

# MoversSuite Version 2021 R11

RELEASE DATE: May 31, 2021

## Version 2021 R11 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 R11 Summary

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

#	Change Summary
	New Product Features
1	Release Enhancements
4	Release Fixes
	Schema Changes (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](#)

[Release Highlights](#)

[Release Overview Videos](#)

# Version 2021 R11 Features

No new features added in this release.

# Version 2021 R11 Enhancements

This section lists the enhancements made to MoversSuite.

## Tasks: User Type and Dependency Task Remains Unchanged Upon Editing Tasks

The **Tasks** feature has been tweaked with the following changes (with detailed explanation in following sections):

- User Type and Dependency Task Remain Unchanged Upon Editing Tasks
- Tasks Setup Messages Updated

### User Type and Dependency Task Remain Unchanged Upon Editing Tasks

The application has been updated to save the following task attributes for each order regardless of changes made on the administrative side:

**User Type** for each of the coordinator types, i.e., Logistics Coordinator, OA Coordinator, and Transportation Coordinator. This setting is managed within the **Add Task** dialog and administrated through the *Responsible Role* within **Add Task (Tasks Setup)**.

**Dependency Task** for the “Completion of Other Task” Dependency Date option. These settings are managed within the **Add Task** dialog and administrated through the **Add Task (Tasks Setup)**.

Using the example below, if the User Type is changed on the administration side, the task assigned to the order will continue to reference the OA Coordinator. The same is true for the Dependency Task of “Verify survey Results.” This task, if changed on the admin side to a different task, continues to remain “Verify survey Results” on the order.

Figure 1: Add Task dialog

**NOTE:** If a task is set up to use a specific coordinator type and when that task is added to an order and then subsequently that task is edited where a specific user is assigned to that task, then the User Type is then discarded. This is done because the application will now perceive that the user wants a specific person to complete the task instead of the appropriate coordinator.

## Tasks Setup Messages Updated

To make you aware of the impact of recent [Tasks Setup](#) changes, the message above the Task list has been updated to state:

*“Any changes you enter here to these tasks (except for the Task Description) will only affect new tasks. Existing tasks will not be affected. Task Descriptions on existing tasks that have never been edited will be affected.”*

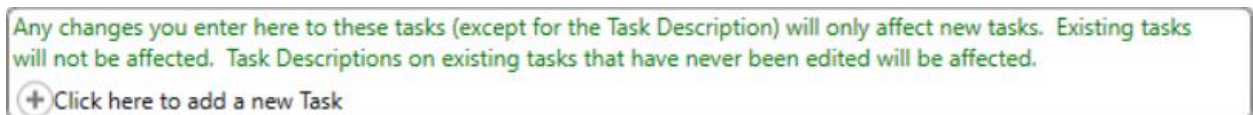


Figure 2: Notice above the Task list in Tasks Setup

Also, the Dependency Task setting in **Tasks Setup** is only visible if the Dependency Date is set to “Completion of Other Task.”

The screenshot shows the 'Add Task' dialog box with the following fields and values:

- Task Description: New Task
- Due Days: 0
- Due Type: Before
- Responsible Role: -none-
- Responsible User: -none-
- Dependency Date: Completion of Other Task
- Dependency Task: -none- (highlighted with a red arrow)
- Priority: -none-
- Active:

Buttons: Add, Cancel

Figure 3: Dependency Task appearing when based on the Completion of Other Task

The screenshot shows the 'Add Task' dialog box with the following fields and values:

- Task Description: New Task
- Due Days: 0
- Due Type: Before
- Responsible Role: -none-
- Responsible User: -none-
- Dependency Date: Actual Load
- Priority: -none-
- Active:

The 'Dependency Task' field is not visible. Buttons: Add, Cancel

Figure 4: Dependency Task not visible for other Dependency Date types

**NOTE:** Please note that a conversion script with this release does do some cleanup work on values in Task Setup. However, the changes presented in this release are only guaranteed to work on newly assigned tasks.

#### SUMMARY (6236)

**Tasks:** User Type and Dependency Task remain unchanged upon editing tasks.

The following areas have been affected by this change:

- Tasks
- Tasks Setup

# Version 2021 R11 Fixes

This section lists the bug fixes made to MoversSuite.

## Crew Job Notifications

### **Service times now display in 12-hour format instead of 24-hour format**

The **Crew Job Notifications** feature has been updated to display service time in 12-hour format which matches that in Local Dispatch and other areas of MoversSuite application. For example, a service description now looks like:

(Service Description) on 12/1/2021 at 2:30 PM  
Report to: (Location) at 3:00 PM

Previously, the time was being displayed in 24-hour format.  
REFERENCE: MOV-6218

### **Incoming messages parsed accurately**

The incoming messages from crew through the **Crew Job Notifications** feature are now trimmed before parsing so that they are accurately displayed to dispatchers. Previously, the messages were not being trimmed before parsing which created problems while displaying the "Yes" message.

REFERENCE: MOV-6250

### **Removing crew, removes message reference as well**

When a crew member (assigned to a service) receives a message through the **Crew Job Notifications** feature, and the dispatcher later decides to remove him/her from the service, the application automatically deletes the message sent.

The removed crew member can then be re-added to the service or to a different service and still qualify for a notification message.

Previously, because of not removing the crew notification reference, when two crew members were removed from a service, the application would still notify one of them, causing confusions for the assigned crew members.

REFERENCE: MOV-6222

## Sales Commission Hold Management

### **"Select All" and "Clear All" buttons working appropriately**

The **Sales Commission Hold Management** feature has been improved to only apply the "Select All" and "Clear All" logic (through the "Select All" and "Clear All" buttons) for the filtered records present on the **On Hold Sales Commissions** and **Off Hold Sales Commissions** tabs. Now, selected rows that are hidden, remain in the same selected or unselected state they were before the filter made them hidden.

**NOTE:** The selected count and selected total commissions are only totals for items that are visible through the current filter. Of note, the **Remove Hold** and **Place Hold** buttons only process the selected records (visible and hidden).

Previously, the “Select All” and “Clear All” buttons were also affecting the hidden records of the [On Hold Sales Commissions](#) and [Off Hold Sales Commissions](#) screens.

REFERENCE: MOV-6241



# Version 2021 R11 Database Changes

## Schema Changes Version 2021R11

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 \(2021R11\)](#)

[MoversSuite Document Database Tables \(2021R11\)](#)

[MoversSuite Data Views \(2021R11\)](#)

# Version 2021 R11 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 R11 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](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)