Release Notes

Tenrox 2014 R3 Service Pack 4
April 2015

Tenrox by Upland Software

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 4.

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

Tenrox Software License Agreement

The Tenrox Software license agreement was reviewed and accepted during the installation procedure of this software in your environment. Copyright © 2015 Upland Software. 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: tenroxsales@uplandsoftware.com
- Customer care: tenroxcustomercare@uplandsoftware.com

Table of Contents

Introduction

Upland Software is pleased to announce the release of:

Tenrox 2014 R3 Service Pack 4

Upgrade process: *Tenrox 2014 R3 SP4* 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 SP4.

Expenses

CBug001666   **When creating a new Expense entry, using the New or Save and Copy links, an error was triggered upon changing the task.**

When creating a new Expense entry, using the New or Save and Copy links, the error *"TypeMismatch"* was triggered upon changing the task. The issue was resolved.

Financials

CBug001639   **Expense payable batches were not being numbered sequentially.**

Expense payable batches were not being numbered sequentially. The issue was resolved.

CBug001905   **The "Detailed invoice by project / Resource" report was not showing time entries under 1 hour.**

The "Detailed invoice by project / Resource" report was not showing time entries under 1 hour. The issue was resolved.

CBug001913   **An error was triggered when attempting to export a payroll to Paychex.**

The error notification *"The resource class for this page was not found. Please check if the resource file exists and try again."* was triggered when attempting to export a payroll to Paychex. The issue was resolved.

TE-1483   **The Financial Base Calendar was not displaying on the Calendar History page when set as the default calendar.**

The Financial Base Calendar was not displaying on the Calendar History page when set as the default calendar. The issue was resolved.

TE-3375   **There was no default Financial Calendar in the system.**

There was no default Financial Calendar in the system. The issue was resolved.

Integrations

CBug001327   **An error was triggered when attempting to export the payroll to QuickBooks.**

The error notification "*Error: There is an invalid reference to QuickBooks Payroll Item Wage in the TimeTracking.*" was triggered when exporting the payroll to QuickBooks. The issue was resolved.

CBug001477 & TE-4406   **When importing Taxes from GP, those that already existed in Tenrox were being mistakenly recreated in the latter.**

When importing Taxes from GP, those that already existed in Tenrox were being mistakenly recreated in the latter. The issue was resolved.

CBug001801   **In the QuickBooks integration, the client company mapping was failing on update.**

In the QuickBooks integration, the client company mapping was failing on update. The issue was resolved.

CBug001974   **Was unable to export any object to QuickBooks and an error was triggered.**

Was unable to export any object to QuickBooks and the error notification *"Quickbooks cannot open"* was triggered. The issue was resolved.

CBug001995   **The transaction description for invoices was not being exported to QuickBooks.**

The transaction description for invoices was not being exported to QuickBooks. The issue was resolved.

Reporting

CBug001814   **A User was able to delete a Report folder even without delete permissions in their security profile.**

A User was able to delete a Report folder even without delete permissions in their security profile. The issue was resolved.

CBug001829   **An error was triggered when attempting to access the Reports page.**

The error notification *"Input string was not in a correct format."* was triggered when attempting to access the Reports page due to data corruption. The issue was resolved.

CBug001950   **An error was triggered when attempting to access an Upland Analytics report.**

The error notification *"Conversion failed when converting the nvarchar value '2N30' to data type int."* was triggered when attempting to access an Upland Analytics report. The issue was resolved.

Resource Management (formerly CWP)

CBug001580   **Was unable to open an exported Work Plan file due to the project name containing special characters.**

Was unable to open an exported Work Plan file due to the project name containing special characters. The issue was resolved.

CBug001704   **When copying a booking and changing its attributes, the new booking was not added as a new and separate row in the work plan.**

When copying a booking and changing its attributes, the new booking was not added as a new and separate row in the work plan. The issue was resolved.

CBug001885   **Was unable to modify a soft booking to a hard booking.**

Was unable to modify a soft booking to a hard booking. The issue was resolved.

