

Release Notes

Tenrox 2014 R2 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
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 3.

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 3

Upgrade process: *Tenrox 2014 R2 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>

Resolved issues

This section lists resolved issues included in [Tenrox 2014 R2 SP3](#).

Charge & Product

CBug000790

On the Charge and Product Entry Edit pages, all tasks were available in the Tasks list, neglecting the User's limited scope.

The Charge and Product Entry Edit pages were displaying with all tasks available in the Tasks list, and neglecting the User's limited scope. The issue was resolved.

Expenses

CBug000349

Upon opening the Expense Report List page, an error notification displayed.

Upon opening the Expense Report List page, the error notification, "Subscript out of range", triggered due to the page attempting to load more records than the page size. This was due to the issue that one Expense Report was attached to multiple Payable Batches. The issue was resolved.

CBug000515

When creating an Expense Entry with a 10% tax rate, an extra penny was being added to the gross amount.

When creating an Expense Entry with a 10% tax rate, an extra penny was being added to the gross amount. This was due to a number rounding issue. The issue was resolved.

CBug000708

The Work Type list was incorrectly reset after saving an Expense Entry for a Mileage Expense Item.

When creating an Expense Entry with a Mileage Expense Item, the Work Type list was incorrectly reset after saving and the page refreshing. The issue was resolved.

CBug000822

When uploading an Expense receipt with a file name containing special characters (#), the file could not be opened.

When uploading an Expense receipt with a file name containing special characters (such as "#"), the file could not be opened. The issue was resolved.

CBug000875

When attempting to edit an imported Expense Entry, an error notification triggered.

When attempting to edit an imported Expense Entry, an error notification, "Object Required", triggered. The issue was resolved.

CBug000885

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 on the Expense Item. The issue was resolved.

CBug000887

Project and Work Type lists were empty on the Expense Entry page.

When creating an Expense Entry, the Project and Work Type lists were empty, even though the User has rights to select unassigned Tasks. The issue was resolved.

Integrations

CBug000671

An error occurred when attempting to map CRM Project fields.

On the CRM Project mapping page, the "Field already associated" error notification generated when attempting to map a field even though it was not already associated. The issue was resolved.

CBug000842

When publishing a project from CRM Microsoft Online, the Revenue Account selection on the Project Edit page was reverting back to the default selection.

When publishing a project from CRM Microsoft Online, the **Revenue Account** selection on the Project Edit page was reverting back to the default selection. The issue was resolved.

Reporting

CBug000676

The Ad Hoc User List Report was showing the User's UDF values incorrectly.

The Ad Hoc User List Report was showing the User's UDF values incorrectly. The issue was resolved.

CBug000685

The Late Timesheets Report was also listing Timesheets for decommissioned Users.

The Late Timesheets Report was also listing Timesheets for decommissioned Users. The issue was resolved by adding a new **Include Inactive Users** filter to the Report. When this option is selected, the Report is to show all Users. Otherwise, the Report is to show only the active Users. The new check box is cleared by default.

CBug000696

The Budget Summary and Budget Variance Reports were neglecting the Time in the Actual Cost value

The Budget Summary and Budget Variance Reports were neglecting the Time in the Actual Cost value. The issue was resolved by displaying the Actual Cost value of Time, Expense, Charges and Products.

CBug000709

The Custom Portfolio OLAP Report was not working.

The Custom Portfolio OLAP Report was not working. The issue was resolved.

CBug000876

A user's inaccessibility to a report was incorrectly representing the actual User Security Profile selection.

A user's inaccessibility to a report was incorrectly representing the actual User Security Profile selection. The issue was resolved.

CBug000899

The Late Timesheets Report was not reflecting any Leave Time Entry.

The Late Timesheets Report was not reflecting any Leave Time Entry. The issue was resolved.

CBug000919

An error notification was generating when previewing a Detailed Personal Expense RDLC report with French characters.

The error notification “*You do not have the required permission. Access Denied.*” generated when previewing a Detailed Personal Expense RDLC report with French characters. The issue was resolved.

CBug000951

The Project Revenue Detailed by Resource and Project Revenue Detailed by Task reports displayed incorrect Billable Time amounts when the Task was associated to a Milestone.

The Project Revenue Detailed by Resource and Project Revenue Detailed by Task reports displayed incorrect Billable Time amounts when the Task was associated to a Milestone. The issue was resolved by setting the amount to zero in the reports when the Task is associated to a Milestone.

CBug000967

In the Project Time Summary by Resource report, a Standard User was seeing all Projects in the Project filter even though they are not authorized to do so.

In the Project Time Summary by Resource report, a Standard User was seeing all Projects in the Project filter even though they should only see Projects within their scope. The issue was resolved.

CBug001010

An error triggered when attempting to access the User filter in the Timesheet Overview and Personal Leave Time reports.

