

MYOB Exo Business

Release Notes

2021.1

myob

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Introduction

What's New in this Release?

The 2021.1 release updates the NZ GST Return to automatically retrieve information from the IRD. This release also updates the system's handling of deposits on Sales Orders to better support changing debtors on a Sales Order with a deposit and allocating deposits to multiple invoices.

Several Exo Business modules now support High DPI scaling, which improves the user experience on scaled displays, and the email encryption options have been updated. In addition, this release addresses issues identified in previous releases.

Note: This release also includes 2021.1 Hot Fix 1, which resolves issues identified after the initial release of 2021.1.

The purpose of this document is to provide essential information on the installation and use of this release:

- The **Installation** section provides an overview of the installation process, including pre-installation requirements and post installation steps.
- The **New Features** section describes all new features introduced in this release.
- The **Resolved Issues** section describes all issues that have been addressed by this release.
- The **Known Issues** section details any issues in this release that have been identified as requiring attention.
- The **New Profile Settings** appendix at the end of this document summarises all changes to Exo Business profile settings included in this release.

Installation

Pre-Install Requirements

Minimum system requirements for PCs running MYOB Exo Business components are detailed below. See the [Minimum System Requirements page](#) on the Exo Business Education Centre for details about the requirements and supported operating systems for MYOB Exo Business.

The performance of the Exo Business system is not assured if these requirements are not met. MYOB cannot assure performance if the Exo Business system is installed on a server that is already under load from other processes, or a RDBMS that is not suitable for an organization's volume of data.

Other Requirements

Certain features of MYOB Exo Business require one or more of the following:

- Internet access
- Microsoft Internet Explorer 7.0 or later
- Adobe® Acrobat Reader 7.0 or later

Microsoft Office connection requires Microsoft Word/Excel 2016.

Contact synchronisation requires Microsoft Outlook 2016.

This release of MYOB Exo Business requires **ExonetLib.dll** version 2020.2, which is installed with the application.

When installing manually with 64-bit Outlook integration, you must copy the file **RwEasyMAPI64.exe** from the **Supporting Files\RapWare** folder of the Exo Business DVD to the install directory. Register this file by running the following from a command prompt:

```
RwEasyMAPI64.exe /regserver
```

Note: The client installer does this automatically.

Installing MYOB Exo Business

Information on installing and upgrading MYOB Exo Business is available on the MYOB Exo Business Education Centre—see the following pages:

- [Installing Exo Business](#)
- [Installing Exo Business Services](#)

Post-Installation

Once you've installed MYOB Exo Business, you must configure it for use. You can optionally migrate data into Exo Business from another MYOB product. The configuration and migration processes are detailed in the *MYOB Exo Business Implementation Guide*.

Logging in to Exo Business

New MYOB Exo Business databases are installed with one or more default user accounts. When logging in to Exo Business for the first time, you must supply the following login details:

For a new blank database (EXO_LIVE):

- Default admin user = ExoAdmin
- Default admin password = ExoAdmin

For the demonstration database (EXO_DEMO):

- Default admin user = ExoAdmin
- Default admin password = ExoAdmin
- Default demo user = demo
- Default demo password = DEMO

Note: Passwords are case-sensitive, but login names aren't.

Updating the Exo Business Database

If you are upgrading from 2020.2 or later, the database upgrade process is trivial as nearly all of the changes are to the user interface.

If however, you are upgrading from a version of MYOB Exo Business before release 2019.4.1, the database conversion process makes extensive changes to align with new database technologies. In Exo Business 2019.4.1, we added Unicode support to the Exo Business user interface which involved changing the database to support Unicode.

You'll need to run the database update utility to apply the changes. While the process to update Exo Business hasn't changed, there is an additional step to convert columns in the database to their Unicode equivalents.

Before updating client databases, partners **must** read the [MYOB Exo Business 2019.4.1 Upgrade - Unicode Database Conversion](#) whitepaper. The whitepaper details steps that you must carry out before performing the update.

Note: Prior to updating to Exo Business 2020.3, you must backup the database. The changes that the update makes to the database schema cannot be undone.

New Features

Updates to GST Reporting


Exo Business now retrieves information about your GST obligations from the IRD, where previously they had to be entered manually.

