Changepoint 2022
Caveats and Known Issues

Release date

January 31, 2022

Caveats

Caveats are issues that have been determined to be working-as-designed, tips, and warnings for using Changepoint.

Product area	Caveat description
APIs	Most API input fields are not trimmed. Therefore, name fields that are used to look up IDs might not find a match if there are leading or trailing spaces in the input.
Architecture	If you plan to implement workflow, do not configure the following workflow state fields as hidden in metadata: Opportunity Status, Project Proposed Phase, Request Status, Resource Request Status.
Billing	For invoices and credit notes in committed status or later, the expense attachment page header includes updated resource, project and type data even when the data is updated after the invoice is committed.
Budgeting	If a user with "Unlock Records" rights manually unlocks the budget, the message: "The budget has been locked by [User]" will not be displayed and the budget will be editable, which may cause the Resource Demand Calculation job to fail the next time it is run.
Cognos	If a report was defined to use a custom query as a data source (e.g. SELECT * FROM xxxx_view), then when the report is saved, the Cognos engine populates the full column list from the query and saves them as part of the report definition. Cognos throws an error if the query output column list does not match the saved list even if the modified column was not used by the report. To resolve this, the report owner can open the report from Report Studio and verify the custom query (which will trigger Cognos to update column list), and then save the report again. As a coding best practice, it is recommended that you avoid code like SELECT *, and replace it with a specified required column list (like SELECT CustomerId, ProjectId... FROM xxxx_view or xxx table).
Cognos	Rendering a Financial Summary Model report takes a long time when a user combines a currency column from a Common model with columns from a sub-model. Solution: Use the currency code column on the sub-model instead of the currency description column from the Common model.

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General Usability	When creating or modifying entities in Changepoint, users may be prompted with form fill values in the drop-down fields. Selecting these values may cause a validation message to appear when trying to save or update items in Changepoint. Solution: 1. Disable the form fill option in your browser. 2. Use the drop-down arrow to select your value instead of using the form fill.
Import/Export	When using the Transport Tool, some system settings on the source database are transported to the target database but do not appear on the user interface. Workaround: Restart RedisService.
Intelligent Forms	1. Statement of Work (SOW) form is in English only. 2. When the browser language is set to a language other than English, some validation messages appear in English. 3. On the Creating Contract form, two invoice formats are not available: Tax on sum - French general and Tax on sum - General.
Intelligent Forms	Intelligent Forms in Progress portlet is no longer available, even though Save in progress button is shown on the form.
Intelligent Forms	Resources that are not contract managers are specified as the contract manager when they use the "Create Contract" standard form. The "Create Contract" form uses the rid for the contract manager. Since the form is accessed from a section item, the user accessing the form does not have to be a contract manager but is specified as the contract manager on the resulting contract.
Intelligent Forms	Saving a form by continuing on a partially saved form causes an error, even though it is saved by clicking the Save in Progress button.
Misc.	Integration Framework – Boolean datatype values such as true/false are case-sensitive and must match between the transformation file and external data file.
Mobility Clients	The "Export to Excel" option in Changepoint tables is not supported on tablet devices.
Mobility Clients	Viewing of expense/expense report attachments on your mobile device is restricted to the supported file type attachments for your device. If your device does not support a file type, you will encounter a loading message in Changepoint and the attachment will not render.
MSP Interface	A milestone task that is also a summary task is not created as a milestone when initially linking from Changepoint to MSP. Also, milestone tasks created in Changepoint on a non-working day appear in MSP as 0 duration instead of the usual 1 day duration, when initially linking to MSP from Changepoint.
MSP Interface	Do not use "Insert project" using the MSP Interface. Instead, copy and paste the tasks from one project to another.

