

MoversSuite Version 2021 R10

RELEASE DATE: May 17, 2021

Version 2021 R10 Notices

This section lists important notices related to MoversSuite.

COVID-19 Updates

Get the latest updates on COVID-19 and EWS Group's response on it at [COVID-19 Information](#) or read our blog <https://ewsgroup.com/blog/covid-19-information-and-links/>. Also, read ISV Solution for GP and their blog on several things you can learn in terms of fraud, payroll, working from home, etc. at <https://www.greenshades.com/blog/>.

End of Crystal Reports

MoversSuite does not support Crystal Reports anymore as methodically indicated in the notices section of our previous releases. However, you can continue to run these reports outside of MoversSuite and still link to MoversSuite data.

For those of you with custom Work Tickets created in Crystal Reports, we do offer two options to continue to generate Work Ticket reports through MoversSuite:

1. Option one is to switch the report in [Report Setup](#) to one of the MoversSuite provided Work Tickets reports. These are [Reporting Services](#) documents and are already in use by a large number of companies. Refer to the [Work Ticket Report](#) and [Report Setup](#) topics for additional information.
2. A second option is to create your own custom Work Tickets through [Forms Designer](#). You can view the [Custom Work Tickets](#) topic to learn more about this option.

The default [Work Ticket Report](#) will continue to be available as it is for any of you who do not utilize Crystal Reports.

Version 2021 R10 Summary

The following is a table contains counts of the items affecting this release.

#	Change Summary
1	New Product Features
10	Release Enhancements
2	Release Fixes
	Schema Changes (tables affected)
1	Admin Changes
	Standard Reports Affected

Release Hyperlinks:

[Printable Release Notes](#)

[System Requirements](#)

[Release Highlights](#)

Other Hyperlinks:

[Open the Online Support Page](#)

[Access our Product Feedback Site](#)

[Release Highlights](#)

[Release Overview Videos](#)

Version 2021 R10 Features

This section lists the features added to MoversSuite.

Support for Crystal Reports Ended

In continuation to the ending support for Crystal Reports announcement MoversSuite now displays an error message to the users who try to run the **Crystal Reports** feature. From [MoversSuite Version 2021 R10](#) onward, users will no longer be able to run any Crystal Report through MoversSuite. You can continue to run these reports outside of MoversSuite and still link to MoversSuite data.

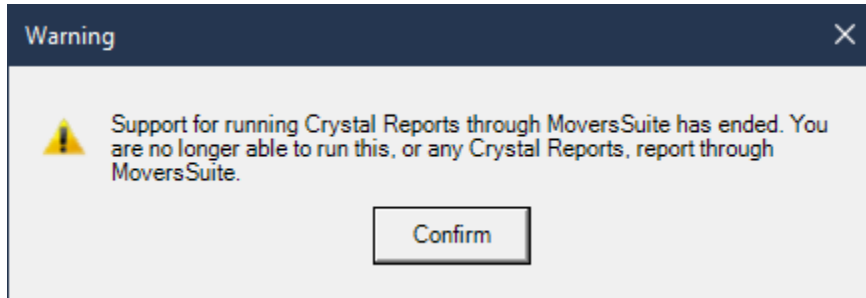


Figure 1: Crystal Reports Phase Out Warning

Crystal Work Ticket Report Options

As an alternative to the Crystal Reports, MoversSuite already offers two options to continue to generate Work Ticket reports through MoversSuite:

1. Option one is to switch the report in [Reports Setup](#) to one of the MoversSuite provided [Work Tickets](#) reports. These are [Reporting Services](#) documents and are already in use by a large number of companies. Refer to the [Work Ticket Report](#) and [Report Setup](#) topics for additional information.
2. A second option is to create your own custom [Work Tickets](#) through [Forms Designer](#). You can view the [Custom Work Tickets](#) topic to learn more about this option.

The default [Work Ticket Report](#) will continue to be available as it is for any of you who do not utilize Crystal Reports.

SUMMARY (6103)
Support for Crystal Reports ended.
The following areas have been affected by this change: Reports Report Setup

Version 2021 R10 Enhancements

This section lists the enhancements made to MoversSuite.

