

# Release Notes

## Tenrox 2014 R1 Service Pack 5

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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
CBug	Prefix of a Hot fix reference number
CWP	Collaboration Workforce Planning
EXI	Prefix of an Enhancement reference number
G/L account	General Leger Account
GP	Great Plains Application
HSLA	Hosting Service Level Agreement
MSP	Microsoft Project
OBS	Organization Breakdown Structure
OLAP	Online Analytical Processing
PO	Purchase Order
QB	QuickBooks Application
R1	Tenrox Release 1
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 5.

## 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)
- Sending an email to [support@tenrox.com](mailto:support@tenrox.com)

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## Introduction

Upland Software is pleased to announce the release of:

***Tenrox 2014 R1 Service Pack 5***

Upgrade process: *Tenrox 2014 R1 SP5* 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 SP5](#).

### Budget

**CBug000413****Budget Summary not showing the data correctly.**

In Budget Summary, the Total Actual values for Cost/Time and Non-Billable/Time were incorrectly displaying the Total Actual value for Billable/Time. The issue was resolved.

**CBug000560****Budget notifications not being sent on specific criteria.**

Some of the criteria available within a Project Budget Notification were being incorrectly validated against. This was causing failure of the Notification, created against the criteria, to be sent. The issue was resolved.

### Expenses

**Bug002077****When creating an Expense Entry, while selecting a currency different from the base currency, the Reimbursable Amount was resetting to the base currency amount on save.**

When creating an Expense Entry, while selecting a currency different than the base currency, the Reimbursable Amount was resetting to the base currency amount on save. The issue was resolved.

**CBug000556****When creating an Expense Entry for a non-taxable Expense Item, the system was incorrectly calculating Taxes on the Expense Item.**

When creating an Expense Entry for a non-taxable Expense item, the system was incorrectly calculating Taxes. The issue was resolved.

**CBug000613****The Reimbursable Amount was displaying with incorrect currency in the View All Receipts and Preview All Attachments pages.**

On displaying the View All Receipts and Preview All Attachments, after having created an Expense Entry for a non-taxable Expense item, the system was incorrectly calculating Taxes. The issue was resolved.

## Financials and Work Processes

**BUG002157**      **In the Invoice Manager, when creating a new Invoice, error messages were displaying.**

In the Invoice Manager, when creating a new Invoice, the two errors, "Operation is not allowed when the object is closed." and "Error converting data type nvarchar to int.", were displaying. The issue was resolved.

**CBug000184**      **In the Invoice, Total Taxes were not summing to 0 when there were 2 Taxes with equal amounts of opposing signs (+/-).**

In Invoice, Total Taxes were not summing to 0 when there were 2 Taxes with equal amounts of opposing signs. The problem emerged when the corresponding entries were included/excluded. The issue was resolved.

**CBug000423**      **When approving a Leave Request for a User while he is committed on Projects, the Leave Request notification email was not sent to all the Project Managers.**

In the Leave Request, when approving a Leave Request for a User who he is committed on Projects, the email notification was not sent to all Project Managers. The issue was resolved.

**CBug000474**      **In the Work Processes, the search engine wasn't working when searching using the Client name.**

In the Work Processes, the user wasn't able to search for a Work Processes using the Client name. The issue was resolved.

**CBug000683**      **In the Invoice, the Project name in the General tab was showing incorrectly relative to the Project name in the Projects tab.**

The Project name in the Invoice's General tab was not the same as the Project name in the Project tab. The issue was resolved.

## Integrations

**CBug000271**      **With the CRM integration, the user was unable to publish Projects from CRM to Tenrox.**

In the CRM integration, some active directory authentication types were

not handled, causing Project publish to fail. The issue was resolved.

**CBug000302**

**Amex Import, using the Automation Service, created Expense Reports associated with zero Project ID.**

The Automated Credit Card import service was creating Expense Reports with no Project association, which caused issues when an Organization had enabled the “Enforce a single Project per Expense Report” option in Expense Setup. The issue was resolved.

**CBug000303**

**Some Projects were updated from Salesforce each time the Automation Service would run.**

In the Salesforce CRM Integration, some Projects were being updated from Salesforce every time the Automation Service ran, even though they shouldn't have been as there were no changes made in Salesforce. The issue was resolved.

**CBug000444**

**When importing Projects using the Quick Connect, a time out error was displaying.**

When importing Projects using the Quick Connect, a time out error was displaying. The issue was resolved.

**CBug000455**

**When importing Clients from Great Plains, the Country and State weren't mapped correctly in Tenrox.**

When importing Clients from Great Plains, the Country and State weren't mapped correctly. The issue was resolved.

**CBug000552**

**In the Salesforce CRM Integration, the user was unable to map Tenrox KPI's to Salesforce fields.**

In Salesforce CRM Integration, the user was unable to map Tenrox KPI's to Salesforce as the KPIs drop down list was empty. The issue was resolved.

**CBug000619**

**CRM connection failed to map with the outdated Office 365 email account format.**

Microsoft CRM connection didn't work with the outdated Office 365 email account format. The issue was resolved.