Note: Electronic submissions require a nine-digit IRD number. If your company's IRD number in Exo Business Config > Company > Company Details is only eight digits, add a leading zero to make it nine, e.g. 012-345-678.

On first opening the NZ GST Return window, you will be prompted to log in to your myIR account. Once you are logged in, the new **Filing Obligation Date** dropdown will be automatically populated with the due dates of all outstanding GST Returns. Selecting a date sets the **Frequency** and **Due Date** fields automatically (these fields are now read-only):

The screenshot shows the 'EB NZ GST Return' window with a menu bar (File, Utilities, Help) and a toolbar (Save, Cancel, Print, Calculate, Source Transactions, IRD). The main area has a header with 'Press 'Calculate' to calculate amounts using selected criteria' and 'Country: NZL'. Below the header are tabs for 'Header', 'Detail', 'Provisional Tax', and 'Calculation Sheet'. The 'Header' tab is active, showing fields for 'Tax number' (123-084-217), 'Tax basis' (Invoice), 'Frequency' (Two monthly - periods ending odd months), 'Include previous' (checkbox), 'Filing Obligation Date' (31.05.2020), 'Status' (Overdue), 'Due Date' (29.06.2020), 'Tax return code', 'Gross derived from GST' (checkbox), and 'GST Return Type' (Non-Provisional Taxpayers: GST 101A). There are also dropdowns for 'Debtor ages' and 'Creditor ages' both set to '1. Oct20' to '0. Nov20'. A red box highlights the 'Frequency', 'Filing Obligation Date', 'Status', and 'Due Date' fields. The footer shows 'Motopartz.com.au'.

The new **Status** field indicates if the selected return is overdue.

You can continue to calculate the GST return and submit it to the IRD using the  IRD button, as in previous versions. Submitted returns are listed on the Inland Revenue Lodgement windows as usual.

Note: Once you have logged in to your myIR account, the **Save** button is disabled. The GST return will be saved automatically once it is submitted to the IRD.

Logging Out

A new **Logout from IRD** option is available in the File menu of the NZ GST Return window. Selecting this option logs you out of your myIR account, which means you will be prompted to log in again the next time you open the NZ GST Return.

Note: You must also log out of Exo Business for the myIR logout to take effect.

Interface Updates

Support for High DPI

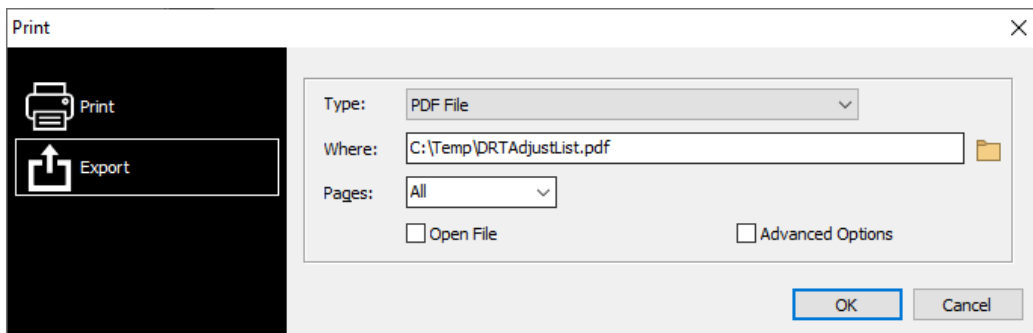
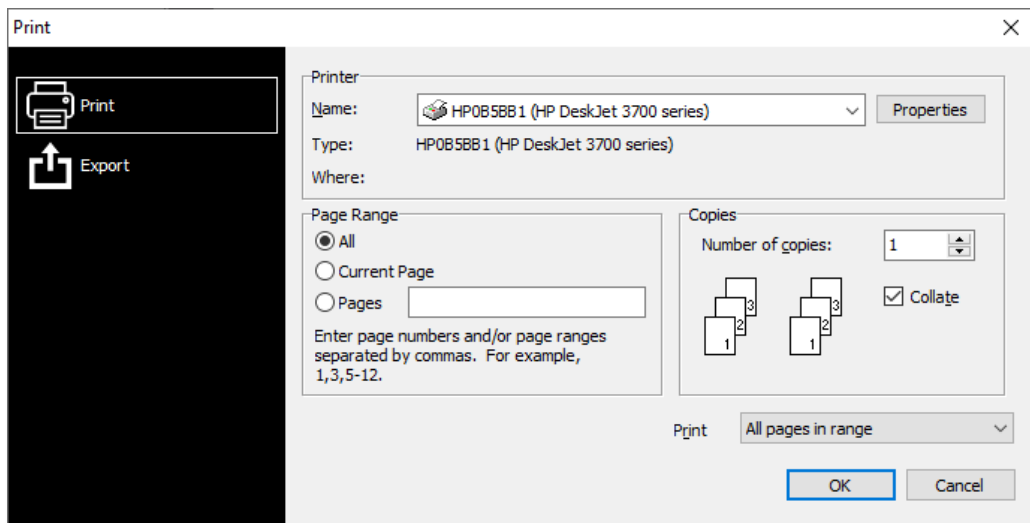
The following modules now support High DPI scaling as per the Display settings for each monitor:

