Release Notes

Tenrox 2014 R2 Service Pack 7

January 2015

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 7.

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 tenroxsupport@uplandsoftware.com

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Introduction

Upland Software is pleased to announce the release of:

Tenrox 2014 R2 Service Pack 7

Upgrade process: *Tenrox 2014 R2 SP7* 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 SP7.

Expenses

CBug001022   **Modifying the tax group (rate) while copying expense entries, resulted in the taxes not being recalculated as expected.**

Changing the Tax Group in the process of copying an expense entry was not triggering the recalculation of the tax for the copied expense entry. The issue was resolved.

CBug001581   **An error occurred in converting numerical values when creating new expense entries.**

A conversion error generated for some numerical values upon creating a new expense entry. The issue was resolved.

Integrations

CBug001468   **The Tenrox project ID box was showing the CRM GUID instead of the Project Name.**

When publishing a project from Microsoft CRM to Tenrox, the project ID box in Tenrox took the CRM project GUID instead of the Project Name. The issue was resolved.

CBug001508   **An error generated when attempting to access a CRM Integration Options in Tenrox in order to map the fields.**

An error triggered when attempting to access a CRM Integration Option in Tenrox to map fields for a CRM integration. The issue was resolved.

CBug001566   **A discrepancy in the Payment Term between QuickBooks and Tenrox.**

When importing clients from QuickBooks to Tenrox, the Payment Term was overridden. The issue was resolved.

Project Central

CBug001439   **Project Status view was showing incorrect values.**

From Project Central, through the Project Status View, incorrect values for Total Hours and Current Hours were generating. The issue was resolved.

CBug001522   **Changes to the Home page layout were not saving.**

The changes of showing and hiding of controls on the Home page were not being saved. The issue was resolved.

Reporting & OLAP

CBug001482   **Requisition Order Report Total displayed incorrect currency Code & Symbol.**

Requisition Order report was showing the Total in the requisition entries currency rather than the Vendor or default base currency. The issue was resolved.

CBug001502   **Error accessing Report tab.**

Tab order value for the Reports tab was incorrectly saved rendering the Reports tab inaccessible. The issue was resolved.

CBug001254   **Error when creating OLAP Catalogue.**

When attempting to create a new OLAP Catalogue, an error was triggered and the catalogue was not created. The issue was resolved.

Resource Management (formerly CWP)

CBug001264   **Work Plan was locked and entries made unavailable.**

As a result of rejected Leave Requests, corresponding working hours were not updating in the Work Plan, rendering the latter locked and making entries unavailable. The issue was resolved.

CBug001358 **Skills filter issue when adding new booking.**

Skills applied in the filter were not refreshing when adding new booking. The issue was resolved.

CBug001488 **Error when previewing Group Leave Time Calendar for Resource Type.**

A database retrieval error occurred when previewing the Resource Type Group Leave Time Calendar. The issue was resolved.

Setup

CBug001412 **Global Task List filter was not working.**

The Global Task List was not being filtered based on selected filter logic when opening it from the User context menu. The issue was resolved.

CBug001227 **Profile menu was inaccessible when initial page was set to a dashboard.**

Users with the Project Manager role were unable to access their Profile Menu when they had any dashboard designated as the initial page from the user settings option. The issue was resolved.

CBug001205 **Sick Leaves and Vacations were not accruing.**

The System was not accruing sick leaves or vacations due to missing accrual entries. The issue was resolved.

CBug001486 **Billing rule of type Hourly was miscalculated.**

The Hourly Billing rule rate was miscalculated by not properly handling the decimal point separator. The issue was resolved.

Financials

CBug001350 **Frequent timeouts in application due to web server app-pool crash.**

Frequent timeouts occurred when performing actions in different areas of the application; related to searching invoices, transitioning invoices or

expenses, and work processes. The issue was resolved.

CBug001408   **Type mismatch error when creating a new invoice.**

When creating a new invoice containing projects, with a value returned from the database as NULL, resulted in unhandled exception in ASP Classic pages. The issue was resolved.

CBug001467   **Timeout when creating or updating invoices.**

Operations involving re-rating any type of billing rules were causing the entire creation or update of invoices to timeout. The issue was resolved.

CBug001542   **Error when searching for invoices by State.**

When searching for invoices by State, from within Invoice Manager, an error was triggered with no search results. The issue was resolved.

CBug001266   **Expense Payable transaction discrepancy after posting to financial systems.**

After posting an Expense Payable batch, transactions were missing from the database. The issue was resolved.

Tenrox Project Plan (TPP)

CBug001527   **TPP project publishing performance enhancement.**

Optimized the budget triggers to enhance the project publishing TPP performance. The issue was resolved.

CBug001550   **Resource List was not loading in TPP.**

When checking out a Project in TPP, the Resource List was unable to load. The issue was resolved.

CBug001556   **Project End Date was not synchronized between TPP and Tenrox.**

When checking out and publishing projects between TPP and Tenrox, the End Date was not synchronized. The issue was resolved.

Timesheet

CBug001166   **User was unable to create time entries.**

The Timesheet incorrectly opened in Read-Only format, preventing users from creating time entries. The issue was resolved.

CBug001449   **Leave Requests for same period overrode notes in Timesheet.**

When more than one Leave Request was created for the same period, the newer Leave Request overrode notes created for timesheet entries. The issue was resolved.

CBug000682   **Error when submitting Timesheet with 6 minutes Time Span.**

An error was generating when the Timesheet Template was set with a 6 minute time increment while there was a difference in the In/Out and Task allocated time. The issue was resolved.

Work Processes

CBug001410   **Error when approving Work Process Entry.**

An error triggered when attempting to approve a Work Process Entry with all mandatory fields completed and it successfully submitted. The issue was resolved.