Product area	Caveat description
MSP Interface	If no fiscal periods are selected on a project, daily distributions of effort from MSP are not transferred to Changepoint. Instead, the effort is evenly distributed between the planned start and finish dates in Changepoint.
MSP Interface	In Microsoft Project, do not use the drag and drop functionality to assign resources to tasks because the task assignments are not added to Changepoint. Instead, use the "Assign resources" dialog or the "Resource" field to assign resources.
MSP Interface	In MSP, using copy and paste for a task with actuals may lead to erroneous error messages and the inability to delete the task.
MSP Interface	The labels for Text 1,2,3 and Code 1,2,3 are not transferred to MSP. Instead, these fields appear as Text 1, etc. Users can create a custom CP view (using the default CP Gantt view as a starting point - but do not modify that view) and change the column headings if required.
MSP Interface	The projects accessed from the Recent List in Microsoft Project are not linked to Changepoint and will not update any information in Changepoint. To access linked MSP projects, users must use the "Link Changepoint project" menu item in Microsoft Project.
MSP Interface	Users may experience slow performance in the MSP interface if there are many work locations or other drop-down list items available for the project. MSP has a limitation of 5,000 for drop-down list items, so Changepoint will retrieve a maximum of 5,000 items to populate in MSP for each drop-down list field. This action could take considerable time to complete. For optimal performance, users should reduce the selections of available work locations in the project; in particular, do not select "all locations".
MSP Interface	When deleting a summary task in MSP, users will receive errors that the summary task cannot be deleted. The errors can be avoided by deleting the tasks indented under the summary task first, starting at the lowest level in the hierarchy.
Outlook/ Exchange Server synchronization	Editing Changepoint task calendar entries that have been synchronized to Exchange results in duplicate calendar entries in Changepoint.
Outlook/ Exchange Server synchronization	In the Outlook Client, when a single day appointment is changed to a multiple day appointment, the results are not synchronized correctly to Changepoint. To avoid this issue, delete the single day appointment and recreate it as a multiple day appointment.
Outlook/ Exchange Server synchronization	Switching from client-side to server-side Outlook/Exchange synchronization may cause duplicate entries in Outlook for existing task entries that have been added to the calendar.
Project Management	Error when task is saved when the browser language is set to Chinese PRC. Select another language to work with tasks.

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Project Management	Milestone task works differently between Project Worksheet and task edit page
Project Management	When editing a project in Firefox and making changes in the project team section, clicking Apply will cause the project team section to collapse with no ability to reopen it. The workaround is to close and then reopen the project edit dialog box.
Project Worksheet	Clicking Save or Cancel might not close Project Worksheet when it is launched through a third-party portal using "ui=p".
Project Worksheet	Project Worksheet cannot be loaded on an iPad.
Reports	Cognos BI Models reports for: Financial Analysis By Customer, daily Financial Analysis By Customer, monthly Financial Analysis By Customer, by fiscal period Access checking for these models is implemented at the customer level only. Access check does not include engagement or opportunity access and therefore reports that are generated from these models will display financial information from all engagements and opportunities for a given customer, provided the user has access to the customer.
Reports	Existing Cognos reports that are created using Financial Analysis Summary models display incorrect labels when opened in design mode. However, the correct labels will show when the report is rendered. To correct the labels on the report in design mode, the author needs to delete the column and add a new one with the correct name.
Reports	Report creation using Cognos BI models for Financial Analysis Record Types 11, 12, 13 and 14. [FinAnn_AllByCustomerByDailyRaw].[Non-Weighted Opportunity Services, expenses/product/fixedfee (rectype 11,13)] [FinAnn_AllByCustomerByFiscalRaw].[Non-Weighted Opportunity Services, expenses/product/fixedfee (rectype 11,13)] [FinAnn_AllByCustomerByMonthlyRaw].[Non-Weighted Opportunity Services, expenses/product/fixedfee (rectype 11,13)] [FinAnn_AllByCustomerByDailyRaw].[Weighted Opportunity Services, expenses/product/fixedfee (rectype 12,14)] [FinAnn_AllByCustomerByFiscalRaw].[Weighted Opportunity Services, expenses/product/fixedfee (rectype 12,14)] [FinAnn_AllByCustomerByMonthlyRaw].[Weighted Opportunity Services, expenses/product/fixedfee (rectype 12,14)] The ProjectID column in the "common" section will contain the value for the OpportunityServiceId, which can be used for custom join purposes, if necessary. For all other record types, the ProjectId column will contain the projectid.

