

# 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.

# 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)

As per Microsoft recommendations (<https://docs.microsoft.com/en-us/windows-server/get-started/hardware-requirements>):

	Minimum	Recommended
<b>Processor</b>	<ul style="list-style-type: none"><li>1.4 GHz 64-bit processor</li><li>Compatible with x64 instruction set</li><li>Supports NX and DEP</li><li>Supports CMPXCHG16b, LAHF/SAHF, and PrefetchW</li><li>Supports Second Level Address Translation (EPT or NPT)</li></ul>	Server class processor
<b>RAM</b>	2 GB or more	4 GB or more
<b>Hard Disk</b>	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
<b>Operating System</b>	See <a href="#">Compatible Environment Roadmap listing</a>	
<b>Other</b>	<p>Where intensive applications such as Microsoft Exchange and other disk/CPU intensive processes are required, we recommend that a dedicated SQL server is implemented<sup>1</sup>.</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 database can support. See the following MSDN article for more information: <a href="http://msdn.microsoft.com/en-us/library/ms165672.aspx">http://msdn.microsoft.com/en-us/library/ms165672.aspx</a></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>	

<sup>1</sup> 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.

## Windows Terminal Server Requirements

	Minimum	Recommended
<b>Processor</b>	As above	Quad Core Server class processor
<b>RAM</b>	Base of 2 GB plus 100 MB per user	Base of 2 GB plus 100 MB per user
<b>Hard Disk / SSD</b>	Base of 20 GB + 10 MB per user Allow an increase of 30Mb per year Allow extra for backups as required	Base of 30 GB + 10 MB per user Allow an increase of 30Mb per year Allow extra for backups as required
<b>Operating System</b>	See <a href="#">Compatible Environment Roadmap listing</a>	
<b>Other</b>	<p>MYOB recommend that a dedicated SQL server is implemented<sup>1</sup> (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>	

<sup>1</sup> 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.

## 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.
- Optimise your virus scanner.
- For recommendations on specific server operating systems, see Compatible Environment Roadmap.

## Optimising MYOB Enterprise Solutions software 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 correctly configured, 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
- 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.

# Workstation Requirements

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

## Workstation (Client Install)

	Minimum	Recommended
<b>Processor</b>	Core i3 or equivalent	Core i5 or equivalent
<b>RAM</b>	4 GB or greater	8 GB or greater
<b>Hard Disk</b>	10 GB free space	40 GB free space
<b>Operating System</b>	See <a href="#">Compatible Environment Roadmap listing</a>	
<b>Other</b>	<p>Internet access and internet email available from at least one workstation. Access to a DVD-ROM Reader.</p> <p>24-bit colour, 1024×768 effective screen resolution. For laptops or other 1920x1080 screens scaled at 150%, the effective resolution of 1280x720 may lead to some screens being truncated at the bottom.</p> <p><b>MYOB Exo Employer Services (only)</b> Serial port (required for some features in Exo Time and Attendance)</p>	

## Standalone (Client and Server on Same Machine)

	Minimum	Recommended
<b>Processor</b>	Core i5 or equivalent	Core i7 or equivalent
<b>RAM</b>	8 GB	16 GB or greater
<b>Hard Disk</b>	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
<b>Operating System</b>	See <a href="#">Compatible Environment Roadmap listing</a>	
<b>Other</b>	<p>Operating other processor/disk intensive processes and applications on the same machine may result in performance degradation.</p> <p>You must have Internet access and internet email available from this PC.</p> <p><b>MYOB Exo Employer Services (only)</b> 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.
- 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. (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.

# 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

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 manufacturers 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 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 current 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 has ‘MYOB Support Status’ of No, MYOB will not support the running of an Enterprise Solution in that environment.

