

MYOB Exo Business

Release Notes

2021.3

myob

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Introduction

What's New in this Release?

The 2021.3 release adds support for the Payment Times Reporting Scheme in Australia and extends support for Extra Fields. This release also includes a range of updates to the user interface and addresses issues identified in previous releases.

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

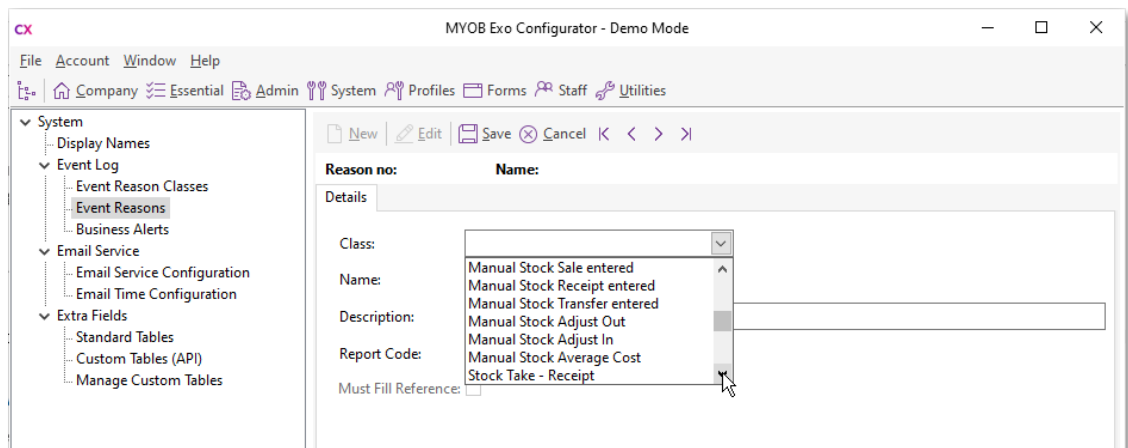
Changes to Stock Movements

The Stock Movement Import screen has been renamed to Stock Movement Transactions.

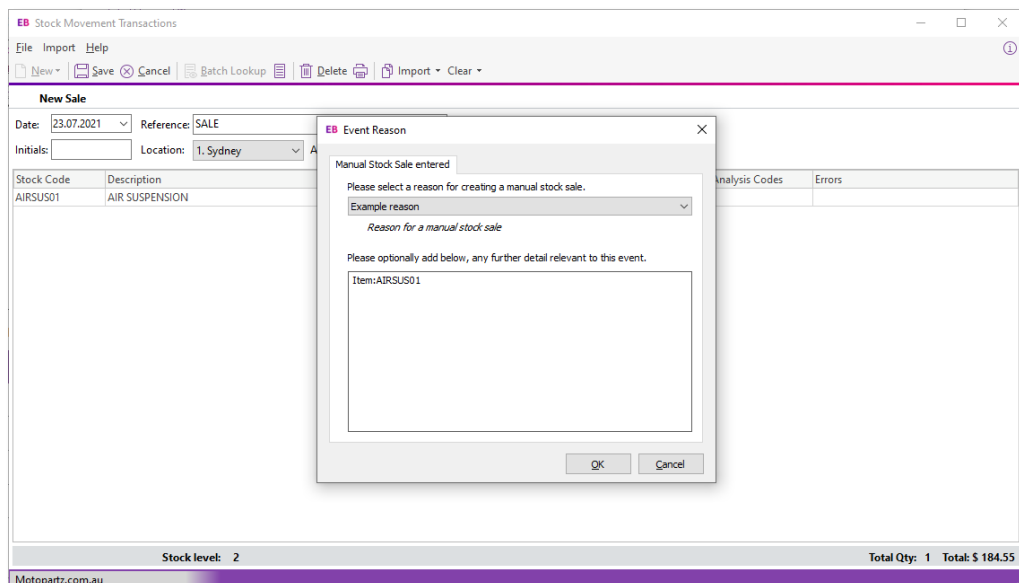
Note: If the **Use old manual stock movement screen** profile setting is selected, you'll still see the old Stock Movement import window. To see the new Stock Movement Transactions window, deselect the profile setting.

A new **Legacy Stock Adjustment Screen** option has been added to the file menu for the new Stock Movement Transactions screen. Selecting this option opens the old Stock Movement Import window.

