

# MoversSuite

by **EWS**

## MoversSuite Version 2024.05

RELEASE DATE: March 04, 2024

### Version 2024.05 Notices

#### New Format for Release Information

To better present the information on our numerous products, the release notes' have been reorganized into the following categories: MoversSuite, MoversSuite Administration, and MSWeb. Within those categories, the Features, Enhancements, and Bugs will be identified with these icons:



#### New Information Alert

Each release update now includes a new table called **New Videos**. Located on Version Summary, this table lists any new videos added to the Online Help within the release.

### Version 2024.05 Summary

The following table contains the counts of the following items related to this release, as well as Year-to-Date totals.

#	Change Summary	YTD #
	New Product Feature	2
	Release Enhancement	4
2	Release Fix	28
	Schema Change (tables affected)	
	Admin Changes	6
	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.

New Topics	
<a href="#">Automatic Email</a>	
<a href="#">Email Options</a>	
<a href="#">Email Options Setup Overview</a>	
<a href="#">Knowledge Article: Set User as Inactive and Remove User</a>	
<a href="#">Monitors Orders Email</a>	
Topic Changes	
Automated Email	Deleted.
Automatic Email Service Setup	This topic has been deleted. This information now lists under <a href="#">Automatic Email</a> .
Best Practices: Attaching or Uploading Files to MoversSuite	Renamed: <a href="#">Knowledge Article: Best Practices for Attaching or Uploading Files to MoversSuite</a>
Email Sending Options	Deleted.
Interactive Email Form	Deleted.
Knowledge Article: Changing a Username/User's Name	Deleted.
Monitors Orders Service Setup	Renamed: <a href="#">Monitors Orders Email</a>

## New Videos

This section features new videos available within the Online Help at this release. Click the red arrow or the link to view the videos.

**NO NEW VIDEOS IN THIS RELEASE**

Find all the latest videos through our [Training Center](#).

# Version 2024.05 MoversSuite

This section lists the features added to MoversSuite and MoversSuite integrations.

## CSI Pay (PYXiS) BUG

**Refunds and Voids were receiving errors when original payment not yet settled.**

Issues when attempting a void or refund immediately after payment have been resolved. MoversSuite has been updated to interpret when an amount is settled or not and send in the transaction accordingly.

The errors that were being reported include the following:

Gateway (15): Gateway Error(s): Invalid unauth transaction(invalid\_reverse\_auth)

Gateway (15): Gateway Error(s): Invalid refund transaction(invalid\_refund)

Additionally, to improve the speed of all requests to PYXiS, we now also reuse the same token until it expires instead of requesting new tokens day.

### RELATED TOPICS:

[Cash Receipts](#)

[CSI Pay](#)

[Electronic and Online Payments](#)

[Electronic Payment Success](#)

[Electronic Payment Success \(Of an Authorization\)](#)

[Electronic Void Failed](#)

**INTERNAL REFERENCE:** MOV-7106

**Within Cash Receipts, ACH transactions were incorrectly listing as “Credit Card” for the Payment Type.**

With this fix, ACH transactions will list in Cash Receipts as either “Bank Checking” or “Bank Saving,” depending on what is set on the Electronic Payment Processing Page for PYXiS supported transactions.

### Electronic Capture Processing Page

Precision Moving (PYXIS)

Account Type

Credit/Debit Card

Bank Account

Account Information

Account Number\*  
123123123

Bank Account Type\*  
Checking

Account Owner Name\*  
Joe Shipper

Bank Routing Number\*  
123123123

Capture Payment Info    Cancel Capture

Figure 1: Bank Account Type chosen will be what lists in Cash Receipts.

**RELATED TOPICS:**

[Cash Receipts](#)

[CSI Pay](#)

[Electronic and Online Payments](#)

**INTERNAL REFERENCE:** MOV-7109

## Version 2024.05 MoversSuite Administration

This section lists the improvements made within [MoversSuite Administration](#) (also known as the [Admin Tool](#).)

**NO CHANGES IN THIS RELEASE**

## Version 2024.05 MSWeb

This section lists the fixes made to MSWeb.

**NO CHANGES IN THIS RELEASE**

## Version 2024.05 Database Changes

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

**NO CHANGES IN THIS RELEASE**

### MOVERSSUITE DATABASE SCHEMA RESOURCES:

[Tables Listing](#)

[Documents Table Listing](#)

[Data Views Listing](#)

### RELATED TOPIC:

[Schema Changes](#)

# Version 2024.05 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 2024.05 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.