

Release Notes

Tenrox 2014 R3 Service Pack 7

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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 7.

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 7

Upgrade process: *Tenrox 2014 R3 SP7* 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>

What's New

This section includes minor enhancements added to [Tenrox 2014 R3 SP7](#).

Mobile Application

TE-7389**[Addition of the Tenrox Privacy Policy in Tenrox Mobile.](#)**

Addition of the Tenrox Privacy Policy link in the Tenrox Mobile logon page. Upon clicking this link, the Tenrox Privacy Policy page displays. The link and the policy displays in either English or French, depending on the language set for the respective Tenrox site. Moreover, the Privacy Policy will be shown in the application menu as well.

Logon Page

TE-6444**[Addition of the Tenrox Privacy Policy on the Tenrox logon page.](#)**

Addition of the Tenrox Privacy Policy link on the Tenrox logon page. Upon clicking this link, the Tenrox Privacy Policy page displays. The link and the policy displays in either English or French, depending on the language set for the respective Tenrox site. However, the Privacy Policy page will always be in the English language.

Reporting

TE-7472**[Addition of a timeout message when the Upland Analytics report is running for too long time.](#)**

Addition of a timeout message when the Upland Analytics report is running for too long time, addressing the performance issues that were occurring.

TE-7675**[In Upland Analytics, validation is in place to prevent joining views that result in invalid reports.](#)**

In Upland Analytics, validation is in place to prevent joining views that result in invalid reports. When designing a report, a message will display informing the user when the report is invalid. In the cases of invalid reports that were previously created, the message will also display; however, part of the data set will return.

Resolved issues

This section lists resolved issues included in [Tenrox 2014 R3 SP7](#).

Expenses

TE-4296 [Taxes were calculated for the expense entry even though the expense item is not taxable.](#)

Taxes were calculated for the expense entry even though the expense item is not taxable. The issue was resolved.

TE-5923 [Unable to edit Notes for Expense Reports.](#)

Unable to edit Notes for Expense Reports due to the Read-Only flag having been set. The issue was resolved.

Financials

TE-4297 [The Timesheet overtime and double overtime entries were being mistakenly excluded from being automatically associated to the PO in the invoice.](#)

The Timesheet overtime and double overtime entries were being mistakenly excluded from being automatically associated to the PO in the invoice while having the double overtime entries erroneously duplicated. The issue was due to calculating the double overtime twice for the PO instead of taking consideration both overtime and double overtime. The issue was resolved.

TE-6171 [Accounting Segmentation for Sites was not properly applied for expense reports in the Expense Payable batch.](#)

Accounting Segmentation for Sites was not properly applied for expense reports in the Expense Payable batch. The issue was resolved.

TE-6779**The expense markup was excluded from the invoice.**

The expense markup was excluded from the invoice. The issue was resolved.

TE-6819**The PO Association page was displaying a blank list of associations when the invoice was posted.**

The PO Association page was displaying a blank list of associations when the invoice was posted. The issue was resolved.

TE-7422**The Export button to Microsoft Dynamics GP on the Multi Client Invoice batches page was not functioning.**

The Export button to Microsoft Dynamics GP on the Multi Client Invoice batches page was not functioning. The issue was resolved.

Integrations

TE-5794**An error generated when attempting to configure the CRM Microsoft Online integration.**

The error *"The parameter 'address' cannot be an empty string.Parameter name: address"* generated when attempting to configure the CRM Microsoft Online integration. The issue was resolved.

TE-7349 & TE-4278 Unable to log in to Tenrox as a user imported from QuickBooks.

Unable to log in to Tenrox as a user imported from QuickBooks. The issue was resolved.

Mobile Application

TE-4267**Passwords containing a colon (:) were not being accepted through Tenrox Mobile.**

Passwords containing a colon (:) were not being accepted through Tenrox Mobile, displaying the error message *"Invalid User Id or Password. Please enter a valid User Id and Password."*. The issue was resolved.

TE-6373

An error was triggered upon attempting to submit an expense report through Tenrox Mobile.

The error “DBNull” was triggered upon attempting to submit an expense report through Tenrox Mobile. The issue was resolved.

Reporting

TE-6781

The Timesheet Status report was mistakenly excluding the Timesheets that have no entries.

The Timesheet Status report was mistakenly excluding the Timesheets that have no entries. The issue was resolved.

TE-6795

The Timesheet entry date was showing incorrectly in the Audit Trail Ad-Hoc report.

The Timesheet entry date was showing incorrectly in the Audit Trail Ad-Hoc report. The issue was resolved.

