been replaced by web-services. To bar Tenrox Clients from losing any current integration capabilities, the Tenrox-QuickBooks Online integration, using the new IPP published by Intuit, has been implemented.

All existing features have been ported over using the new technology. Moreover, the integration is now supported on non-IE browsers, making it a multi-browser feature. The QuickBooks Online integration allows Tenrox clients to Export financial information from Tenrox to QuickBooks Online AR and AP, as well allows importing of Objects for easy configuration.

Resolved issues

This section lists resolved issues included in [Tenrox 2014 R1 SP3](#).

Budget

Ref: **CBug000281** [After having imported a Project Budget, an error was produced when accessing the Budget tab of the Project Edit page.](#)

The issue was a code error, “arithmetic overflow error”, on the UI, which has been resolved.

Ref: **CBug000287** [The values in the Cost, Billable and Non-Billable sections were unavailable on the User Budget page.](#)

This issue was the result of the fix provided for BUG082491, which was reported internally. After additional investigation it was found that this was not a valid Bug and therefore the changes in the code were reverted.

Expenses

Ref: **CBug000056** [Changing to a non-billable Task was incorrectly creating billable Expense Entries.](#)

When a “Billable” Expense Entry was copied, and the Task/Expense Item was then changed to one that is “Non-Billable”, the Expense Entry’s attributes was not resetting accordingly, which has been corrected.

Financials

Ref: **CBug000280** [An invoice included in the batch wasn’t being assigned.](#)

The issue of Invoice State Assignments to a Project Manager not being properly handled has been corrected.

Integrations

Ref: **CBug000110** **Integration between MSP 2010 and Tenrox was not working.**

The issue has been resolved with a patch from Microsoft Project 2010 SP2. Users must install the Service Pack, which is found at the link below:
<http://support.microsoft.com/kb/2687457>

Ref: **CBug000153** **When exporting a Payroll Batch to ADP, hours were missing.**

The issue, which has been resolved, was due to two records having been associated to the same User, Pay Code and Department.

Ref: **CBug000328** **QueryBy() was not working as expected for web services.**

The issue of the QueryBy() method not working correctly, in the SDK version of the services, has been resolved.

Ref: **CBug000351** **Was unable to export a large batch of invoices to GP.**

The performance issue was addressed by optimizing the associated database stored procedures.

Reporting

Ref: **CBug000167** **Reports with the End Date filter set to "Open Ended" resulted in an output with today's End Date.**

This issue was generating for all reports, and has been corrected so that the End Date displaying in the Report Preview corresponds to the one selected at the filter level.

Ref: **CBug000265** **Late Timesheet Report timed out.**

The issue, which has since been corrected, was that the report's stored procedure contained an unused block of code with a loop. Once entered, there was no way out, so it continued to run until a time out was triggered.

Ref: **CBug000340** **ADHOC report category 'Audit trail' was not properly displaying the Item name for booking entries.**

The correction required changing the configuration file that contained the setting of the "item name" field to select the Project name instead of the Task name.

Ref: **CBug000361** **An error produced when attempting to create an OLAP Catalog, “Failed to create an OLAP Catalog”.**

The complete error message (from Analysis Server) includes:

“Errors in the OLAP storage engine: The attribute key cannot be found when processing: Table: 'VOLAPF_CUSTTASK', Column: 'PROJECTID', Value: '3'. The attribute is 'Projects key'.”

“Errors in the OLAP storage engine: The record was skipped because the attribute key was not found. Attribute: Projects key of Dimension: Projects from Database: ABC, Cube: Projects, Measure Group: UDF Tasks, Partition: UDF Tasks, Record: 26.”

This error message is the result of two (2) conflicting views whereby one returns all projects including the projects that has “PARENTID = 0”, while the second excludes the projects with “PARENTID = 0”.

Resource Planning

Ref: **BUG000757** **A timeout error produced when selecting Roles.**

The issue of roles not displaying when Roles was selected in the bottom pane has been corrected.

Ref: **CBug000029** **Column headers were not updating when using the Tab key to change cells in project Scheduling.**

The cause was due to the event "focusin", in the JavaScript function, having started with a "return". This statement was commented in order to resolve the issue.

