

Release Notes

Tenrox 2015 R2 Service Pack 8

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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 Pack8.

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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For additional information, please contact Tenrox at:

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Introduction

Upland Software is pleased to announce the release of:

Tenrox 2015 R2 Service Pack 8

Upgrade process: *Tenrox 2015 R2 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>

Resolved Issues

This section lists resolved issues included in [Tenrox 2015 R2 SP8](#)

Financials

R&D #: *TE-11062*
Issue #: *106333*

Fixed an issue with Invoice Manager where a delay was occurring upon attempting to clear then re-select the check box for an invoice time entry on the Invoice Time Entry Edit page. The applied resolution is the addition of a Save button, that, upon clicking, will properly include, exclude and/or update any changed value(s) in the invoice calculations.

Mobile

R&D #: *TE-13824*
Issue #: *N/A*

Fixed an issue with Mobile where attempting to search for a Task or Project, while creating a new expense entry, was resulting in the progress wheel to continually spin. On the initial entry it would last for several minutes and then 1 minute for entries thereafter.

R&D #: *TE-6638*
Issue #: *111727*

Fixed an issue with Mobile, both Expense and Timesheet, where there was the inability to make an entry in the Rejection Note box that was displaying the first time. The applied resolution is to allow tapping in the entry box.

R&D #: *TE-13990*
Issue #: *N/A*

Fixed an issue with Mobile Expense where completing/submitted a created expense report was unsuccessful for a user with an Administrator security profile.

R&D #: *TE-13873*
Issue #: *110674*

Fixed an issue with Mobile Expense where there was the inability to change the state of an expense report containing entries made against suspended or decommissioned tasks. The applied resolution was to modify the validation.

R&D #: *TE-13690*
Issue #: *110393*

Fixed an issue with Mobile Expense where uploading a receipt image file of 2 MB was taking too much time to upload and, at times, was causing the application to crash.

Others

R&D #: *TE-13934*
Issue #: *111705*

Fixed an issue with API where an error was generating when updating a Product entry.

R&D #: TE-14260 Fixed an issue with Timesheet where, while attempting to make a time
Issue #: 110676 entry, Tenrox was freezing upon having selected an option in a list box
110821 and then clicking the Enter key.

R&D #: TE-13877 Fixed an issue with QuickConnect where the user import automation
Issue #: 110676 service was failing on attempting to import some users.

Project Central

R&D #: TE-14096 Fixed an issue with Projects Central where an error was
Issue #: 112656 generating upon attempting to view Available Projects.

Reporting

R&D #: TE-13644 Fixed an issue with Ad hoc reports where the Leave Time modified date
Issue #: 110174 was incorrect as it was reflecting the effective date. The applied
resolution was to correct from which database table the Leave Time
modified date was being captured and properly reflect this in the report.

R&D #: TE-13830 Fixed a performance issue with RDLC Expense reports where they were
Issue #: 111064 too slow in generating. The applied resolution was to add the two
required indexes to the data base.

R&D #: TE-13849 Fixed an issue with Upland Analytics reports where Billable Charge entry
Issue #: 110736 values were displaying in the incorrect currency when the client
currency and the system currency differ. The applied resolution was to
calculate the billable charge amount based on system base currency.

Resource Management

R&D #: TE-13937 Fixed an issue with the Work Plan where the right pane grid header was
Issue #: 111816 misaligning when navigating later in the timescale, to the right. The
applied resolution allows scrolling on the right grid rather than the
header only.

**R&D #: TE-13997/
TE-14016** Fixed a performance issue with Work Plan where a procedure was
Issue #: slowing down and requiring to be recompiled on a regular basis.
112061/111173

Timesheet

R&D #: TE-13778 Fixed an issue with Timesheet Manager where moving a faulted
Issue #: 110557 timesheet to the Open state was triggering an error.

R&D #: TE-14134 Fixed an issue with Timesheet where previewing the Timesheet report
Issue #: TE-113267 was failing to generate any results. This was due to the incorrectly
TE-113391 formatted date that was being captured when the report was being run
TE-113413 from the Timesheet page.

R&D #: TE-14260 Fixed an issue with Timesheet where, while attempting to make a time
Issue #: 110676 entry, Tenrox was freezing upon having selected an option in a list box
110821 and then clicking the Enter key.

Tools

R&D #: TE-13719 Fixed an issue with Audit Trail where deleting a project was not being
Issue #: 110467 tracked even with the correct Audit Trail event having been set up. The
applied resolution was to correct function being used.

Work Breakdown Structure (WBS)

R&D #: TE-13908 Fixed an issue with the Task assignment page, from the Project Team
Issue #: 111529 tab of the Project Edit page, where attempting to navigate through
multiple pages of tasks was resulting in the paging to reset. This was
due to the filter value not having been saved after filtering the Tasks list.
The applied resolution is to save the filter value in the View state. and
retrieve it accordingly.

Work Process

R&D #: TCU-660 Fixed an issue with Work Process where the User Defined Fields (UDFs)
Issue #: 109998 were not being displayed in the body of the work process email. The
applied resolution was adding a new function to include the UDFs in the
email.