CBug001810   **The Replace link was unavailable when attempting to replace a soft booked role with a user.**

The Replace link was unavailable when attempting to replace a soft booked role with a user. The issue was resolved.

Setup

CBug001591   **A server error was triggered when attempting to import a project budget.**

A server error was triggered when attempting to import a project budget. The issue was resolved.

CBug001627   **An error was triggered when editing the failed notification email address and attempting to resend it.**

The error notification *"The parameter 'address' cannot be an empty string. Parameter name: address"* was triggered when editing the failed notification email address and attempting to resend it. The issue was resolved.

CBug001655   **An error was triggered when selecting the "Portfolio View" for a dashboard zone.**

The error notification *"Conversion failed when converting the nvarchar value 'FIRM' to data type int."* was triggered when selecting the "Portfolio View" for a dashboard zone. The issue was resolved.

CBug001694   **Was unable to set the team leader to None.**

Was unable to set the team leader to None. The issue was resolved.

CBug001708   **The role Edit Resource page was displaying instead of the user Edit Resource page upon selecting the Edit option from the right-click context menu of the user name through the Project Team tab.**

The role Edit Resource page was displaying instead of the user Edit Resource page upon selecting the Edit option from the right-click context menu of the user name through the Project Team tab. This was occurring for a Role & a User, with identical UNIQUEIDs, both set as members of the same Project Team. The issue was resolved.

CBug001736   **An error was triggered when changing the functional or approval group of a user.**

The error notification *"You are attempting to add an entry that already exists."* was triggered when changing the functional or approval group of a user. The issue was resolved.

CBug001744   **Audit trail was not logging the Role activities while enabled in the audit trail setup.**

Audit trail was not logging the Role activities while enabled in the audit trail setup. 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.

CBug001846   **An error was triggered when adding UDFs to Expense items.**

The error notification *"Column names in each table must be unique. Column name 'service_line' in table 'dbo.texpenseentryitemcustfld_continuing_professional_educatio' is specified more than once. Operand type clash: xml is incompatible with int"* was triggered when adding UDFs to Expense items. The issue was resolved.

CBug001848   **Was unable to associate a business unit to a project or user with the date format set to "DD/MM/YYYY" in the regional settings.**

Was unable to associate a business unit to a project or user with the date format set to "DD/MM/YYYY" in the regional settings. The issue was resolved.

CBug001865   **An error was triggered when creating a site or user while not set with particular licenses.**

The error notification *"You cannot add or modify this record. Please add or modify the required Calendar Set associations before making any such modification."* was triggered when creating a site or user while not set with particular licenses. The issue was resolved.

CBug001868 **When associating a business unit to a project, the association date was not set to the project start date.**

When associating a business unit to a project, the association date was not set to the project start date. The issue was resolved.

CBug001903 **An error was triggered when editing tasks.**

The error notification *"Object reference not set to an instance of an object."* was triggered when editing tasks. The issue was resolved.

CBug001915 **Was unable to associate a user to a fixed tier billing rule as a blank page was displaying.**

Was unable to associate a user to a fixed tier billing rule as a blank page was displaying. The issue was resolved.

CBug001957 **The Task Description entry was not displaying on the Task Edit page after it was successfully saved.**

The Task Description entry was not displaying on the Task Edit page after it was successfully saved. The issue was resolved.

TE-2701 **An error was triggered when accessing a Project Financial Planner associated to a calendar containing no data.**

The error notification *"Cannot insert the value NULL into column 'CALPERIODID', table '2014R37607.dbo.TRVFCBLSECDATA'; column does not allow nulls. INSERT fails. (Fiscal_calendar_Massage)"* was triggered when accessing a Project Financial Planner associated to a calendar containing no data. The issue was resolved.

TE-3093 & TE-6118 **In the Financial Planner, the time value at the User and Role levels were not corresponding to the Time value at the Total Time level.**

In the Financial Planner, the time value at the User and Role levels were not corresponding to the Time value at the Total Time level. The issue was resolved.

TE-3133 **Was unable to enter a Decimal value in a Non-labor cell within the Financial Planner Grid.**

Was unable to enter a Decimal value in a Non-labor cell within the Financial Planner Grid. The issue was resolved.

