

# MoversSuite

by **EWS**

## MoversSuite Version 2023 R24

RELEASE DATE: November 27, 2023

### Version 2023 R24 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 R24 Summary

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

#	Change Summary
	New Product Feature
4	Release Enhancement
5	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.

Online Help Topic	Update
Microsoft SQL Server Compatibility Check	<b>NEW!</b>

## Version 2023 R24 Features

This section lists the features added to MoversSuite.

**NO NEW FEATURES ADDED TO THIS RELEASE**

## Version 2023 R24 Enhancements

This section lists the enhancements added to MoversSuite.

### MoversSuite Email Service

**Long Distance Driver will be added to an Order's Add Email Address list when that driver is associated to an order within Long Distance Dispatch.**

When selecting email recipients through the [MoversSuite Email Service](#), the [Add Email Address](#) listing now shows the Long Distance Driver. This option is available when the Long Distance Driver is associated to any trip that include the order in [Long Distance Dispatch](#). The Long Distance Driver must be an active employee and have valid email address set within their [Personnel Setup](#) record to be included in this list.

Name	Email	Role
Joe Shipper	jill2003@hotmail.com	Order: Spouse
Joe Shipper	joe.shipper@gmail.com	Order: Main Email
Sally Brown	sbrown@movingcompany.com	Transportation Coordinator
MoversNAVL Suite	muser@ewsgroup.com	Me
Bobby Good	bgood@ewsgroup.com	Long Distance Driver

To:

Cc:

Bcc:

Always automatically copy me in

Save Cancel


Figure 1: Add Email Address dialog showing Long Distance Driver

#### INTERNAL REFERENCE:

MOV-6885

## MoversSuite Administration

### A Refresh button available to most admin screens.

The **Refresh** button  is now exposed through a new button adjacent to the **Mass Record Selection Options**. This option allows you to view sorted data while editing without having to exit the setup area and come back in.

For example, if editing records within **Equipment Setup** and you press Refresh, the application will prompt you to save the changes and then update the sort to display according to the changes made.



Figure 2: Equipment Setup with edited records

When the save completes, the updated records are now sorted alphanumerically by the description.



Figure 3: Equipment Setup after Refresh

Of note, the Refresh button was previously available as a **Mass Record Selection Option** prior to having it moved to its own button.

### INTERNAL REFERENCE:

MOV-7022

## MSWeb

**A confirmation message appears when updating information on an Account Profile.**

Since updating the [Account Profile](#) can update other settings on an order, [MSWeb](#) has been updated to prompt a user if the Account Profile is changed.

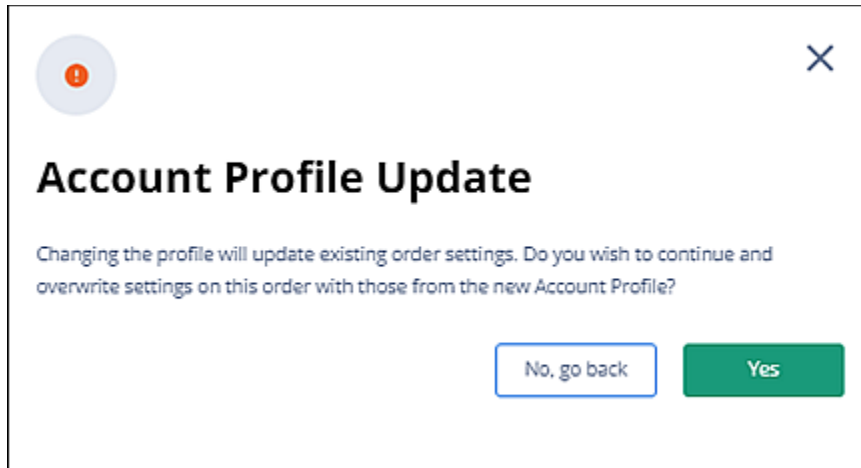


Figure 4: Account Profile Update confirmation dialog

Users receiving this confirmation prompt can press **No, go back** to not change the setting or press **Yes** to update the [Account Profile](#) on the order.

A similar confirmation displays within the legacy version of MoversSuite.

**INTERNAL REFERENCE:**

MOV-6716

## MoversSuite Upgrade Process

**Database Versions and Build Numbers show after each step of the upgrade process.**

Previously, we only updated the database version and build number on the last upgrade step. This means that if a customer is upgrading through multiple versions encounters an error, we don't know that last version that was successfully applied. Then, Engineering had to get involved to restart the process. Now, this information is available for Support to be able to address the issue more quickly.