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Reports	The 'Time' data providers and Cognos query subjects exclude time records that are associated to deleted workgroups. If you want to include time records in reports, rename workgroups as "Do not use" instead of deleting them. Or you can use the unsecured Cognos data model, which does not do any access checks on the data.
Reports	There may be rounding issues when Days or FTE values are used on reports created in Report Designer or Cognos. This is because the calculation mechanism was changed. Decimal values are capped in the DailyDistribution table. The following views have this rounding issue: DS_DemandAndCapacity DS_RD_ProjectedResources_AllDays DS_RD_ProjectedREsources DS_RD_ProjectResourceInfo DS_RD_ProjectTeam DS_RD_ProjectTeam_AllDays DS_RD_RequestDemand DS_RD_RequestDemand_Allday DS_RD_RequestInfo DS_RD_ServiceFiscalInfo DS_RD_ServiceInfo.sql DS_RD_Services DS_RD_Services_AllDay
Resource Management	In My Performance portlet, users can only view resources from other workgroups in a team metric when using Internet Explorer.
Resource Management	When working with certain entities (request, product, customer, support item, project, contact, opportunity, engagement, user setup, and so on), in Inline mode only, if the first section has a very long name, the section itself may disappear if the 'display view' area is manually resized to be smaller. (This can be the case when the Folders view is resized to be much larger than the default). Customers can rename the section, users can use the tabbed format or can refrain from resizing the folders area while using the Inline format.
Resource Planner	Lock gets removed when an entity is edited then closed in inline mode, while the same entity is edited on Resource Planner. If this happens, user will encounter an error when saving in Resource Planner.
Sales/ Opportunities/ Candidates	If very small amounts of effort are used on a large date range (for example, a date range of a year with only two hours planned effort), then the calculated 'average' billing and cost rates may be slightly different than the rates entered, and a small discount may be calculated. This is unavoidable because of the calculations involved: 1. The effort is allocated to each fiscal period. 2. The effort amount in each fiscal period is then multiplied by the billing/cost rates to obtain the extended billing/cost amounts. 3. The extended billing and cost amounts are rounded to two decimals. 4. The extended amounts are then summed up to become the 'total billing/cost' amount. This is divided by the total effort to obtain the average billing/cost rate.

Product area	Caveat description
Sales/ Opportunities/ Candidates	In the scenario comparisons worksheet, when a configurable field with conditional properties is set to hidden, the field is initially displayed because conditions for configurable fields are resolved only after the row is locked.
Sales/ Opportunities/ Candidates	The new AutoUpdateRate flag for opportunityservice will be set to true only for newly created or modified opportunity service records when the billing office rate is used after a fiscal period is added to an opportunity. In all other cases, the AutoUpdateRate flag for existing opportunity service records will be set to false.
Support Desk/ Requests	Due to the nature of how request workflow determines the request status, conditional formulas or properties on configurable fields will not be evaluated using the request status determined by workflow for the creation of a request. When a request is created the status will be evaluated as "null" until it has been saved. The only time a request status will affect a conditional formula or property is when the end user changes the status using the status drop-down list. Note: This caveat does not apply to project, resource request and opportunity/candidate entities, which take the initial Proposed Phase into account for conditional values on creation of projects.
System Administration	Conditional values and properties from configurable fields apply to tasks only, and not task assignments.
System Administration	Email notifications on contract billing rates are triggered each time there is a change, even when the specific condition is not met. For example, a "discount has changed" condition triggers an email each time a rate is changed, even when the discount itself has not been changed. To further refine the conditions, use an advanced SQL expression to calculate the discount.
System Administration	Entity type Contract appears as Engagement in metadata.
System Administration	When using workflow Re-set State Instance, users may receive a time-out if the number of records is very large (>10,000). If this occurs, users should decrease the number of records by filtering the results.
System Administration	When very large volumes of data are present (e.g. more than 2,000 rows) users may experience timeouts when using the right-click "export to Excel" or the Export functionality. Reduce the volume of data by filtering, or use another mechanism to export, such as a direct export to Excel using native Excel-to-SQL functionality.
Time Entry	When time entry restrictions are enabled for a project that has subprojects and the "Roll up planned information from subprojects to parent task" option is enabled, time entries entered for the subprojects are not included to restrict the time entries for the main project, which means that the time entries could exceed the planned effort for the main project.