Tenrox Project Plan (TPP)

CBug001608

An error was triggered when publishing a Project from TPP.

The error notification *"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 when publishing a project from TPP. The issue occurred after mapping a project to another project from the "Project Information" dialog box, which in fact it was still mapping the project and tasks to the objects under the old project The issue was resolved.

CBug001674

Unable to delete multiple tasks concurrently in TPP.

Unable to delete multiple tasks concurrently in TPP. The issue was resolved.

CBug001729

TPP was displaying incorrect available hours for resources after assigning them to a Task.

TPP was displaying incorrect available hours for resources after assigning them to a Task. The issue was resolved.

CBug001757

A performance issue was triggered when attempting to replace a role in TPP.

A performance issue was triggered when attempting to replace a role in TPP. The issue was resolved.

CBug001783

The Task start and end dates were mistakenly being changed when publishing a project from TPP.

The Task start and end dates were mistakenly being changed when publishing a project from TPP. The issue was resolved.

CBug001807

An error was triggered when publishing a project from TPP.

The error notification *"nvarchar value '2457216000' overflowed an int column"* was triggered when publishing a project from TPP. The issue was resolved.

CBug001820 **Undoing of a project checkout was causing the loss of Assignment Change Requests brought in to TPP with the checkout.**

Undoing of a project checkout was causing the loss of Assignment Change Requests brought in to TPP with the checkout. The issue was resolved.

CBug001864 **The alternate project manager was able to view the project in the mapping list while the project manager was still set as In Office.**

The alternate project manager was able to view the project in the mapping list while the project manager was still set as In Office. The issue was resolved.

CBug001889 **The Task start date was changing when checking in a project in TPP.**

The Task start date was changing when checking in a project in TPP. The issue was resolved.

CBug001996 **Assignments were lost when undoing a project check out and publishing it from TPP to Tenrox.**

Assignments were lost when undoing a project check out and publishing it from TPP to Tenrox. The issue was resolved.

TE-4398 **Assignments were lost when publishing a project from TPP to Tenrox.**

Assignments were lost when publishing a project from TPP to Tenrox. The issue was resolved.

TE-6078 **TPP was crashing when modifying a task constraint.**

TPP was crashing when modifying a task constraint as the constraint date was wrongly set to (1/1/0001). The issue was resolved.

Timesheet

CBug001497 **Overtime was being calculated incorrectly when the timesheet entries were invoiced and then rejected.**

Overtime was being calculated incorrectly when the timesheet entries were invoiced and then rejected. The issue was resolved.

CBug001719   **An error was triggered when submitting a Timesheet with enforced minimum rules, and the user's hire date is in the middle of the timesheet period.**

The error notification *"The minimum of X hours has not been met for this week"* was triggered when submitting a Timesheet with enforced minimum rules, and the user's hire date is in the middle of the timesheet period. The issue was resolved.

CBug001745   **A task that was not set to be used by Time was still visible on timesheets.**

A task that was not set to be used by Time was still visible on timesheets. The issue was resolved.

CBug001884   **Was unable to save the setting of the "Populate list when Timesheet is accessed" option for the project time fields in the Timesheet setup tab.**

Was unable to save the setting of the "Populate list when Timesheet is accessed" option for the project time fields in the Timesheet setup tab. The issue was resolved.

CBug001902   **When attempting to add a time entry, the note pop up was, instead, displayed and the mouse focus moved to the note description area.**

When attempting to add a time entry, the note pop up was, instead, displayed and the mouse focus moved to the note description area when the mouse focus should have remained in the time entry cell. The issue was resolved.

TE-4392   **A performance issue was triggered when loading the lists in the timesheet.**

A performance issue was triggered when loading the lists in the timesheet. The issue was resolved.

TE-3475   **Special characters were not being handled properly in the Assignment Details tooltip when hovering over an assignment in the Timesheet.**

Special characters were not being handled properly in the Assignment Details tooltip when hovering over an assignment in the Timesheet. The issue was resolved.