**INTERNAL REFERENCE:**

MOV-7017

# Version 2023 R24 Fixes

This section lists the fixes made to MoversSuite.

## Revenue Entry

**Error Code 292 has been reworded to add clarity.**

The Error Code of “292” that may appear within the [Error Report Log](#) when generating accounting transactions in [Revenue Entry](#) has been updated to include the name of the person along with their Labor Type. This was done to help clarify the error, which is a mapping issue related to a [Commissionable Employees](#) record along with other order settings.

**The syntax of error 292 now shows in the following format (where the numbers in brackets reference MoversSuite data):**

Item Code of {1} is not mapped for Labor Type of {2}, Move Type of {3}, Commodity of {4}, and an Authority of {5}.

**Example:**

Item Code of 4000 is not mapped for Labor Type of Shannon Richards (Sales), Move Type of Local, Commodity of HHG, and an Authority of Van Line.

**INTERNAL REFERENCE:**

MOV-665

## MSWeb

**Crates added through the legacy application can now be edited through MSWeb.**

[Crating Information](#) added within the desktop legacy MoversSuite application was not able to be edited within [MSWeb](#).

In the example below, the “Vase” crate was added in the legacy product, but it did not have sizes entered for that crate. Then, from within [MSWeb](#), sizes were able to be added by editing the line, entering the dimensions, and then clicking the checkmark to save.

**CRATES**

**Crates Details**

Description	Quantity	Dimensions (LxWxH)	Cubic Feet ⓘ	Total Cubic Feet ⓘ
Art	2	48 x 6 x 24	4	8.00
Vase	1	36 x 36 x 60	45.00	45.00

Figure 5: Crating Information through MSWeb

All is now working as it should be.

**NOTE:**

**Crating Information** show as its own standalone component called **Crates** in **MSWeb**.

**INTERNAL REFERENCE:**

MOV-6970

**MSWeb****Time ranges associated to Survey Date are now correctly ordered.**

The application now verifies that the beginning time of a survey is before the ending time. If you attempt to add an invalid date range, the application produces an error.

Survey Date

11/27/2023

Start Time

08 : 00 AM

End Time

07 : 00 AM

Cannot be later than End Time

Cannot be earlier than Start Time

✓ ✗

Figure 6: Survey Date entry dialog with invalid time range

**INTERNAL REFERENCE:**

MOV-6360

## MoversSuite Administration: Building Constraints Setup

**Sort Order** affects the listing order within Building Constraints in MoversSuite Admin.

The listing of [Building Constraints Setup](#) records now show based on the **Sort Order** assigned to the record. Note that if the Sort Order is the same value, then the records sort **Question Description** in alphanumeric order.

The screenshot displays two instances of the 'Building Constraints Setup' form. Each form has a title bar with an expand/collapse icon and a title (e.g., 'AA Building'). Below the title bar, there are four main input areas: 'Question Description' (text box), 'Sort Order' (text box), 'Include The Yes No Flag' (checkbox), and 'Note' (text box). At the bottom of each form are four buttons: 'Duplicate', 'Delete', 'Save', and 'Cancel'. In the example shown, both 'AA Building' and 'BB Building' have a 'Sort Order' of '1' and their 'Question Description' fields contain their respective building names.

Figure 7: Building Constraints Setup example

Prior to this change, they showed in the order in which the records were added to the system.

**NOTE:**

When editing records, you can now use the Refresh button to quickly update the listing to reflect the new sorted order. Refer to the [Version 2023 R24 Enhancements](#) for an update on the Refresh feature.

**INTERNAL REFERENCE:**

MOV-6975

# Version 2023 R24 Database Changes

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

**NO SCHEMA CHANGE WITHIN THIS RELEASE**

**MOVERSSUITE DATABASE SCHEMA RESOURCES:**

[Tables Listing](#)

[Documents Table Listing](#)

[Data Views Listing](#)

**RELATED TOPIC:**

[Schema Changes](#)

# Version 2023 R24 Release Requirements

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

For all requirements, see:

- [System Requirements](#)
- [Hardware Requirements](#)
- [Software Requirements](#)

To verify MoversSuite and Microsoft SQL version compatibility, see [Microsoft SQL Server Compatibility Check](#).

## Recent Changes

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

**NO RECENT CHANGES TO RELEASE REQUIREMENTS**

# Version 2023 R24 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.