## OLAP

**CBug000500**

**An error occurred when attempting to create an OLAP Catalog if the Group object had an associated UDF.**

If the Group object in Tenrox had an associated User Defined Field, attempting to create or process an OLAP catalog would fail. The issue was resolved.

**CBug000501**

**Certain special characters contained within Tenrox object names caused OLAP Catalog creation to fail.**

Certain special characters contained within Tenrox object names caused OLAP Catalog creation to fail. The issue was resolved.

**CBug000544**

**Dates set outside the supported Tenrox object range caused OLAP Catalog creation to fail.**

Dates set outside the Tenrox object range caused OLAP Catalog creation to fail. The issue was resolved.

## Reporting

**CBug000209**

**The Text & Memo UDFs values appeared in AdHoc Reports as double quotes, even though they are single quotes in the object UDF.**

In AdHoc Reports, the Text & Memo UDFs with single quotes appeared as double quotes in object UDF tables. The issue was resolved.

**CBug000455**

**In the Ad-hoc Reports, when using category 'Milestones', the filters 'Project End' and 'Project Start' fields were not usable.**

In the Ad Hoc Report, when selecting a Milestone category, the project Start date and End date filter parameters were not displayed as dates (with the calendar icon) but as field values. The issue was resolved.

## Resource Management (formerly CWP)

**Bug002097**      **In the Project Work Plan, the Task list was empty in the Quick Add booking while the Project has Tasks.**

In the Project Work Plan, the Task list in the Quick Add booking was empty while the Project has Tasks. The issue was resolved.

**Bug002103**      **In Resource Scheduling, when dragging and dropping the booking chart, a script error was displaying.**

In Resource Scheduling, when dragging and dropping the booking chart in the right panel, a script error was displaying. The issue was resolved.

**Bug002106**      **In the Project Work Plan, the Notes icon was not displaying left side of the booking row in the grid.**

In the Project Work Plan, the Notes icon was not displaying left side of the booking row in the grid. The issue was resolved.

**Bug002112**      **In the Shift Errors window, when exporting the errors to Excel, the Total Allocation column header was incorrectly displaying.**

When the user attempted to shift a booking and the Shift Errors window displayed, if the user exported the errors to Excel, the Total Allocation column header was incorrectly displayed. The issue was resolved.

**Bug002117**      **In the User's Work Plan, when focusing on the cell, the system displayed the incorrect number of booking hours.**

In the User's Work Plan, when the mouse focused on the Work Plan cell, the system showed the incorrect number of booking hours. The issue was resolved.

**CBug000089**      **Resource Management Deadlock error message was showing in the Work Plan.**

When accessing a Project Work Plan containing a large amount of Booked Users, SQL Deadlock errors may have occurred. The issue was resolved.

**CBug000439**      **Hitting the Backspace on keyboard, under Work Plan cell, forced users back to the login page or sometimes the page froze.**

In a Work Plan, if the User pressed on the Backspace multiple times, while the cursor focus was within a certain cell, it would redirect them to the login page. The issue was resolved.

**CBug000451**      **The Work Plan didn't refresh completely after shifting hours.**

The Work Plan wasn't refreshing completely after shifting hours. The issue was resolved.

**CBug000610**      **Work Plan hours did not match committed hours after upgrading to Tenrox 2014 R1.**

In some cases, the hours did not match committed hours after upgrading to the Tenrox 2014 R1 version. The issue was resolved.

**CBug000514**      **In the Work Plan Chart view, when dragging an allocation, it would shrink instead of shifting.**

In the Work Plan chart view, when dragging an allocated bar, it would shrink instead of having shifted. The issue was resolved.

**CBug000672**      **Booking hours entered for a Role disappeared after refreshing the page.**

In the Work plan, when Booking hours for a Role, the hours disappeared on refresh. The issue was resolved.

## Security and Performance

**CBug000213**      **The Cost Rule List page took a long time to load with many Rules.**

The Cost Rules List page was taking a long time to load with numerous Rules. The issue was resolved.

**CBug000412 & CBug00477**      **Under certain circumstances, Timesheet Approval performance was, at times, excessively slow.**

In the Timesheet, under certain conditions, the approval process of any completed Timesheet was taking much too long to submit. Optimizations on the Timesheet State Change process have been made & the issue was resolved.

**CBug000414**      **Under some circumstances, Time Entry creation performance was excessively slow.**

In the Timesheet, under certain conditions, the Time Entry creation process was excessively slow. Optimizations in the creation sequence have been made & the issue was resolved.

**CBug000492****Configure Single Sign On (SSO with some Identity providers.)**

Unable to connect to the Tenrox application using the Single Sign On (SSO) with some Identity providers. The issue was resolved.

**CBug000578****A deadlock error appeared when accessing the Timesheet, Projects List, Clients List, Invoices and when assigning Users to a Task.**

A deadlock error appeared when opening Clients or Projects or Invoices. The issue was occurring when assigning Users to a Task. The issue was resolved in all situations.