Recurring Billing: Mandatory Fields Updated

The **Recurring Billing** section of the MoversSuite application has been updated to have the following fields marked as mandatory, in order to make the storage run process more fluent:

- Begin Billing Date
- Date In

The screenshot displays the 'Recurring Billing' form. At the top, there's a 'Billing Record' dropdown set to 'Storage' with 'New', 'Rename', and 'Delete' buttons. Below this are tabs for 'Billing Record', 'Billing Items', 'Payment Setup', and 'Activity'. The form contains several fields: 'Billing Type' (Perm Storage), 'Billing Cycle' (Monthly), 'Coordinator' (Wornath, Stephanie), 'Rate Table' (RSD15), and 'Authority' (Own Authority). There are also date fields: 'Date In' (4/1/2021), 'Scheduled Out', 'Date Out', 'Last Bill Date', and 'Next Bill Date' (4/21/2021). The 'Customer' field is 'Move Management, Inc (12658)'. At the bottom, there's an 'Invoice Note' text area, checkboxes for 'Print Invoice' and 'Email Invoice', and a 'Bill to Address' field with the address '16346 East Aurora, CO United States'.

Figure 2: Billing Record in Recurring Billing

If you try to save a new or existing **Recurring Billing** record without these fields entered, an error message appears prompting you to fill these fields.

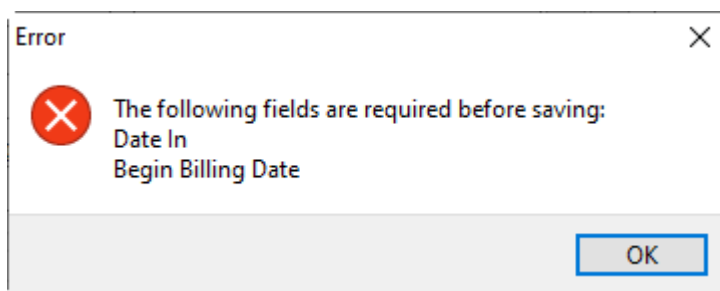


Figure 3: Error dialog

NOTE: Other fields that are required when entering a new **Billing Record** are the Billing Type and Billing Cycle.

Refer to **Recurring Billing** topic for more details.

SUMMARY (5187)

Recurring Billing: Mandatory fields updated.

The following areas have been affected by this change:

- Billing Record
- Recurring Billing

Forms Designer Bookmarks Enhancements

Two new bookmarks have been added in the [Quote Bookmarks](#) category of the [Forms Designer Bookmarks](#).

Bookmark Name	Corresponding MoversSuite Location
Quote Description	Quote > Description
Quote Details Show Hidden Items	<p>Produces the same grid as the Quote Details but shows the detail items of any group that is marked as “Hidden.”</p> <ul style="list-style-type: none"> Quote > Item # (Item Code) Quote > Description Quote > Quantity (first quantity) Quote > Quantity (second quantity) Quote > Rate Quote > Amount Quote > Note <p>NOTE: All hidden items (items can be hidden in a quote group by selecting “Hide Details” when creating a quote group.</p>

Moreover, a bold “Total” line has been added at the bottom of the “Quote Details” and “Quote Details Show Hidden Items” bookmarks, which displays a sum of the quote group amounts.

The following image displays a “Hidden” group rendered through the Quote Details bookmark and through the Quote Details Show Hidden Items bookmark for comparison.

