Release Notes

Tenrox 2014 R3 Service Pack 8
August 2015

Tenrox by Upland Software

US & Canada: 1-877-4Tenrox
                 1-877-483-6769
UK & Europe: 44 (0) 845 888 0999
Australasia: 1 300 698 620

info@uplandsoftware.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 8.

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 8

Upgrade process: *Tenrox 2014 R3 SP8* 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 SP8.

Reporting

TE-7414   Fixed an issue in the Reports module where the error message, "*Unable to get property 'end' of undefined or null reference.*", was immediately generating when attempting to access the Reports page with the user not having been granted access to or did not already have any visible/available report tabs. The applied resolution forces the addition of a new tab through a New Tab dialog box that will display if the user doesn't already have any visible to/available for them.

Tenrox Project Plan (TPP)

TE-7791   Added a default Work Type change. In the old functionality the user had to re-do the connection to bring in the updated Work Type from Tenrox. The new functionality change applies when the user is editing a Task in TPP and performs a browse for the Work Type, TPP will then bring and update the cached system default work type from the Tenrox application.

Resolved issues

This section lists resolved issues included in Tenrox 2014 R3 SP8.

Expenses

TE-7454   Fixed an issue in the Expense list of the Expense Report in Work View where the expense items were not displaying properly in alphabetical order. The applied resolution has the expense items automatically listed alphabetically.

Financials

TE-6548   Fixed an issue with the State/Province and Country boxes of the Format tab, in the Invoice Edit page, where the value was displaying incorrectly for the selected Contact and/or when they contained special characters. The applied resolution has these values properly displaying the full names.

TE-7034   Fixed an issue with the Batch Number box of the Invoice Edit page, through an Invoice Batch (Multi Client Invoice Manager Edit page), where changing the invoice batch, under which the invoice falls, was not saving when using the Chrome browser. The applied resolution allows the change to save successfully using Chrome and the other key browsers.

TE-7351   Fixed an issue on the Clients tab, under the Multi Client Invoice Manager Edit page, where removing a client(s) was not saving successfully after clicking Finish when creating a new Multi Client Invoice Batch. The applied resolution enforces the removal of a client(s) once completing the creation of a batch, not requiring more than one attempt to make the removal.

TE-7713   Fixed an issue on generated Invoice reports where there was a discrepancy of the line item(s) and total values with those displayed on the Summary tab of the Invoice Edit page. The applied resolution required modifying the stored procedure of the following out-of-the-box invoice reports, and any applicable customized invoice reports, to correctly, consistently and automatically execute the calculations:

- Detail invoice by Resource
- Detailed invoice by Project/Resource
- Detailed invoice by Project/Task
- Detailed invoice by Project/Task with note

TE-7757   Fixed an issue on the Employee Matrix page, under Payroll Connection Setup, where all the User Type check boxes were not visible as a result of an unnecessary dependency on security rights granted for the Financial Expense Payable at the Management level. The applied resolution was having the security validation disregarded to allow the checkboxes to display.

Integrations

TCU-396   Fixed an issue on the Advanced Options page, under the CRM Integration Options page, where the validation query entered in the Import Filter Logic box was not saving successfully causing the automation service to fail, which was the result of the text in the box having been truncated. The applied resolution was increasing the amount of allowable text in the box.

TE-4364   Fixed an issue with the Default Pre-Billing Workflow box of the Invoice Options Default Settings tab, under the Client Edit page, where the value was setting to null after updating and importing the Project/Client from a CRM tool, preventing the creation an invoice. The applied resolution was to maintain the selected value after an update/import from a CRM.

TE-7235   Fixed an issue with the CRM logs export to excel file, generated from the logs page (Dashboard Design) under Tools/Import/CRM, where the Import/Export Date/Time column was only showing the Date while the Time stamp was missing. The applied resolution was correcting the format in the Date/Time function so that the time is also automatically shown.