An additional 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

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

The following table provides the environmental support status for MYOB Enterprise Solutions software. As a general guideline, MYOB Enterprise Solutions software will run on any version of Windows currently supported by Microsoft – see <https://docs.microsoft.com/en-us/windows-server/get-started/windows-server-release-info> for Windows Server, and <https://docs.microsoft.com/en-us/windows/release-health/supported-versions-windows-client> for Windows Client

Environment	MYOB Support Status	MYOB Support Discontinued	Vendor Mainstream Support End Date
<b>Operating System (latest service pack should be installed)</b>			
Microsoft Windows Server 2012 Standard ‡	No		Jan 2018
Microsoft Windows Server 2012 R2 Datacenter ‡	No		Jan 2019

Environment	MYOB Support Status	MYOB Support Discontinued	Vendor Mainstream Support End Date
Microsoft Windows Server 2012 R2 Enterprise ‡	No		Jan 2019
Microsoft Windows Server 2012 R2 Standard ‡	No		Jan 2019
Microsoft Windows Server 2016 LTSC	Yes (2018.4 +) * †		End of servicing
Microsoft Windows Server 2019 LTSC	Yes 2020.1 +) * †		Sep 2024
Microsoft Windows Server version 20H2	Yes		End of servicing
Microsoft Windows Server 2022	Yes		Oct 2026
<p>*Earlier versions of MYOB Enterprise Solutions software (2017.2 - 2018.3) will run but require TLS 1.2 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.</p> <p>† Long-Term Servicing Channel (LTSC) versions are supported by Microsoft</p> <p>‡ Mainstream support for Windows Server 2012 has finished. It is currently under extended support until October 10, 2023.</p>			
<b>Desktop Operating System (latest service pack should be installed)</b>			
Microsoft Windows 10†	Yes		Jul 2021
Microsoft Windows 10 Professional†	Yes		Jul 2021
Microsoft Windows 10 Enterprise†	Yes		Jul 2021
Microsoft Windows 11 (21H2)	Yes		Oct 2023
<p>† See <a href="https://docs.microsoft.com/en-us/windows/release-health/supported-versions-windows-client">https://docs.microsoft.com/en-us/windows/release-health/supported-versions-windows-client</a> for supported versions of Windows 10</p>			
<b>Database Application Systems (latest Service pack should be installed)</b>			

Environment	MYOB Support Status	MYOB Support Discontinued	Vendor Mainstream Support End Date
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	No		Jul 2021
Microsoft SQL Server 2016 Express	No		Jul 2021
Microsoft SQL Server 2016 Standard	No		Jul 2021
Microsoft SQL Server 2016 Web	No		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 +)		Jan 2025
Microsoft SQL Server 2019 Developer	Yes (2020.2 +)		Jan 2025
Microsoft SQL Server 2019 Express	Yes (2020.2 +)		Jan 2025
Microsoft SQL Server 2019 Standard	Yes (2020.2 +)		Jan 2025
Microsoft SQL Server 2022 Versions	Yes (2023.2 +)		Jan 2028
<b>Contact synchronisation (latest service pack should be installed)</b>			

Environment	MYOB Support Status	MYOB Support Discontinued	Vendor Mainstream Support End Date
Microsoft Office Outlook 2007	No	Apr 2013	
Microsoft Office Outlook 2010 32-bit and 64-bit	No		Oct 2015
Microsoft Office Outlook 2013 32-bit and 64-bit	No		Apr 2018
Microsoft Office Outlook 2016 32-bit and 64-bit	No	2015.4 and earlier	Oct 2020
Microsoft Office Outlook 2019 32-bit and 64-bit	Yes		October 2023
Microsoft Office Outlook 2021 32-bit and 64-bit	Yes		October 2026
<b>Microsoft Office 365 (Note that system performance when integrating with Office 365 will depend on the speed of your internet connection)</b>			
	Yes	<a href="#">Modern Lifecycle</a>	
<b>Microsoft Office connection (latest service pack should be installed)</b>			
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		
<b>Exo OnTheGo Supported Devices (Tested on IOS 13.4.1 R)</b>			
Apple iPad 2, iPad 3 running iOS 10 or newer	Yes		



Environment	MYOB Support Status	MYOB Support Discontinued	Vendor Mainstream Support End Date
Apple iPad Air running iOS 10 or newer	Yes		
Apple iPad Mini, Mini 2 running iOS 10 or newer	Yes		
Apple iPad Pro running iOS 10 or newer	Yes		
<b>Browsers (latest service pack should be utilised)</b>			
Microsoft Windows Internet Explorer	No		
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 2017 or later.