The “*Object reference not set to an instance of an object*” error notification was triggered when attempting to access the **User** filter in the Timesheet Overview and Personal Leave Time reports. The issue was resolved.

Resource Management (formerly CWP)

CBug000731

Work Plan available hours were displaying incorrectly after resetting a User’s Calendar.

After resetting a User’s calendar, the available hours were incorrectly displaying. The issue was resolved.

CBug000812**Approving a Leave Request was not reducing the available hours in the User Work Plan.**

Upon a User's Leave Request having been approved, the available hours in the User Work Plan were not reducing. The issue was resolved.

CBug000856**When copying a Project, working day allocations, after the non-working days, on the Work Plan were not successfully copied and retained.**

When copying a Project, working day allocations, after the first non-working days of the Project period on the Work Plan, were not successfully copied and retained. The issue was resolved.

CBug000902**Was unable to book specific resources on the Project Work Plan.**

Was unable to book specific resources on the Project Work Plan given they have no available hours due to an upgrade issue. The issue was resolved.

CBug000904**The Actual hours were not appearing on the Project Work Plan.**

The Actual hours were not appearing on the Project Work Plan. The issue was resolved.

CBug000924**When on Custom view, the Actual hours on the Project Work Plan were not showing.**

The Actual hours were not appearing when on Custom view on the Project Work Plan. The issue was resolved.

Setup

Bug002969**Sorting was not working correctly on the Client Invoice grid.**

Sorting was not working correctly on the Client Invoice grid. The issue was resolved.

CBug000792**The Work Plan Overlapping email notification was sent with the incorrect date format.**

Upon a Leave Request having been approved for a User who already has Work Plan bookings for the same period, an "overlap" email notification was sent to the PM with the Leave Request date in the incorrect format. The issue was resolved.

- CBug000800** **Unable to change a User's Calendar days from working to non-working.**
- Unable to change a User's Calendar days from working to non-working. The issue was resolved.
- CBug000833** **The Financial Planner was not correctly reflecting the Actual Cost values.**
- In the Project's Financial Planner, the Actual values under the Cost section were incorrectly reflected on the grid. The issue was resolved.
- CBug000837** **The Dashboard Report was not displaying at the System level when using the Chrome browser.**
- The Dashboard Report was not displaying at the System level when using the Chrome browser. The issue was resolved.
- CBug000848** **The Financial Planner was displaying the incorrect grand total.**
- On the Project's Financial Planner, the incorrect grand total was displaying. The issue was resolved.
- CBug000872** **The Project Status Report was missing values, altogether, under the Resource Utilization section.**
- The Project Status Report was missing values, altogether, under the Resource Utilization section. The issue was resolved.
- CBug000879** **An error occurred when attempting to copy a Project.**
- The error *"The Project Code prefix does not match the 6-digit Portfolio Code. Please correct the Project Code and save the project again."* was triggered when attempting to copy a Project. The issue was resolved.
- CBug000916** **An error occurred when attempting to access a specific group's vacation Calendar from the Dashboard.**
- The error *"Object cannot be cast from DBNull to other types"* was triggered when attempting to access a specific group's vacation Calendar from the Dashboard. The issue was resolved.

CBug000932 **The Associated Billing and Cost Rules pages, at the User level, were displaying a date format that didn't correspond with that selected in the Regional Settings.**

The Associated Billing and Cost Rules pages, at the User level, were displaying a date format that didn't correspond with that selected in the Regional Settings. The issue was resolved.

CBug000946 **The Project Status Report was missing values, altogether, under the Resource Utilization section.**

The Project Status Report was missing values, altogether, under the Resource Utilization section. The issue was resolved.

CBug000939 **An error notification generated when attempting to change a User's Master Site.**

The error "*The master site cannot be changed since there are payable charge entries not posted.*" triggered when attempting to change the User's Master Site. The issue was resolved.

Financials

CBug000647 **In the Invoice, an error generated when accessing the Products tab where there were 2 Product entries with equal amounts but of opposite signs (+/-).**

In the Invoice, the "[Microsoft][ODBC SQL Server Driver][SQL Server]Divide by zero error encountered." error notification triggered when accessing the Products tab where there were 2 Product Entries with equal amounts but of opposite signs. The issue was resolved.

CBug000785 **The Invoice Total was including amounts for Tasks that were not selected.**

The Invoice Total was including amounts for Tasks that were not selected. The error notification, "*Operation is not allowed when the object is closed.*", displayed after regenerating the Invoice and deselecting the Task. The issue was resolved.

CBug000830 **The associated PO was being reset when saving the Invoice.**

The associated PO was being reset when saving the Invoice. The issue was resolved.

CBug000845

An error occurred when attempting to generate Invoices from the Multi Client Invoice Manager.