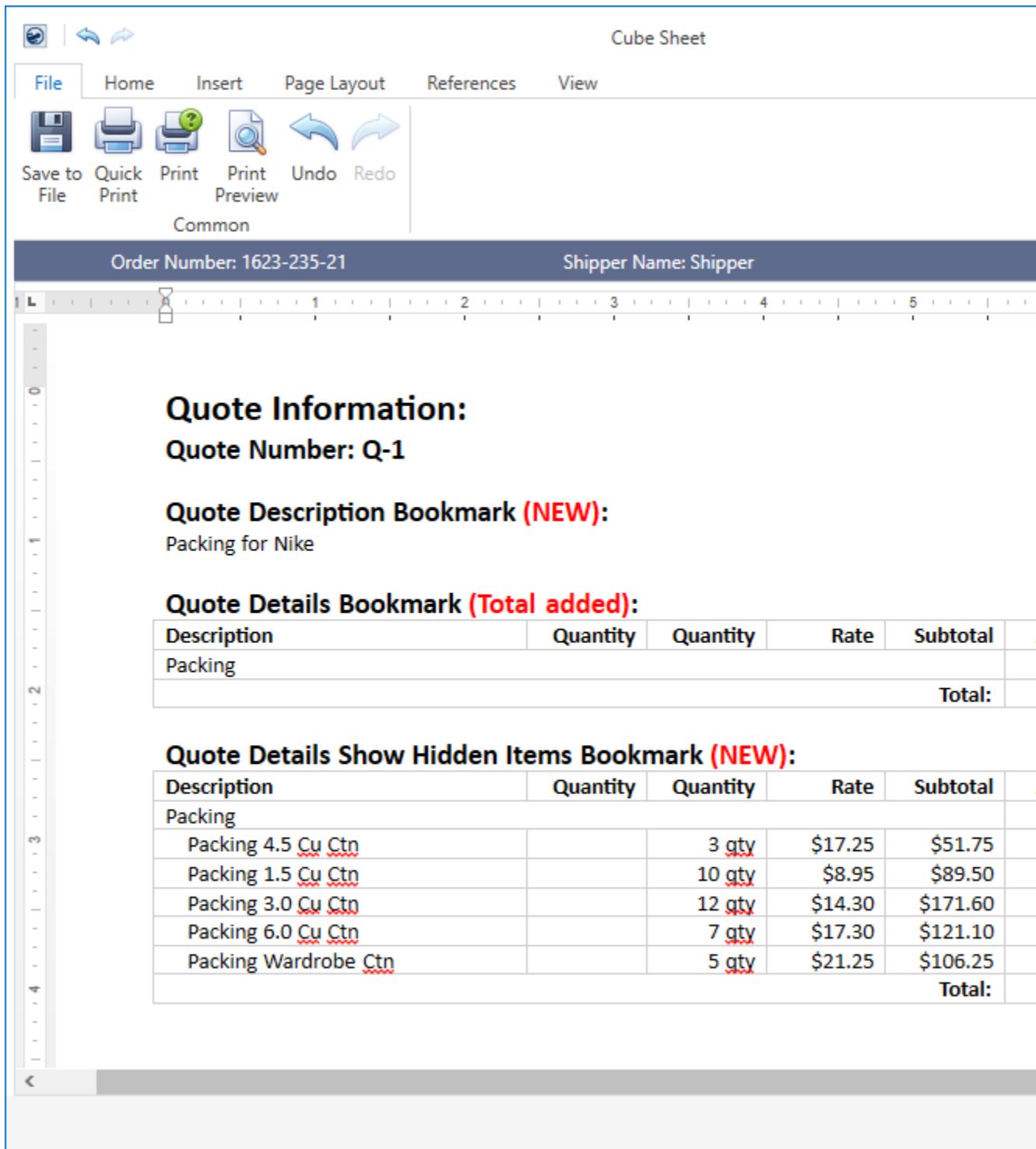


Figure 4: Rendered quote example

Refer to the following topics for related information:

- [Form Designer](#)
- [Form Designer Bookmarks](#)
- [Quote](#)
- [Quote Bookmark](#)
- [Quotes System](#)

SUMMARY (5962)

Forms Designer Bookmarks enhancements.

The following areas have been affected by this change:

- Forms Designer Bookmarks

- Quote Bookmarks

BI Tool Updates

In order to provide a better user experience, the following **Enterprise BI Views** have been updated (followed by detailed information on each):

- Cash Receipts
- Crew Actuals
- Order Information
- Revenue Entry
- Revenue Entry Revenue Only
- Task Information

Cash Receipts View Updates

“OrderBranch” is now available as a column within the Cash Receipts view. This column displays the branch set on the order for each item being viewed. **NOTE:** The “Branch” column on this same view displays the branch associated set for the payment batch.

REFERENCE: MOV-6064

Crew Actuals View Updates

You can now retrieve the name set on the order through this view. The following columns are now available through the Crew Actuals view:

“ShipperName” displays the complete name from the **Name, Address, Phone** tab or **Contacts and locations** tab formatted with the **First Name/MI** followed by the **Last Name/Company Name** field.

