

Release Notes

Tenrox 2014 R2 Service Pack 4

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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 4.

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 4

Upgrade process: *Tenrox 2014 R2 SP4* 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 SP4](#).

Expenses

CBug000545

The acceptance of date formats only in mm/dd/yyyy barred from successfully importing QIF Credit Card Transactions in an Expense report.

In Expense Reports, attempting to import transactions with dates not in the mm/dd/yyyy format triggered the error notification, "*The string passed to this function must use the m/d/y format*". The issue was resolved.

CBug000839

Un-assigned tasks were incorrectly showing in the Expense Report Task list for a user without the appropriate rights.

When creating a new Expense Report, un-assigned tasks were incorrectly showing in the Task list for a logged User not granted, in their security profile, the rights to see the unassigned tasks. The issue was resolved.

CBug001095

The Work List view is empty when accessing the Expense Report from the Home page.

The Work List view is empty when accessing it the Expense Report from the Home page. The issue was resolved.

Integrations

CBug000959

In the CRM Microsoft Online integration, the Project Time Entry Note option was being overridden every time the Project was updated in Tenrox.

In the CRM Microsoft Online integration, the Project **Time Entry Note** option was being overridden every time the Project was updated in Tenrox. The issue was resolved.

Project Central

- CBug000836** **An error triggered when selecting a User for the Project Manager box.**
- The error notification *"Incorrect syntax near ')'". Incorrect syntax near the keyword 'OR'.* triggered when selecting a User for the Project **Manager** box on the Project Edit page. The issue was resolved.
- CBug000997** **Unable to view all Invoices upon accessing the Invoice Manager list from Project Central.**
- Unable to view all Invoices upon accessing the Invoice Manager list from Project Central. The issue was resolved.

Reporting

- CBug000977** **The Actual vs Forecast Billing Report was showing the months in incorrect order.**
- The Actual vs Forecast Billing Report was showing the months in incorrect order. The issue was resolved.
- CBug000982** **An error generated when previewing the Ad Hoc Project List Report.**
- The error notification *"Ambiguous column name 'PROJECT_STATUS'."* generated when previewing the Ad Hoc Project List Report. The issue was resolved.
- CBug000991** **In a custom OLAP Pivot Report, Work Plan Forecasting Report, values were incorrectly displaying when the rate is set at the Project level.**
- In a custom OLAP Pivot Report, Work Plan Forecasting Report, values were incorrectly displaying when the rate is set at the Project level. The issue was resolved.
- CBug001034** **The Invoice Report, generated from the Preview link on the Summary tab of the Invoice Edit page, incorrectly displays the Invoice total amount and Tax amount.**
- The Invoice Report, generated from the Preview link on the Summary tab of the Invoice Edit page, incorrectly displays the Invoice total amount and Tax amount. The issue was resolved.

CBug001039

The Ad Hoc Report Filter is displaying as empty on attempting to access it when previewing an Application Report from an Expense Report.

The Ad Hoc Report Filter is displaying as empty on attempting to access it when previewing an Application Report from an Expense Report. The issue was resolved.

CBug001044

Upon designing an OLAP Pivot Report, the Project Manager field was unavailable for selection in the Project cube.

Upon designing an OLAP Pivot Report, the Project Manager field was unavailable for selection in the Project cube. The issue was resolved.

CBug001045

The Project Time Details with Notes Report was incorrectly displaying an extra row with zero (0) hours for the same time entry.

The Project Time Details with Notes Report was incorrectly displaying an extra row with zero (0) hours for the same time entry. This was due to having the same time entry assignment on the same date but with different attributes. The issue was resolved.

CBug001064

A new Report, called Resource Utilization Dashboard, has been added to the Tenrox out-of-the-box Reports under the Timesheet folder.

A new Report, called Resource Utilization Dashboard, has been added to the Tenrox out-of-the-box Reports under the Timesheet folder. The Report displays the Actual and Forecasted Resource Utilization.

