Release Notes

Tenrox 2014 R2 Service Pack 2
August 2014

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 2.

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 2

Upgrade process: *Tenrox 2014 R2 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 R2 SP2.

Expense

CBug000592   **On the initial attempt to add a UDF to the Cash Advanced Expense Item, an error notification generated upon saving and another error generated upon creating a new Expense Entry.**

The error notification "*You are attempting to add an entry which already exists*" displayed on attempting to add a UDF, for the first time, for the Cash Advanced Expense Item. Moreover, the "*Incorrect syntax near 'Advance'.*" error notification displayed when attempting to create a new Expense Entry using the Cash Advanced Expense Item with a UDF. The issue was resolved.

CBug000653   **Suspended Projects were displaying in the available Projects list for Expense Reports.**

Contrary to expected functionality, suspended Projects were displaying in the available Projects list for Expense Reports. The issue was resolved.

CBug000716   **The Reimbursable attribute setting was inheriting from the Task attributes incorrectly when creating a new Expense Entry.**

The Reimbursable attribute setting was inherited incorrectly from the Task when an Expense Entry was created. The issue was resolved.

Financials

CBug000214   **An Internal Server Error triggered when generating a Multi-Client invoice batch.**

In the Multi-Client Invoice Manager, when generating Invoices, an error notification appeared, "*Internal Server Error*", due to a time out exception. The issue was resolved.

CBug000465   **Within Payroll, the Timesheet Charges were displaying with the incorrect Pay Code.**

Within Payroll, the Timesheet Charges were displaying with the incorrect Pay Code and not with the expected Pay Code designated in Timesheet Setup. The issue was resolved.

CBug000504 **Under Invoice Transactions, the QST was showing incorrectly due to the Tax amount not being rounded off.**

The Tax amount used in the QST calculation was not being rounded off and skewed the Invoice Transactions totals. The issue was resolved.

CBug000621 **When posting a Payroll batch, an error message appeared indicating the action could not be completed.**

When attempting to post a Payroll batch, the error notification "*The action cannot be completed .You must save the payroll batch before proceeding*" was showing at random, resulting in the payroll batch not being posted. The issue was resolved.

CBug000683 **When generating an Invoice, the Project name in the Invoice's General tab did not correspond with the Project name on the Project tab.**

When generating an Invoice for a given project, the Project name on the Invoice's General tab did not correspond with the Project name on the Project tab. The issue was resolved.

CBug000711 **Within Invoice Manager, the Invoice Total Amount showed all the Client's Projects amounts while only one Project was selected in the Invoice.**

Within Invoice Manager, the Invoice Total Amount showed all the Client's Projects amounts while only one Project was selected in the Invoice. The issue was resolved.

CBug000730 **Upon creating a new Cost Rate Rule, an error notification generated.**

Upon creating a new Cost Rate rule, the error notification "*The association must be within the time span of the Rate Rule Entries.*" generated. The issue was resolved.

CBug000806 & CBug000847 **Upon creating a new invoice, an error notification displayed.**

The "*Operation is not allowed when the object is closed*" error notification displayed when creating a new Invoice. The issue was resolved.

Integrations

CBug000303

With the Salesforce integration, Projects with Tenrox Unique IDs were updated each time the Automation Service would run.

With the Salesforce CRM Integration, some Projects were updated from Salesforce each time the Automation Service would run, which should not have occurred given the Tenrox Unique Id was already populated. The issue was resolved.

CBug000615

The Negative Time Charge was not showing on the Pay Code page for the Payroll batches.

The Negative Time Charge was not showing on the Pay Code page for the Payroll batches due to data corruption. The issue was resolved.

CBug000632

Within the QuickBooks integration, Users were not exported due to an error notification generating.

Within the Quickbooks integration, exporting Users as Vendors to QB was generating an error "*Object reference not set to an instance of an object*". The issue was resolved.

CBug000816

WIP batch not exporting all transactions to Great Plains.

The WIP batch was not exporting all transactions to Great Plains due to some Project names containing a single quotation. The issue was resolved.

CBug000826

Optimizations were made on the process which gathers Project KPIs in the Salesforce integration.

Optimizations were made on the process which gathers Project KPIs in the Salesforce integration.

Reporting

CBug000518

The PO Remaining amount was not displaying correctly in the "Detailed invoice by project/task with notes" Invoice Report Template.

The PO Remaining amount was not displayed correctly in the "Detailed invoice by project/task with notes" Invoice Report Template. The issue

was resolved.

CBug000531   **Ad-Hoc Report scoped to the "Available Projects" Report Scope was not showing all the Projects for the logged user.**

With the Ad-hoc Report scoped to "Available Projects" Report Scope, the logged user was unable to see all the Projects even though they'd been granted the required Project Security. The issue was resolved.

CBug000614   **Group Leave Time Report disappeared when clicking Refresh, navigating to another month, or selecting another Group.**

The Group Leave Time Report disappeared when clicking Refresh, navigating to another month, or selecting another Group. The issue was resolved.

CBug000809   **A User was able to see all Projects in a parameter-filtered Report even though their access has been limited.**

A User was able to see all Projects in a parameter-filtered Report though they should not have been able to as they had been scoped to a specific Site. The issue was resolved.

Resource Management (formerly CWP)

CBug000514   **Dragging the end of the allocation bar was shrinking it as opposed to extending it.**

Dragging the end of the allocation bar was shrinking it, instead of extending the period of the allocation. The issue was resolved.

CBug000562   **Upon changing the User's Calendar working hours, the available hours on certain days had become corrupted.**

The available hours were incorrectly calculated, in some cases, after changing the User's Calendar working hours. The issue was resolved.

