

MYOB EXO API and OnTheGo Troubleshooting Guide

Contents

Introduction	1
Support.....	1
EXO API	2
Testing the API Service	2
API Version Number	3
Configuration	3
Service Settings	3
Service Errors	4
Application Errors.....	5
Data Integrity	6
EXO OnTheGo	7
Frequently Asked Questions	7
Application Errors.....	8

Introduction

This document contains troubleshooting information for the MYOB EXO API and the MYOB EXO OnTheGo iPad app. If you encounter any problems when using these products, the instructions in this guide may help you to diagnose and solve these problems.

For information on how to install and set up these products, see the EXO API and EXO OnTheGo Release Notes. These documents and other documentation relating to the EXO API and EXO OnTheGo can be found on the EXO Business Education Centre at <http://help.myob.com.au/exo/onthego>.

For information on how to use the EXO API, including documentation on all API endpoints, see the EXO API Online Help at <http://apidocs.myob.com/api/exo/>.

Support

If you need help with the EXO API or EXO OnTheGo, contact your MYOB Enterprise Solutions Partner. It may be useful to include error logs; the EXO API services log all errors to the following files:

- MYOB.ED.EXO.Cloud.API.ServiceHost.ERROR.log
- MYOB.ED.EXO.Cloud.Provider.ServiceHost.ERROR.log

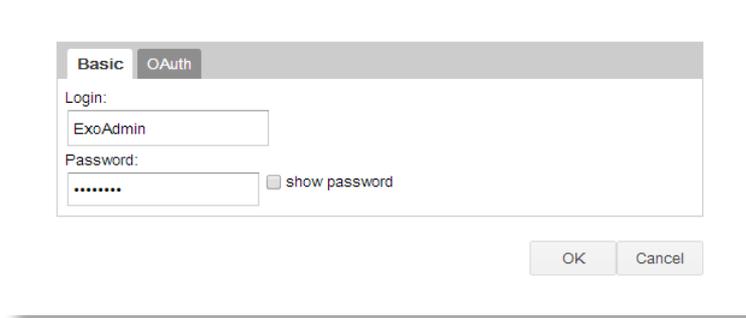
These files are created in the directory that the API services were installed in. A separate copy of each log file is saved every day, with the date appended to the filename; the most recent log files will have no date appended.

EXO API

Testing the API Service

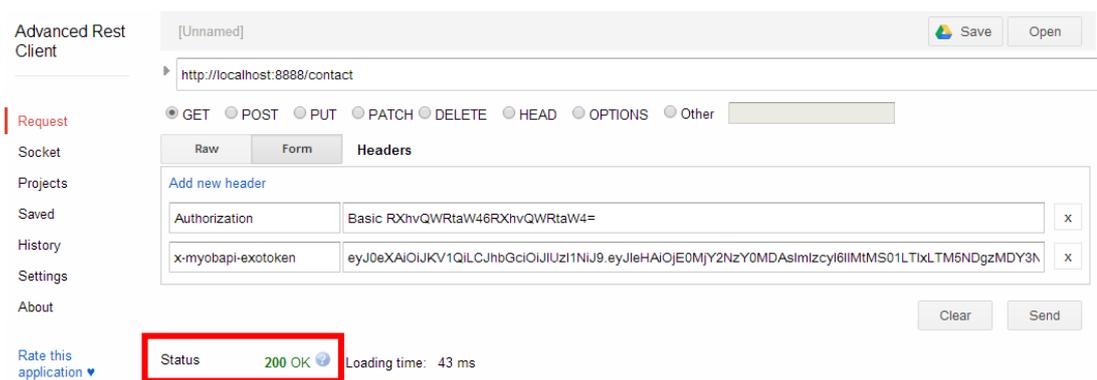
Once the API service is installed and set up, you can test it using the [Advanced Rest Client](#) in Google Chrome:

1. Download and run the Advanced Rest Client.
2. Enter the URL: `http://localhost:8888/contact`
3. Add a header called "Authorization".
4. Right-click on this header and click the **Edit value** box that appears.
5. On the Basic tab of the popup that appears, enter the login details of a user for the EXO Business connection you're using and click **OK**.



