

# Release Notes

## Tenrox 2014 R3 Service Pack 10

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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
R3	Tenrox Release 3
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 10.

## 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](mailto:tenroxsupport@uplandsoftware.com)

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## Introduction

Upland Software is pleased to announce the release of:

***Tenrox 2014 R3 Service Pack 10***

Upgrade process: *Tenrox 2014 R3 SP10* 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 SP10](#).

### Expenses

- TE-4311** Fixed an issue with the Expense Report List page (Entries > Expense Report > Expense Report List) where the name of the assigned resource was no longer appearing when hovering over the State name after having opened and closed the Expense report. The applied resolution is eliminating the need to refresh the page in order to display the name of the assigned resource upon hovering over the state name.
- TE-7552** Fixed an issue on the Expense Report list page (Entries > Expense Report > Expense Report List) where the date format was displaying incorrectly. The applied resolution was to remove the extra date format that had been applied at the User Interface and maintaining just the format applied at the Database level.
- TE-7955** Fixed an issue on the Expense System page (Setup > Expense > System) where attempting to save a change(s) to any of the Entry Attributes was triggering an error. The applied resolution allows to save the changes successfully and without any errors.
- TE-8586** Fixed an issue with Expenses (Entries > Expense Report > Expense Report List) where the "Access Denied Error" message was triggering for a user, with the security profile "Can Select unassigned tasks" option not being selected. This occurred upon attempting to copy an Expense Report entry/entries using the "Copy From this expense report" option. The applied resolution is to display only the assigned tasks during copying process.

### Financials

- TE-8065** Fixed an issue with the Invoice Batch module where the Client contact was being used upon generating an invoice despite the Use Project contact option having been selected.
- TE-8084** Fixed an issue with the Billing & Cost rules search capability where a compounded wild card "%" search was not yielding any results as expected. The applied resolution accommodates the use of compounded wild card searches, using either "%" or "\_".

- TE-8431** Fixed an issue with the Invoice where creating a charge entry through the invoice using the Money Charge Link was displaying the incorrect value of the newly created money charge viewed from the invoice. The applied resolution is to correctly apply the selected Include Money Charge option.
- TE-8449 & 8749** Fixed an issue with the Currency Exchange (Setup > Financial > Currency Exchange) where attempting to add a new Quote Currency with the corresponding Exchange Rate was triggering the incorrect validation and generating an error.
- TE-8465** Fixed an issue with Payment Terms (Setup > Financial > System) where attempting to access the Payment Terms page, without an Expense license, was triggering an error. The applied resolution is to use the correct license allowing proper access to the Payment Terms page.
- TE-8700** Fixed an issue with the Billing and Cost rules search capability where a partial string entry was not generating the expected results. The applied resolution requires the addition of the wild card "%" to the end a search string to generate rules that contain the partial search entry and when the wild card is not applied the search results will generate rules with names that start with the search string.

## Integrations

- TE-8457** Fixed an issue with the Expense Invoicing (Setup > Work > Clients > Client Edit > Expense Invoicing) setup in relation to a CRM integration where the Apply Client Tax when Invoicing Expense flag was not being maintained as selected after running CRM Data Exchange service.
- TE-8608** Fixed an issue with the CRM integration with Tenrox where Contacts were being imported from CRM to Tenrox even with the "CRM Users and Contacts Import automation service" option is disabled. The applied resolution was to correct the condition to import contacts.

## Miscellaneous

- TE-8902** Fixed an issue with the Tenrox Runtime installer not working as expected as a result of missing dependency dlls for the Workflow viewer. The applied resolution was to add the missing dll files to the installer.

## Mobile

- TE-7971** Fixed an issue with Time Entry through Tenrox Mobile where the Task and Project lists were inaccessible for selection.
- TE-8453** Fixed an issue with Expense Entry creation / modification through Tenrox Mobile where the logged user's security profile that is set to deny the Changing the site from Expense entry Edit right was not being properly applied.

## Organizational Breakdown Structure (OBS)

- TE-6817** Fixed an issue with the setup of Leave Time where the interval set up of the Accrual Rule, at the User level, was incorrectly calculating the User balance.