TE-7239   Fixed an issue under Financial/WIP Accrual Batch Manager, where WIP Accrual Batch Transactions were not exporting successfully to Microsoft Dynamics Great Plains.

TE-7349   Fixed an issue with logging into Tenrox where the User attempting to log in was imported from QuickBooks (QB). The applied resolution was to properly automatically install the required QB component for successful Tenrox log in. Additionally, the Microsoft Dynamics Great Plains user login setup was also verified and modified, where/if necessary, to avoid the same issue from occurring.

Mobile Application

TE-4347   Fixed an issue with Assigned Timesheets in Tenrox Mobile where it was taking an abnormal length of time to pull up timesheets that contain large volumes of assignments for the timesheet owner. The applied resolution was improving performance when loading timesheets in the Mobile App regardless of the number of existing assignments.

TE-7562   Fixed an issue with timesheet in Tenrox Mobile where attempting to navigate to the previous or next period in the calendar was generating the error message, "*Https://m.tenrox.net setItem@[native code] setItem@https://m.tenrox.net......*", once the Set button was clicked. The applied resolution allows successful navigation between timesheet periods.

Logon Page

TE-7160   Fixed an issue with the Tenrox login page, using Windows Authentication, where on entering the user name/password then clicking Sign-in was redirecting the user back to the login page. The applied resolution was properly setting up the Authentication to ensure that the Users are automatically logged into Tenrox once a session is initiated, as it should not require having to go through the password validation process.

TE-7745   Fixed an issue with logging in using Single Sign-On (SSO), which resulted in the inability to successfully log in to Tenrox.

Reporting

TE-6378
Fixed an issue with reports from the Reports page where the User was incorrectly able to generate a report on projects they have no rights to viewing. The applied resolution was to automatically validate, prior to generating the report, whether the User has any limited scope to project(s), that is whether they have or have not been granted rights to report on a given project(s).

TE-7556
Fixed an issue with the following reports from the Reports page where the billable totals were being incorrectly represented when the User has billable and non-billable hours distributed across the same day on their timesheet:
- Project Revenue Detailed by Resource
- Project Revenue Detailed by Task
- Project Revenue Summary

The applied resolution captures only the actual billable time in order to generate the correct revenue values for these reports.

TE-7683
Fixed an issue with generating an RDLC report from the Reports page where reporting results were being cached, consequently displaying data not corresponding to updated parameters. The applied resolution has the results correctly representing the current parameters, whether they have just been updated or not, upon generating the report.

TE-8006
Fixed an issue with previewing RDLC reports generated from the Reports page where the Export button was missing the option to export to Excel. The applied resolution correctly displays the option to export to Excel along with the other Export options when previewing any report.

Resource Management (formerly CWP)

TE-4279
Fixed an issue in the Project Work Plan where there was the inability to successfully add a booking from the bottom grid as the error message "*The booking cannot be created because required fields are missing. Please provide a value for all required fields before proceeding.*" was generating.

TE-7247   Fixed an issue in the Project Work Plan where there was the inability to add a booking for a User with their primary role when the User or Role was not part of the initial 25 items in the User or Role list. The applied resolution allows the primary role to automatically display with the user having been selected, and allows the user(s) to automatically populate the list with the role having been selected.

TE-7709   Fixed an issue in the Project Work Plan where there was the inability to create a booking as the error message "*An error occurred while executing the command definition. See the inner exception for details*" was generating as a result of having 3 custom selection booking attributes that are part of the Add Booking process. The applied resolution was to improve the handling of the third custom selection attribute in the stored procedure.

TE-7752   Fixed an issue within the Project Work Plan (tab) under the Project Edit page where the resource list was being improperly updated when navigating between periods, resulting in the list displaying resources that were not booked or allocated time during the given period, and not adhering to the "Hide" settings for the given View. The applied resolution was rectifying the stored procedure to correctly show the resources actually having Bookings/Allocations for the given period and represent the selected "Hide" setup.