Product area	Caveat description
Workflow	Workflow layout printing restrictions: In order to print your state/process workflow layout you need to move all objects into your print area. If using Chrome browser you will also need to remove your margins (set the setting to none) prior to printing. If using Firefox browser or Microsoft Internet Explorer, additional blank page(s) will be printed.

Known issues

Product area	Request number	Known issue description
APIs	CPC-2013-01766	ApiExpense.UpdateByXML() – When running a child node lookup by name, be sure to pass in the project node with id, name or userdefinedid value in the XML. Otherwise the API will throw a -10 error.
APIs	CPC-2010-11356	From the API, if an opportunity is added with BypassMetadataCheck=BypassAll, ensure that the Status field contains data. If workflow is not enabled for the opportunity (candidate) entity, the opportunity will be added to database with Status=Null, with no error being given.
APIs	CPC-2013-01740	If "System metadata checking failed" errors appear for expense configurable fields, the specific configurable fields will not be identified in the API log file as in previous releases of the Changepoint API. Workaround: Review your recent metadata settings for Expense Metadata configurable fields in Changepoint Administration.

Product area	Request number	Known issue description
APIs	CPC-2011-00845	OppProduct, OppService or OppExpense cannot be created by the API using the UpdateByXML method, which includes the integration framework inbound "file drop" functionality. As a workaround, the following empty tags must be included in the inbound data file ("file drop")"; < opportunitydetailid/>, < serviceid/>, < opportunityexpenseid/> or the < id/> tag in some Identity nodes in the xml. For OppProduct: Pass in an empty tag for < id> along with a valid < name> for lookup in the < product> node and empty tag for< opportunitydetailid> within the < opportunityproduct> node. Or pass in a valid value in the < id> tag in the < product> node. For OppService: Pass in an empty < serviceid /> tag in the < opportunityservice> node. For OppExpense: Pass in an empty < opportunityexpenseid /> tag in the < opportunityexpense> node.
APIs	CPC-2011-00751	The "billing office" (cost structure) field on the customer cannot be modified by the API using the CreateByXML or UpdateByXML method, which includes the integration framework inbound "file drop" or message-based customer creation/update. The regular API Add()/Update() methods can be used to update this information, or it can be manually modified in Changepoint once the customer has been created.
APIs	CPC-2011-00285	Updating an Opportunity Service and passing an empty serviceid on ApiOppServices XML will generate an 'OpportunityServices -1 error' instead of display error message indicating the ServiceId is missing.
APIs	CPC-2011-00312	When updating an opportunity workflow status using the API with Bypass Workflow set to true, the status will be reset but the existing workflow process will not be reset, if there is one that is currently active. To cancel the process, use "Reset Workflow State Instance" functionality in Changepoint Administration to re-select the state.
Architecture	CPC-2013-03277	The Create Request dialog box is blank when user creates a request using the Outlook Add-in for the first time. This can occur if the user has not yet created a request in Changepoint.
Budgeting	CPC-2009-09448	Users may encounter issues bringing thousands of lines into a project budget. Very large projects can be split into smaller projects, each with its own budget, to allow successful population.

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Cognos	CPC-2019-00215	"DPR ERR-2017 The User Capabilities Cache cookie cannot be decoded" error when creating or running a Cognos report, if the Cognos session times out. Solution: Sign out of Changepoint, close the browser, and then sign back into Changepoint.
Cognos	CPC-2020-01555	If an email delivery method is used for a report, the name of the user sending the report is automatically added to the Recipients field. However, the name is not a valid email address and will result in an undeliverable email. To correct this issue you must remove the name from the Recipients and Senders fields, and then select the correct name or enter a valid email address.
Contracts	CPC-2012-03517	When an invalid value is entered in the numeric fields in tables on contract dialogs, the previous value is lost. Users must manually correct the data.
Customers and Contacts	CPC-2013-01125	If an opportunity service uses a billing rate from a different billing office with a different currency than the billing office selected on the opportunity, the changes to the billing rate for the billing office do not update the billing rate for the services on the opportunity.
Expense Entry	CPC-2013-01672	After uploading attachments for expenses by linking through the expense report using Expense Report by Status and Expense Report by Resource, the Attachment section may not properly display the attachment details. Workaround - Refresh the page and the Attachment section will display the attachment details correctly.
Expense Entry	CPC-2013-08100	When creating a Changepoint expense from a credit card transaction and the expense type contains a fixed quantity or fixed unit price, one of these fields will appear to be editable in the Expense information section. If you enter a value in this field, it will revert to its original value after you click away from the field. Workaround: Save your Changepoint entry before editing the expense.
General Usability	CPC-2013-03566	All portlets get expanded when clicking Save Layout in Changepoint Administration.
General Usability	CPC-2014-00787	No results are returned when searching by subproject in the timesheet tree view if the subproject does not match the main project.
General Usability	CPC-2013-07494	The Changepoint Mail Service stops functioning if the body of the defined email contains the character ÿ.

