

Release Notes

Tenrox 2015 R2 Service Pack 2 (Addendum)

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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 2015 R2 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 tenroxsupport@uplandsoftware.com

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Introduction

Upland Software is pleased to announce the release of:

Tenrox 2015 R2 Service Pack 2

Upgrade process: *Tenrox 2015 R2 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>

What's New

This section includes minor enhancements added to [Tenrox 2015 R2](#)

Expenses

R&D #: TX-1641

Issue #: 27555

Improvements were applied to the Expense PM approval assignment wherein if the Expense Report was rejected by the Project Manager and the initial state is assigned to both the Originator and Creator, the rejected state will be assigned to both the Originator and Creator. In addition, the rejection notifications will be sent to both the Originator and Creator.

Resolved Issues

This section lists resolved issues included in [Tenrox 2015 R2 SP2](#)

Financials

R&D #: TE-10337
Issue #: 34072 Fixed an issue with Payroll Batch where attempting to export a Payroll Batch to ADP was unsuccessful if the batch contained more than one leave time.

R&D #: TE-9757
Issue #: 10149 Fixed an issue with Invoice where all projects are being selected after adding a money charge to a newly generated invoice for which only one project had been specifically selected.

Integration

R&D #: TE-9509
Issue #: 10043 Fixed an issue with the Salesforce Integration where Project KPIs were updating each time the CRM automation would run, resulting in the updating of the corresponding Salesforce project KPI values. Consequently, the update date would change causing a cycle to occur wherein the next automation run the system assumes that the project has just been updated and restarts the process as if anew. The applied resolution has the updating of the project run date to occur after the KPI update is executed.

R&D #: TE-10219
Issue #: 32918 Fixed an issue with Quick Books where the Purchase Tax Group was being incorrectly assigned to imported Clients from Quick books. This was the result of the imported Client having a tax group with the identical name as two existing Tenrox tax groups, one of type Sales and the other Purchase. And, the latter was being automatically assigned regardless of the Sales type being the only type that should ever apply. The applied resolution is to only search for Sales type tax groups when integrating new Clients.

R&D #: TE-10412
Issue #: 34902 Fixed an issue with API/SDK where updating a user profile through API was resetting other user properties.

Organizational Breakdown Structure (OBS)

R&D #: TE-9866
Issue #: 12122 Fixed an issue within Automation services where the Update OLAP Catalogue service was not processing successfully due to an existing invalid Skill Set association. The applied resolution required removing the invalid Skill Set association.

R&D #: TE-10534
Issue #: 36079 Fixed an issue within Automation services where the Update Currency Exchange Rates service was not properly updating the exchange rates due to a deadlock having occurred.

R&D #: TE-9899
Issue #: 12148 Fixed an issue with the workflow where the assignments precedence was not properly working.

R&D #: TCU-520
Issue #: 12490 Fixed an issue with the Automation Processing Options page of the Tenrox French site wherein some misspellings in the French translations were found.

Others

R&D #: TE-6617
Issue #: N/A Fixed an issue in the Tools where import credit card was timing out when importing more than 1000 records in the file. The applied resolution was to optimize the import process so all of the records can be imported.

R&D #: TE-9795
Issue #: 11346 Fixed an issue with Document Central where opening a document was impossible when the file name contains a special character.

Reporting

R&D #: TE-8190
Issue #: 6947 Fixed an issue with the Capacity by Role report where it was not successfully returning any data. The applied resolution allows the report to properly return values according to the selected parameters.

R&D #: TE-9711
Issue #: 11540 Fixed an issue with the OLAP where the Calendar measure Non-Working Hours was not including non-working hours based on the user's calendar.

R&D #: TE-9610
Issue #: 9905 Fixed an issue with the Detailed Invoice by Project/Task report wherein the Total was erroneously inconsistent with the invoice Summary Total shown on the generated invoice.