CBug001091

An error generated when attempting to preview the Project Time Details with Notes Report.

The error notification "*A data source instance has not been supplied for the data source ProjectTimeDetailswithNotes_MSRS_TIMEPROJNOTDET.*" was triggered when attempting to preview the Project Time Details with Notes Report. The issue was resolved.

Resource Management (formerly CWP)

CBug000866

Unable to modify a booking from a named resource to just a Role in the Project Work Plan.

Unable to modify a booking from a named resource to just a Role in the Project Work Plan. The issue was resolved.

CBug000855

The email notification, when a resource was hard booked on a project, was not sent when replacing a role with a named resource in the Work Plan.

The email notification, when a resource was hard booked on a project, was not sent when replacing a role with a named resource in the Work Plan. The issue was resolved.

CBug000869

In Resource Scheduling, the User's Availability was incorrectly displaying relative to their Calendar.

In Resource Scheduling, the User's Availability was incorrectly displaying relative to their Calendar. The issue was resolved.

CBug001003

Upon having added a booking to the Project Work Plan, the allocations were incorrectly included to dates prior to the project Start date.

Upon having added a booking to the Project Work Plan, the allocations were incorrectly included to dates prior to the project Start date; the issue occurred only when the project start date was prior to the booking end date. The issue was resolved.

CBug001023

The incorrect number of hours was displaying for the Total Allocation value when on a Work Plan Scheduling View that was available only to the logged in User.

The incorrect number of hours was displaying for the Total Allocation value when on a Work Plan Scheduling View that was available only to the logged in User. The issue was resolved.

Setup & Security

- CBug000741** **The Project Budget email notification parameters were incorrectly pulling the expected values.**
- The Project Budget email notification parameters were incorrectly pulling the expected values. The issue was resolved.
- CBug000873** **The Client PO Consumed and Overage values were being calculated incorrectly.**
- The Client PO Consumed and Overage values were being calculated incorrectly. The issue was resolved.
- CBug000909** **Contrary to expected functionality, the Set to None option was unavailable on the User Holiday List page, and Users without a Holiday set were not in the Users List.**
- Contrary to the expected functionality, the **Set to None** option was unavailable on the User Holiday List page. And, upon upgrading, Users without a Holiday set pre-upgrade were not included in the Users List. The issue was resolved.
- CBug000978** **Copy Project was not copying Current and Baseline Billable values.**
- Copy Project was not copying the Current and Baseline Billable values. The issue was resolved.
- CBug000990 & CBug001047** **Users not granted any security rights to User Defined Fields were erroneously able to create them on the Projects and Users list pages.**
- Users not granted any security rights to User Defined Fields were erroneously able to create them on the Projects and Users list pages. The issue was resolved.
- CBug001014** **Users not granted security access to a Project placeholder, were able to view it.**
- The Project placeholder was erroneously visible, on the Projects list page, to a logged User not having been granted security rights to view neither the placeholder itself nor any Project that falls under it. The issue was resolved.

CBug001033**The Automation service was mistakenly restarting.**

The Automation service was mistakenly restarting. This was occurring when the automation service start time is greater than the current time or the end time is less than the current time. The issue was resolved.

CBug001035**An error triggered when attempting to copy a Project.**

The error notification *"A cursor with the name 'CURSOR_BOOKINGDETAILS' already exists. The cursor is already open."* generated when attempting to copy a Project. The issue was resolved.

CBug001075**An error triggered when attempting to modify the Master Administrator's password.**

The error notification *"This user is set as the default for Milestone Billing. The Termination Date cannot be earlier than the target date of any existing non-completed Milestone"* generated when attempting to modify the Master Administrator's password, which barred from completing the change of the password. The issue was resolved.

CBug001097**An error triggered when attempting to manually execute the Update OLAP Catalogue automation service.**

The error notification *"Failed: FAILED ERStrategies:OLAPProcessing.ProcessBatchService(). EXCEPTION: Object reference not set to an instance of an object."* generated when attempting to manually execute the **Update OLAP Catalogue** automation service. The issue was resolved.

