

Release Notes

Tenrox 2014 R3 Service Pack 3

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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 3.

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 R3 Service Pack 3

Upgrade process: *Tenrox 2014 R3 SP3* 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 SP3](#).

Integrations

CBug001475

An error triggered when importing users from Salesforce.

The error “Missing field: TenroxImportFlag” triggered when importing users from Salesforce. The issue was resolved.

Home

CBug001609

A user was able to create an Expense Report from the Home page even without proper security rights to create an Expense Report.

A user was able to create an Expense Report from the Home page even without proper security rights to create an Expense Report. The issue was resolved.

Reporting

CBug001678

The “Outstanding Purchase Orders by Vendor Report” was displaying the incorrect PO amount.

The “Outstanding Purchase Orders by Vendor Report” was displaying the incorrect PO amount as the tax amount was set as null in the calculation of the total amount (Amount + Tax). The issue was resolved.

TE-3453

Within an OLAP Pivot report, was unable to filter the forecast booking measures by portfolios.

Within an OLAP Pivot report, was unable to filter the forecast booking measures by portfolios. The issue was resolved.

CBug001872

A User was able to access an Application report from the Home page under the “My Recent Reports” frame even though the user has no view security rights to Application reports.

A User was able to access an Application report from the Home page under the “My Recent Reports” frame even though the user has no view security rights to Application reports. The issue was resolved.

CBug001861

The client payment term was displaying incorrectly in the Ad-Hoc reports, Ad-Hoc charts and Upland Analytics reports.

The client payment term was displaying incorrectly in the Ad-Hoc reports, Ad-Hoc charts and Upland Analytics reports. The issue was resolved.

CBug001950

An error message was generating on attempting to view the Outstanding Invoices report.

An error message was generating on attempting to view the Outstanding Invoices report. The issue was resolved.

Setup

**CBug001443 &
CBug001589**

Project workflow notifications were not being sent out even with the notification set up under the workflow state.

Project workflow notifications were not being sent out even with the notification is set up under the workflow state. The issue was resolved.

CBug001663

An error message was generating in a user defined field (Browse for Items Data type) when using it from the object level (e.g. Portfolio Edit page).

The error message "Object type not supported" was displaying in a user defined field (Browse for Items Data type) when using it from the object level (e.g. Portfolio Edit page). The issue was resolved.

CBug001672

On the Booking Attributes Setup page under Workforce Planning System, the clearing of a custom booking attribute option was not saving given it was being reset as selected upon refreshing the page.

On the Booking Attributes Setup page under Workforce Planning System, the clearing of a custom booking attribute option was not saving given it was being reset as selected upon refreshing the page. This was due to the action taking too long to execute. The issue was resolved.

CBug001673**Unable to replace a role with a user in the Modify Booking dialog box.**

Was unable to replace a role with a user in the Modify Booking dialog box as a blank error box was generating, and selecting either Close or Continue in the blank box did not save the change. The issue was resolved.

CBug001725**An error was generating when attempting to create a project hourly billing rule with an Open Ended effective end date.**

The error "String was not recognized as a valid Datetime." was generating when attempting to create a project hourly billing rule with an Open Ended effective end date. The issue was resolved.

CBug001731**The Project Work Plan view was incorrectly displaying booked hours when navigating to and from different periods of the timeline.**

The Project Work Plan view was incorrectly displaying booked hours when navigating to and from different periods of the timeline. The issue was resolved.

CBug001753**A server error triggered upon logging in to Tenrox.**

A server error triggered upon logging in to Tenrox. The issue was resolved.

CBug001809**Hours were incorrectly being added to the work plan with the date separator under the Regional Settings having been set as a dash.**

Hours were incorrectly being added to the work plan with the date separator under the Regional Settings having been set as a dash. The issue was resolved.

CBug001858**The calendar was unavailable, from the Workforce Planning and the User Edit pages, on attempting to access it.**

The calendar was unavailable, from the Workforce Planning and the User Edit pages, on attempting to access it. This was due to having the date separator, under the Regional Settings, set as either a dash or dot. The issue was resolved.

Tenrox Project Plan (TPP)

CBug001348

Actual hours were inconsistent when viewing the same project in MSP and TPP; and task names with French characters were incorrectly displaying as “#” in MSP.

Actual hours were inconsistent when viewing the same project in MSP and TPP as the resources in MSP have customized calendars that were affecting the task end dates. Also task names with French characters were incorrectly displaying as “#” in MSP. The issues were resolved.

CBug001730

A change to a task % Complete value was not saving and was being reset to zero when attempting to update the project plan.

A change to a task % Complete value was not saving and was being reset to zero when attempting to update the project plan. The issue was resolved.

**CBug001914 &
CBug001939**

Assignments were disappearing upon publishing a project from TPP.

Assignments were disappearing upon publishing a project from TPP. The issue was resolved.

Timesheet

CBug001654

The user was unable to make any time entries as the entry cells were unavailable.

The user was unable to make any time entries as the entry cells were unavailable. The issue was resolved.

CBug001902

The Timesheet note for a time entry cell was repeatedly opening and displaying without any prompting or cause, resulting in the inability to modify the time entered.

The Timesheet note for a time entry cell was repeatedly opening and displaying without any prompting or cause, resulting in the inability to modify the time entered. This issue was resolved.