Product area	Request number	Known issue description
General Usability	CPC-2010-06463	The following areas do not support printing using the Changepoint Toolbar print icon: Activities are not printing correctly in Firefox. Also the following entity profiles are not printing correctly: Task Profile IPM Metric Template and Metric Staffing Request and Staffing Candidate Time and Expenses (Finance section) Candidate Scenario Configurable field sections
General Usability	CPC-2009-12317	When the browser language preference in Internet Explorer is set to Chinese (PRC), the date format may appear as yyyy/mm/dd, which conflicts with the Windows default of yyyy-mm-dd and causes invalid date errors in Changepoint. The issue appears to be related to the .NET Framework. Workaround is to use a different browser or language preference.
Import/Export	CPC-2011-00120	Using File Reader (processing of inbound files using file drop): When the services are stopped (communication dispatcher service and data mapper service) if a file is dropped into the inbound file folder, this file will not be picked up and processed once the two services are restarted. Workaround: To resubmit this file in the inbound file folder. Customers can copy and drop in the fiile again manually. As a best practice, monitor the inbound file folder regularly to ensure that no files are present in this folder. Once a file is processed, it is deleted from this folder.
Installation/ Upgrade	CPC-2011-01992	There is no warning when a nonstandard database name (for example, a name with a space) is provided. The cpinstall log incorrectly reports that the database has been successfully created, but other log files report otherwise.
Intelligent Forms	CPC-2020-00369	"Create Contract" standard form hangs when accessed from a third-party portal (implemented using ui=p).
Intelligent Forms	CPC-2020-00278	In Internet Explorer, in the standard "Create Contract" form, the project and task pages are not displayed properly within the width of the browser window.
Intelligent Forms	CPC-2017-00408	On the Create Contract form, the Billing Office drop-down field does not conform to the security access check to display a filtered list of Billing Office values, based on the logged in resource.
Investment Planning	CPC-2009-09949	Users may encounter incorrect behavior when using conditional values/properties on the funding source entity.

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IPM	CPC-2010-06142	The IPM calculation job may fail if users specify multiple targets for an IPM metric. Display issues prevent some records from being seen by the user; profile pages or other reports should be reviewed before the metric is updated to avoid creating duplicates.
Knowledge Management	CPC-2010-06412	To remove restrictions on access to a knowledge item, you must clear both the restrict edit or view access check box and clear the selected resources.
Mobility Clients	CPC-2010-05220	"My Reminders" portal is available to users who access Changepoint using a mobile device when it is not available for the same users when using workstations or laptops.
Mobility Clients	CPC-2014-07217	After the password settings are changed by the Changepoint administrator, users are able to sign into Changepoint using a mobile device without requiring the minimum number of numeric characters.
Mobility Clients	CPC-2013-00820	Android Tablet Users: "Add Tasks" functionality accessible from Time Sheet. When using Firefox on the ASUS tablet, the "Add Tasks" dialog box does not scroll after you expand any of the Time Sheet folders such as Non-project time, Open tasks, Regular tasks etc. Workaround: Collapse your Time Sheet folder and then navigate to the folder you want to expand, or search for the task using the filter field.
Mobility Clients	CPC-2012-10633	Mobile devices: If you enter an alphabetic character in a numeric field, a warning message is displayed but there is no opportunity to correct the entry. Depending on the device being used, the numeric value either reverts to the previous value, or a blank value is saved if there was no previous value.
Mobility Clients	CPC-2017-00841	On the Mobile App, when the language used on the device is different than the unilingual language setting on the server, some labels are in the language used on the device.
Mobility Clients	CPC-2014-07481	Support Search error on Android tablet and SSO (PingFederate) configuration. After you do a Support Search and then view a selected item from the results, the back button fails with 'Arithmetic operation resulted in an overflow' error. Workaround: Perform the Support Search again in order to view additional support search items.