- Exo Business core module
- Exo CRM
- Exo Job Costing
- Exo Business Config

This improves the user experience on scaled monitors, e.g. many laptop screens.

New Report Print Window

This release updates the Print window when printing an Exo Business report. The window is now divided into separate tabs for printing or exporting reports:



Updates to Deposits

This release improves the handling of deposits on Sales Orders, providing more flexibility and improving usability.

Allocating Deposits to Multiple Invoices

MYOB Exo Business now supports the scenario where a deposit is part-allocated to multiple invoices. In previous releases, doing so would take the full deposit amount out of the GL Deposits account for each part allocation, resulting in an imbalance.

This release corrects this behaviour, so that the deposit amount is always correct when partially allocating.

Moving Deposits when Changing Sales Orders

In previous versions, changing the Debtor account associated with a Sales Order meant that any deposit that had been entered for the order would still be recorded against the original Debtor.

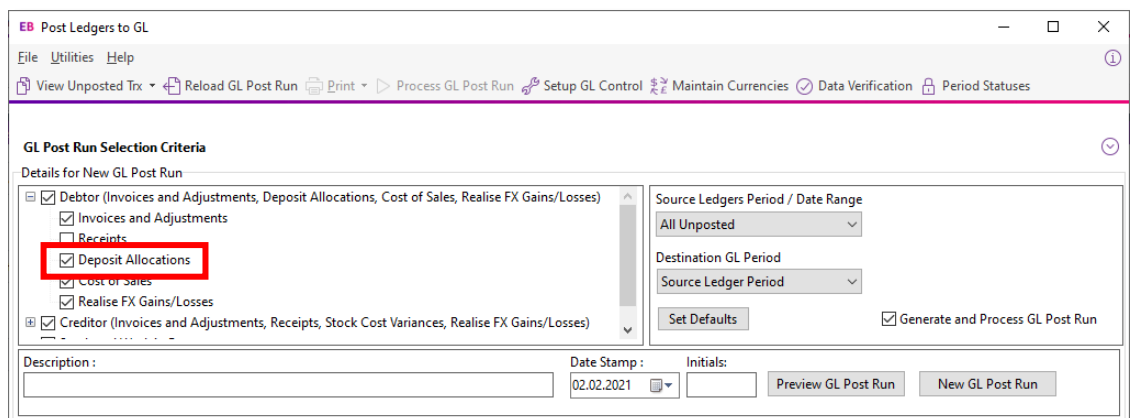
This release adds a new **Allow user to move deposits to Sales Order** profile setting, which lets you choose what should happen to the deposit on a Sales Order when the Debtor is changed. The new setting has the following options:

- **Always Keep Deposits with Sales Order** – when the Debtor is changed, the deposit remains on the Sales Order, and will now be recorded against the new Debtor.
- **Always Keep Deposits with Debtor** – when the Debtor is changed, the deposit remains against the original Debtor, which means it will be removed from the Sales Order.

The new profile setting defaults to “Always Keep Deposits with Debtor”—this preserves the behaviour of previous versions.