CBug001101**An error triggered when attempting to modify the User calendar.**

The error notification *"The Calendar cannot be modified because committed or proposed hours exist that would exceed the User's new availability."* generated when attempting to modify the User calendar. The issue was resolved.

CBug001102**Unable to access the User Work Plan even when logged in as a User granted full Work Plan rights.**

Unable to access the User Work Plan even when logged in as a User granted full Work Plan rights. The issue was resolved.

Financials

CBug000260 **Time Entries were invoiced multiple times when applying Split Billing Rules.**

Time Entries were invoiced multiple times when applying Split Billing Rules. The issue was resolved.

Tenrox Project Plan (TPP)

CBug000936 **Addition of the Task ID column to Gantt and Task Charts in TPP.**

Addition of the Task ID column to Gantt and Task Charts in TPP as a default setting to help identify the predecessor Task relations. The issue was resolved.

CBug000974 **The Task start date was erroneously set as unavailable and in read-only format.**

The Task start date was erroneously set as unavailable and in read-only format. The issue was resolved.

CBug001105 **Was unable to search for a predecessor Task in TPP.**

Was unable to search for a predecessor Task in TPP. The issue was resolved.

Timesheet

CBug000594 **The error notification “The minimum of 40 hour(s) has not been met for this week” was incorrectly triggered when attempting to submit a Timesheet that had the minimum required 40 hours.**

The error notification “The minimum of 40 hour(s) has not been met for this week” was incorrectly triggered when attempting to submit a Timesheet that had the minimum required 40 hours. The issue was resolved.

CBug000853 **Timesheets were not displaying as expected when on Timesheet Administrator View with search criteria having been set.**

Timesheets were not displaying as expected when on Timesheet Administrator View with search criteria having been set. The issue was resolved.

- CBug000864** **An error triggered upon attempting to make a non-working time entry.**
- The error notification *"The Time entry cannot be before the Assignment Start Date or the Assignment End Date. Please select a different date."* generated when attempting to make a non-working time entry. The issue was resolved.
- CBug000881** **In the Timesheet Template, the Project Time field was being reset to be optional after updating the Allow User to log time XX weeks in the past option.**
- In the Timesheet Template, the Project Time field was being reset to be optional after updating the **Allow User to log time XX weeks in the past** option. The issue was resolved.
- CBug000963** **Tasks considered to have already ended were still showing in the Timesheet Tasks list.**
- Tasks considered to have already ended, given End Date are prior to the current date, were still showing in the Timesheet Tasks list. The issue was resolved.
- CBug001067** **The Home page was displaying the incorrect Timesheet period.**
- The Home page was displaying the incorrect Timesheet period. The issue was resolved.
- CBug001069** **Holidays were not automatically processed in the Timesheet as expected.**
- Holidays were not automatically processed in the Timesheet, as expected, using the automation service. The issue was resolved.

Work Processes & Leave Requests

- CBug000505** **An error notification triggered 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."* generated when attempting to preview the HES Request Report from the Pre-Billing Work Processes. The issue was resolved.

CBug000760

Leave Request email notifications were not being sent to the managers as configured in the workflow.

Leave Request email notifications were not being sent to the managers as configured in the workflow. The issue was resolved.

CBug001012

Leave Requests were showing duplications in the Work List.

Leave Requests were showing duplications in the Work List. The issue was resolved.

Known Issues

This section lists known issues included in [Tenrox 2014 R2 SP4](#).

Integrations

BUG003799

In CRM Microsoft Online integration, upon publishing a project to Tenrox, under specific cases, there may continue to be a discrepancy between the Start and End dates in MSCRM and the Start and End dates in Tenrox.

In CRM Microsoft Online integration, upon publishing a project to Tenrox, under specific cases, there may continue to be a discrepancy between the Start and End dates in MSCRM and the Start and End dates in Tenrox.