Product area	Request number	Known issue description
MSP Interface	CPC-2012-04268	After uninstalling the Microsoft Project Add-in using the InstallShield wizard, you must manually delete the configuration (config) file under the 'Roaming' folder (\AppData\Roaming, or, depending on the operating system, the folder may be called Application Data on the client machine. Note: The 'Roaming' folder is a hidden folder and you must show hidden files and folders to complete this action.
MSP Interface	CPC-2010-12222	In MSP, users will be unable to delete a new task assignment that was created using Copy and Paste, where it was inserted in between existing tasks and the source task has actual hrs. Users can synchronize to Changepoint, re-link to MSP and will then be able to delete the assignment, or they can paste the new task to the bottom of the project plan in MSP, rather than inserting it within the plan.
MSP Interface	CPC-2014-01121	In MSP, using cut and paste multiple times can cause tasks to be deleted from Changepoint. Users should ensure they set 'Update CP' to 'Yes' before saving to ensure the information is correctly updated in Changepoint.
MSP Interface	CPC-2010-06140	Users may run into limitations when they have many preferred resources (> 500, for example) and those resources have many effective-dated rate change. All the resources will not be updated to MSP. Reduce the number of preferred resources to avoid the issue.
Outlook/Exchange Server synchronization	CPC-2014-08144	Client-side synchronization for calendar-- Appointments marked in Outlook as 'Work elsewhere' will not synchronize to Changepoint calendar. The 'Work elsewhere' drop-down value is available for selection in Outlook from: Appointment tab - > Show As drop-down field. Solution: Choose an alternate value from this drop-down field to display how your appointment is marked in calendar.
Outlook/Exchange Server synchronization	CPC-2013-01126	When deleting a single appointment from a series in Outlook Calendar, all recurring appointments of the series are deleted in Changepoint Calendar.
Portfolio Planning	CPC-2010-05125	In scenario comparisons filters, the "not equal to" condition only applies to values that exist. To include null values, use "has no values" instead.

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Portfolio Planning	CPC-2011-00346	On a non-English environment, the Probability Field of an opportunity should be passed into Changepoint as a String datatype. If this field is treated as a Numeric datatype by an external system, the value should be rounded to a whole number on the inbound transaction (e.g. 50.5 should be sent as 51); otherwise a decimal will result in an error message (900 error: Add opportunity failed). If the probability field is defined as a non- integer in Changepoint Administration, the value will be rounded to an integer when displayed in the user interface.
Portfolio Planning	CPC-2014-08735	Using the 'Change status' option from opportunity analysis (candidate screening) results in a web page error "Unable to get property 'hidOppid'. After acknowledging the error several times, a user can successfully change the status.
Portfolio Planning	CPC-2012-03627	When a user tries to delete a metric on a portfolio that is included in a rollup portfolio, the message "The metric cannot be deleted because it is included in the following rollup portfolios." appears. Do not select the "Prevent this page from creating additional dialogs" check box because it will affect portfolio functionality.
Project Management	CPC-2010-05817	A dependent task can in some circumstances be made a summary task. This should be avoided, since the task dates will not change based on the dependency and will be updated based on the tasks indented underneath them.
Project Management	CPC-2013-02113	A server error occurs when saving a project if the calculated configurable field for project uses an expired survey. Workaround: Extend the survey expiry date.
Project Management	CPC-2010-01383	Metadata duplicate checking is not respected when using copy project.
Project Management	CPC-2019-00946	Planned effort does not populate DemandItems and DailyDistribution tables when task assignments are added from Create Quick Plan report.
Project Portfolios	CPC-2014-07744	When a user creates a portfolio and adds items, the automatic calculation of weighting as each item is added is incorrect. Workaround: Users can click the 'auto weight' button to correct the weightings after all items have been added.
Project Worksheet	CPC-2016-04248	In Project Worksheet, if you assign a resource to a task and then remove the resource from preferred resources without saving the task, the resource will disappear from the Resource drop-down but will still be assigned to the task when the project is saved.