Event Reason Classes are now available for each of the transactions that can be created from this window:



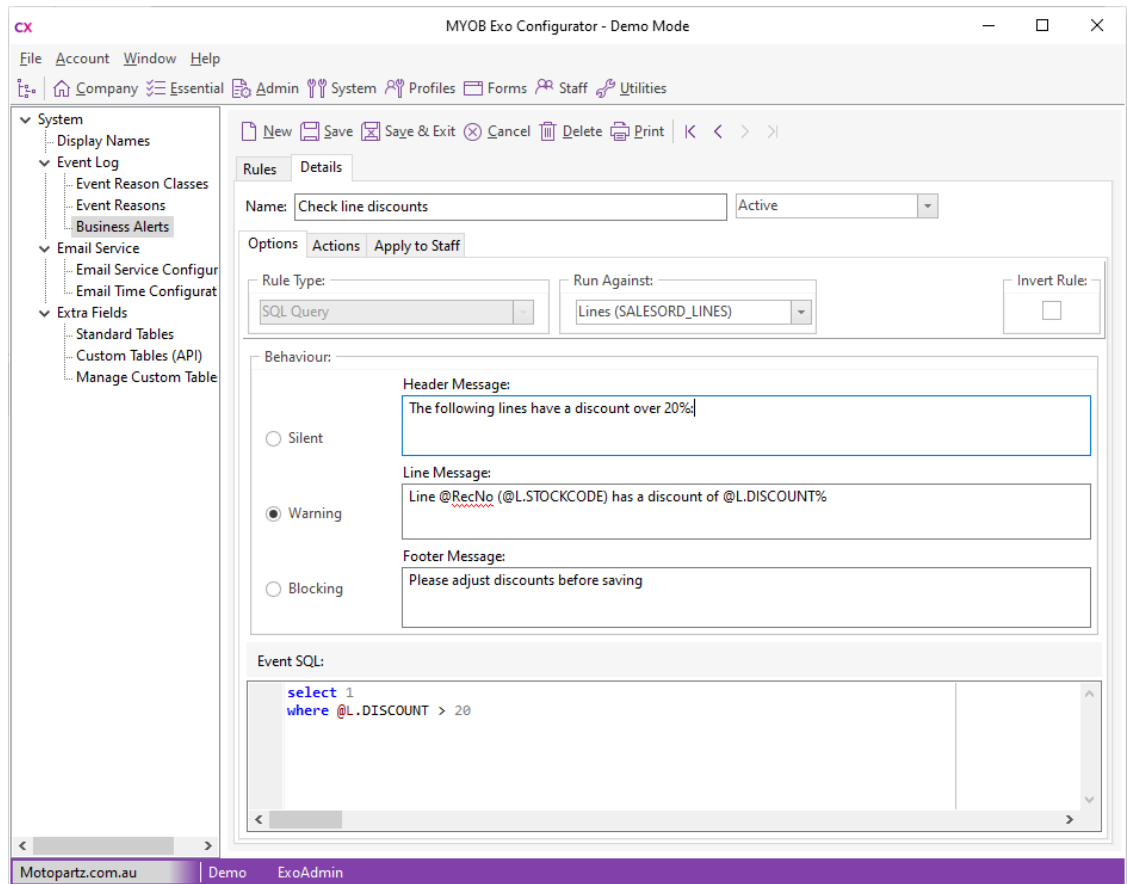
When active, the reasons you set up for each class will be available from the Stock Movement Transactions window:



Update to Business Alerts

In previous versions, if the conditions for a business alert were met on multiple lines of a record, and alert would appear for the first occurrence only. As of this release, business alerts are activated for each occurrence—all business alerts that are triggered will appear on one message window.

For business alerts that are set up to display a message, all messages relating to a record are displayed on a single window. When setting up a business alert for a line table, e.g. SALESORD_LINES or PURCHORD_LINES, you can now enter a message in three parts: a Header, Line and Footer:



The Header and Footer messages will be displayed once, while the Line message will be displayed once for each line that triggers the alert.

For example, using a business alert configured as in the screenshot above with a Sales Order where two out of the four lines have a discount greater than 20% results in a message like the following:

The screenshot shows the 'EB Sales Orders' application window. The main window displays order details for Order # 11024, Status: Not Processed, Period: July 2021, Account: 2. ALL CAR PARTS, Phone: 02 8476 1430, and Email: spares@allcar.example.com. The order details table shows four lines: FLANGE01 (FLANGE KIT, Qty 1, @Price 68.56, Discount 25.0%, Total 51.42), CAMADJ01 (ADJUSTABLE CAM SHAFT, Qty 1, @Price 194.36, Discount 15.0%, Total 165.21), MUFFLE01 (MUFFLER, Qty 1, @Price 99.86, Discount 22.5%, Total 77.39), and FREIGHT (FREIGHT, Qty 1, @Price 9.00, Discount 0.0%, Total 9.00). A 'Confirm' dialog box is overlaid on the table, containing the following text:

Confirm

? This customer is marked as freight free, however there is a freight value on this order.