TE-6918

An Upland Analytics report was showing duplicate time entries for a specific project.

An Upland Analytics report was showing duplicate time entries for a specific project as the Timesheet workflow contained 3 final states. The issue was resolved.

TE-7083

Reports were exporting to Word improperly.

Reports were exporting to Word improperly. The issue was resolved.

Resource Management (formerly CWP)

TE-7149

Users were disappearing from the Work Plan after navigating to earlier and later periods.

Users were disappearing from the Work Plan after navigating to earlier and later periods as the Tasks were not refreshed when the user's bookings were in the expanded view. The issue was resolved.

Setup

- TE-4349** **An error generated when attempting to change the project end date.**
- The error *"The end date cannot be earlier than the start date"* generated when attempting to change the project end date even though it is after the start date. The issue was resolved.
- TE-4381** **Searching through Roles using the "%" wildcard was not functioning.**
- Searching through Roles using the "%" wildcard was not functioning. The issue was resolved.
- TE-7127** **Unable to set forecasted billing and cost rates on the Project Team page.**
- Unable to set forecasted billing and cost rates on the Project Team page. The issue was resolved.
- TE-7129** **The "Create New ..." rule option in the Forecast Rate Association dialog box, accessible through the Forecasted Billing and Cost Rate links, on the Project Team tab, was not working as expected.**
- The "Create New ..." rule option in the Forecast Rate Association dialog box, accessible through the Forecasted Billing and Cost Rate links, on the Project Team tab, was not working as expected. The issue was resolved.
- TE-7183** **Unable to view suspended or closed projects as the project filter was not working properly.**
- Unable to view suspended or closed projects as the project filter was not working properly after clicking the Save button twice repeatedly in the Project List Filter dialog box. The issue was resolved.
- TE-7262** **The Financial Planner was timing out for a specific project.**
- The Financial planner was timing out for a specific project with the Revenue Forecast Method set to FFM (override) and no Milestone to speak of. The issue was resolved.
- TE-7284** **Unable to change the end date for a certain resource type.**
- Unable to change the end date for a certain resource type. The issue was resolved.

TE-7365**Unable to change the default Work Type on the Clients Default page.**

Unable to change the default Work Type on the Clients Default page due to the error *"You cannot set the selected Work Type as the default for Milestone Billing since it is associated to a synchronized Task."* where there existed synchronized tasks with the "Milestone" default Work Type from TPP. The issue was resolved.

TE-7378**The Forecasted Cost and Billing Rates, under the Project Team tab, were blank.**

The Forecasted Cost and Billing Rates, under the Project Team tab, were blank when there exists a forecast booking against a user with multiple Roles. The issue was resolved.

TE-7384**The Project Currency was different from the Client Currency after changing Project Client to one with a different currency.**

The Project Currency was different from the Client Currency after changing Project Client to one with a different currency. The issue was resolved.

TE-7375 & TE-7426**In the Financial Planner, the Total Revenue amount was being miscalculated.**

In the Financial Planner, the Total Revenue amount was being miscalculated when the Project included Recognized Revenue or when using the Forecast view. The issue was resolved.

TE-7424**Unable to enter more than 24 hours in the weekly Overtime rule in the Overtime Policy.**

Unable to enter more than 24 hours in the weekly Overtime rule in the Overtime Policy due to the limitation error *"Value out of range. Maximum Value =24:00 Minimum Value = 00:00"*. The issue was resolved.

TE-7600**In the Financial Planner, overriding the forecast settings at the project or global level was not applying the settings, accordingly, to the Project Team Forecast Rate Association.**

In the Financial Planner, overriding the forecast settings at the project or global level was not applying the settings, accordingly, to the Project Team Forecast Rate Association when the Project Team member has Multiple Roles. The issue was resolved.

Tenrox Project Plan (TPP)

TE-4309 **The Assignment Change Request notification was sent to all users when the project does not have a Project Manager.**

The Assignment Change Request notification was sent to all users when the project does not have a Project Manager. The issue was resolved.

TE-5804 **The Task End Date was publishing from TPP to Tenrox incorrectly.**

The Task End Date was publishing from TPP to Tenrox incorrectly. The issue was resolved.

TE-6965 **The planned work was reverting back after checking in and out the project in TPP.**

The planned work was reverting back after checking in and out the project in TPP. The issue was resolved.

TE-7012 **The Task allocated work in TPP was published to CWP incorrectly.**

The Task allocated work in TPP was published to CWP incorrectly for over allocated users. The issue was resolved.

