Release Notes

Tenrox 2014 R2 Service Pack 1
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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
R2	Tenrox Release 2
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 R2 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)
- Sending an email to support@tenrox.com

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Introduction

Upland Software is pleased to announce the release of:

Tenrox 2014 R2 Service Pack 1

Upgrade process: *Tenrox 2014 R2 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 R2 SP1.

Budget

CBug000560

Budget notifications were not being sent on specific criteria.

Some of the criteria set within a Project Budget Notification were not being correctly validated. This was causing failure of the sending of these Notifications. The issue was resolved.

Expenses

CBug000349

When opening the Expense Report List page, an error message was displaying.

When opening the Expense Report List page, an error message, "*Subscript out of range*", was displaying; the reason was that more than the allowable number of expense reports, per page, were attempting to load on a page. The cause of this issue was that one Expense Report was associated to multiple Payable Batches. The issue was resolved.

CBug000355

Reimbursed Expense Reports Process Date was showing as "In progress", while the Expense Report had been posted through an Expense Payable Batch.

When opening the Expense Report List page, an Expense Report in a "Reimbursed" state had the Process Date showing as "In progress", while the Expense Report had already been posted and included in an Expense Payable Batch. 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 in the incorrect currency in the View All Receipts and Preview All Attachments pages.

When displaying the View All Receipts and Preview All Attachments with

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

Financials

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

In Invoice, Total Taxes were not summing to 0 when there were two (2) Taxes with equal amounts of opposite signs. The problem occurred when corresponding entries were included/excluded. 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.

CBug000751   **In the Currency Exchange, two (2) new currencies, Danish and Swedish, have been added to the Tenrox application.**

In the Currency Exchange, two (2) new currencies Danish and Swedish have been added to the Tenrox application. This is a new addition to the Currency Exchange rates.

Integrations

CBug000302   **Amex Import, using the Automation Service, was creating Expense Reports without any Project association (Project ID was nil).**

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

CBug000303   **Salesforce Integration was updating Projects in Tenrox whenever the Automation Service would run.**

The Salesforce Projects in Tenrox were being updated whenever the Automation Service would run. The issue was resolved.

CBug000380   **When exporting the Expense Payable Batch to Great Plains, the Tax Scheduled ID was not exported successfully.**

When exporting the Expense Payable Batch to Great Plains, the Tax Scheduled ID was not exported successfully. The issue was related to the fact that the Tax Groups were not imported if any other item in the integration had the same name. 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 were not mapping correctly in Tenrox.**

When importing Clients from Great Plains, the Country and State were not mapping correctly. The issue was resolved.

CBug000552   **In the Salesforce CRM Integration, the User was unable to map Tenrox KPI's to the Salesforce fields.**

In the Salesforce CRM Integration, the User was unable to map Tenrox KPI's to Salesforce as the KPI drop down list was empty. 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.

CBug000607   **Projects that were not associated to a Portfolio, which was an upgrade issue, caused OLAP Catalog creation to fail.**

Projects not associated to a Portfolio caused the OLAP Catalog creation to fail. The issue was resolved.

Reporting

Bug001650   **In the Upland Analytics Report, when exporting a Report to CSV file, the Client name was shown with HTML Tags instead of showing in bold font.**

In the Upland Analytics Report, when exporting a Report to CSV file, the Client name was shown with HTML Tags instead of showing in bold font. 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 in the report were not displaying as dates (with calendar icon) but as field values. The issue was resolved.

Security and Performance

CBug000213   **The Cost Rule list page was taking a long time to load when many Rules exist.**

The Cost Rules list page was taking a long time to load when many Rules exist. The issue was resolved.

CBug000477   **Under some circumstances, Timesheet Approval performance was excessively slow.**

Under certain conditions, the approval of any completed Timesheet was taking too long to be processed. Optimizations on the Timesheet State Change process have been made and the issue was resolved.

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

A deadlock error was appearing while attempting to access Clients, Projects or Invoices. The issue occurred when Users were being assigned 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 & SDK

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.

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 in certain Users' Work Plan. The issue was resolved.

CBug000402   **In the Users list page, after making a change to a User's profile, the Hire & Service date columns were displaying "Undefined" in addition to the dates.**

In Users list page, after making a change to a User's profile, the Hire and Service dates were displaying the Hire and Service dates plus "Undefined". The issue was resolved.

CBug000421   **Financial Planner was not showing the Actual Cost values.**

In the Project's Financial Planner, the Actual values under the Cost section was not displaying on 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 displaying until the page was refreshed/reloaded. The issue was resolved.

CBug000464   **The Client PO's Uninvocied amount was incorrectly calculated.**

The Client PO's Uninvocied amount was incorrectly calculated 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 page were not being saved.**

Changes to the "Apply Overtime restrictions on this Leave Time" check box in Leave Time Edit & User Leave Time Edit page 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.

CBug000665   **When creating a new Task using the SDK, the Task Unique ID was set to zero.**

When creating a new Task using the SDK, the Task Unique ID was being set to zero. The issue was resolved.

CBug000702   **Under Roles, the UDF page was returning an empty page, barring the User to be able to associate UDFs to a Role.**

Under Roles, the UDF page was returning an empty page, barring the User from being able to associate UDFs to the Role. The issue was resolved.

Timesheet

CBug000162   **When rejecting time entries, after deleting the related Invoice, the time entries in the Timesheets were displaying as unavailable and not editable.**

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   **A "*Thread is being aborted*" error message was displaying when making time entries.**

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

CBug000396   **The time entry Notes option was incorrectly displaying when importing Projects using an Excel template.**

In the Timesheet, the time entry Notes option was not displaying correctly when importing Projects using an Excel template. The issue was resolved.

CBug000467   **Time entries on the Timesheet were not displaying with a red line even though Notes were enforced at the Task level.**

On the Timesheet, time entries requiring a Note based on Task settings were not appearing with a red line, and then when submitting the Timesheet the User was prompted to enter Notes. The issue was resolved.

CBug000633   **Projects that had been completed were still showing in the Timesheet Project drop down list.**

Projects that had been completed were still showing in the Timesheet Project drop down list. The issue was resolved.

Tenrox Project Plan (TPP)

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

Project Start date was not 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 not shown correctly.**

When importing the MSP XML Project file to TPP, the Task Start dates were not shown correctly in the TPP. The issue was resolved.

Work Processes

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

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

CBug000474   **In the Work Processes, the search engine was not working properly when searching based on the Client name.**

In Work Processes, the User was unable to search for a Work Process item based on the Client name criterion. The issue was resolved.