

MYOB Enterprise Solutions System Requirement Guidelines

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Important – Please Read Carefully

MYOB is a developer of software and undertakes testing of its software to determine the applicable operating environment and hardware specifications. Given the complexity of such software and the fact that MYOB does not hold itself out to be an expert in hardware, network or operating environments it cannot guarantee the trouble free operation of its software on the hardware, network or operating environments specified below.

MYOB recommends clients to work closely with certified MYOB Enterprise Solution partners when implementing MYOB Enterprise Solutions. MYOB Enterprise Solution partners will assist in configuring hardware, network and operating system for using MYOB Enterprise Solution software.

Quick Links

[Server Requirements](#)

[Workstation Requirements](#)

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[Compatible Environment Roadmap](#)

[MYOB Exo Business Compatible Environment Roadmap](#)

[MYOB Exo Employer Services](#)

[Compatible Environment Roadmap](#)

System Requirements

Overview

The following are recommended system requirements for MYOB Enterprise Solutions software. MYOB Enterprise Solutions software includes the following product suites:

- MYOB Exo Business
- MYOB Exo Employer Services

You must ensure that your system meets the minimum requirements outlined. However, we strongly suggest you follow the recommended requirements or greater to ensure performance of your system is suitable to business operations. The requirements for memory and processors are indicative only, and more RAM or disk space may be required when running MYOB products in conjunction with other software.

Note: MYOB Enterprise Solutions software will run on the minimum requirements when no other applications (including virus scanners), other than the operating system, are running. If you use MYOB Enterprise Solutions software and other applications simultaneously, ensure that your system meets at least the recommended requirements. Please consult your certified MYOB Enterprise Solution partner to ensure that your MYOB Enterprise Solution implementation has been configured correctly to meet the number of users and applications used by your organisation.

Server Requirements

A server is not required if using MYOB Enterprise Solutions software as a standalone (that is, where the software is used on one machine only and installed on the local hard drive). Please consult the [workstation requirements](#) for standalone recommendations.

Server Requirements (excluding Terminal Server)

	Minimum	Recommended
Processor	Pentium IV 2.4 GHz or higher	Dual Core Server class processor
RAM	2 GB or more	4 GB or more
Hard Disk	Base of 20 GB + 10 MB per user Allow an increase of 30Mb per year per application Allow extra for backups as required	SCSI Base of 30 GB + 10 MB per user Allow an increase of 30Mb per year per application Allow extra for backups as required
Operating System	See Compatible Environment Roadmap listing	
Other	<p>MYOB Exo Business (only)</p> <p>Where intensive applications such as Microsoft Exchange and other disk/CPU intensive processes are required, we recommend that a dedicated SQL server is implemented¹.</p> <p>SQL Express may not be suitable for businesses with many users. SQL Express has limits on the amount of RAM and number of processors it can use, which affects the number of concurrent users that the Exo Business database can support. See the following MSDN article for more information: http://msdn.microsoft.com/en-us/library/ms165672.aspx</p> <p>We strongly recommend that a site with more than 3 concurrent users implement SQL Server Standard Edition rather than SQL Express. SQL Server software and licenses are not provided with MYOB Enterprise Solutions software.</p> <p>If using SQL Server bundled with Small Business Server, note the above requirements exceed those recommended by Microsoft for Small Business Server.</p> <p>Microsoft Data Access Components (MDAC) 2.8 or later</p> <p>MYOB Exo Employer Services (only)</p> <p>MYOB Exo Employer Services is built on a Visual FoxPro platform, and as such does not require a SQL Database Application for operation.</p> <p>Serial port (required for some features in Exo Time and Attendance).</p> <p>.NET Framework 4.5 or later is required for versions 2018.03 and later.</p>	
<p>¹ SQL Server Hardware Specifications should meet those as outlined for Server Requirements (excluding Terminal Server). Please consult your certified MYOB Enterprise Solution partner as SQL Server has specific hard drive and configuration requirements.</p>		