R&D #: *TE-9576* Fixed an issue with Reports wherein a user granted security access to a folder was erroneously unable to see the reports within the given folder.
Issue #: *11099*

R&D #: *TE-8459* Fixed an issue with the Expense Application report, Detailed Personal Expense Report, where the expense Tax was saved incorrectly resulting in the report inaccurately displaying the value.
Issue #: *111623*

Resource Management

R&D #: *TCU-562* Fixed a performance issue with the Work Plan where attempting to Find Matches and Replace an existing booking triggered an error.
Issue # : *35955*

R&D #: *TE-10130* Fixed an issue with the Work Plan where, upon navigating to previous or later periods, any special characters were being incorrectly displayed. This was a result of the special characters not having been properly decoded upon refreshing the work plan. The applied resolution was to add a decoding capability to the project name property that activates before refreshing grid rows.
Issue #: *32822*

R&D #: *TE-9687* Fixed an issue with the Work Plan where the error message “An error occurred while executing the command definition. See the inner exception for details.” was displaying upon attempting to delete a booking. This was the result of the role-availability-by-user calculation not executing successfully. The applied resolution required modifying the calculation.
Issue #: *11580*

R&D #: *TE-6293* Fixed an issue with the Work Plan where after navigating to a second page and returning back to the first page, was resulting in a larger number of resources displaying, than was originally.
Issue #: *6873*

Security

R&D #: *TE-10394* Fixed an issue with Project context menu options from Project Central where the “Copy” and “Import” options were incorrectly attached to the Project Central security component. The applied resolution was to modify the security to have the “Copy” and “Import” options be tied to the Project Setup security.
Issue #: *34663*

Timesheet

- R&D #:** *TE-9788*
Issue #: *11622* Fixed an issue with the Timesheet Workflow where modifications to the timesheet assignments were not saving successfully.
- R&D #:** *TCU-538*
Issue #: *11631* Fixed an issue with Timesheet where the Copy and Pasting of a time entry from one cell into another was not functioning as it should.
- R&D #:** *TCU-482*
Issue #: *8275* Fixed two issues with the " In / Out" Timesheet section where clicking the Enter key, after creating or editing an entry, was not moving the cursor to the next cell, and the time format was not being properly translated when a partial time entry was entered (example, the entry of 1P should translate to 1:00PM).

Work Breakdown Structure (WBS)

- R&D #:** *TCU-553*
Issue # : *33705* Fixed an issue with Budgets where attempting to delete values using the entry cell Delete (X) button (available on IE) or the Delete keyboard button was not reflecting the removal of the value in the database. The applied resolution required disabling the entry cell Delete (X) button and improving the handling of null time values.
- R&D #:** *TCU-574*
Issue #: *36561* Fixed an issue with Financial Planner where Grand Total and Budget Summary Current values were not matching and upon hovering over the Grand Total, the tooltip indicated that the two values were not corresponding. This was the result of inconsistent rounding of values. The applied resolution required modifying the procedure where the Budget Summary Current value is to be rounded to two decimal places.
- R&D #:** *TE-9447*
Issue #: *6710* Fixed an issue with Budgets where the Budget Actual Billable Expense Amount wasn't considering the Client level setup of the Apply Expense Markup option on either the Net or Gross amount. The applied resolution is to include the Apply Expense Markup setup in the Budget Actual Billable Expense calculation.
- R&D #:** *TE-9676*
Issue #: *11478* Fixed an issue with Financial Planner that is based on a Combined view with a Milestone FF forecast method, where the base currency values were displaying incorrectly as they were erroneously calculated on client currency. The applied resolution was setting the base currency values to be calculated on the system currency.

- R&D #: TE-9769**
Issue #: 11321
- Fixed an issue with the task Entry Mass Update where the task selection on the Entry Mass Update page was not properly moving selected tasks when having chosen from subsequent pages of available tasks.
- R&D #: TE-9702**
Issue #: 10962
- Fixed an issue with the project creation where the page tabs were inadvertently loading before loading the main project page.
- R&D #: TE-9632**
Issue #: 11138
- Fixed an issue with the Project Workflow where the project workflow was not successfully loading after having made a modification, which was the result of a conflict between its historical instance record and the new instance record. The applied resolution required deleting the historical instance records that no longer exist, which was the cause of the conflict, now allows the project workflow to display successfully after a change is made.

Addendum

This section lists resolved issues included in [Tenrox 2015 R2 SP2](#)

R&D #: TE-11177 Fixed an issue with the Workflow where it was unable to successfully render the graphical representation. In the process of attempting to render the workflow, by positioning the shapes, it was triggering an infinite loop due to the shape borders colliding. This was seen mainly with the more complex workflows wherein there is a large number of states and transitions. The applied resolution was to terminate the infinite loop.

Issue #: 101627