

# Release Notes

## Tenrox 2015 R2 Service Pack 7

*July 2016*

### Tenrox by Upland Software

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## Glossary of Terms

<i>Term</i>	<i>Description</i>
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 Pack7.

## 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](mailto: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 7*

Upgrade process: *Tenrox 2015 R2 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>

## Resolved Issues

This section lists resolved issues included in [Tenrox 2015 R2 SP7](#)

### Charges

**R&D #:** *TE-13441*  
**Issue #:** *109422*

Fixed an issue with Charges where access was denied to a user with a security profile that permits access to the Charges page. Attempting to access the Charges page generated the error "*You do not have the required permission. Access denied.*" as a result of the incorrect security code set for the Charges page. The applied resolution was setting the correct Money Charges security code for the Charge page to allow access to permitted users.

### Financial Planner

**R&D #:** *TE-13442*  
**Issue #:** *109103*

Fixed an issue with Financial Calendars where attempting to import Fiscal calendar was unsuccessful due to the inability of the importing process to correctly handle varying date values. The applied resolution was to modify the handling of the date values in run-time, and modify the Fiscal Year and Start and End Date formats of the downloadable template file.

**R&D #:** *TE-13748*  
**Issue #:** *N/A*

Fixed an issue with Financial Calendars where the importing of a Fiscal calendar was relying on the XML order collected from the excel sheet which could change when converted to a table at the database level. The applied resolution was to enforce the sort order of the periods at the database level after converting it from XML to table rows.

### Financials

**R&D #:** *TE-11672*  
**Issue #:** *108842*

Fixed an issue with Expense Payable Batches where the Tax line under the Financial Transactions of some expense entries was displaying the incorrect Debit value. This was due to the associated tax variable incorrectly capturing a zero value upon saving, regardless of there being an applicable tax value. The applied resolution was using another type of variable to correctly capture any applicable tax value upon saving.

- R&D #: TE-11849**  
**Issue #: 104407**
- Fixed an issue with Invoices where the tax amount, on the Net plus Markup amounts, was being incorrectly calculated due to including, in the calculation, expense entry details that were intentionally excluded. The applied resolution is to calculate the expense entry tax amount of the Net plus markup amounts only for the included expense entry details.
- R&D #: TE-12887**  
**Issue #: 107418**
- Fixed an issue with Invoices where the Time Amount was displaying an incorrect value. The applied resolution required adjusting the calculation of the Billing and Cost Amount for a Fixed Rate Rule.
- R&D #: TE-13322**  
**Issue #: 109049**
- Fixed an issue with Billing Rules, and the Associated Billing Rules (User Edit), where errors were generating upon attempting to access a specific rule. This was due to the issued hours, using the billing rule, exceeding the maximum allowable.
- R&D #: TE-13485**  
**Issue #: 109700**
- Fixed an issue with Payroll Batches where exporting a batch was taking longer than acceptable to complete.
- R&D #: TE-13816**  
**Issue #: 111034**  
**111066**  
**11086**  
**111089**  
**111109**
- Fixed an issue with Invoices where previewing the invoice, using some templates, was generating an error. The applied resolution was done for the templates:
- Details Invoice by Project / Resource
  - Detailed Invoice by Project/ Task
  - any custom report built over those two reports

## Integrations

- R&D #: TE-9673**  
**Issue #: 6841**
- Fixed an issue with the Tenrox-ACCPAC Integration where taxable expense items were being incorrectly transferred as non-taxable items into ACCPAC, resulting in inconsistent invoice amounts between ACCPAC and Tenrox. This was due to the client invoice options being improperly loaded when calculating values upon creating the AR transaction records to be exported. The applied resolution requires replacing any existing DLLs, restarting IIS and updating any existing invoices to generate the correct calculation. As this is not only applicable to ACCPAC, the resolution impacts all export integrations.

## Mobile

- R&D #: TE-13761**  
**Issue #: 110312**
- Fixed an issue with Tenrox Mobile where on attempting to create a new expense report was resulting in being redirected to the login page.

## Organizational Breakdown Structure (OBS)

**R&D #: TE-13219**  
**Issue #: 35897**

Fixed an issue with User Forecasting Rates where they were inadvertently changing to a zero value after having unsuspended the user profile due to having been suspended from unsuccessful logins. This was due to the user's updated Security Role lacking the required Billing/Cost tracking licenses. The applied resolution is setting the correct security verification on user Employment tab.

**R&D #: TE-13712**  
**Issue #: 110222**

Fixed an issue with Quick Connect Automation Services, for User and leave time import services, where a scheduled service to run hourly was inconsistently creating a log file. The expectation was that a log file be created when the import service would run.

## Reporting

**R&D #: TE-12565**  
**Issue #: 110031**

Fixed an issue with RDLC Reports where the date displaying for the Date parameter, upon previewing the report, was one day earlier than the actual date selected. The was due to the value being sent to the server was tied to the client time zone, which was different from the server time zone.