“LastName” displays the value set for the **Last Name/Company Name** field from within the **Name, Address, Phone** tab or **Contacts and locations** tab.

“FirstName” displays the value set for the **First Name/MI** field from within the **Name, Address, Phone** tab or **Contacts and locations** tab.

REFERENCE: MOV-6183

Order Information View Updates

The “Email” column now displays all email addresses defined on an order through **Name, Address, Phone**. The appear within this column in the order they are prioritized on the order are separated by a carriage return and line feed (to help you discern them quickly on any output you develop).

TECHNICAL NOTE: *GetAllOrderEmailAddresses* function was added to retrieve the list of email addresses.

REFERENCE: MOV-6035

A “Phones” column is now available to display all phone numbers set on an order through **Name**, **Address**, **Phone**. Each phone number assigned displays in the order in which is ranked and is separated by a carriage return and line feed (to help you discern them quickly on any output you develop).

TECHNICAL NOTE: *GetAllFormattedOrderPhoneNumbers* function was added to retrieve the list of phone numbers.

REFERENCE: MOV-6160

Revenue Entry View Updates

The “ActualLoadDate” column is available in this view. It populates with the date set within the **Load Dates** field of the *Actual* tab within the **Move Information** tab.

REFERENCE: MOV-6145

A new column titled “RevenueGroupInvoiceDescription” is a now available that displays the **Invoice Description** set within the **Add Revenue Group** dialog.

REFERENCE: MOV-6211

The “RevenueGroup” column now displays the permanent **Revenue Group** value set within the **Add Revenue Group** dialog.

REFERENCE: MOV-6211

Revenue Entry Revenue Only View Updates

A new column titled “RevenueGroupInvoiceDescription” is a now available that displays the **Invoice Description** set within the **Add Revenue Group** dialog.

The “RevenueGroup” column now displays the permanent **Revenue Group** value set within the **Add Revenue Group** dialog.

REFERENCE: MOV-6211

Task Information View Updates

New column titled “Priority” is available that displays **Priority** set on a task within the **Tasks** tab or **Tasks Module**.

Moreover, the "TaskCompleted" column has been renamed to "TaskCompleted" within the Task Information view.

REFERENCE: MOV-6013

SUMMARY (6013, 6035, 6064, 6145, 6160, 6183, 6211)

BI Tool Updates.

The following areas have been affected by this change:

Enterprise BI Views

TechMate Integration: Support for Salesmate iPad

For users using [TechMate Integration](#), MoversSuite now supports a new SystemCode of “iP”. This will smoothen the TechMate downloads, especially downloads from Salesmate iPad devices.

Refer to [TechMate Integration](#) for more details.

SUMMARY (6167)

[TechMate Integration](#): New SystemCodes supported.

The following areas have been affected by this change:

[TechMate Integration](#)

Version 2021 R10 Fixes

This section lists the bug fixes made to MoversSuite.

Administration and MSCrew

Incomplete phone numbers no longer saved

During [Personnel Setup](#) for MSCrew users, the application no longer supports incomplete phone numbers. Now, an area code and a local number for all personnel phone numbers is mandatory. Moreover, any North American phone number must have 3-character area codes along with a seven-digit phone number (XXX-XXXX). Previously, Personnel records with incomplete phone number fields were producing errors. Allowing incomplete phone numbers in the past caused lost data on uploads from MoversSuite to the [MSCrew](#) mobile application.

REFERENCE: MOV-6195

Reports

Root folder for reports renamed

The default report folder has been renamed to “Movers Suite”. By removing the apostrophe from the report folder name, you will be able to access and modify reports in the web interface through [Reporting Services](#) (SSRS).

Of note, now if you attempt to update the Reports Root through Deploy Tools and enter an invalid character, then you do receive a more meaningful message, such as “Cannot contain any of these characters...” Moreover, while renaming the root folder, the “OK” button remains disabled if any of the text boxes are empty or the reports root has one or more invalid characters.

REFERENCE: MOV-6120

Version 2021 R10 Database Changes

There are no new schema changes in this release.

The following links allow you to navigate through all MoversSuite tables and data views and allows you to view field properties, such as type and maximum value size, etc.:

[MoversSuite Database Tables \(2021R10\)](#)

[MoversSuite Document Database Tables \(2021R10\)](#)

[MoversSuite Data Views \(2021R10\)](#)

Version 2021 R10 Release Requirements

Please refer to the following information regarding the hardware and software required to support MoversSuite and related systems.