TE-7155 **The Milestone constraint was not successfully saving after checking out the project from TPP.**

The Milestone constraint was not successfully saving when changing it from StartAsSoon to any other option after checking out the project from TPP; this issue occurred when the Milestone Start and End Dates were the same as dates and hours. The issue was resolved.

TE-7174 **Unable to edit an Assignment End Date in TPP.**

Unable to edit an Assignment End Date in TPP. The issue was resolved.

TE-7176**Tasks were changed to milestones in TPP without user intervention.**

Tasks were changed to milestones in TPP without user intervention when there is a one day duration task over 3 calendar days (e.g. Saturday, Sunday and Monday) assigned to only one user; there is a time entry on Saturday but set as a non-working day in TPP. The issue occurred after updating the plan with the time entries which set the task to be completed in TPP that resulted in the task having been automatically changed to a milestone. The issue was resolved.

TE-7221**An error triggered upon attempting to publish a project from TPP.**

The error *"The conversion of a nvarchar data type to a datetime data type resulted in an out-of-range value."* triggered when attempting to publish a project from TPP. The issue was resolved.

TE-7251**Assignments were not showing in the Task assign page after publishing the project from TPP.**

Assignments were not showing in the Task assign page after publishing the project from TPP. The issue was resolved.

TE-7280**A deadlock occurred when publishing a project from TPP.**

A deadlock occurred when publishing a project from TPP. The issue was resolved.

TE-7285**An error generated when pasting a value in a task name.**

The error “Exceptions: Xml Exception - Data at the root level is invalid. Line 1, position 1.

Stack trace:

```
at System.Xml.XmlTextReaderImpl.Throw(String res, String arg)
at System.Xml.XmlTextReaderImpl.ParseRootLevelWhitespace()
at System.Xml.XmlTextReaderImpl.ParseDocumentContent()
at System.Xml.XmlLoader.Load(XmlDocument doc, XmlReader reader,
Boolean preserveWhitespace)
at System.Xml.XmlDocument.Load(XmlReader reader)
at System.Xml.XmlDocument.LoadXml(String xml)
at Tenrox.ProjectPlan.Editor.WhenPasteFromClipboard(GanttTable Table)
at Tenrox.ProjectPlan.Editor.Paste()
at System.Windows.Forms.ToolStripMenuItem.OnClick(EventArgs e)
at System.Windows.Forms.ToolStripItem.HandleClick(EventArgs e)
at
System.Windows.Forms.ToolStripItem.HandleMouseUp(MouseEventArgs
e)
at System.Windows.Forms.ToolStrip.OnMouseUp(MouseEventArgs mea)
at
System.Windows.Forms.ToolStripDropDown.OnMouseUp(MouseEventArgs
mea)
at System.Windows.Forms.Control.WmMouseUp(Message& m,
MouseButton button, Int32 clicks)
at System.Windows.Forms.Control.WndProc(Message& m)
at System.Windows.Forms.ToolStrip.WndProc(Message& m)
at System.Windows.Forms.ToolStripDropDown.WndProc(Message& m)
at System.Windows.Forms.NativeWindow.Callback(IntPtr hWnd, Int32
msg, IntPtr wparam, IntPtr lparam)” generated when pasting a value in a
task name. The issue was resolved.
```

TE-7618**An error generated when attempting to publish a project from TPP.**

The error “The conversion of the nvarchar value '7477977600' overflowed an int column.” generated when attempting to publish a project from TPP. The issue was resolved.

Timesheet

TE-4300

The Timesheet UI was corrupted while using Internet Explorer 11 in a specific Timesheet view.

The Timesheet UI was corrupted, while using Internet Explorer 11 in a specific Timesheet view, when the view name contained special characters. The timesheet view list was disappearing after having selected and saved a view, and the error message *"Input string was not in a correct format."* having generated. The issues were resolved.

TE-4305

Unable to cancel recalling a partially approved Timesheet.

Unable to cancel recalling a partially approved Timesheet as there were only the "Ok" and "X" buttons in the warning message *"Some of the Time Entries have already been approved. Are you sure you want to recall your Timesheet?"*, both triggering the recall capability. The issue was resolved by changing the buttons to Yes and No to recall or Cancel, respectively.

TE-6110

The Timesheet Manager page was not refreshing automatically when attempting to transition a Timesheet state.

The Timesheet Manager page was not refreshing automatically when attempting to transition a Timesheet state. The issue was resolved.

TE-6849

The Timesheet Manager State tooltip was disappearing when attempting to scroll down to see all the information.

The Timesheet Manager State tooltip was disappearing when attempting to scroll down to see all the information for a Timesheet containing time entries for many projects. The issue was resolved.