

Release Notes

Tenrox 2014 R3 Service Pack 2

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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
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 2.

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

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Introduction

Upland Software is pleased to announce the release of:

Tenrox 2014 R3 Service Pack 2

Upgrade process: *Tenrox 2014 R3 SP2* 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 SP2](#).

Concur

TE-1840

Typographical errors found on the Concur setup page in the label “Only import Billable Expense Entries” and in the warning message “Are you sure you want to disable the integration to Concur?”.

Typographical errors found on the Concur setup page in the label “Only import Billable Expense Entries” and in the warning message “Are you sure you want to disable the integration to Concur?”. The issues were resolved.

Expenses

CBug001345

Unable to open a document with a filename that contained commas, through the Chrome browser.

Unable to open a document with a filename that contained commas, through the Chrome browser. The issue was resolved.

Reporting

CBug001492

An Ad Hoc Time report wasn’t including the Non-Billable Adjustment time entries in the “Non-Billable Total Time” value.

An Ad Hoc Time report wasn’t including the Non-Billable Adjustment time entries in the “Non-Billable Total Time” value. The issue was resolved whereby all entries (regular, overtime, double overtime and adjustments) are to be included in the “Non-Billable Total Time” value.

CBug001499

The “Actual vs Forecast Billing Report” was not returning a Forecast value for users who had no Actual time entered against the project.

The “Actual vs Forecast Billing Report” was not returning a Forecast amount value for users who had no Actual time entered against the project. The issue was resolved.

CBug001568

When selecting a group parameter for the “Unapproved Timesheets” report, decommissioned users were displaying in error.

When selecting a group parameter for the “Unapproved Timesheets” report, decommissioned users were displaying in error. The issue was resolved.

CBug001593

The “Resource Time Summary Report” was not listing all users even though the parameters selected were set to generate all in the report.

The “Resource Time Summary Report” was not listing all users even though the parameters that were selected were set to generate all in the report. The issue was resolved.

CBug001600

When multiple users were editing and/or previewing the same Analytics Report, either a blank page was returning or an error was generating.

When multiple users were editing and/or previewing the same Analytics Reports, either a blank blank page was returning or an error was generating, “Index was out of range. Must be non-negative and less than the size of the collection. Parameter name: index.”. The issue was resolved.

CBug001658

When on the Design tab, while in the Design mode of an Ad hoc Report, was unsuccessful in clearing the Display check box of a Filter as the change was not saving.

When on the Design tab, while in the Design mode of an Ad hoc Report, was unsuccessful in clearing the Display check box of a Filter as the change was not saving. The issue was resolved.

TE-1273

A user was able to view a report to which they had not been granted access through the report Security tab.

A user was able to see view a report to which they had not been granted access through the report Security tab. The issue was resolved.

TE-2866

Inability to upload an RDLC report file.

Inability to upload an RDLC report file due to the error “The selected file cannot be uploaded due to an error. If the problem persists, please contact the Tenrox system administrator. (50)” that generated. The issue was resolved.

Setup

CBug000998 Upon having connected to the Tenrox application using the Single Sign on (SSO) through IE, was unsuccessful on attempting to update a project Budget.

Upon having connected to the Tenrox application using the Single Sign on (SSO) through IE, was unsuccessful on attempting to update a project Budget. The issue was resolved.

CBug001425 Though already inactive, the Resource Type/User level Accrual Rule was still being applied.

Though already inactive, the Resource Type/User level Accrual Rule was still being applied when it should have been the Site level rule being triggered. The issue was resolved.

CBug001448 When using Firefox, unable to successfully set up a monthly Recurring project Billing rule as it incorrectly changes to a weekly rule.

When using Firefox, unable to successfully set up a monthly Recurring project Billing rule as it incorrectly changes to a weekly rule. The issue was resolved.

CBug001561 An error message was generating when attempting to change the site currency while there exists non-posted charge entries.

The error message, "Can't modify currency as there are non-posted charge entries.", was generating when attempting to change the site currency while there exists non-posted charge entries. The issue was resolved.

CBug001624 Holidays were not being processed using the automation service when the "Can be working day" option was selected.

Holidays were not being processed using the automation service when the "Can be working day" option was selected. The issue was resolved.

CBug001652 Even with all the State flags selected, the Project List Filter wasn't returning all the projects due to the project workflow State(s) not having any attributes selected.

Even with all the State flags selected, the Project List Filter wasn't returning all the projects due to the project workflow State(s) flag not having any attributes selected. The issue was resolved.

CBug001699 **After a version upgrade, tasks that don't have time and are not set to be Used by Time were showing in the timesheet assignment list as a result of the User's hire date having been incorrectly upgraded.**

After a version upgrade, tasks that don't have time and are not set to be Used by Time were showing in the timesheet assignment list as a result of the User's hire date having been incorrectly upgraded. The issues were resolved.

TE-1581 **In the process of creating a new Project Workflow, the Rules link immediately displays in error and upon clicking the Rules link, an error was triggered.**

In the process of creating a new Project Workflow, the Rules link immediately displays in error and upon clicking the Rules link the error "Input string was not in a correct format." was triggered. The issues were resolved.

TE-1582 **On the Project Workflows edit page, entering special characters in the Description box resulted in inaccurate error messages having generated.**

On the Project Workflows edit page, entering special characters in the Description box resulted in inaccurate error messages having generated: "Whitespace is not allowed at this location." (entered special characters without spaces); "A name was started with an invalid character." (entered "&"); "Input string was not in a correct format.". The issues were resolved.