View the [MoversSuite System Compatibility](#) topic for a list of products that are compatible with MoversSuite.

Refer to the [System Requirements](#) section for a complete list of hardware and software requirements.

Browser Version Requirements for QuickBooks Online Connection Authorization

Due to security requirements, only Chromium-based embedded browsers such as Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari (11+) are supported for QuickBooks Online Connection Authorization screens. This is for the users who first turn the QuickBooks feature on. Or, in case, the feature is being used after a long while. Refer to this blog for further details on changes made.

The Internet Explorer 11-based embedded browsers are not compatible for the authorization purpose.

Browser Security Requirements for Credit Card Payments

With recent changes to support TLS 1.2 encryption protocol enforced by the credit card and banking industries, your internet browser must support TSL 1.2 encryption to process [Electronic and Online Payments](#). Refer to the [Browser Security Settings](#) topic for more information on this requirement on how to test your browser.

MSCrew 2.0 Requires MoversSuite 2018 R10 or Higher

The [MSCrew](#) Version 2.0 requires that MoversSuite should be on Version 2018 R10 or higher to support the changes included with the latest mobile application. More information will come in future updates of MoversSuite as the rollout date for [MSCrew](#) Version 2.0 nears.

New MoversSuite WebApiService

An additional web service will run after you upgrade to Version 2018 R09 of MoversSuite or later version. The new service is titled “WebApiService –” followed by your company name. If you have issues connecting to the API service after you upgrade, verify that this, and other MoversSuite services, are running on your application server.

Microsoft SQL Server 2008 and SQL Server 2008 R2 Compatibility

With version 2017 R11 of MoversSuite, the development environment of MoversSuite is no longer compatible with Microsoft SQL Server 2008 or SQL Server 2008 R2.

As of May 22, 2017, the lowest compatible database server hosting MoversSuite will be Microsoft SQL Server 2012. **IMPORTANT:** If you wish to upgrade to MoversSuite 2017 R11 or a later version of MoversSuite, your company must, at a minimum, have Microsoft SQL Server 2012 or higher (see the [Microsoft SQL Server 2016 Compatibility](#) announcement).

Of note, being current on the latest versions of the hardware and software for our development environment allows us to provide better security, better support, and a better MoversSuite user experience. Please refer to our [System Requirements](#) for more information on the hardware and software compatible with MoversSuite.

Contact our [EWS Support](#) team to discuss migration options.

Windows Domain Authentication to log into MoversSuite

With the release of MoversSuite Version 2017 R08, you get the ability to open MoversSuite by using the credentials you enter when logging into your Windows environment. MoversSuite references the user identity associated to your Windows account to retrieve your MoversSuite login information. Then, when you launch MoversSuite or MoversSuite Administration, it opens without you having to enter your MoversSuite username and password.

IMPORTANT: If your company is not utilizing Windows Domain Authentication, then you will be unable to upgrade to version 2017 R08 or later. (8638)

IBM MQ Client 8.0.0.X

For all UniGroup agents, UniGroup requires IBM MQ Client 8.0.0.X. If you upgrade on your own and want to download this latest version of IBM MQ Client, then you can do so through this link: <http://www-01.ibm.com/support/docview.wss?uid=swg24037500#1>.

Microsoft SQL Server 2016 Compatibility

As of MoversSuite 2017 R04, the MoversSuite development environment is compatible with Microsoft SQL Server 2016.

Refer to our [System Requirements](#) for more information on the hardware and software compatible with MoversSuite.

Please contact our [EWS Sales](#) team to discuss upgrade options.

Microsoft Windows Server 2016 Compatibility

As of MoversSuite 2017 R04, MoversSuite is compatible with Microsoft Windows Server 2016.

Refer to our [System Requirements](#) for more information on the hardware and software compatible with MoversSuite.

Please contact our [EWS Sales](#) team to discuss upgrade options.

