

MoversSuite

by **EWS**

MoversSuite Version 2024.10

RELEASE DATE: May 13, 2024

Version 2024.10 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 2024.10 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	6
1	Release Enhancement	15
4	Release Fix	35
	Schema Change (tables affected)	13
	Admin Changes	9
	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 DOCUMENTATION CHANGES WITH THIS RELEASE.

New Video

This section features the new video available within the Online Help at this release.

NO NEW VIDEOS WITH THIS RELEASE.

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

Version 2024.10 MoversSuite

This section lists the features, enhancements, and fixes added to MoversSuite and MoversSuite integrations.

Electronic and Online Payments BUG

PYXiS processed ACH online payments were reported as “Credit Card” on Cash Receipts.

The **Online Payment** screen would display the account type correctly to the MoversSuite user processing the payment, however, the payment information was not setting the payment type correctly on cash receipts. For example, the **Online Payment** screen would display “Bank Savings” correctly, but the cash receipt would show “Credit Card” when viewed through the **Cash Receipts** module.

Now the payment type displays correctly in **Cash Receipts**.

Please note that if the payment type is not retained for future use, then the payment type always shows as “Credit Card.” This is due to Pyxis not sending back the payment type unless the payment type is retained.

INTERNAL REFERENCE: MOV-7167

MoversConnect Email BUG

A space before an email address would cause the email to not be sent.

Some email servers reject an email address if a space was entered before the email address. As an example, two email addresses are entered like this: kstevens@ewsgroup; sjackson@ewsgroup.com. The result was that the email would not be sent to the sjackson@ewsgroup.com email address, as there is a blank space before the address.

This has been resolved by logic that “trims” the email address to just the email address, omitting any spaces.

INTERNAL REFERENCE: MOV-6809

Reductions BUG

Reductions were not automatically occurring on UniGroup Distributions.

MoversSuite now applies **Reductions** set through the **Reduction Profile** on an order to Distribution Sends coming in from Unigroup.

MoversSuite was recently to automatically include reductions on Rating Sends from Unigroup. This change was made to MoversSuite in Version 2023.25.

INTERNAL REFERENCE: MOV-7113

Payment Management BUG

Error incorrectly occurred within Applied AR Section when applying payment to a debit memo.

The error was returned when trying to apply a payment in the Applied Accounts Receivable section (within [Payment Management](#).) The situation that threw the error was when a payment was applied to a debit memo with a balance when the debit memo originated from [Payment Management](#).

INTERNAL REFERENCE: MOV-6615

Version 2024.10 MoversSuite Administration

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

NO UPDATES TO MOVERSSUITE ADMINISTRATION IN THIS RELEASE.

Version 2024.10 MSWeb

This section lists the features, enhancements, and fixes made to MSWeb.

Document Management ENHANCEMENT

Additional special characters are available for use within filenames.

All Unicode Latin characters are now accepted within filenames added within the [Document Management Viewer](#) or the [Document API](#). Some examples these characters include: Â, â, Ë, è, Ê, ê, Ì, ì, Î, î, Ï, ï, Ò, ò, Ô, ô, Ñ, ñ, Ò, ò, Ù, ù, Û and û. Refer to the [Latin-1 Supplement](#) section within the [Unicode list of characters](#) for more examples.

These special characters are not available for use within the fields within MSWeb or the MoversSuite desktop application.

INTERNAL REFERENCE: MOV-7173

Version 2024.10 Database Changes

The following table lists changes made to the MoversSuite database for **MoversSuite Version 2024.10**.

NO SCHEMA CHANGES IN THIS RELEASE.

MOVERSSUITE DATABASE SCHEMA RESOURCES:

[Tables Listing](#)

[Documents Table Listing](#)

[Data Views Listing](#)

RELATED TOPIC:

[Schema Changes](#)

Version 2024.10 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.

The [System Requirements](#), [Hardware Requirements](#), and [Software Requirements](#) have been updated to reflect the current versions needed for optimal security and functionality with MoversSuite.

Version 2024.10 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

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.