Ref: **CBug000138** **The trigger TPROJECTTEAMRESOURCE_ITRIG was causing issues.**

Though not visible to the end user, having resolved this issue improves performance.

Ref: **CBug000179** **The application was freezing after having 15+ Users scheduling simultaneously.**

Changes have been made to the Stored Procedures and Triggers of the database to correct the performance and enhance the usability of the system to accommodate situations as described above.

Ref: **CBug000244** **When switching Views, the Project work plan view was not displaying correctly.**

When overriding a “non-working day” to default to a “working day”, the FTE work hours was being calculated incorrectly. The issue was resolved at the database Trigger level, whereby the “FTEWorkingHours” has been updated with the Total working hours.

Ref: **CBug000301** **An EMPTY Error Message was generating when shifting a booking.**

The issue was identified as upgrade-related, and has been addressed with a data fix.

Ref: **CBug000337** **On attempting to add a booking and searching for a client, the User work plan was producing an error message.**

The issue of the missing Client Name field, in the query of the corresponding stored procedure, has been resolved.

Setup

Ref: **CBug000196** **The project notifications were not being sent to all distribution lists.**

This was the result of a flawed JOIN in the Stored Procedure. As such, it was removed and instead made the TPORTFOLIO table join with TPROJECT.

Ref: **CBug000224** **The login name box on the logon page wasn't accepting the same number of characters as LOGINNAME.TUSER.**

The Username box on the logon page allowed for a maximum of 40 characters, which has been increased to 50 characters to match the LOGINNAME in table TUSER.

Ref: **CBug000259** **Due to database replication, there was an inability to associate/delete a UDF to/from an object.**

The code was modified so that the views are not created when a UDF is added or removed from an object.

Ref: **CBug000288** **Due to database replication, an error was reproducing when updating a UDF.**

When attempting to make any change to an existing UDF, the error message, "Values outside this limit exist." was generating, the issue of which has since been corrected.

Ref: **CBug000305** **Performance issues were occurring when loading either the Client or Parent list from the Project Edit page.**

Previously, and depending on the client's data, loading of the Client list was taking anywhere between 15-30 seconds, and another 1 minute to load the Parent list. Changes were made to significantly reduce this time.

Ref: **CBug000330** **An error was producing when accessing the Users Leave Time History page.**

The list, which contains vacation history data contain Generic fields (ex: Name = "Nullable`1" FullName = "System.Nullable`1[[System.DateTime...), was failing when converting it to a datatable column as the code expected it to be a normal field. Therefore, a condition was added to get the column datatype to allow for a generic type and correct the error.

Ref: **CBug000343** **The Program Manager security profile was unable to assign a Business Unit.**

The page was incorrectly checking the permissions of "Users", therefore the issue has been resolved by, instead, checking for permissions of "Business units" under the "Setup > Organization" tab of the Security Profile Edit page.

Timesheet

Ref: **CBug000272** **Items under the Leave Time Summary Section were not showing correctly.**

The issue of items displaying under the Leave Time Summary section of the Timesheet, even though they were not selected in Timesheet Setup, has been resolved.

Ref: **CBug000282** **The inability to submit a timesheet, even though the "enforced weekly minimum number of hours" was met, has been corrected.**

The User was being prompted with the message, *"The minimum of 40 hour(s) has not been met for this week."*, even though they had entered the appropriate number of hours in their timesheet.

This error message should only display, if, within the timesheet, there is a 7 day week that doesn't match the set minimum weekly rule.

Ref: **CBug000283** **A timeout error message was generating, for some resources, when changing a timesheet from an approved to an open state.**

A Stored Procedure was identified as taking too long to execute. Therefore, additional indexes were added to help improve performance and stability.

Work Processes

Ref: **CBug000077** **Though the Work Process manager option in the user's security profile was checked, the Work Process Work List menu was not available.**

The resolution now allows the "Work List" list to display when granted the "Work Process Manager" right.

Ref: **CBug000286** **Unable to save a value to a Client Contact browse UDF field in Work Processes.**

Code was added to the file, for Client Contacts, which corrected this issue.

Known Issues

This section lists known limitations expected to be addressed and included in a future release, of which there are none at this time.