## Reporting

- TCU-422** Fixed an issue in the Reports module where the logged user was unable to access a report even with proper rights to access the report and define values for its parameters.
- TE-7405** Fixed an issue in the Reports module where the Billable Amount, in the Client Currency, was being calculated incorrectly when there existed multiple Billable adjustments for the same user in the same date against the same task and Charge.
- TE-8387** Fixed an issue with Upland Analytic Reports, in the Reports module, where the project's true State was incorrectly being represented in the Report. The applied resolution was to modify the logic of the Final State within the Project Workflow to accommodate multiple scenarios.

## Resource Management

- TE-8364** Fixed an issue in the Project Work Plan where adding a Skill to a booking, upon creating a new booking through the Add Booking dialog box, was not displaying the associated skill in the selected box (right side) of the Additional Skills dialog box.



- TE-8419** Fixed an issue with the Group Work Plan where attempting to access it through a parent group context menu, through the Groups page, was triggering an error due to another group work plan having an identical view and both are set to FTE.

## Tenrox Project Plan (TPP)

- TE-8587** Fixed an issue in TPP where importing resources that have available hours for any project were not showing these resource availabilities in the Resource Chart.

## Timesheet

- TE-7905** Fixed an issue with the Timesheet where a refresh glitch was causing the red line, that's a flag for a missing mandatory note within the time entry cell, to not appear despite the note being enforced from Timesheet Template setup.
- TE-8141** Fixed an issue with the Timesheet where time to load and move from state to state was taking too long.
- TE-8445** Fixed an issue with the Timesheet where attempting to make a time entry was triggering an Arithmetic Workflow Exception error.
- TE-8612** Fixed a an issue with the Timesheet Manager (Entries > Timesheet Manager) where, with Assigned Timesheets View, navigating from a period that contains timesheets assigned to the user to a future period without any assigned timesheets and then back to the initial period was then returning an empty assigned timesheets list. The applied resolution was to correct a refresh issue.
- TE-8750** Fixed an issue with the Timesheet, accessed through the user context menu from the Users list (Setup > Organization > Users), where an error was triggering upon attempting to save a note for a time entry in the cell.

## Tools

- TE-8347** Fixed an issue with the Audit Trail (Tools > Audit Trail) where none of the Expense Reporting actions were being tracked despite having properly enabled the Audit Trail for all Expense Reporting actions. The applied resolution was to properly implement the expense item audit.

## Work Breakdown Structure (WBS)

<b>TE-5570</b>	Fixed an issue with the Projects Hierarchy (Setup > Work > Projects) where attempting to move a project up towards the top to change the placeholder (parent project) was not repositioning the project from under the original placeholder to the new placeholder as expected.
<b>TE-7404</b>	Fixed an issue in the Task Statistics page the (Setup > Work > Tasks > Task Edit) where the Time values were calculated incorrectly.
<b>TE-7506</b>	Fixed an issue on the Assign Users to Task page (Setup > Work > Projects > Project Edit > Task Edit > Assign) where the assigned resource ID and Functional Group values were wrapping on the page resulting in displaying overlapping text. The applied resolution was to set the proper width for the ID column.
<b>TE-7547</b>	Fixed an issue with the Project Budget tab (Setup > Work > Projects > Project Edit) where there was the inability to scroll down the Budget page as it is in Locked mode (read only). The applied resolution was modifying the design to allow scrolling through the page even with the tab being Locked.
<b>TE-7900</b>	Fixed an issue with the Financial Planner (Setup > Work > Projects > Project Edit) where a value was duplicating and an item was duplicating under the same category. The applied resolution bars any duplication of values and category items from displaying.
<b>TE-7968</b>	Fixed an issue on the Project Team tab (Setup > Work > Projects > Project Edit) where all Soft Booked hours allocated to a resource were displaying under the Hard Booking column. The applied resolution was to apply the proper booking type filter in order to display the correct hours under the Hard Booking column.
<b>TE-8507</b>	Fixed an issue with the Project Tasks tab (Setup > Work > Projects > Project Edit) where changes made to the Task name on the Task Edit page, accessed from the Tasks tab, were not being reflected on the Task List table.
<b>TE-8518</b>	Fixed an issue on the Task Edit page, accessed through the Project Tasks tab (Setup > Work > Projects > Project Edit) where the Payable attribute flag was displaying even though the logged user has not been granted the cost license with their security profile.

## Work Process

***TE-8349***

Fixed an issue with the Leave Requests Query (Entries > Leave Request > Leave Request List) where attempting to open an existing query to edit it, or create a new one, was resulting in a blank page being displayed.