

MoversSuite Version 2021 R21

RELEASE DATE: October 18, 2021

Version 2021 R21 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 R21 Summary

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

#	Change Summary
	New Product Feature
5	Release Enhancement
	Release Fixes
	Schema Changes (tables affected)
	Admin Changes
	Standard Reports Affected

Release Hyperlinks:

[Printable Release Notes](#)

[System Requirements](#)

[Release Highlights](#)



Watch the Overview Video for this release

Other Hyperlinks:

[Open the Online Support Page](#)

[Access our Product Feedback Site](#)

Version 2021 R21 Features

This section lists the features added to MoversSuite.

NO FEATURES ADDED TO THIS RELEASE

Version 2021 R21 Enhancements


This section lists the enhancements added to MoversSuite.

 **Watch the Overview Video for this release**

Capacity Planning

The day of the week has been added to the Capacity Planning view.

To make Capacity Planning more user-friendly, the day of the week is now listed next to the date. Now you will always know if a date is, for example, a Friday or a Saturday.

9/23/2021 Thursday						
Bucket	Bucket Type	Total Capacity	Used Capacity	Available Capacity	% of Capacity Used	
Drivers	Personnel Hourly	3 crew (12 hours)	2 crew (8 hours)	1 crew (4 hours)	67%	
Labor	Personnel Hourly	2 crew (16 hours)	2 crew (12 hours)	0 crew (4 hours)	75%	
Pack Van	Equipment Hourly	1 equipment (8 hours)	0 equipment (0 hours)	1 equipment (8 hours)	0%	
Packing	Packing Count	250 units	0 units	250 units	0%	
9/24/2021 Friday 						
Bucket	Bucket Type	Total Capacity	Used Capacity	Available Capacity	% of Capacity Used	
Drivers	Personnel Hourly	3 crew (17 hours)	1 crew (17 hours)	2 crew (0 hours)	100%	
Labor	Personnel Hourly	2 crew (16 hours)	2 crew (14 hours)	0 crew (2 hours)	88%	
Pack Van	Equipment Hourly	1 equipment (8 hours)	0 equipment (0 hours)	1 equipment (8 hours)	0%	
Packing	Packing Count	250 units	0 units	250 units	0%	

Additionally, the Capacity Planning Overview video has been updated to include the five enhancements that have been added since its initial release.

 **Watch the Capacity Planning Overview Video for this release**

REFERENCE: MOV-6244

TOPICS AFFECTED:

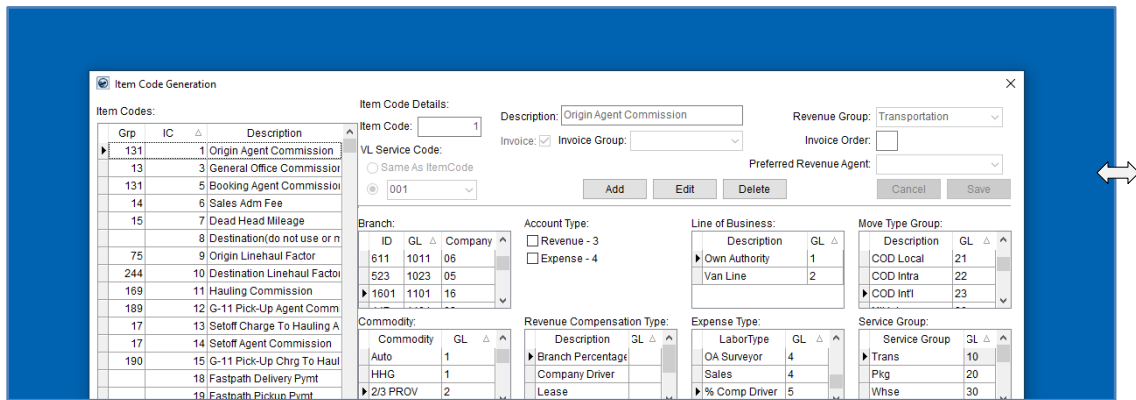
Capacity Planning

Item Code Generation

The Item Code columns expand when the Item Code Mapping Tool screen is expanded.

When mapping an Item Code in the Item Code Mapping Tool, it was sometimes tricky to choose the correct code as the description names were longer than the view available. Now, when the screen is expanded, the three columns under Item Codes expand, as well. This allows the entire description to be viewable and makes it easy to find and choose the Item Code you need.

As a reminder, to expand the view, put your cursor at an edge of the view to make a double arrow appear. Simply drag the arrow to the right or left to expand – or contract – the view.