6. Add a header called "x-myobapi-exotoken".
7. Enter the API access token for the user whose login details you entered in step 5. (You can copy the token from EXO Business Config > Staff > Staff > API/OnTheGo Access tab > API sub-tab.)
8. Click **Send**.

The response should be **200 OK** and a list of the contacts from the system should be returned.



API Version Number

If you are not sure what version of the EXO API you are running, locate the file **MYOB.ED.EXO.Cloud.Provider.ServiceHost.exe** in the directory where you installed the API. Right-click this file and choose **Properties**—the version number is displayed on the Details tab of the Properties window.

Configuration

My EXO Business database connection is not available in the MYOB EXO Business Service Configuration utility

Ensure that you have run EXO Business using the same account that you will use when configuring the services. The EXO Business database connection you use should have been set up using this account.

Service Settings

When database connections are unreachable for any reason (such as backup, or write locks), the EXO API service will stop; a workaround for this is to modify the service options to force the service to continually attempt restarting:

1. Start the Windows Services manager.
2. Right-click on the MYOB EXO Business API Provider Service and choose **Properties**.
3. Go to the Recovery tab.
4. Change the failure options to “Restart the Service”.
5. Enter an appropriate **Restart service after ... minutes** delay.
6. Click **OK**.

Note: This will increase server load, as the service will continue to attempt restarting when the database is unavailable, in particular if the **Subsequent failures** option is changed to “Restart the Service”; only make these changes in cases where the database routinely becomes unreachable during the operating period, e.g. when a scheduled backup runs and blocks the database connection.

Service Errors

Service fails to start

Ensure that the MSSQL service is running. If the API Service attempts to start before the MSSQL service has started, it will fail.

System ID mismatch errors

This indicates that the system ID recorded for the service in the EXO Business database is not the system ID of the API server. To reset the system ID, go to the Staff > Profile Assignment > Staff section of the EXO Business Configurator and click the **Reset System ID** button. This sets the system ID to NULL in the EXO Business database; when the API Service is next started or restarted it will write the correct system ID to the database.

404 Not Found

“Requested provider not found by [JWTAuthenticationProvider].”

If this error appears when trying to access the API, it indicates that the API and/or LiveRelay services are not started.

“Access denied by relay authentication provider [JWTAuthenticationProvider].”

This is usually caused by a mismatch between the version of the EXO API in use and the version of EXO Business used to generate the access token. Try removing the API services and reinstalling the latest version of the EXO API, then untick and re-tick the relevant users' **Allow API Access** check boxes in the EXO Configurator or EXO OnTheGo Configurator utility.

Errors at login

Check the “EXO API” or “EXO OnTheGo Sales” licence in the EXO Business Configurator or EXO OnTheGo Configurator, ensuring that it has not expired and that all licence details are correct.

Check that the API and/or LiveRelay services are started.

Error 13816

“Windows could not start the MYOB EXO Business API Provider Service (connection_name) service on Local Computer.”

If this error appears when attempting to start the API service, check the current error log (MYOB.ED.EXO.Cloud.Provider.ServiceHost.ERROR.log with no day suffix) for possible causes.

If the error is that the service cannot find a connection (“EXO connection with name EXO_DEMO doesn't exists or not valid SQL Server connection.”), check that the connection was created using an account with administrative privileges; delete and

recreate the connection if necessary. Check that server name of the connection has a valid value (not blank, local, localhost, etc).

Try deleting the service from the MYOB EXO Business Service Configuration utility and re-adding it.

ERROR:Exception starting service.

EXCEPTION: System.IO.FileLoadException: Could not load file or assembly 'System.Core, Version=2.0.5.0, Culture=neutral, PublicKeyToken=7cec85d7bea7798e, Retargetable=Yes' or one of its dependencies.

This error can be resolved by applying the .NET Framework 4.0.3 update, which can be downloaded from Microsoft's website:

<http://www.microsoft.com/en-us/download/details.aspx?id=3556>

“Service cannot be started. System.Exception: SystemId mismatch. This windows installation is not configured to connect to that database.”

The database you are trying to start the service for has a value in GENERAL_INFO.SYSTEMID that does not match the SYSTEMID of the server the API is running on. This error will occur when you are trying to connect to a database which had the API DBUpdate executed on a different server (such as a backup of a client database).