TE-1973 **An error triggered on attempting to replace the Phase after deleting the one that was associated to a project(s). The issue was occurring for a User's Active Site as well.**

The error message, "SCRIPT5009: 'OnChange' is undefined ObjectBrowse.aspx, line 59 character 1 SCRIPT16389: Unspecified error. ieerror.js, line 66 character 1 SCRIPT438: Object doesn't support property or method 'TreeVisuallyDeleteNode' scriptBundleD2FD6CB98C97513A91EB8863D5562551, line 55 character 3", triggered on attempting to replace the Phase after deleting the one that was associated to a project(s). The issue was occurring for the User's Active Site as well. The issues were resolved.

TE-2600 **In the French site, on the Payment Term page, some labels and warning messages were in English.**

In the French site, on the Payment Term page, some labels and warning messages were in English, such as when creating a new Payment Term, all the labels were displayed in English and when attempting to delete the default payment term or a payment term being used by invoice, the warning messages were shown in English. There was also a UI issue, with multiple scroll bars displaying, on editing a payment term and accessing the integration link. The issues were resolved.

TE-2639 **The User's time entry Revenue was not calculated after modifying the end date of the associated billing rule.**

The User's time entry Revenue was not calculated after modifying the end date of the associated billing rule at the Task level, which should have resulted in applying the billing rule at the User level. The issue was resolved.

TE-2810 **After a version upgrade, an error was triggered when executing the "CRM Data Exchange" Automation Service.**

After a version upgrade, when executing the "CRM Data Exchange" Automation Service, the error message, "Failed: FAILED Tenrox:CRMDataExchange.ProcessBatchService(). EXCEPTION: Index was outside the bounds of the array.", triggered. The issue was resolved.

TE-3327 **On the Project Workflows edit page, in the Workflow Rules dialog box, upon clicking Close or [X], an error was generated.**

On the Project Workflows edit page, in the Workflow Rules dialog box, upon clicking Close or [X], the error message, "Line: 8725 Error: Unable to get property 'resetDirtyFlag' of undefined or null reference", generated. The issue was resolved.

TE-947 **An error triggered upon opening the User's Scope page (Associated Sites) while the browser console was open.**

Upon opening the User's Scope page (Associated Sites), while the browser console was open, the error message, "Http403", triggered. The issue was resolved.

Tenrox Project Plan (TPP)

**CBug001585 &
CBug001718**

An error was generated when publishing a Project from TPP.

The error message, “You cannot add or modify this record. Please add or modify the required Task associations before making any such modification.”, was generated when publishing a project from TPP due to discrepancies found between the TPP data and the Tenrox Project data. The issue was resolved.

CBug001592

The ETC change request was not successfully imported to TPP.

The ETC change request was not successfully imported to TPP. The issue was resolved.

CBug001608

An error was triggered after mapping and attempting to publish a Project from TPP.

The error message, “Cannot insert duplicate key row in object 'dbo.TPROJECT' with unique index 'RELEASEALIAS'. The dupliTransaction count after EXECUTE indicates a mismatching number of BEGIN and COMMIT statements. Previous count = 1, current count = 0.The COMMIT TRANSACTION request has no corresponding BEGIN TRANSACTION.”, was triggered after mapping and attempting to publish a project from TPP. The issue was resolved.

CBug001675

When creating a new project in TPP, the budget information was not copied.

When creating a new project in TPP, the budget information was not copied. The issue was resolved.

CBug001700

An error was generated on attempting to publish a Project on TPP.

The error message, “The conversion of the nvarchar value '2825280000' overflowed an int column”, was generated when publishing a project. The issue was resolved.

CBug001734

An error was triggered upon attempting to publish a Project from TPP.

The error message, “Unique Project identifier and Project GUID do not match values in database.”, was triggered upon attempting to publishing a Project from TPP. The issue was resolved.

Timesheet

CBug001532

The “XML Parser” error was generated when submitting a Timesheet based on a Timesheet Template with the Leave Time section, found under the Setup tab, containing French characters.

The “XML Parser” error was generated when submitting a Timesheet based on a Timesheet Template with the Leave Time section, found under the Setup tab, containing French characters. The issue was resolved.

CBug001588

Unable to recover the Faulted Timesheets, and an error was triggered upon refreshing the View.

Unable to recover the Faulted Timesheets, and the error message “The multi-part identifier "TU.LASTNAME" could not be bound.” was triggered upon refreshing the View. The issue was resolved.

TE-2581

Timesheet entry Exceptions were displaying in the Notes dialog box only once the timesheet was refreshed.

Timesheet entry Exceptions were displaying in the Notes dialog box only once the timesheet was refreshed. The issue was resolved.

TE-2679

On the Timesheet Manager, the My Timesheets View was not loading the timesheets automatically unless a search was performed.

On the Timesheet Manager, the My Timesheets View was not loading the timesheets automatically unless a search was performed. The issue was resolved.

Leave Request

CBug001185

On attempting to approve a Leave Request and repeatedly clicking Approve multiple times, as there was a time lag in the processing, the hours were accumulated and included in the Timesheet entries just as many times.

On attempting to approve a Leave Request and repeatedly clicking Approve multiple times, as there was a time lag in the processing, the hours were accumulated and included in the Timesheet entries just as many times. The issue was resolved.

Others

TE-3091

When on a browser set to display Tenrox in Compatibility View, a warning message will display.

When on a browser set to display Tenrox in Compatibility View, the warning message "You are using Tenrox in Compatibility Mode. Please remove this setting for an optimal experience." will display.

While on the French site, the warning message will read "Vous utilisez l'application Tenrox en mode compatibilité. Vous devez retirer ce paramètre pour bénéficier d'une expérience optimale.".