Dynamics GP Requirements

MoversSuite is compatible with the following:

- Microsoft Dynamics GP 18 series (with custom code for correct series) (**)
- Microsoft Dynamics GP 2016 R2 (with ATIP Build 16.0.2) (*)

** - Microsoft SQL Server 2014 or higher is required

* - Microsoft SQL Server 2012 or higher is required

Additional considerations can be found by viewing the information available in the following links:

[System Requirements for Microsoft Dynamics GP 2018](#)

[System Requirements for Microsoft Dynamics GP 2016](#)

Version 2021 R10 Known Issues

The following issues are problems that may affect your decision to upgrade to this version of MoversSuite. The following issues are not resolved for this release.

SIRVA sHub Changes Affecting Users

SIRVA sHub Replacement changes made at [MoversSuite Version 2020 R17](#) can affect those working with SIRVA and MoversSuite. New connections now exist between MoversSuite and the SIRVA STS (API) system, which replaces SIRVA sHub, therefore your existing login may not have suitable permissions to register shipments, pull orders down, etc. from SIRVA. So, please contact EWS Group support so that we can verify that your login credentials are linked to MoversConnect and that they have the correct permissions.

Multiple Email Addresses: Response Emails Returned on Credit Card Payments

Multiple Email Addresses changes made at [MoversSuite Version 2020 R17](#) are causing issues with response emails returned for credit card payments. We also discovered that many users were sticking two or more email addresses in the same email field for an order record. These “extra” email addresses resulted in verification errors if the order was edited after upgrading to R17. These issues will be fixed in [MoversSuite Version 2020 R19](#).

Admin History Logging Updates

Admin History and Logging at [MoversSuite Version 2020 R14](#) are causing a draft record to be saved even after a new payment attempt is cancelled. Having these drafts exist are causing, “A new payment on this batch is incomplete” errors (#830) and are preventing people from finishing the apply process of a payment. This issue will be fixed in [MoversSuite Version 2020 R19](#).

QuickBooks Support for IE11 Deprecating for Authorization Screens (September 8, 2020)

Due to security requirements, starting Sept. 8, 2020, only Chromium-based embedded browsers will be supported for **QuickBooks Online Connection Authorization** screens and Internet Explorer 11-based embedded browsers will no longer work.

For authorization process in MoversSuite, the previous two versions of Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari (11+) are supported. This is for the users who first turn the QuickBooks feature on. Or, in case, the feature is being used after a long while. Refer to [this blog](#) for further details on changes made.

Supported Windows Themes

Related to the scaling issue (listed below), MoversSuite recommends that if your client server is on Windows 10, that you avoid using themes developed for earlier versions of Windows, such as the Aero theme which was developed for Windows 7. In other words, please load and use themes developed for the current version of Windows that you are on.

NOTE: The Aero theme works well with Windows Server 2008 R2. Reference the following video as a guide to installing the theme service and theme itself:

https://www.youtube.com/watch?v=Q_8VopNXVhE

Here is a link to additional information on Desktop Themes:

<https://support.microsoft.com/en-us/help/13768/desktop-themes-featured>

Screen scaling not available with MoversSuite

With the advances in screen size and resolution, many underlying applications are not able to deal with all the variations in configurations available to the variety of high definition (HD) screens. Due to this limitation, MoversSuite cannot scale as desired in all situations. Many of you may have purchased HD monitors and have seen issues such as not being able to read field labels, etc.

Until there is a better solution to scaling, EWS Group recommends that if you experience scaling problems with the MoversSuite application keep the size of your application to 100% and change the resolution as desired.

On Windows machines, you can verify and/or update the display settings as follows:

1. Right-click somewhere on your desktop and select **Display Settings**
2. Set the **Change the size of text, apps, and other items** to 100%.
3. Click on **Apply** to save the changes.
4. Click on **Advanced display settings**.
5. Make changes to the **Resolution** as needed.
6. Click on **Apply** to save the changes.
7. Close the screen by pressing the **X** in the upper right-hand corner of the screen.

UPDATE:

With the release of MoversSuite 2018 R15, a solution has been implemented to address many of the issues involving scaling. (3705, 4114)

Citrix issue with phone number control

An issue that cannot be replicated is causing the phone numbers within the *Shipper Contact Information* section (**Name**, **Address**, **Phone** tab) to disappear and then reappear when you click on that section, however, the user cannot edit them until they press Cancel (on the order) and then attempt to Edit again. (6409)