Posting Deposits and Deposit Allocations

In previous versions of Exo Business, deposit allocations were always posted to the General Ledger. This release adds a new option to the Post Ledgers to GL window, so you can choose whether or not to post deposit allocations:



The **Default status of the ledgers in Post ledgers to GL screen** profile setting has been updated to include **Deposit Allocations** as an option.

In previous releases, deposits were only posted to GL when the **Receipts** option was ticked on the Post Ledgers to GL window, which was not always desirable if Debtors Banking Batches were used.

Now when the **Post Debtors Payments to GL as batches** setting is ticked and Debtors Banking Batches are used, deposits will be posted by the Post Ledgers to GL window even if the **Receipts** option is unticked.

When included in a Debtors Banking Batch, deposits are no longer consolidated into a single transaction; instead, a separate transaction is included for each deposit, making easier to audit or reconcile the Deposits GL Control account.

Unallocating and Reversing Debtor Allocations

In previous releases, if an allocated deposit was unallocated from an invoice and reallocated to another, no GL transactions were created for this. As of this release, the MYOB Exo Business system behaves as follows:

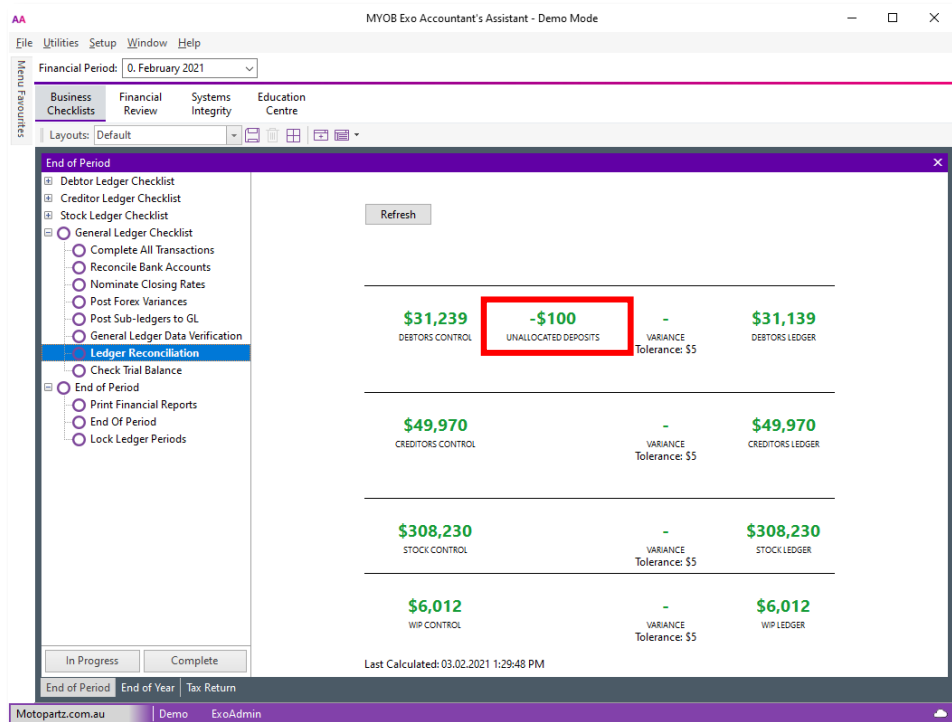
- When unallocating a posted deposit and then posting to the GL, the deposit will be posted to the following accounts:
 - Debtors Control – debit
 - Deposits Received – credit
- When allocating a posted unallocated deposit, the deposit will be posted to the following accounts:
 - Debtor Control – credit
 - Deposits Received – debit
- When unallocating a posted deposit and then reallocating that deposit before posting then no movement will occur.

When the **Allow reversal of debtor/creditor allocations** profile setting is enabled, a **Reverse Allocation** option is available when right clicking on Debtor payments. In previous releases, reversing an allocation in this way deleted the transaction.

As of this release, when a user reverses an allocated payment that is a deposit, the system creates a reversal transaction, debiting Debtors Control and crediting Deposits Received.