CBug000678   **Was unable to successfully copy a Work Plan view.**

Copying a Work Plan view did not result in it displaying on the Work Plan views list as expected. The issue was resolved.

CBug000705   **Total Availability hours were showing as calculated incorrectly for a Role.**

When adding a booking for a Role in the Work Plan, the Total availability hours were displayed incorrectly due to a refresh issue. The issue was resolved.

CBug000722   **Over-allocated hours were displayed incorrectly on the grid, until the page was refreshed.**

The over-allocated hours were not displayed correctly on the grid, until the page was refreshed. The issue was resolved.

CBug000780   **The Work Plan's Matching Resources grid was showing the incorrect number of members.**

The Matching Resources grid (bottom grid) was not showing the items as per selected. For example, when selecting the All option, it was only showing 6 resources while in actuality there were more resources. The issue was resolved.

Setup

CBug000435   **Project escalation email notifications were returning parameters incorrectly.**

Project escalation email notifications were returning parameters incorrectly. The issue was resolved.

CBug000568   **Client Contact user was unable to view any Project via Dashboards.**

Client Contact user was unable to view any Project via Dashboards. The issue was resolved.

CBug000588   **Associating UDFs to the Project were not saving in the General, Options and Billing tabs.**

Associating UDFs to the Project's General, Options and Billing tabs were not saved. The issue was resolved.

CBug000606   **Automation services were not running in the correct frequencies as they were scheduled.**

Automation services were not running in the correct frequencies as they were scheduled. The issue was resolved.

CBug000612   **Task name was not saving.**

The Task name was not saving when editing the Task from the Project's Tasks tab. The issue was resolved.

CBug000668   **The "*The Master Location cannot be changed since there are payable charge entries not posted.*" error generated when changing the User's Master Site.**

The "*The Master Location cannot be changed since there are payable charge entries not posted.*" error notification incorrectly triggered as the User had no non-posted Charge Entries. The issue was resolved.

CBug000808   **Special characters in the Resource name were displaying incorrectly.**

Special characters in the Resource name were displaying incorrectly under the Project Team tab. The issue was resolved.

CBug000812   **After approving a Leave Request, the hours were not being deducted from the User's availability in the Work Plan as expected.**

After approving a Leave Request, the hours were not being deducted from the User's availability in the Work Plan as expected. The issue was resolved.

CBug000813   **Calendar updates were not saving.**

Upon updating the User's Calendar working hours through the **Update Interval** option, the changes were not being saved. The issue was resolved.

Timesheet & Leave Requests

CBug000486   **In the Timesheet, the system was enforcing notes for non-working hours.**

When completing a Timesheet, the system was enforcing notes for non-working hours as the Project Level Time Entry Notes settings were not overriding the Timesheet Template level Note settings. The issue

was resolved.

CBug000542   **Processed recurring holidays were not appearing on the Timesheet for some Users.**

When processing a recurring Holiday, it was not appearing on some of the Users' Timesheets. The issue was resolved.

CBug000583   **The *"You do not have the required permission. Access Denied."* error generated when rejecting a Timesheet.**

The *"You do not have the required permission. Access Denied."* error triggered when rejecting a Timesheet. The issue was resolved.

CBug000608   **The "*Operation is not allowed when the object is closed*" error generated when deleting an approved Leave Request.**

The "*Operation is not allowed when the object is closed*" error triggered when deleting an approved Leave Request. The issue was resolved.

CBug000724   **The Don't Send Email Reminders list page was displaying the Users list incorrectly.**

The Don't Send Email Reminders list page was displaying the Users list incorrectly after associating Users. The issue was resolved.

CBug000744   **The Double overtime at a multiple of box was unavailable in the Overtime Policy.**

The Double overtime at a multiple of box was unavailable in the Overtime Policy. The issue was resolved.

CBug000798   **Suspended Projects were displaying in the Project list.**

Suspended Projects were displaying in the Project list. The issue was resolved.

TPP

CBug000623   **A Project with a decommissioned or suspended resource could not be published.**

A Project with a decommissioned or suspended resource could not be

published to Tenrox. The issue was resolved.

CBug000736   **Assignment Budgets were not published to Tenrox when publishing a Project from TPP.**

When substituting a resource listed in TPP with a resource from Tenrox upon publishing a Project, the Assignment Budget hours were not successfully published to Tenrox as expected. The issue was resolved.

CBug000860   **On updating a project plan, all Tasks changed to 100% complete and actual work hours were displayed incorrectly.**

On updating a project plan, all Tasks changed to 100% complete and actual work hours were displayed incorrectly. The issue was resolved.

Work Processes

CBug000563   **UDF values were populated incorrectly for certain Standard Users.**

UDF values were populated incorrectly for certain Standard Users. The issue was resolved.

CBug000625   **Client Contact user had access to browse system user email addresses.**

Client Contact user had access to browse system user email addresses. The issue was resolved by hiding the Recipient box from the Client Contact.

CBug000652   **A Pre-Billing Approval Entry was created with undefined dates in the summary instead of the actual Invoice dates.**

A Pre-Billing Approval Entry was created with undefined dates in the summary instead of the actual Invoice dates. The issue was resolved.

CBug000662   **UDF fields were not displaying in the proper size when opening the Entry from a live link in the Email notification.**

UDF fields were not displaying in the proper size when opening the Entry from a live link in the Email notification. The issue was resolved.

CBug000759   **Adding a new value for a Selection UDF was not saved.**

Adding a new value for a Selection UDF was not saved. The issue was

resolved.