Setup

TCU-12   Fixed an issue in the Assigned Tasks page of the Project Team tab within Project Edit where assignments were not saved for the first Resource listed on the first page selected when assigning a large number of tasks to multiple pages of Resources. The applied resolution was correcting the logic to process all selected Resources.

TE-4332   Fixed an issue with Leave Requests, where Leave Requests that were discarded/rejected/reopened were not triggering timesheet and user calendar updates to reflect these actions.   The applied resolution correctly deletes time entry/entries originally inserted based on approved leave request(s). Additionally, the logic to successfully update the user Calendar has been modified to be able to properly recognize and enforce either a User-defined or out-of-the-box Leave Request Workflow.

TE-7379   Fixed an issue in the Work Process entry where tasks, despite not being flagged as Used by Work Process, were incorrectly displaying for selection. The applied resolution has a new function where only tasks having the Used by Work Processes set are to be made available in the Work Process entry.

TE-7417   Fixed an issue in the Project Budget tab where the cost currency for a budget was incorrectly inheriting the company currency instead of the system currency, which was reflected on the Budget page and Summary. The resolution will properly apply the "Enforce system currency for Budgets" option when it is selected and the budget will correctly inherit the base currency.

TE-7438   Fixed an issue with the security for the rights to modify and delete Hard Bookings where Users, who were not granted these rights, were still able to modify a Hard Booking. The applied resolution will validate the security that was granted to the User on any attempts to create, modify or delete hard bookings.

TE-7620   Fixed an issue with the Cycle setup for Expenses under Setup/System where changing the cycle from semi-monthly to weekly was not saving successfully. The applied resolution successfully enforces the change made to the cycle, correctly reflecting such an update in the Report Interval of the Expense Report.

TE-7706   Fixed an issue in the automation where the Concur integration service triggered the automation to run every second, leading to huge log files, and causing the service to function improperly.

TE-7792   Fixed an issue with Task creation in Work/Setup/Task Edit where the page was not allowing the entrance of a name to create a new task after having added TPP licenses to Tenrox. The applied resolution allows the creation of tasks from Tenrox after adding TPP licenses.

TE-7404   Fixed an issue with the Statistics page under the Task Edit page where the incorrect values were displaying on the Time tab, inconsistent with the actual time entries made against the give Task. The applied resolution of having corrected the format aligns the Statistics values with the actual time entries.

TE-7867   Fixed an issue on the Project Team tab under the Project Edit page where the Forecasted Cost and Billing rates displaying were inconsistent with the rates actually set and displaying in the Forecast Rate Association dialog box. This issue occurred with projects having End Dates that have already passed, resulting in the displayed rates being those associated directly to the User/Resource, and not the project-dependent rates. Additionally, there was an inconsistency with what was displaying when there was no associated Forecast Cost and Billing Rate rules, which was the result of the resource having a project overridden Forecast rule in the past without having a current overridden Forecast rule. Consequently, the Project Team table displayed the incorrect Forecast Cost and Billing Rate rule name. The applied resolution of modifying the Project Team grid stored procedure allows properly displaying the correct Forecasted rates for the Project Team.

TE-7685   Fixed an issue within the Forecast Rate Association dialog box, accessed through the resource (right-click) context menu option from the Project Team tab of the Project Edit page, where performing a partial search for a Billing Rate, upon clicking New, was only displaying the first possible result and viewing the rest of the results required clicking the double arrow at the bottom of the list box. The applied resolution was to make a correction to the way the control functioned, not limiting the listed results of a partial or full search.

Tenrox Project Plan (TPP)

TE-7238   Fixed an issue in TPP where a project, with a task that was copied from another project, was not successfully being published due to the error message, "*Task already exists in the Tenrox database against a different Project. Please contact your system administrator.*
Additional details: Task Reference: 2d6201d6-6e29-4b63-8d3c-c9feac18e616 Error Detail(s): Task ID: X", that was generating. The applied resolution will bar attempts to copy objects through multiple instances of TPP.