Update to Ledger Reconciliation

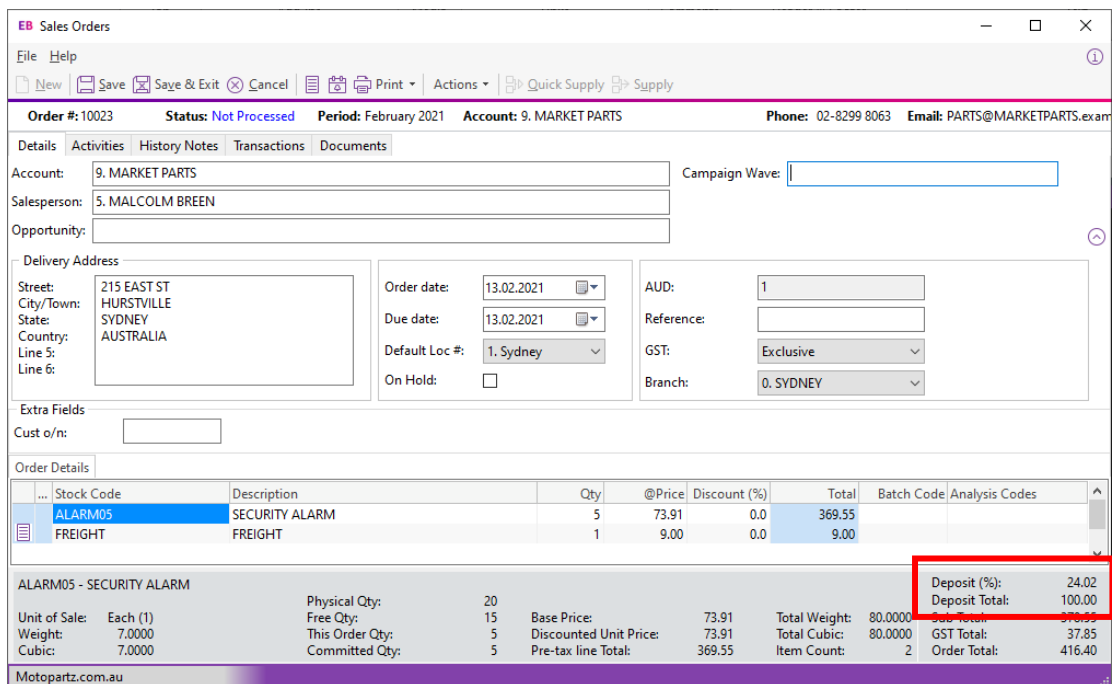
The Debtors section of the Ledger Reconciliation widget now includes a figure for **Unallocated Deposits**. Previously, the amount of any unallocated deposits would be included in the **Variance** amount.



Improvements to Deposit Usability

Visibility of Deposit Totals

Deposit totals are now displayed in the footer of the Sales Orders window:



Two values are displayed:

- **Deposit (%)** – deposit total as a percentage of the Sales Order total
- **Deposit Total** – total deposit amount

The total is displayed throughout all stages of processing the order.

Deposit Prompts

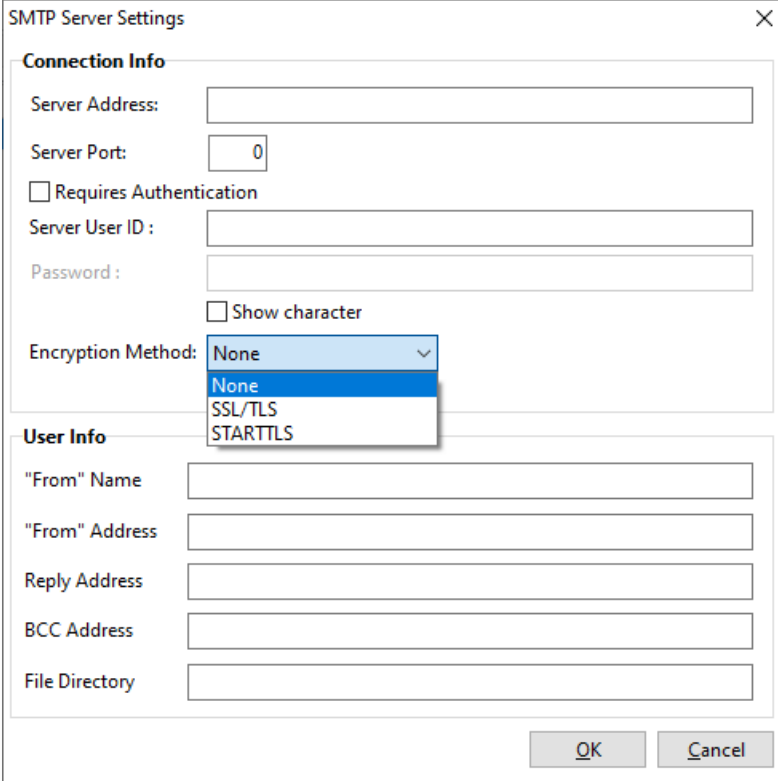
This release gives more control over when users should be prompted to enter a deposit for a Sales Order. The new **Deposit Prompt** profile setting contains the following options:

- Always Prompt when Saving
- Only Prompt when Saving a New Sales Order
- Only Prompt when there is no Deposit
- Never Prompt

Email Encryption Updates

This release updates the encryption functions used when sending emails via SMTP, so that Exo Business remains compatible with newer versions of TLS. The **Encryption Method** setting on the SMTP Server Settings window has been changed to a dropdown with the following options:

- No encryption
- SSL/TLS
- STARTTLS



The screenshot shows the 'SMTP Server Settings' dialog box. It is divided into two main sections: 'Connection Info' and 'User Info'. In the 'Connection Info' section, there are fields for 'Server Address', 'Server Port' (set to 0), 'Server User ID', and 'Password'. There are also checkboxes for 'Requires Authentication' and 'Show character'. The 'Encryption Method' dropdown menu is open, showing three options: 'None', 'SSL/TLS', and 'STARTTLS'. The 'User Info' section contains fields for '"From" Name', '"From" Address', 'Reply Address', 'BCC Address', and 'File Directory'. At the bottom right, there are 'OK' and 'Cancel' buttons.

Select the option that applies to your SMTP server.

Resolved Issues

Exo Business Core

Service Request ID	Description
111506079874 172396706231 158065646723 154088929971 147937396371 130005836321 130005836287 127355264124 116566883701 113413847201 111372601961	Sales Orders deposits with multiple allocations against them could result in duplicate/incorrect GL transactions. This has been resolved—see page 6.
130441387910 173047740621 165266539116 147700441271 130236620661	
12682509696 128048365911 12658283921	
12019717436 12011358871	
CE00007667 CE00002020	
15839612177 16972383101 15481871331	Unallocating and reallocating an deposit did not produce the correct GL transactions. This has been resolved—see page 7.
CE00010592 CE00010566 CE00010611 CE00011437 CE00012219	When editing an Inwards Goods Receipt, the Split Line button was not working. This has been resolved.
CE00010174 CE00010168 CE00011330 CE00012083	An error occurred when saving sales orders containing a kit that had a custom prices set for their output item. This has been resolved.
CE00006703 CE00000382 CE00011710	When the date was updated on a Creditor Invoice, the exchange rate was updated to the current exchange rate for the period, ignoring any rate specified on the Inwards Goods Receipt. This has been resolved.
CE00006939 CE00000765 CE00011053	An error message would occur the first time a user attempted to add an Analysis Code to a Purchase Order. This has been resolved.
CE00011298 CE00011235	When upgrading from Exo Business 8.7 to a more recent version, an error would occur as the upgrade tried to create the GeoDistance function. This has been resolved.
-	This release includes updates to the user interface to prevent display issues when running Exo Business in High DPI mode.

Exo Job Costing

Service Request ID	Description
CE00012786 CE00012781	The Invoice Job > Invoice Job with Sub Jobs option caused errors and could leave job lines in an incorrect state. This has been resolved.
CE00015007 CE00014966	In some cases, the Analysis tab on the Job Details window was not displaying any data. This has been resolved. <i>This issue was resolved in the 2021.1 Hot Fix 1 release.</i>
173855729721	If a job's status was changed automatically by the Invoice Status update, the control flags on the job were not correctly updated. This has been resolved.

Exo CRM

Service Request ID	Description
CE00014817 CE00014814	It was not possible to assign a contact to an opportunity that was created for a Non Account. This has been resolved. <i>This issue was resolved in the 2021.1 Hot Fix 1 release.</i>

Exo Finance

Service Request ID	Description
CE00011150 CE00011119	"Key violation" errors occurred on the Bank Reconciliation screen. This has been resolved.