Product area	Request number	Known issue description
Project Worksheet	CPC-2017-01188	Planned dates for successor tasks are not recalculated after actual time is entered, which causes the planned date to change on the predecessor task.
Project Worksheet	CPC-2019-00802	Project summary totals are not updated properly after a task assignment is deleted by removing a resource using the Resource field or the Assign/Replace Resources dialog.
Project Worksheet	CPC-2017-00895	Some fields in task assignments are not copied when copying tasks in Project Worksheet.
Reports	CPC-2013-00627	Access checking for "View Materials" security feature is not performed in Changepoint Analytics reports. As a result, users without the feature can view the materials associated with the projects that they have access to in Changepoint Analytics reports that use the material query subject.
Reports	CPC-2013-02117	The inter-model relationships for the Financial Analysis Summary and customer, engagement, opportunity, task, and task assignment query subjects do not use outer joins. Consequently data will not be displayed on a report when no data exists in the financial models for customer, engagement, opportunity, task and task assignment. Workaround: Create a report using your own outer joins for these query subjects.
Reports	CPC-2013-10048	Web page error when running the "Time and expenses by selected client" report when too many workgroups are selected. Users can refine their selections or use another report, such as one created in Changepoint Analytics.
Reports	CPC-2013-03216	When Changepoint Analytics reports are rendered in a new window, clicking "Cancel" on the prompt page does not close the window.
Resource Management	CPC-2010-05404	In User Setup, the configurable fields section is only available when a workgroup is selected. If configurable fields are required for inactive users, switch the license type to "undefined user" rather than setting the resource to unassigned.
Resource Management	CPC-2009-09414	Resource demand analysis will not take into consideration future hire dates for resources. Capacity for those resources will not be calculated until they are active users.
Resource Management	CPC-2010-06635	When a resource search is launched from a resource request in a Planning in Days environment, the days are not converted to hours. Users can manually enter the correct number of hours before continuing with the search.

Product area	Request number	Known issue description
Resource Management	CPC-2014-05805	When creating a calendar entry, clicking a date that is outside the current month will cause the dates on the calendar to default to one month later. Users should move the calendar to the next month before creating the entry, or change the dates once the calendar has been launched.
Resource Planner	CPC-2018-00735	Changing planned effort in fiscal period removes pre-existing manual allocations.
Resource Planner	CPC-2019-01333	Demand items are deleted after effort is changed to zero in Resource Planner when the "Delete the source item or lock it when it cannot be deleted" option is selected in Resource Planner Settings.
Resource Planner	CPC-2017-00820	Hours are not converted to days for filters when the planning units option for the resource is set to days.
Resource Planner	CPC-2019-01332	Source items with original effort of 0 hours are not deleted after being reassigned when the "Delete the source item or lock it when it cannot be deleted" option is set.
Resource Planner	CPC-2018-00376	Summary task edit access to the successor task is not validated when changing dates for a task assignment for the predecessor task.
Resource Planner	CPC-2018-00307	When an opportunity service item is moved from one resource to another, the source item's cost rates are copied over to the target item, even if the source resource and target resource have different cost rates or burden rates.
Revenue Recognition	CPC-2014-08218	The Revenue Recognition Summary report (#7) does not include revenue adjustments when calculating the customer totals. However, adjustments are taken into account when looking at other totals for example, the totals per billing office and the total per contract.
Sales/ Opportunities/ Candidates	CPC-2010-12869	Partial data is available when viewing effort, cost and revenue amounts in Scenario Comparisons. Workaround: Select a funding source at the entity level (for example, for an opportunity/candidate and not for an individual opportunity/candidate services row).
Sales/ Opportunities/ Candidates	CPC-2013-01147	When a service is entered, the service cost rate is populated based on the billing office on the opportunity. If the service gets updated by the billing office rate change, the service cost rate will then be updated based on the billing office associated with the service level. The service cost rate should always respect the billing office selected at the service level. This applies to both the billing rate and cost rate.