**CBug000677****There was a performance issue when viewing the "Timesheets to Approve" Report.**

Under some circumstances, the "Timesheets to Approve" Report took an excessive amount of time to load. The issue was resolved.

## Setup

**Bug002080****In the Project Edit page, when navigating from the Work Plan tab to any other tab, a script error was displaying.**

In the Project Edit page, when navigating from the Work Plan tab to any other tab, a script error was displaying. The issue was resolved.

**CBug000200****The User's Out of Office option could not be turned on or off.**

In the User's Settings page, the User could not turn on or off the Out of Office option. The issue was resolved.

**CBug000217****Leave Time Accrual Rules was skipping one period.**

The Leave Time Accrual Rule was skipping one period. The issue was resolved.

- CBug000250**      **Automation service was not running in the correct intervals.**
- In the System, the Automation service was not running correctly. The issue was resolved.
- CBug000261**      **The Reminder to complete timesheet (Automation Service) Notification was not included in some upgraded databases.**
- The Reminder to complete timesheet (Automation Service) Notification was not included in some upgraded databases. The issue was resolved.
- CBug000276**      **Changes in Calendar were not reflected correctly in the Work Plan for certain Users.**
- When changing a Calendar's hours, the changes were not properly reflected for certain Users' Work Plan. The issue was resolved.
- CBug000354**      **An error message was displaying when trying to delete a key in the System Tables.**
- In the System tables, the user was getting an error message, "Error calling message box with no message set", when attempting to delete a key in system tables. The issue was resolved.
- CBug000358**      **An error message, "The Association must be within the time span of the Rate Rule entries", was displaying when modifying the Billing Rule Association End Date.**
- In the Billing Rule, an error message, "The Association must be within the time span of the Rate Rule entries", was displaying when modifying the Billing Rule Association End Date. The issue was resolved.
- CBug000364**      **When a Calendar name is changed, the User Associated Calendar name field was not updated with the new Calendar name.**
- When a Calendar name is changed, if the User Associated Calendar name is the same as the old Calendar name, the User Associated Calendar name will now be updated to match the new Calendar name.
- CBug000402**      **In the Users List page, after making a change to a User, the Hire & Service dates columns were displaying as "Undefined" along with the dates.**
- In the Users List page, after making a change to a User, the Hire and Service

dates were displaying as the Hire and Service dates plus "Undefined". The issue was resolved.

**CBug000421**      **Financial Planner wasn't showing the Actual Cost data.**

In the Project's Financial Planner, the Actual Data for the Cost section wasn't showing in the grid. The issue was resolved.

**CBug000426**      **Refresh issue when dragging a Project under another Project and expanding it.**

In Projects List, when moving a Project under another Project, and then expanding the parent, the Project was not being displayed until the page was refreshed/reloaded. The issue was resolved.

**CBug000464**      **The Client POs Uninvoiced amount was incorrectly calculated.**

The Client POs Uninvoiced amount was calculated incorrectly because of a rounding issue. The issue was resolved.

**CBug000646**      **Changes to the "Apply Overtime restrictions on this Leave Time" check box in Leave Time Edit & User Leave Time Edit pages were not being saved.**

Changes to the "Apply Overtime restrictions on this Leave Time" check box in Leave Time Edit & User Leave Time Edit pages were not being saved. The issue was resolved.

**CBug000664**      **When copying a Project along with the Project Team, the active Roles were not copied.**

In the Project List page, when copying a Project along with its Project Team, the active Roles were not copied to the new Project. The issue was resolved.

## Timesheet

**CBug000162**      **When rejecting the Time Entries after deleting the related Invoice, the Time Entries appeared as unavailable and not editable in the Timesheet.**

When invoicing Time Entries then deleting the Invoice and rejecting the

Timesheet, the Time Entries remained unavailable and not editable. The issue was resolved.

**CBug000388**      **The “Thread is being aborted” error message generated when making time entries.**

In the Timesheet, the "Thread is being aborted" error message was displaying when making Time entries. The issue was resolved.

**CBug000396**      **The Time Entry notes option was displaying incorrectly when importing a Project using Excel template.**

In the Timesheet, the Time Entry notes option was incorrectly displaying when importing a Project using excel template. The issue was resolved.

**CBug000467**      **Time Entries were not displaying with a red flag on the Timesheet even if notes have been enforced at the Task level.**

In the Timesheet, Time Entries requiring a Note based on Task settings weren't appearing with a red flag and when submitting the Timesheet the User was being prompted to enter Notes. The issue was resolved.

## Tenrox Project Plan (TPP)

**CBug000408**      **Project Start date was not being synchronized between TPP and Tenrox after the upgrade.**

In TPP, the Project Start date wasn't being synchronized between TPP and Tenrox after the upgrade. The issue was resolved.

**CBug000502**      **When importing the MSP XML Project to TPP, the Task start dates were incorrectly displaying.**

When importing the MSP XML Project file to TPP, the Task start date was shown incorrectly in the TPP. The issue was resolved.