

# MoversSuite

by **EWS**

## MoversSuite Version 2023 R14

RELEASE DATE: July 10, 2023

### Version 2023 R14 Notices

#### New Information Alert

Each release update now includes a new table called **Documentation Changes**. Located on Version Summary, this table lists any new topics added to the Online Help within the release. The table will also list any topics that have been renamed.

### Version 2023 R14 Summary

The following table contains the counts of the following items related to this release.

#	Change Summary
	New Product Feature
3	Release Enhancement
1	Release Fix
	Schema Change (tables affected)
	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](#)

## Documentation Changes

This section features the topic name changes affected within the Online Help at this release.

**NO DOCUMENT CHANGES IN THIS RELEASE**

# Version 2023 R14 Features

This section lists the features added to MoversSuite.

**NO FEATURES IN THIS RELEASE**

# Version 2023 R14 Enhancements

This section lists the enhancements added to MoversSuite.

## MSCrew

The [MSCrew](#) application for Android devices has been updated. The following is a list of changes implemented in [MSCrew Android 2.1](#) and available through Google Play.

### What's new in MSCrew:

- Project Manager has the same access to their services as a Lead
- Project Manager can access and edit Job Summary, Change Order, and Internal Summary documents
- All phone numbers now show within the Contacts screen
- Materials show in prescribed sort order when displaying quantity assignments
- Lead indicator added to Jobs pane allowing a lead to readily see their primary services
- Name of the lead and service ticket number added to the Jobs pane
- Service description no longer truncates Job number

Refer to the [MSCrew Android 2.1](#) topics for information.

### INTERNAL REFERENCES:

MOV-6403

MOV-6707

MOV-6708

MOV-6847

MOV-6848

MOV-6849

MOV-6850

MOV-6851

MOV-6861

## Text Messaging

The process for Text Messaging switched from database logging to file logging to make it easier to manage error messages and prevent unnecessary database size increases.

### INTERNAL REFERENCE:

MOV-6911

## Roadload Integration

MoversSuite updated to support Version 2.4.42 of RoadLoad.

**INTERNAL REFERENCE:**

MOV-6896

# Version 2023 R14 Fixes

This section lists the fixes made to MoversSuite.

## Text Messaging

An error would occur when a contact on a scheduled message was deleted in Sakari. The application was updated to ensure that if indeed a contact was removed, an appropriate error is returned to the console.

**IMPORTANT:** EWS Group recommends that we avoid removing contacts connected to MoversSuite through Sakari.

Additionally, errors (and messages) are now logged throughout all Sakari sessions. If errors occur, the Support Team can reference the following tables to help identify the cause of an error:

SakariSyncSession  
SakariSyncSessionLog

Refer to the [Text Messaging](#) topic for related information.

**INTERNAL REFERENCE:**

MOV-6911

# Version 2023 R14 Database Changes

The following table lists changes made to the MoversSuite database for this release.

Table	Change
SakariSyncSession	New table storing session information and complete error message occurring during that session. This information is stored to make it easier to address issues between MoversSuite and Sakari. Refer to <a href="#">Text Messaging</a> for related information. (MOV-6911)
SakariSyncSessionLog	New table storing logged messages from Sakari. This information can assist in troubleshooting issues that arise. Refer to <a href="#">Text Messaging</a> for related information. (MOV-6911)

## MOVERSSUITE DATABASE SCHEMA RESOURCES:

[Tables Listing](#)

[Documents Table Listing](#)

[Data Views Listing](#)

## RELATED TOPIC:

[Schema Changes](#)

# Version 2023 R14 Release Requirements

For software compatibility for this version of MoversSuite, see [Software Compatibility](#).

For all requirements, see:

[System Requirements](#)

[Hardware Requirements](#)

[Software Requirements](#)

## Recent Changes

This section lists changes to the requirements that affect this specific version of MoversSuite.

**NO RECENT CHANGES TO RELEASE REQUIREMENTS**

# Version 2023 R14 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.

## 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. 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](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, such as not being able to read field labels, etc. Due to this limitation, MoversSuite cannot scale as desired in all situations. **UPDATE:** With the release of MoversSuite 2018 R15, a solution has been implemented to address many of the issues involving scaling. (3705, 4114)

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.