CARTS Helpdesk

Why am I receiving a JavaScript error message when I open MOVE?

Eric Newman - 2025-06-06 - eCrash

Please restart your computer first. If that doesn't fix the issue, keep reading for more help.

The MOVE update, to version 2.1.2.433, did not replace shortcuts that were pinned to your taskbar. A fix has been applied and pushed out, reflecting version 2.1.2.437, so the previously pinned shortcut should now open MOVE as expected. However, if the error persists then MOVE has not yet auto-updated and the previously pinned shortcut must be removed and a new shortcut must be pinned.

For those who already received this JavaScript Error
If the user successfully opens MOVE via the desktop shortcut or the Windows start menu, then they will be able to log in as usual. However, when they close MOVE, and reopen it, they should notice they are still logged in. This is due to the errored attempt to open MOVE starting processes that are still running in the background.

If a user opens MOVE and is not prompted to log in then the following steps must be taken:
1. Close MOVE, eCrash, and MapClick.
2. Right-Click on the task bar and select Task Manager.
3. Click on the Name column to sort everything by name.
4. Scroll down and locate all instances of MOVE.
5. Right-Click MOVE and select End task.
6. Repeat this until MOVE is no longer listed.
7. Close Task Manager.

MOVE will now prompt for login upon launching.

However, this will continue to occur if the previously pinned taskbar shortcut is not removed and replaced. Again, a fix has being pushed out, so hopefully this limits the number of users affected.

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