

Release Notes

Tenrox 2015 R2 Service Pack 4

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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 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
- Creating a Support Ticket through our Community <https://community.uplandsoftware.com>

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Introduction

Upland Software is pleased to announce the release of:

Tenrox 2015 R2 Service Pack 4

Upgrade process: *Tenrox 2015 R2 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 2015 R2 SP4](#)

Portals

R&D #: TE-11016
Issue #: 99558 Fixed an issue with the Assigned Projects tab (or other tabs based on the Assigned Projects tab) under Project Central where it impossible to change the “View as” option due to them showing as being the same value in the HTML file. The applied resolution was to add a unique prefix to each option value in the HTML file, which will allow successfully changing the “View as” option.

Expenses

R&D #: TE-11212
Issue #: 102400 Fixed a performance issue with Expenses where a timeout error was generating upon attempting to access the Expense Reports page.

R&D #: TE-11278
Issue #: Fixed an issue with the Expense Report List page where clicking on the State, for a given expense report, was triggering an error. This was due to an incorrectly formatted property in the XML that is responsible for displaying the workflow graphics. The applied resolution was correcting the format.

Leave Time

R&D #: TE-10423
Issue #: 101555 Fixed an issue with Leave Time where the multiple entry modifications, for a given leave time that were done on the same day, were not sorting correctly in the user Leave Time Change History. The applied resolution is to ensure proper sorting of multiple entry changes done within the same day.

Microsoft Projects

R&D #: TE-11280
Issue #: 102557

Fixed an issue with Microsoft Project Integration with Tenrox where subsequent modifications done to the project name and code on MSP, after an initial change was seemingly successfully published to the existing project in Tenrox, were not being retained. The information was reverting back to the original name and code. The applied resolution is to load project information from the server when publishing project changes from MSP to Tenrox.

Others

R&D #: TE-11061
Issue #: 33629

Fixed an issue with Automation services, using the Quick Connect, where it was taking hours to process the file. This was due to the services not consistently calling the integration framework resulting in the file processing delay.

R&D #: TE-11890
Issue #: 104602

Fixed an issue with the Home page, for a user without rights to the My Timesheet page, where an error was triggering upon clicking “Timesheets” or “Enter time”. This occurred after having accessed the Timesheet Manager page, successively, through the two different links “Timesheets” and “Enter time” on the Home page. This was due to incompatible values having been saved to the browser cookies.

Products

R&D #: TE-11457
Issue #: 103672

Fixed an issue with Products where the Total cost or billing values were being rounded to the nearest integer. The applied resolution was barring the values from being rounded and enforcing the proper decimal places.

Reporting

R&D #: TE-11028
Issue #: 101079

Fixed an issue with the “Resource Utilization Dashboard” report where the actual utilization value was being incorrectly calculated due to the timesheet entry year being ignored. The applied resolution was to adjust the actual utilization value to consider the timesheet entry year.

R&D #: TE-6993
Issue #: 6847, 34822, 8880

Fixed an issue with RDLC Reports where the report Date parameter value that was sent to the server was taking into consideration the time zone, resulting in the saving of the incorrect date value. The applied resolution required addressing the date value without having to consider the time zone.

Resource Management

R&D #: *TE-11059* Fixed an issue with Resource Management where a Work Plan with Decommissioned users without any availability calculated in the period, that was currently being viewed, was triggering an error. The applied resolution is not to return null values for decommissioned users without availability.
Issue #: *101523*

Salesforce

R&D #: *TE-11813* Fixed an issue with the Salesforce Integration with Tenrox where Tenrox was not connecting and syncing with Salesforce.
Issue #: *104400*

Timesheet

R&D #: *TE-10451* Fixed an issue with Timesheet where rejecting timesheets, after changing assignment attributes through the Task entry Mass update, was triggering an error. This was due to the changes not successfully saving in the database. The applied resolution is to update the database to reflect any change made to assignment attributes done through UI.
Issue #: *35219*

R&D #: *TE-11276* Fixed an issue with Timesheets where an error was generating upon attempting to submit a timesheet within which notes are enforced for any overtime entry.
Issue #: *102553*

R&D #: *TE-11872* Fixed an issue with Timesheets where attempting to enter time was resulting in Tenrox to crash. This was due to a Financial Planner-related trigger that was being fired off upon entering time. The applied resolution is having the trigger set only when a change is done to dependent entries.
Issue #: *104601*

Tools

R&D #: *TE-10803* Fixed an issue with the Credit Card Import where importing a .TXT file was triggering an error.
Issue #: *43342*

Work Breakdown Structure (WBS)

R&D #: *TE-11065* Fixed an issue with Work Defaults where saving changes to the Work Defaults page was generating an error due to the selected value for the Concur “Expense Work Type” having contained a comma.
Issue #:

Work Processes

R&D #: *TCU-554* Fixed an issue with Leave Requests where an ambiguous message was displaying when attempting to access a deleted Leave Request through a live link. The applied resolution is to display a clear message when attempting to access deleted Leave Requests either through a live link or from the application. The message will read “*This Entry has been deleted and is no longer accessible.*”
Issue #: *33642*

R&D #: *TE-11687* Fixed an issue with Work Process Workflows Setup where attempting to delete a UDF was triggering an error. This was the result of the UDF name exceeding a certain number of characters. The applied resolution was to modify the procedure, responsible for UDF deletion, by increasing the number of allowable characters.
Issue #: *104166*