**R&D #: TE-13052**  
**Issue #: 108179**

Fixed an issue with Ad Hoc Timesheet application reports where a report was not running from the My Timesheet page due to the time entry dates being in an inconsistent format. The applied resolution was to apply the date format of the logged user's regional settings before running the report.

**R&D #: TE-13284**  
**Issue #: 108927**

Fixed an issue with Resource Cost Rule Information report where the client ID that was displaying was incorrect. This was occurring upon having changed the client while copying a Project and selecting the option "Copy Resource Actual Cost and Billing Rates". The applied resolution is to set the correct client Id while copying the project Rate Association.

## Resource Management

**R&D #: TE-13267** Fixed an issue with Project Scheduling where attempting to search for a project by navigating down the Project list box using the pager button was unsuccessful due to the list not being refreshed. Moreover, the number of items per page was incorrect. The applied resolution is refreshing the Project list when and displaying 25 projects per page.  
**Issue #: 108798**

## Timesheet

**R&D #: TE-13112** Fixed an issue with Timesheet where deleting a timesheet entry was not automatically removing the red line at the bottom of the entry box, which is the mandatory note indicator. The applied resolution is setting the entry to the initial state when the entry value is deleted, consequently any errors or exceptions that were added to the entry will be removed.  
**Issue #: 108019**

**R&D #: TE-13418** Fixed an issue with Timesheet Manager where when a project manager looks to their assigned entries to review for approval by navigating through the periods using the Next and Previous (arrows) buttons results in them seeing entries assigned to other project managers.  
**Issue #: 103966**

**R&D #: TE-13422** Fixed an issue with Timesheet where time entry was made and though the Notes pop up opened, it was unavailable for entry as it remained greyed out and the text "Please create time entry" was displaying. The applied resolution is to enable the Notes pop up and remove the "Please create time entry" text once the time entry is added.  
**Issue #: 108751**  
**109042**  
**109503**  
**109622**  
**110724**

**R&D #: TE-13438** Fixed an issue with Timesheet where the first timesheet for the user was displaying when "Default to earliest open Timesheets" option is selected on the currently associated timesheet template, even if the timesheet is approved. The applied resolution is to load the first timesheet that is in an open state in the user's current timesheet template.  
**Issue #: 103670**

**R&D #: TE-13624** Fixed an issue with Leave Time Rules where the rule start/end dates were decrementing by one on closing the page and opening it again as a result of the client browser being in a different time zone than the server.  
**Issue #: 110031**

**R&D #:** *TE-14134*  
**Issue #:** *TE-113267*  
*TE-113391*  
*TE-113413*

Fixed an issue with Timesheet Application Reports where attempting to preview a Report, for the given period, from within the Timesheet page was generating empty results. This was due to the date parameter capturing incorrectly formatted dates when the report was being run from within the Timesheet page.

## Tools

**R&D #:** *TCU-656*  
**Issue #:** *107371*

Fixed an issue with Audit Trail where creating a new project or task, by copying an existing project or a task, was not being recorded in the Audit Trail even with the Insert event being enabled for Project/Task.

**R&D #:** *TE-13114*  
**Issue #:** *N/A*

Fixed an issue with Projects import via excel where Imported projects' workflows were being set to "Immediate Execution" despite it not being the default project workflow. The applied resolution was to set the imported project workflow to the correct default project workflow.

## Work Breakdown Structure (WBS)

**R&D #:** *TE-11905*  
**Issue #:** *103590*

Fixed an issue with Project Team where attempting to set a duplicate billing/cost rule association to a resource with the same date range and project dependencies was not generating the expected error messages to indicate that a duplicate association to a rule is invalid. The applied resolution is to properly trigger the error messages.

**R&D #:** *TE-13042*  
**Issue #:** *108110*

Fixed an issue with Projects where copying a project, having selected to copy tasks and assignments using project dates, was incorrectly creating assignments based on the existing schedule and not using project dates as selected. The applied resolution is to properly use the selected dates during the copying of the project as project start/end dates.

**R&D #:** *TE-13354*  
**Issue #:** *109294*

Fixed an issue with Project Team where the Actual Cost/ Billing Rate boxes became unavailable on adding a new resource when using the Save and New option.

## Work Process

**R&D #: TCU-655**  
**Issue #: 108820**

Fixed an issue with Work Process History where the content being sent via email using the Email option was not wrapping in the email body as it was being sent as HTML. The applied resolution is to send the content as plain text in order for the text to properly wrap in the email body.

**R&D #: TCU-660**  
**Issue #: 109998**

Fixed an issue with Work Process History where the content being sent via email using the Email option was not including the custom fields in the email body. The applied resolution was to add a new function to include the custom fields in the email body.