To resolve this issue:

1. Update the fields SYSTEMID and DBID from GENERAL_INFO table to NULL or drop the columns completely.
2. Re-run the DB Update for the API from the same machine that the API is installed and running on.
3. This will create the fields and insert new values in them derived from the server the API is installed on.
4. Restart the service.

Application Errors

If the application you are using to access the EXO API returns the error “Requested provider not found by [JWTAuthenticationProvider]” this indicates that the API provider service on the API server is not running, or is not connected to the Internet. Check the status of the MYOB EXO Business API Provider Service in the Windows Services management console.

Data Integrity

Some problems can be a result of data integrity issues in the EXO Business database. In some cases, there may be issues that EXO Business can handle, but that EXO OnTheGo and the EXO API cannot. Data integrity issues include:

- Integer-type fields in the PROFILE_VALUES table that contain non-integer values.
- Null values in fields that shouldn't be null, in particular:
 - NAME, ACCGROUP and INVFILENO in the DR_ACCS table
 - CURRSYMBOL in the CURRENCIES table
- Extra Fields where the field is either missing or the case doesn't match.

EXO OnTheGo

Frequently Asked Questions

What operating systems and devices does the MYOB EXO OnTheGo app support?

The app supports iOS 7.0 or later, and any tablet that runs iOS 7.0. Version 1.1.2 of the app adds support for iOS 8.0. If you are using EXO OnTheGo on a device that is running iOS 8.0, you must upgrade to this version or later.

Does the MYOB EXO OnTheGo app support iPhones?

No, the app is designed for use on iPad tablets only.

What versions of MYOB EXO Business does the MYOB EXO OnTheGo app support?

The EXO OnTheGo app can be used with EXO Business 8.3 or later.

Does the MYOB EXO OnTheGo app require the MYOB EXO API and MYOB LiveRelay?

Yes, the EXO OnTheGo app communicates remotely with the EXO API via the online MYOB LiveRelay. You must use the EXO Business Services Setup Wizard to install the EXO API services, and then set up a Live Relay Service connection to your EXO Business database. See the *MYOB EXO Business Services Release Notes* for information on how to do this.

How is MYOB EXO OnTheGo licensed?

EXO OnTheGo is licensed on a per user basis. Each user can nominate up to two devices to install the EXO OnTheGo app on.

You do not need a licence for the EXO API to use EXO OnTheGo; however, you will need an EXO API licence if you want to connect to other third-party applications using the API.

Application Errors

The map feature in EXO OnTheGo does not display any search templates

Either no search templates exist in the database or the company profile for geolocation control is disabled. Check that values are recorded in the SEARCH_TEMPLATES table. If not, you can manually copy them into the table, or run the DBUpdate for EXO OnTheGo again.

If values are present in the table, but search templates still aren't showing in EXO OnTheGo, then the API is preventing access to them as the company profile GEOLOCATION_CONTROL is turned off (its default setting). This setting should be set to either "Never prompt" or "Always prompt" (depending on the behaviour you want EXO to exhibit once the client is running 8.8 or newer).

Error: "Requested provider not found by [JWTAuthenticationProvider]"

This indicates that the API provider service on the API server is not running, or is not connected to the Internet. Check the status of the MYOB EXO Business API Provider Service in the Windows Services management console.

Login error: "Error Occurred". Login fails.

This error indicates an incorrect token, a failed service or an expired licence. To investigate and resolve the error:

1. Check that the licence expiry date of MYOB EXO OnTheGo is a date in the future—note that the standard EXO Business grace period does not apply to OnTheGo expiry. Demonstration companies using the Motopartz databases also require an expiry date greater than or equal to the current date.
2. Generate a new token for the user/device combination.
3. Stop and start the API relay provider service and test login again.
4. Check the log file **MYOB.ED.EXO.Cloud.Provider.ServiceHost.ERROR.log** in the API install directory for a detailed description of the issue.
5. Check that the profile setting **Computer Identification Method** is not set to "GUID" (any of the other options for this setting can be used).
6. Check that the **Password maximum age** security profile setting (PASSWORDMAXAGE) has a valid numerical value. If it does not, enter a value, open and re-save the user(s) who cannot log in, then restart the MYOB EXO Business API Provider Service.
7. Search for the issue in the Knowledge Base for resolution steps.