Exo Clarity Reports

Service Request ID	Description
CE00010703 CE00007815 CE00010714	It was not possible to have more than one instance of Exo Clarity open at once—any instances after the first would hang. This has been resolved.
CE00014962 CE00014938	If check box parameter type was not selected by default in Exo Clarity, it would be disabled and could not be selected when running the report. This has been resolved. <i>This issue was resolved in the 2021.1 Hot Fix 1 release.</i>

Exo Business Configurator

Service Request ID	Description
12098648156 148404160631 145343774501 12933052120 12605004671 12082928291 12081276952 157975768234 169070405858 167688030491 160774484651 157125718564 157125718181	When launched from certain screens, a Contact search would not return all expected results and the Extra contacts search fields profile setting was not observed. This has been resolved.
173674365524 174180815411 173672813831	The error "Cannot read encrypted connection property PASSWORD" occurred when logging in to any Exo Business module for the first time after adding a licence for the discontinued ClientConnect module. This has been resolved; the ClientConnect module is no longer available for selection when adding licences.
CE00010789 CE00009887	After upgrading from a version of Exo Business prior to 2019.4.1, the text "(WIDEMEMO)" would appear in some Extra Fields. This has been resolved.
-	After a fresh install of 2021.1, the error message "Please run ExoConfig to update Exo Configuration Assistant to version 2021.1.0.0 or higher." appeared when running the Exo Configuration Assistant. This has been resolved. <i>This issue was resolved in the 2021.1 Hot Fix 1 release.</i>

Exo Distribution Advantage

Service Request ID	Description
CE00012793 CE00012462 CE00016250	The Process button on the Batch Sales Order Line Processing window was always greyed out. This has been resolved.

Known Issues

The following issues have been identified as requiring end-user attention in this release.

Issue with Large Budget Reports in CRM

If you have a budget report with thousands of lines, the error message “Insufficient memory for this operation” appears when you open Exo CRM.

To prevent this error, you must either delete or disable the budget.

Potential Unicode Issue with Barcodes on Clarity Forms

The error message “Invalid Codeword” appears when you print a label for a fixed asset with an asset code containing Unicode characters.

The error occurs because the PDF barcode format used by Exo Business does not support Unicode. You can get around this problem by changing the barcode type to QR code, or by stripping Unicode characters before barcode creation—which solution works best for you will depend on the exact context of your business.

To change to QR codes:

1. In Clarity Report Designer, open the asset label report
2. In the report’s properties, change the barcode type to **QR Code**.
3. Under **QRCodeSettings** change the **CharEncoding** option to **bceUTF8**.
4. Save your changes.

Note: If you plan to scan the labels, you need scanner software that can read QR codes.

Print window display issue in High DPI

In High DPI mode, some of the caption text on the new Print window for reports (see page 5) is cut off.

Appendix 1: Profile Settings

The following profile settings have been added or modified in this release

Name	Profile Name	Level	Description	Default
Allow user to move deposits to Sales Order	SO_KEEP_DEPOSITS_WITH_DEBTOR	User	This setting controls what should happen to the deposit on a Sales Order if the Debtor on the order changes (see page 6). Choose from: <ul style="list-style-type: none"> Always Keep Deposits with Sales Order Always Keep Deposits with Debtor 	Always Keep Deposits with Debtor
Deposit Prompt	SO_PROMPT_DEPOSIT	User	This setting controls when users should be prompted to enter a deposit for a Sales Order (see page 9). Choose from: <ul style="list-style-type: none"> Always Prompt when Saving Only Prompt when Saving a New Sales Order Only Prompt when there is no Deposit Never Prompt 	Always Prompt when Saving
Post Debtors Payments to GL as Batches	DRGLBATCH	Company	This setting now also affects deposits. If the setting is ticked and Debtors Banking Batches are used, deposits will always be posted to GL, even if the Receipts option on the Post Ledgers to GL window is unticked (see page 6).	Ticked
Default status of the ledgers in Post ledgers to GL screen	POSTINGLEDGERS_DEFAULT	User	An option for "Deposit Allocation" has been added to this setting (see page 6).	