Windows Terminal Server Requirements

	Minimum	Recommended
Processor	2 x Pentium IV 2.2 GHz or higher	2 x Dual or Quad Core Server class processor
RAM	Base of 2 GB plus 100 MB per user	Base of 2 GB plus 100 MB per user
Hard Disk	SCSI Base of 20 GB + 10 MB per user Allow an increase of 30Mb per year Allow extra for backups as required	SCSI Base of 30 GB + 10 MB per user Allow an increase of 30Mb per year Allow extra for backups as required
Operating System	See Compatible Environment Roadmap listing	
Other	<p>MYOB Exo Business (only)</p> <p>MYOB recommend that a dedicated SQL server is implemented¹ (that is, not the Terminal Server).</p> <p>Microsoft recommends that Exchange and SQL Server are located on separate servers if you are running Terminal Server.</p> <p>MYOB Exo Business/MYOB Exo Employer Services</p> <p>If you have more than 25 users you should consider multiple Terminal Servers. Speak to a qualified Microsoft engineer experienced with Terminal Services for more details</p> <p>Sites using Terminal Server/Services must ensure that Service Release 1a is applied.</p>	
<p>¹SQL Server Hardware Specifications should meet those as outlined for Server Requirements (excluding Terminal Server). Please consult your certified MYOB Enterprise Solution partner as SQL Server has specific hard drive and configuration requirements.</p>		

Server Recommendations

These recommendations apply to all server operating systems. For comprehensive advice, MYOB recommend consulting your certified MYOB Enterprise Solution partner.

- Install enough processing power, RAM and hard disk space in your server to cater for ALL applications and services that are being run. These requirements may vary depending on the number of users on the system, applications running and level of usage.
- Ensure that you have adequate back-up and disaster recovery capability that is used and tested on a regular basis – back-ups should be at least weekly, preferably daily. Back-ups (whether onsite or offsite) should be extended to include not just the database files but also supporting files such as executables, clarity report files and quick insert templates etc.
- Disabling of any elaborate or complex (3D) screen savers, as these can impact significantly on the performance of your software.
- Optimise your virus scanner.
- For recommendations on specific server operating systems, see [Compatible Environment Roadmap](#).

Optimising MYOB Exo Business in a Terminal Server Environment

Following are some suggestions relating to use of the Terminal Server solution. For comprehensive advice, MYOB recommend consulting your certified MYOB Enterprise Solution partner.

- If you install a Terminal Server solution and all processes and applications that previously ran on the workstation run via the Terminal Server Client and on the Terminal Server, it is extremely important that the server is configured correctly and hardware is sufficient for the number of users and applications.
- If you intend to have Terminal Server used only to access certain features of your MYOB application(s) and will still require the MYOB application(s) to run on a workstation, then the workstation must meet minimum specification at very least.
- Consideration must be given to other software also loaded and running on the system
- Limit usage of DOS/16 bit applications running via the Terminal Server session
- Avoid the use of applications that are CPU or memory intense via a Terminal Server session.
- Avoid loading server-based applications on the Terminal Server, e.g. Microsoft Exchange Server, Microsoft SQL Server/SQL Express.
- Ensure that the appropriate operating system Service Packs and patches are applied, as recommended by MYOB.
- Do not use complex or 3D screen savers. Clients should avoid running complex screen savers, for example those that render 3D images. Running screen savers imposes an additional load on the server and network. This can reduce performance for other users who are connected to the server.

Workstation Requirements

Any client workstation running MYOB Enterprise Solutions application modules should meet the following minimum requirements:

Workstation (Client Install)

	Minimum	Recommended
Processor	Core 2 Duo or equivalent	Core i7 or equivalent
RAM	2 GB or greater	4GB or greater
Hard Disk	10 GB free space	40 GB free space
Operating System	See Compatible Environment Roadmap listing	
Other	<p>MYOB Exo Business/MYOB Exo Employer Services Internet access and internet email available from at least one workstation. Access to a DVD-ROM Reader. 16-bit colour, 1024x768 screen resolution.</p> <p>MYOB Exo Employer Services (only) Serial port (required for some features in Exo Time and Attendance)</p>	

