Release Notes

Tenrox 2014 R3 Service Pack 1
January 2015

Tenrox by Upland Software

US & Canada: 1-877-4Tenrox
                 1-877-483-6769
UK & Europe: 44 (0) 845 888 0999
Australasia: 61 3 9867 7905

info@tenrox.com | www.tenrox.com | www.uplandsoftware.com

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 R3 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

Tenrox Software License Agreement

The Tenrox Software license agreement was reviewed and accepted during the installation procedure of this software in your environment. Copyright © 2014 Tenrox. All rights reserved. You may not photocopy or share this document with any other party without express written permission from Tenrox.

For additional information, please contact Tenrox at:

- Corporate site: www.uplandsoftware.com
                   www.tenrox.com
- Sales email: sales@tenrox.com
- Customer care: tenroxcustomercare@uplandsoftware.com

Table of Contents

Introduction

Upland Software is pleased to announce the release of:

Tenrox 2014 R3 Service Pack 1

Upgrade process: *Tenrox 2014 R3 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 R3 SP1.

Mobile

TE-1862   **Inclusion of Expense Entry Reference number.**

Inclusion of the Expense Entry Reference Number in the report.

API/SDK

CBug001633   **SDK Enhancement for Project Currency.**

SDK enhancement for setting and getting Project Currency.

Expenses

BUG004045   **Amounts changed in Expense Work View.**

When using the Tab key to navigate through the Expense details in Work View, the Total Tax and Gross Amount values changed. The issue was resolved.

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.

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.

Integrations

TE-2255   **Some fields were not mapped between Tenrox and QB.**

Some fields were not brought over to Tenrox from QB when exporting employees. The issue was resolved.

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 client from QuickBooks to Tenrox, Payment Term was overridden. The issue is 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

TE-2375 **No rows were displayed in Detailed PO Associations Report.**

Rows were not returned in the Detailed PO Associations report. The issue was resolved.

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

Requisition Order report was showing the Total in requisition entries currency rather than 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 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.

CBug000770 **Failure to create OLAP Catalogue.**

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

CBug001399 **Project list was not displayed alphabetically.**

The Project list from reports was not displayed alphabetically by Project Name. The issue was resolved.

Resource Management (formerly CWP)

TE-2523 **Delete booking event was not showing in Audit Trail.**

Specific date stamps for booking deletions were not included in the Audit Trail. The issue was resolved.

TE-617   **Allocations disappeared with paging.**

After selecting users in the split view and applying paging, allocations disappeared from the right pane. The issue was resolved.

TE-2383   **User was able to delete hard bookings without proper security rights.**

A user was able to delete hard bookings even with the delete rights having been removed from their security profile. The issue was resolved.

TE-2281   **Error displayed when applying grid paging.**

An error was triggered when navigating using the paging in the split view of Resource Scheduling. The issue was resolved.

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   **Skill 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.

CBug001294   **Role filtering capability of Users in split view not functioning properly.**

The Role filtering capability of the Users in the split view was not recognizing the manual entry in the Role drop down box. The issue was resolved.

Setup

TE-2310 **Recognizable Amount displayed incorrect Amount.**

When Display Recognized Revenue was not selected, Recognizable Amount displayed incorrect value. The issue was resolved.

TE-2287 **Automation service was not running automatically.**

Automation services were not running automatically per set interval. The issue was resolved.

TE-2669 **Booking Note Type System Table not visible in System Tables.**

System Table entries of type Booking Note were not visible. The issue was resolved.

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

Global Task List was not being filtered based on selected filter logic when opening it from 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.

Financials

TE-2682 **Error when associating billing rule.**

An error triggered when associating a billing rule from the Billing Rule Edit Association page. The issue was resolved.

TE-2482   **Added column for Charge/Product list page was not properly sorting.**

Columns added to the Charge/Product list page were not properly sorting. The issue was resolved.

TE-2349   **Current month column for saved Baseline was inconsistent**

Current month column for a saved Baseline incorrectly changed in the Financial Planner. It should reflect the values and month when the selected Baseline was saved. The issue was resolved.

CBug001408   **Type mismatch error when creating 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.

Tenrox Project Plan (TPP)

TE-2361   **TPP Logos not updated with latest Tenrox logo.**

TPP was not updated with the latest Tenrox logo changes. The issue was resolved.

CBug001527   **TPP project publishing performance enhancement.**

Optimizing 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 Project in TPP, 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.

CBug001367   **Manually completing task did not set % Complete to 100.**

When manually completing a task from the task properties window and the task does not have time entries, % Complete was not setting to 100. The issue was resolved.

CBug001529   **Incorrect distribution of hours for task allocation.**

When publishing from TPP, and the task allocated hours spanned multiple days, the task allocation did not enter the maximum working hours for the first day of allocation before filling the subsequent days. The issue was resolved.

CBug001531   **TPP crashed when copying a task.**

TPP was crashing when attempting to copy/paste a task. The issue was resolved.

Timesheet

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.