The error notification *"String or binary data would be truncated."* triggered when attempting to generate Invoices from the Multi-Client Invoice Manager. The issue was due to the insertion of long values in the **To the attention of** box in the Invoice. The issue was resolved.

CBug000846

The automatic generation of the Invoice number was not corresponding correctly to how it was configured.

The automatic generation of the Invoice number was not corresponding correctly to how it was configured. The issue was resolved.

CBug000910

The Prepayment Charge Entry was being recognized as Revenue.

The Prepayment Charge Entry was being recognized as Revenue when that should never be the case. By correcting this, the Prepayment Charge Entry can then be included in an invoice. The issue was resolved.

CBug000981

The Multi Client Invoice Manager was accessible through the Batch Number box in the Invoice for a User who was not granted permission.

The Multi Client Invoice Manager was available through the Batch Number box in the Invoice, even though the User was not granted the security right to access it. The issue was resolved.

Timesheet

CBug000218

When there were overtime hours, Tasks were being duplicated in the Timesheet, creating a Payable and a non-Payable.

When there were overtime hours, Tasks were being duplicated in the Timesheet, creating a Payable and a non-Payable. The issue was resolved.

- CBug000682** **An error generated when submitting a Timesheet set up to allow entries with 6 minute time span increments.**
- The error notification “*There are non-allocated In/Out hours.*” occurred when submitting a Timesheet set up to allow entries with 6 minute time span increments. The issue was due to the difference in minutes between the entry in the In/Out section and that in the Assignment section. The issue was resolved.
- CBug000849** **Escalation Email Reminders were being sent while they are not configured to do so.**
- Escalation Reminders were being sent while they are not configured to do so. The issue was resolved.
- CBug000853** **The Timesheet Administrator View was not displaying all users’ Timesheets even after clicking the Search button.**
- The Timesheet Administrator View was not displaying all users’ Timesheets even after clicking the Search button. The issue was resolved.
- CBug000920** **Leave Time Tasks were displaying in the Assignments section.**
- Leave Time Tasks were displaying in the Assignments section. The issue was resolved.

Tenrox Project Plan (TPP)

- CBug000502** **When importing an MSP XML Project to TPP, the Task start date was not showing correctly.**
- When importing an MSP XML Project file to TPP, the Task start date was not showing correctly in TPP. The issue was resolved.
- CBug000782** **TPP was not supported for Windows 8.1.**
- TPP was not supported for Windows 8.1. The issue was resolved.
- CBug000788** **TPP Role allocations disappeared after publishing the Project to Tenrox.**
- TPP Role allocations disappeared after publishing the Project to Tenrox. The issue was resolved.

- CBug000889** **An error occurred when attempting to approve Assignment Change and ETC Change requests in TPP.**
- The error notification “*FormatException - Input string was not in a correct format.*” triggered and TPP crashed when attempting to approve Assignment Change and ETC Change requests. The issue was resolved.
- CBug000907** **Project start and end dates were incorrectly published from TPP to Tenrox.**
- Project start and end dates were incorrectly published from TPP to Tenrox. The issue was resolved.
- CBug000914** **Email notifications were not sent to the resource after having been booked hours in TPP and the project having been published to Tenrox.**
- Contrary to the Tenrox Workforce Planning settings, email notifications were not sent to the resource after having been booked hours in TPP and then the project having been published to Tenrox. The issue was resolved.
- CBug000964** **Role Assignments were deleted from TPP after opting to publish upon checking in the Project.**
- Role Assignments were deleted from TPP after opting to publish upon checking in the Project. The issue was resolved.
- CBug000972** **An error notification generated when attempting to publish a Project to Tenrox.**
- An error notification triggered when attempting to publish a Project to Tenrox. The issue was resolved.

Tools

- CBug000783** **When importing Users from an Excel file, the User’s Security Profile was set to Standard User by default, not correctly reflecting what is actually in the file.**
- When importing Users from an Excel file, the User’s Security Profile was set to Standard User by default, while it should correctly take the Security Profile indicated in the Excel file. The issue was resolved.

CBug000857 **An error generated when attempting to import an Amex file.**

The error notification “*Server.CreateObject Failed*” triggered when attempting to import an Amex file. The issue was resolved.

Work Processes

CBug000474 **In the Work Processes, the search engine was not working properly when performing a search 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.

CBug000505 **An error notification generated when attempting to preview the HES Request Report from the Pre-Billing Work Process.**

The error notification, “*You do not have the required permission. Access Denied.*” triggered when attempting to preview the HES Request Report from the Pre-Billing Work Processes. The issue was resolved.

CBug000625 **When logged in as a Client Contact User, they were erroneously able to access all system Users through the Recipient list when creating an email under the Pre-Billing Work Process.**

When logged in as a Client Contact User, they were erroneously able to access all system Users through the Recipient list when creating an email under the Pre-Billing Work Process. The issue was resolved by hiding the Recipient browse box.