REFERENCE: MOV-6289

TOPICS AFFECTED:

Item Code Generation

BI Tool

NEW VIEW: Office & Industrial Order Information View

A new view titled “Office & Industrial Order Information” is now available. This view includes pertinent data of an open **Office & Industrial** order. You can find this new view under the *Order Information* business category in the **BI Tool**.

To be included in the view, **Office & Industrial** orders must be open. Orders with an **Order Status** of Cancelled, Will Advise, or Voided will not be included.

The following table lists the data available to you through this new view.

Column	MoversSuite Data Referenced
OrderId	Primary key identifier on the <code>Orders</code> table
OrderNumber	Order Number
OrderBranch	Branch ID of the order is available
CompanyName	Contacts and Locations > First Name/MI followed by Last Name/Company Name
LastName	Contacts and Locations > Last Name/Company Name
FirstName	Contacts and Locations > First Name/MI
OrderStatus	Order Status
ContactPreference	Contacts and Locations > Contact Preference
EstimateNumber	Contacts and Locations > Estimate Number
LeadSource	Contacts and Locations > Lead Source
Email	Contacts and Locations > Email (displays all emails set on the order in order of appearance separated by carriage return and line feed)

Phones	Contacts and Locations > Phone Numbers (displays all phone numbers set on the order in ranked order separated by carriage return and line feed)
Personnel	
Salesperson	Contacts and Locations > Salesperson
Coordinator	Contacts and Locations > Coordinator
ProjectManager	Contacts and Locations > Project Manager
Locations	
OriginDescription	Data appears for the address marked with a Location Address Type of “Origin” in these fields. All data can be referenced through the Add/Edit Order Location dialog.
OriginAddress1	
OriginAddress2	
OriginAddress3	
OriginCity	
OriginState	
OriginZip	
OriginCountry	
OriginContact	The contact associated to the “Origin” address is available. The data pulls from what is set for the contact through the Add/Edit Order Contact dialog.
OriginContactCompany	
OriginContactEmail	
OriginContactPhone	
OriginContactPhoneExtension	
OriginContactMobile	
DestinationDescription	Data appears for the address marked with a Location Address Type of “Destination” in these fields. All data can be referenced through the Add/Edit Order Location dialog.
DestinationAddress1	
DestinationAddress2	
DestinationAddress3	
DestinationCity	
DestinationState	
DestinationZip	
DestinationCountry	
DestinationContact	The contact associated to the “Destination” address is available. The data pulls from what is set for the contact through the Add/Edit Order Contact dialog.
DestinationContactCompany	
DestinationContactEmail	
DestinationContactPhone	
DestinationContactPhoneExtension	
DestinationContactMobile	

Dates	
BookDate	Job Information > Booked
CreatedDate	Job Information > Created On
JobStartDate	Job Information > Job Start Date
JobEndDate	Job Information > Job End Date
Job Information	
HeadCount	Job Information > Head Count
CubicFeet	Job Information > Cubic Feet
TypeOfMove	Job Information > Type of Move
Commodity	Job Information > Commodity
AuthorityType	Job Information > Authority
Weight	Job Information > Weight
Valuation	Job Information > Valuation
ValuationDeclaredValue	Job Information > Valuation Amount
ValuationPerPound	Job Information > Valuation Per Pound
Agents	
BookingAgent	Agents > Booking Agent (ID)
OriginAgent	Agents > Origin Agent (ID)
HaulingAgent	Agents > Hauling Agent (ID)
DestinationAgent	Agents > Destination Agent (ID)
SurveyDate	Agents > Survey Date
VanNumber	Agents > Van Number
VanLineRegistrationDate	Agents > Van Line Registration Date
Billing Information	
NationalAccount	Billing Information > National Account (Name)
PurchaseOrder	Billing Information > Purchase Order
EstimateAmount	Billing Information > Estimate Amount
ActualAmount	Billing Information > Actual Amount
RevenueClerk	Billing Information > Revenue Clerk
BilledDate	Billing Information > Bill Date
AccountProfile	Account Profile > Account Profile (Name)
CustomerNumber	Billing Information > Customer (ID)
CustomerName	Billing Information > Customer (Name)
Tariff	Billing Information > Tariff/Rate
Section	Billing Information > Section