Standalone (Client and Server on Same Machine)

	Minimum	Recommended
Processor	Core 2 Duo or equivalent	Core i7 or equivalent
RAM	2 GB	4 GB or greater
Hard Disk	40 GB Allow an increase of 50MB per year per application Allow extra for backups as required	100 GB Allow an increase of 50MB per year per application Allow extra for backups as required
Operating System	See Compatible Environment Roadmap listing	
Other	<p>MYOB Exo Business/MYOB Exo Employer Services Operating other processor/disk intensive processes and applications on the same machine may result in performance degradation. You must have Internet access and internet email available from this PC.</p> <p>MYOB Exo Employer Services (only) Serial port (required for some features in Exo Time and Attendance)</p>	

Workstation Recommendations

These recommendations apply to all workstation operating systems. For comprehensive advice, MYOB recommend consulting your certified MYOB Enterprise Solution partner.

- Ensure that the latest operating system Service Packs and patches are applied.
- Disabling of elaborate or complex (3D) screen savers, as these can impact significantly on the performance of your software.
- [Optimise your virus scanner](#).
- Additional RAM and hard disk space will be required for standalone install of products using SQL databases.
- For recommendations on specific workstation operating systems, see MYOB Certified Environment Roadmap.

Memory Considerations - RAM

The amount of Random Access Memory (RAM) in your workstations has a major impact on the speed of your software. The more RAM in your workstations, generally the better your software will perform - and the more productive you will be.

History has shown that every two years the memory requirements have doubled as applications become more complex. We also recommend that you invest in memory to meet your current and future needs.

How much memory you need to run effectively on a workstation depends on:

The operating system you are using

The software applications you are using concurrently, e.g. Microsoft® Outlook, Microsoft® Word and Microsoft® Excel, MYOB Enterprise Solutions software and any other software. The more applications you are using, the more memory you will need

The amount of MYOB data and the size and complexity of files in Microsoft® Word or Microsoft® Excel, etc

Optimising Workstation Performance

For comprehensive advice, MYOB recommend consulting your certified MYOB Enterprise Solution partner.

Ensure that the latest operating system Service Packs and patches are applied.

If Windows XP, all hardware must be supported by Microsoft's HCL (Hardware Compatibility Listing).

If other applications that are CPU intense or RAM 'hungry' are loaded on the workstation, ensure that workstation hardware is sufficient to handle these applications as well as the operating system and MYOB Enterprise Solutions software requirements.

Ensure that there is sufficient free hard drive space available for any temporary files.

If Windows XP, ensure that virtual memory is set to no less than Microsoft® recommendation. (This can be found in the Control Panel > System > Advanced tab) Ensure that sufficient disk space is available to create the pagefile.sys.

Ensure that only necessary protocols are loaded (e.g. if TCP/IP is being used, ensure that NetBEUI is removed).

Printers

A laser quality printer is recommended. MYOB operates with most standard printers that are supported by your operating system. MYOB products are designed to work with true type fonts. Using post script fonts may produce unwanted results and accordingly is not supported by MYOB.

Network Connectivity

If operating on a network, the following areas will impact performance:

Cabling will impact significantly on the reliability and speed of your software. A minimum of UTP Category 5e cabling is required as it offers the best reliability and performance for your practice.

For local area networks, we recommend investing in 1GBps switches and 1GBps network cards.

We recommend that only necessary protocols are loaded on both the server and workstation.

For comprehensive advice, MYOB recommend consulting your certified MYOB Enterprise Solution partner.

Virus Scanning

It is extremely important that your organisation is protected from virus infection. However, it is also important that your virus scanning software does not adversely impact the performance of your network and software.

Common settings in virus scanners that impact performance:

If a virus scanner is installed on both your server and workstation, and both are set to scan both incoming and outgoing files, you may be scanning each file twice (once at the server end and once at the workstation). Speak to your network engineer about getting one of these disabled.

If the option is available in your virus scanning software, disable heuristic scanning

Exclude MYOB application executables from the scan list. This may improve performance.

