

Release Notes

Tenrox 2015 R2 Service Pack 5

May 2016

Tenrox by Upland Software

US & Canada: 1-877-4Tenrox
1-877-483-6769
UK & Europe: 44 (0) 845 888 0999
Australia: +61 2 9279 3000
Asia Pacific: 1300 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 2015 R2 Service Pack 5.

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>

Tenrox Software License Agreement

The Tenrox Software license agreement was reviewed and accepted during the installation procedure of this software in your environment. Copyright © 2016 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: tenroxcustomer care@uplandsoftware.com

Table of Contents

Introduction	5
Resolved Issues	6
<i>Portals</i>	6
<i>Financials</i>	6
<i>Organizational Breakdown Structure (OBS)</i>	6
<i>Others</i>	7
<i>Purchase</i>	7
<i>Quick Books Online</i>	7
<i>TPP</i>	7
<i>Reporting</i>	7
<i>Timesheet</i>	8
<i>Work Breakdown Structure (WBS)</i>	8

Introduction

Upland Software is pleased to announce the release of:

Tenrox 2015 R2 Service Pack 5

Upgrade process: *Tenrox 2015 R2 SP5* 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 SP5](#)

Portals

R&D #: *TE-10848* Fixed a performance issue with Document Central where loading the page
Issue #: *43674* or generating results on performing a search were taking too long.

Financials

R&D #: *TCU-606* Fixed an issue with Cost Rules where deleting a rate rules was triggering
Issue #: *60089* time out errors. The applied resolution was to avoid rerating time entries
in the past before deleting the rate rule.

R&D #: *TE-11294* Fixed an issue with Invoices where opening two invoices in two different
Issue #: *64573* sessions on the same browser and saving changes from first invoice was
107133 inadvertently updating the second invoice. This was due to a dependency
on a session variable to save the unique Identifier for an invoice.

R&D #: *TE-11899* Fixed an issue with Invoices where in the process of adding money
Issue #: *104280* charges through the invoice was showing all tasks for selection despite
one of the listed tasks having been excluded from the invoice. As a result,
the charges were inadvertently created even against the excluded tasks,
consequently resulting in data corruption. The applied resolution
enforces that the Task list, upon creating a money charge, only display,
for selection, the tasks included in the invoice.

Organizational Breakdown Structure (OBS)

R&D #: *TE-11455* Fixed an issue with the selected initial page to load upon logging in where
Issue #: *103670* user was not directed to last visited page, which was the selected option.
This was occurring for a user who was not a Workflow Administrator and
the last visited page was the Work Process Work List.

R&D #: *TE-12579* Fixed an issue with Automation Services where a dead lock error was
Issue #: *N/A* triggering upon attempting to execute automation services.

Others

R&D #: *TE-11938*
Issue #: *104809*

Fixed an issue with the API where creating a user was not properly generating a unique id as it was just designating a zero. The applied resolution is to generate a unique id for a newly created user profile through the API.

R&D #: *TE-12118*
Issue #: *34594*

Fixed an issue with Quick Connect where attempting to execute a service that was using it was failing.

R&D #: *TE-11216*
Issue #: *102149*

Fixed an issue with the AMEX Import where Expense transitions were not importing to Tenrox when the Expense did not have an associated user site Tax group.

Purchase

R&D #: *TE-11293*
Issue #: *12148*

Fixed an issue with Purchase Orders where the PO was being assigned to the creator regardless of the assignment rule criteria.

Quick Books Online

R&D #: *TE-11982*
Issue #: *104870*
104906
104972
105581
105997

Fixed an issue with the Quick Books Online integration where attempting to export, from Tenrox to QB Online, an invoice that was using a deactivated tax code in QB was triggering an error. The applied resolution is to allow exporting invoices using deactivated tax code in Quick Books.

TPP

R&D #: *TE-11761*
Issue #: *101810*

Fixed an issue with TPP where it was crashing upon clicking any column header twice in an attempt to disable sorting.

Reporting

R&D #: *TE-11564*
Issue #: *103517*

Fixed an issue with Upland Analytics Reporting where the project Manager and Alternate Manager names were not displaying when the user was out of office.

R&D #: TE-11776
Issue #: 104298

Fixed an issue with RDLC reports where previewing a report with a text parameter with a value containing the ampersand (&) was generating an error. This was due to the system already using the ampersand (&) to separate the report parameters.

R&D #: TE-12503
Issue #: 106387
106525

106605 106606

106607 106612

106637 106660

106687 106698 106725

106729 106733

106774 ,106787

Ticket ,106860

106881

Fixed an issue with RDLC reports where after previewing a report containing dates parameters was resulting in the dates in the report to be off-set. This was occurring with a specific time zone. The applied resolution is to correct the time zone value off the date in client side prior to sending it to the server side after clicking Preview.

R&D #: TE-12253
Issue #: 105555

Fixed an issue with RDLC Reports where the Actual VS Forecast Billing Report returns forecast data even if Project Team Member Forecast Rate was overridden to be set to zero, as it was inadvertently using the Forecast Rate defined at the User level. The applied resolution was to modify the condition used in Actual VS Forecast Billing Report and Actual VS Forecast Cost Report, ensuring the use of the User Forecast Rate only if there is no override at project level.

R&D #: TE-12619
Issue #: 106680

Fixed an issue with RDLC Reports where the Expense item name was not appearing in Summarized Personal Expense Report due to it being in white font. The applied resolution is to have the Expense item display in the appropriate font color.

Timesheet

R&D #: TE-11458
Issue #: 103657,
104818, 107101

Fixed an issue with Timesheets where Note counter was increasing by one for each new line created and then immediately moving the focus outside of the Note box.

Work Breakdown Structure (WBS)

R&D #: TE-10440
Issue #: 34903

Fixed an issue with Work Defaults where Location fields were displaying despite the logged user not having been granted rights to view them, which was occurring when the Documentation Management system was set to be SharePoint.

- R&D #: te-10857** Fixed a performance issue with Budgets where loading the Budget page
Issue #: 35874 was taking an abnormal length of time when the budget contained a large
time amount.
- R&D #: TE-11429** Fixed an issue with Project Team where attempting to change the actual
Issue #: 103318 billing rate of any user was not successfully saved. The applied
resolution ensures that any modification is properly saved.