Discount	Billing Information > Discount
User Defined Fields	
SysUDFLabel1	User Defined Fields > System Specific > Field 1 Label
SysUDFValue1	User Defined Fields > System Specific > Field 1 Value
SysUDFLabel2	User Defined Fields > System Specific > Field 2 Label
SysUDFValue2	User Defined Fields > System Specific > Field 2 Value
SysUDFLabel3	User Defined Fields > System Specific > Field 3 Label
SysUDFValue3	User Defined Fields > System Specific > Field 3 Value
SysUDFLabel4	User Defined Fields > System Specific > Field 4 Label
SysUDFValue4	User Defined Fields > System Specific > Field 4 Value
SysUDFLabel5	User Defined Fields > System Specific > Field 5 Label
SysUDFValue5	User Defined Fields > System Specific > Field 5 Value
SysUDFLabel6	User Defined Fields > System Specific > Field 6 Label
SysUDFValue6	User Defined Fields > System Specific > Field 6 Value
SysUDFLabel7	User Defined Fields > System Specific > Field 7 Label
SysUDFValue7	User Defined Fields > System Specific > Field 7 Value
SysUDFLabel8	User Defined Fields > System Specific > Field 8 Label
SysUDFValue8	User Defined Fields > System Specific > Field 8 Value
AcctUDFLabel1	User Defined Fields > National Account Specific > Field 1 Label
AcctUDFValue1	User Defined Fields > National Account Specific > Field 1 Value
AcctUDFLabel2	User Defined Fields > National Account Specific > Field 2 Label
AcctUDFValue2	User Defined Fields > National Account Specific > Field 2 Value
AcctUDFLabel3	User Defined Fields > National Account Specific > Field 3 Label
AcctUDFValue3	User Defined Fields > National Account Specific > Field 3 Value
AcctUDFLabel4	User Defined Fields > National Account Specific > Field 4 Label
AcctUDFValue4	User Defined Fields > National Account Specific > Field 4 Value
AcctUDFLabel5	User Defined Fields > National Account Specific > Field 5 Label
AcctUDFValue5	User Defined Fields > National Account Specific > Field 5 Value
AcctUDFLabel6	User Defined Fields > National Account Specific > Field 6 Label
AcctUDFValue6	User Defined Fields > National Account Specific > Field 6 Value
AcctUDFLabel7	User Defined Fields > National Account Specific > Field 7 Label
AcctUDFValue7	User Defined Fields > National Account Specific > Field 7 Value
AcctUDFLabel8	User Defined Fields > National Account Specific > Field 8 Label
AcctUDFValue8	User Defined Fields > National Account Specific > Field 8 Value

Refer to the [Enterprise BI](#) for more information and resources on this product.

REFERENCE: MOV-6286

BI Tool

More information is now accessible for use in the BI Reporting Tool.

To create even more specific queries, new data fields are available for use in the BI Tool. They are:

- *Branch* of local service in Equipment Actuals.
- *GBL number* was added to Order Information.
- *User Defined Fields* data was added to Military Government and Military Government Lift Van views.
- *Revenue Clerk* was added to SIT Info. This was added to identify ownership of the SIT reporting.
- *Commodity* was added to Crew Actuals. This column was added to ensure all necessary data is available to support an export to ADP.

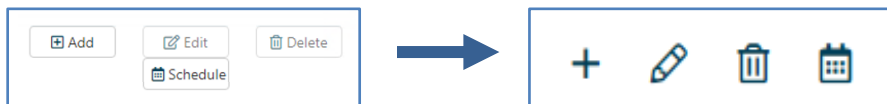
Refer to the [Enterprise BI](#) for more information and resources on this product.

REFERENCE: MOV-6258, MOV-6262, MOV-6298, MOV-6317

BI Tool

Enhancements to improve your use in the BI Tool.

- Icons have replaced word buttons.



- There are two new features that help you display data:
 - A new component (or graph type) called “Stock Ticker”.
 - “Color Themes” are now available and include preset options and customization abilities.

Refer to the [Enterprise BI](#) for more information and resources on this product.

Version 2021 R21 Fixes

This section lists the fix made to MoversSuite.

NO FIXES MADE IN THIS RELEASE

Version 2021 R21 Database Changes

NO DATABASE CHANGES MADE IN THIS RELEASE

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 \(2021R21\)](#)

[MoversSuite Document Database Tables \(2021R21\)](#)

[MoversSuite Data Views \(2021R21\)](#)

Version 2021 R21 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.

Recent Changes

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

Microsoft Windows 11 Compatibility

As of MoversSuite 2021 R18, MoversSuite is compatible with Microsoft Windows 11.

Refer to our [System Requirements](#) for more information on the hardware and software compatible with MoversSuite.

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.

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.

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](#)

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 TLS 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.

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>.

Version 2021 R21 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.

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

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)