In all cases, consult your certified MYOB Enterprise Solution partner to determine the best virus scanning solution for your business that does not impact software.

Compatible Environment Roadmap

Overview

MYOB Enterprise Solutions software must co-exist with technologies currently in the market or being developed by other software manufacturers. In some instances, MYOB Enterprise Solutions software is also dependant on the features and services provided by these technologies (also referred to as “Environments”).

MYOB has an on-going Environment Compatibility process that tests our software on commonly-used current environments so that our clients can be confident in its effective operation.

Environments are deemed compatible based on our testing methodology, test results and information received from the relevant manufacturer.

The MYOB Compatible Environments Roadmap has been developed to provide you with information on current Compatible Environments and future plans, so that you can plan for the effective use of MYOB Enterprise Solutions software in your business. It is important that you check the MYOB Compatible Environments Roadmap regularly, including before you make any changes to your operating system or network.

Compatible Environments will change as manufacturers release new technologies and old ones become obsolete or are no longer supported by the manufacturer. The Compatible Environment Roadmap will be kept up to date in line with these changes.

New Environments and Technologies

MYOB aims to complete compatibility of appropriate emerging environments within six months of the manufacturer’s release of the product. We recommend that our clients do not operate MYOB Enterprise Solutions software on new products until we have published a statement on the successful completion of the compatibility.

New Microsoft Software and Operating Systems

MYOB is a Microsoft® Certified Gold Partner, and we work closely with Microsoft® to ensure that our products are compatible with Microsoft® solutions. As information becomes available on the status of each individual product we will update our Compatible Environments Roadmap. We expect products to be updated gradually over a number of months.

Older Technologies

If you are intending to install or use any of the new Microsoft® products, please check the MYOB website prior to installing to check the status of them with your specific MYOB products.

As manufacturers release new environments, they usually discontinue support for older environments. As a general rule, MYOB can only certify products that are fully supported by their manufacturer.

In some cases, manufacturers may choose to discontinue their support of a product in stages. For example; the Microsoft® business product lifecycle has three support phases:

- Mainstream support
- Extended support
- Self-help online support

Microsoft® only provides full support services on operating systems during the Mainstream phase. After this, Microsoft® will not update the application to address any bugs or issues and only provides limited support. As a result of this, MYOB will only verify operating systems that are in Mainstream support, as Microsoft® will not address any required changes in the other phases.

MYOB does not undertake any testing or quality assurance of its software on environments that are not currently compatible. While MYOB has a history of its software working on environments that are no longer supported by the manufacturer, and of addressing issues where feasible, we cannot guarantee that we can resolve such issues every time. For that reason, we recommend that our clients operate in current compatible environments.

Dates when older technologies will no longer be compatible are published in the Compatible Environments Roadmap. We provide notice when any major technologies are due not to be tested, so that you have time to plan and make any necessary changes.

Important Notes

Compatible Environments continuously change based on the developments in manufacturer's environments that are outside the control of MYOB. As such, MYOB reserves the right to change details published in the Compatible Environments Roadmap at any time.

The Compatible Environment Roadmap outlines specific versions of technologies. MYOB may choose to not address any issues that are discovered in MYOB Enterprise Solutions software on environments that are not listed in Compatible Environment Roadmap.

Using 3rd party products, other than those in this listing, to retrieve and write information to MYOB may compromise data integrity and cause incorrect results when using MYOB Enterprise Solutions software. MYOB does not support the use of applications that compromise MYOB data integrity.

Compatible Environment Roadmap Listing

MYOB supports its Enterprise Solutions on a number of Microsoft environments (versions of operating system, database, and Office). The tables below detail the environments that MYOB currently supports when running Enterprise Solutions.

If an environment is not listed or is has 'MYOB Support Status' of No, MYOB will not support the running of an Enterprise Solution in that environment.

An addition column states the manufacturer's stated "end of mainstream support" date.

Please note, for further information on any Microsoft product please navigate to the [Microsoft Product Lifecycle website](#). To quickly lookup particular Microsoft product lifecycle information, you can search for all products by [clicking here](#). Integrated Productivity Tools such as Microsoft Office 365 may be subject to [Modern Lifecycle Policy](#).