TE-7453   Fixed an issue in TPP where the attempt to change the Work Type, through the publishing of the project with a different Work Type for the same task, was not successful.

TE-7471   Fixed an issue in TPP where searching for a Task within a Project was generating an error message, "*Exceptions: IndexOutOfRangeException - Index was outside the bounds of the array. …*".

TE-7494	Fixed an issue in TPP where the Tasks in TPP were not synchronized with Tenrox.
TE-7513 & *TE-7708*	Fixed an issue in TPP where manually changing the Planned Work value was not changing the font to the red color, in the split view, as expected.
TE-7722	Fixed an issue in TPP where, after updating the Task Planned Hours and the Assignment Allocated Hours and the Task and Assignment dates were modified accordingly, an error message was triggering.
TE-7780	Fixed an issue in TPP where an error message, "*The Task's Milestone cannot be set because the Milestone does not exist.*", was generating when publishing a Project, which was the result of a mapped Task to a Milestone that doesn't exist.
TE-7611	Fixed an issue, in TPP, under the Resources tab of the Task Information dialog box where an error, "Character Out of Range Error.", generated after attempting to correct the assignment date, which inadvertently changed upon enforcing the Constraint type "As Late As Possible". The issue was further elevated upon attempting to close/cancel the error notification, which resulted in TPP crashing. The applied resolution was modifying the constraint change method to better handle updates to the constraint property.
TE-7564	Fixed an issue, in TPP, with the tabs within the Task Information dialog box where updating the properties of more than one of these tabs and attempting to save the changes, concurrently, was failing. Furthermore, the issue was narrowed down to the Task Start and End Date not properly shifting and the assignment Start and End Dates were not synchronizing accordingly. The applied resolution was modifying the logic behind properly applying the date and other changes.
TE-7537	Fixed an issue, in TPP, with the Predecessors tab within the Task Information dialog box where attempting to delete predecessors was failing, but was inadvertently changing the Constraint type to "Finish No Earlier Than". Additionally, all tasks were displaying, even when they were not valid predecessors of the current Task. The applied resolution involved modifying the code to allow successful deletion of predecessors and maintaining the selected Constraint type.
TE-7353	Fixed an issue, in TPP, with the Resources tab within the Task Information dialog box where attempting to change the Allocated Work was not saving successfully. The applied resolution was modifying the logic to allow the proper saving of an update made to the Allocated Work.

TE-6811   Fixed an issue, in TPP, with the Task Information dialog box where the Planned Work was recalculating based on having updated the Duration despite having manually overridden the Planned Work value. The applied resolution was adding logic to properly handle the Planned Work value that's manually overridden, ensuring that it not change based on changing other Task properties, and it only change when done so manually.

Timesheet

TCU-421   Fixed an issue in Timesheet Manager where an error message was generating upon attempting to open timesheets. The applied resolution was optimizing the performance in the procedures.

TE-6853   Fixed an issue with Timesheet where the Copy Timesheet option was not copying the In/Out time. The applied resolution involved the addition of new parameters to facilitate the ability to copy the In/Out time.

TE-7085   Fixed an issue in Timesheet Manager where the newly created Timesheet Manager View was not successfully executing the defined criteria to sort by username in ascending order. The applied resolution was enhancing the sorting mechanism.

TE-7108   Fixed an issue with Timesheet, from the Assigned Timesheet view of the Timesheet Manager page, where the incorrect Timesheet State was showing.

TE-6806   Fixed an issue with Timesheet, where the Timesheet owner was unable to enter/modifying their time entry on a partially rejected Timesheet as the error message, "*The Time Entry cannot be updated because there are Overtime rules associated to the Timesheet*", was triggering despite the absence of an Overtime Policy. The applied resolution was correcting the code in order to allow the entering/editing time on a partially rejected Timesheet.