Product area	Request number	Known issue description
Service Scheduler	CPC-2020-00269	Assignments that span the hour that converts to daylight savings time or back to standard time are not displayed properly if the duration is changed.
Support Desk / Requests	CPC-2014-08631	Contract configurable fields are not displayed in the Request 'additional fields' section when enabled.
System Administration	CPC-2009-09998	Conditional values/properties are not respected on the planning request when the "candidate category" field is used as the parent field.
System Administration	CPC-2013-05172	Email notifications based on configurable fields plus other entity fields may not be correctly evaluated and the email will not be sent. Administrators can use a SQL select statement as an alternative to the UI conditions.
System Administration	CPC-2010-12936	Export Publishing data and labels do not display correctly when using a Japanese language setting in Internet Explorer. Switch to another browser or language when setting up Export Publishing.
System Administration	CPC-2012-06577	If you enter an invalid formula while setting up a calculated configurable field for opportunity or opportunity sub-objects, the invalid formula is not saved, but there is no warning message. As a result, you may not notice that the formula has been truncated.
System Administration	CPC-2009-05384	In User Setup, a configurable field group header that has been configured in Metadata to be hidden will still appear when conditional properties of the fields within the group rely on fields in another section which is collapsed. Users should expand all sections to ensure all conditional properties are respected.
System Administration	CPC-2009-10177	License counts may be calculated incorrectly if a role is assigned to a user and one of the features contained in the role has no available licenses. To recalculate the correct license counts, sign into Changepoint Administration and launch License Management.
System Administration	CPC-2009-09830	The "Resource Utilization" scheduled job does not take into account the "percent available for project work" setting on the workgroup. Additional reporting or portlets can be used instead of, or in addition to, the notification.
System Administration	CPC-2009-10048	Users may encounter timeouts when setting non-working days at the workgroup level for databases with very large numbers of workgroups and resources. The non-working day will be saved, but some notifications of the effect may not be sent. Users can use the resource demand view or reporting to determine if any resources are over-booked.
System Administration	CPC-2010-06408	Users will be unable to use "Transfer records" functionality for resource requests for entity-based configurable fields.
System Administration	CPC-2010-06707	Using "initiator" or "responsible" with the "workgroup" or "role" selections as a condition for conditional values/properties will not be respected in the request dialog.

Product area	Request number	Known issue description
System Administration	CPC-2009-09847	Using conditional values/properties for resource requests based on resource request specific fields (e.g. resource request level) will result in users not being able to save the originating record (task, project team). Use another configurable field as the parent field in the formula and avoid request-specific fields.
System Administration	CPC-2014-08320	When a contract configurable field is added to a new billing office, the existing metadata settings for 'hidden' and 'not editable' are not preserved. Administrators must manually set the values instead.
Tablets	CPC-2013-01769	Android Tablet running Firefox browser: In the resource availability search, you cannot select a global workgroup, workgroup, or location because the type-ahead fields drop-down values do not render. Workaround: Further refine your resource search by selecting other criteria in the filters.
Tablets	CPC-2013-03536	The iPad task profile page scrolling does not work after expanding a section in the profile page.
Time Entry	CPC-2010-06665	In a Planning in Days environment, the right-click menu is not available. Users who want to use the "calculate" option for task status can use the Task Status dialog instead of the timesheet "status" fields.
Time Entry	CPC-2010-05479	Time control restrictions based on request status are only applied to requests that have not yet had time entered for them on the timesheet. Users can continue to enter time against a request for the rest of the week, even though the request status may not allow time entry anymore.
Time Entry	CPC-2019-01002	When time entries are restricted at the project level, rejected time is included when the total effort for a project, task or task assignment is evaluated.
Time Entry	CPC-2010-05905	Workgroups are not sorted alphabetically in Batch time and expense approvals. Sub-workgroups are sorted by the OBS value instead.
Workflow	CPC-2010-06450	Workflow will not transition as expected when a configurable field is used as the criterion for the transition and multiple fields of the same type (code, text, numeric or date) are edited at the same time. If a field is used as input to workflow, users should update the field on its own, and not with other fields of the same type.