MYOB Current Support Status legend

Yes	Compatibility successfully completed
No	New product development versions not tested on, nor supportable by MYOB Enterprise Solutions
TBA	Future Compatibility planned but not currently verified

MYOB Exo Business

The following table provides the environmental support status for MYOB Exo Business.

Environment	MYOB Support Status	MYOB Support Discontinued	Vendor Mainstream Support End Date
Operating System (latest service pack should be installed)			
Microsoft Windows Server 2008 Datacenter	No		Jan 2015
Microsoft Windows Server 2008 Enterprise	No		Jan 2015
Microsoft Windows Server 2008 Foundation	No		Jan 2015
Microsoft Windows Server 2008 Standard	No		Jan 2015
Microsoft Windows Web Server 2008	No	N/A	
Microsoft Windows Server 2008 R2 Datacenter	No		Jan 2015
Microsoft Windows Server 2008 R2 Enterprise	No		Jan 2015

Environment	MYOB Support Status	MYOB Support Discontinued	Vendor Mainstream Support End Date
Microsoft Windows Server 2008 R2 Standard	No		Jan 2015
Microsoft Windows Web Server 2008 R2	No	N/A	
Microsoft Windows Server 2012 Standard	No		Jan 2018
Microsoft Windows Server 2012 R2 Datacenter	Yes		Jan 2019
Microsoft Windows Server 2012 R2 Enterprise	Yes		Jan 2019
Microsoft Windows Server 2012 R2 Standard	Yes		Jan 2019
Microsoft Windows Server 2016	Yes (2018.4 +)*		Nov 2022
Microsoft Windows Server 2019	Yes (2020.1 +)*		Sep 2024
*Earlier versions of Exo Business (2017.2 - 2018.3) will run but require TLS 1.1 Client protocol to be enabled to allow SQL Server connectivity. .NET Framework 4.5 is required for versions 2018. 3 and later. .NET Framework 3.5 is required for prior versions.			
Desktop Operating System (latest service pack should be installed)			
Microsoft Windows 8	No		Oct 2018
Microsoft Windows 8 Professional	No		Oct 2018
Microsoft Windows 8 Enterprise	No		Oct 2018
Microsoft Windows 8.1	No		Jan 2018
Microsoft Windows 8.1 Professional	No		Jan 2018
Microsoft Windows 8.1 Enterprise	No		Jan 2018
Microsoft Windows 10	Yes		Jul 2021
Microsoft Windows 10 Professional	Yes		Jul 2021
Microsoft Windows 10 Enterprise	Yes		Jul 2021
Database Application Systems (latest service pack should be installed)			
Microsoft SQL Server 2014 Developer	No		
Microsoft SQL Server 2014 Enterprise	No		Jul 2019
Microsoft SQL Server 2014 Express	No		Jul 2019
Microsoft SQL Server 2014 Standard	No		Jul 2019
Microsoft SQL Server 2014 Web	No		Jul 2019
Microsoft SQL Server 2016 Developer	No		Jul 2021
Microsoft SQL Server 2016 Enterprise	Yes		Jul 2021

Environment	MYOB Support Status	MYOB Support Discontinued	Vendor Mainstream Support End Date
Microsoft SQL Server 2016 Express	Yes		Jul 2021
Microsoft SQL Server 2016 Standard	Yes		Jul 2021
Microsoft SQL Server 2016 Web	Yes		Jul 2021
Microsoft SQL Server 2017 Developer	No		Oct 2022
Microsoft SQL Server 2017 Enterprise	Yes		Oct 2022
Microsoft SQL Server 2017 Express	Yes		Oct 2022
Microsoft SQL Server 2017 Standard	Yes		Oct 2022
Microsoft SQL Server 2019 Web	Yes (2020.2 +)		Jul 2025
Microsoft SQL Server 2019 Developer	Yes (2020.2 +)		Jul 2025
Microsoft SQL Server 2019 Express	Yes (2020.2 +)		Jul 2025
Microsoft SQL Server 2019 Standard	Yes (2020.2 +)		Jul 2025
Contact synchronisation (latest service pack should be installed)			
Microsoft Office Outlook 2007	No	Apr 2013	
Microsoft Office Outlook 2010 32-bit and 64-bit	Yes		Oct 2015
Microsoft Office Outlook 2013 32-bit and 64-bit	Yes		Apr 2018
Microsoft Office Outlook 2016 32-bit and 64-bit	2015.5 and later	2015.4 and earlier	Oct 2020
Microsoft Office 365 (Note that system performance when integrating with Office 365 will depend on the speed of your Internet connection)	Yes	Modern Lifecycle	
Microsoft Office connection (latest service pack should be installed)			
Microsoft Office 2013 32-bit and 64-bit	No		Apr 2018
Microsoft Office 2016 32-bit and 64-bit	2015.5 and later	2015.4 and earlier	
Microsoft Office 365 Pro Plus	Yes		
Exo OnTheGo Supported Devices (Tested on IOS 13.4.1 – Recommend 12.9” IPAD Pro with cellular capability)			
Apple iPad 2, iPad 3 running iOS 10 or newer	Yes		
Apple iPad Air running iOS 10 or newer	Yes		
Apple iPad Mini, Mini 2 running iOS 10 or newer	Yes		

Environment	MYOB Support Status	MYOB Support Discontinued	Vendor Mainstream Support End Date
Apple iPad Pro running iOS 10 or newer	Yes		
Browsers (latest service pack should be utilised)			
Microsoft Windows Internet Explorer 10.0 or above	Yes		
Mozilla Firefox (latest version)	Yes		
Safari (latest version)	Yes		
Google Chrome (latest version)	Yes		

Note: In SQL Server 2012, Microsoft changed the Identity behaviour to jump in increments of 1000 or 10000 whenever SQL Server restarted. This is an issue for developers who had used the Identity or auto-incrementing fields in their customisations to Exo Business. Attempts to counteract this unwanted behaviour were not reported as 100% successful in any version of SQL 2012. This behaviour was disabled again in 2014 versions. Use SQL server 2012 under advisement, but our recommendation is skip to SQL 2014 or later.

MYOB Exo Employer Services

The following table provides the environmental support status for the latest version of MYOB Exo Employer Services across Australia and New Zealand.

Environment	MYOB Current Support Status		MYOB Support Discontinued
	AU	NZ	
Operating System (latest service pack should be utilized)			
Microsoft Windows Server 2008 Datacenter	No	No	
Microsoft Windows Server 2008 Enterprise	No	No	
Microsoft Windows Server 2008 Foundation	No	No	
Microsoft Windows Server 2008 Standard	No	No	
Microsoft Windows Web Server 2008	No	No	N/A
Microsoft Windows Server 2008 R2 Datacenter	No	No	
Microsoft Windows Server 2008 R2 Enterprise	No	No	
Microsoft Windows Server 2008 R2 Standard	No	No	
Microsoft Windows Web Server 2008 R2	No	No	N/A

Environment	MYOB Current Support Status		MYOB Support Discontinued
	AU	NZ	
Microsoft Windows Server 2012 / Windows 8	No	No	
Microsoft Windows Server 2016	Yes	Yes	
Microsoft Windows Server 2019	Yes	Yes	
Desktop Operating System (latest service pack should be utilized)			
Microsoft Windows 8	No	No	
Microsoft Windows 10 Professional	Yes	Yes	
Microsoft Windows 10 Enterprise	Yes	Yes	
Browsers (for use with MyStaffInfo) (latest service pack should be installed)			
Microsoft Windows Internet Explorer 9.0 or above	Yes	Yes	
Mozilla Firefox (latest version)	Yes	Yes	
Safari (latest version)	Yes	Yes	
Google Chrome (latest version)	Yes	Yes	
Microsoft Edge (latest version)	Yes	Yes	
.NET Framework			
Version 4.5 or later is required from the 2018.03 release for TLS 1.1.			