If this is an exception, please make sure that this is noted on the order or remove the freight charge before saving.

The following lines have a discount over 20%:

Line 1 (FLANGE01) has a discount of 25%
Line 3 (MUFFLE01) has a discount of 22.5%

Please adjust discounts before saving

Continue?

Yes No

At the bottom of the application window, there is a summary section with the following data:

Unit of Sale:	N/a (1)	Deposit (%):	0.00
Weight:	45.0000	Deposit Total:	0.00
Cubic:	45.0000	Sub Total:	303.02
		GST Total:	30.30
		Order Total:	333.32

The bottom status bar shows 'Motopartz.com.au' on the left and 'Item Count: 4' on the right.

This order has also triggered a separate alert regarding freight—this message is displayed on the same message window.

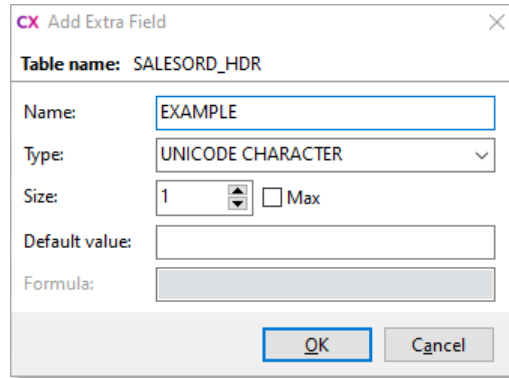
Two new parameters are available for use with the new functionality:

- **@ErrorCount** – This parameter can be used to show the number of errors that have occurred, e.g. “There are @ErrorCount lines that have an invalid discount.”
- **@RecNo** – This parameter is only available for alerts where the **Rule Type** is set to “SQL Query”. It can be used to show the specific record number that an error relates to, e.g. “Line @RecNo has an invalid discount.”

Updates to Extra Fields

This release updates the Extra Fields screen in the Exo Business Configurator to make it easy to find, add and edit Extra Fields.

Clicking **Add Field** on this screen opens a redesigned Add Extra Field window:



CX Add Extra Field

Table name: SALESORD_HDR

Name: EXAMPLE

Type: UNICODE CHARACTER

Size: 1 Max

Default value:

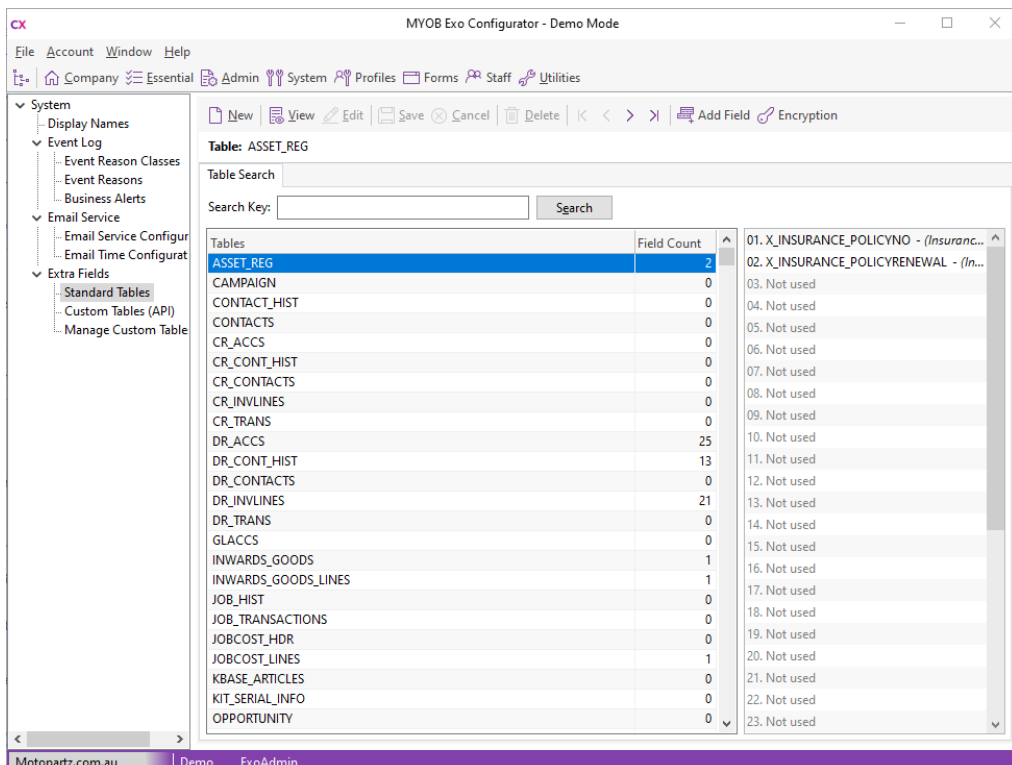
Formula:

OK Cancel

The **Type** options for VARCHAR and NVARCHAR fields of various sizes have been removed and replaced with single CHARACTER and UNICODE CHARACTER options. When either of these types is selected, the new **Size** field becomes active; this field lets you specify the field size directly. Tick the **Max** box to automatically set the field to the maximum size for the type (8000 for CHARACTER and 4000 for UNICODE CHARACTER).

Note: These changes support the updates to the Unicode Converter included in this release—see page 9.

The Extra Fields screen now displays a searchable list of tables in the Exo Business database in one pane, with a list of all Extra Fields defined for the selected table in a pane on the right. In the right pane, you can drag and drop fields to change their position.



MYOB Exo Configurator - Demo Mode

File Account Window Help

Company Essential Admin System Profiles Forms Staff Utilities

System

- Display Names
- Event Log
 - Event Reason Classes
 - Event Reasons
 - Business Alerts
- Email Service
 - Email Service Configur
 - Email Time Configur
- Extra Fields
 - Standard Tables
 - Custom Tables (API)
 - Manage Custom Table

Table: ASSET_REG

Table Search

Search Key: Search

Tables	Field Count
ASSET_REG	2
CAMPAIGN	0
CONTACT_HIST	0
CONTACTS	0
CR_ACCS	0
CR_CONT_HIST	0
CR_CONTACTS	0
CR_INVLINES	0
CR_TRANS	0
DR_ACCS	25
DR_CONT_HIST	13
DR_CONTACTS	0
DR_INVLINES	21
DR_TRANS	0
GLACCS	0
INWARDS_GOODS	1
INWARDS_GOODS_LINES	1
JOB_HIST	0
JOB_TRANSACTIONS	0
JOBCOST_HDR	0
JOBCOST_LINES	1
KBASE_ARTICLES	0
KIT_SERIAL_INFO	0
OPPORTUNITY	0

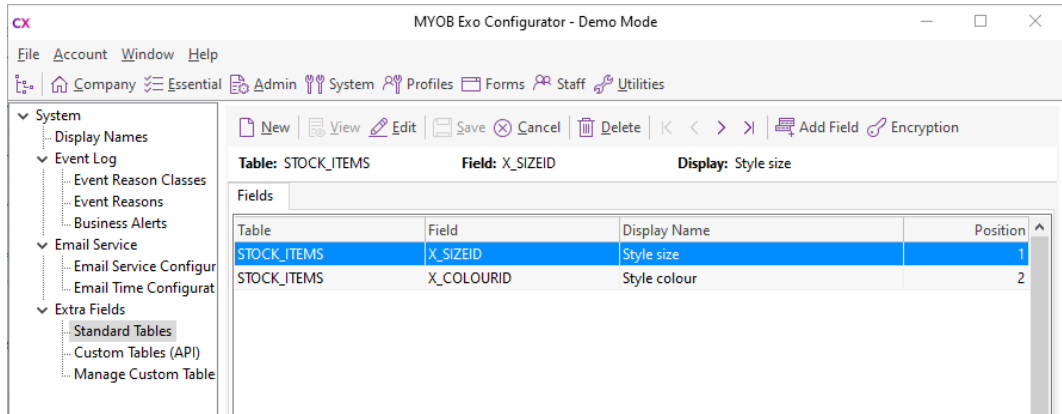
01. X_INSURANCE_POLICYNO - (Insuranc...
02. X_INSURANCE_POLICYRENEWAL - (In...
03. Not used
04. Not used
05. Not used
06. Not used
07. Not used
08. Not used
09. Not used
10. Not used
11. Not used
12. Not used
13. Not used
14. Not used
15. Not used
16. Not used
17. Not used
18. Not used
19. Not used
20. Not used
21. Not used
22. Not used
23. Not used

Motopartz.com.au Demo ExoAdmin

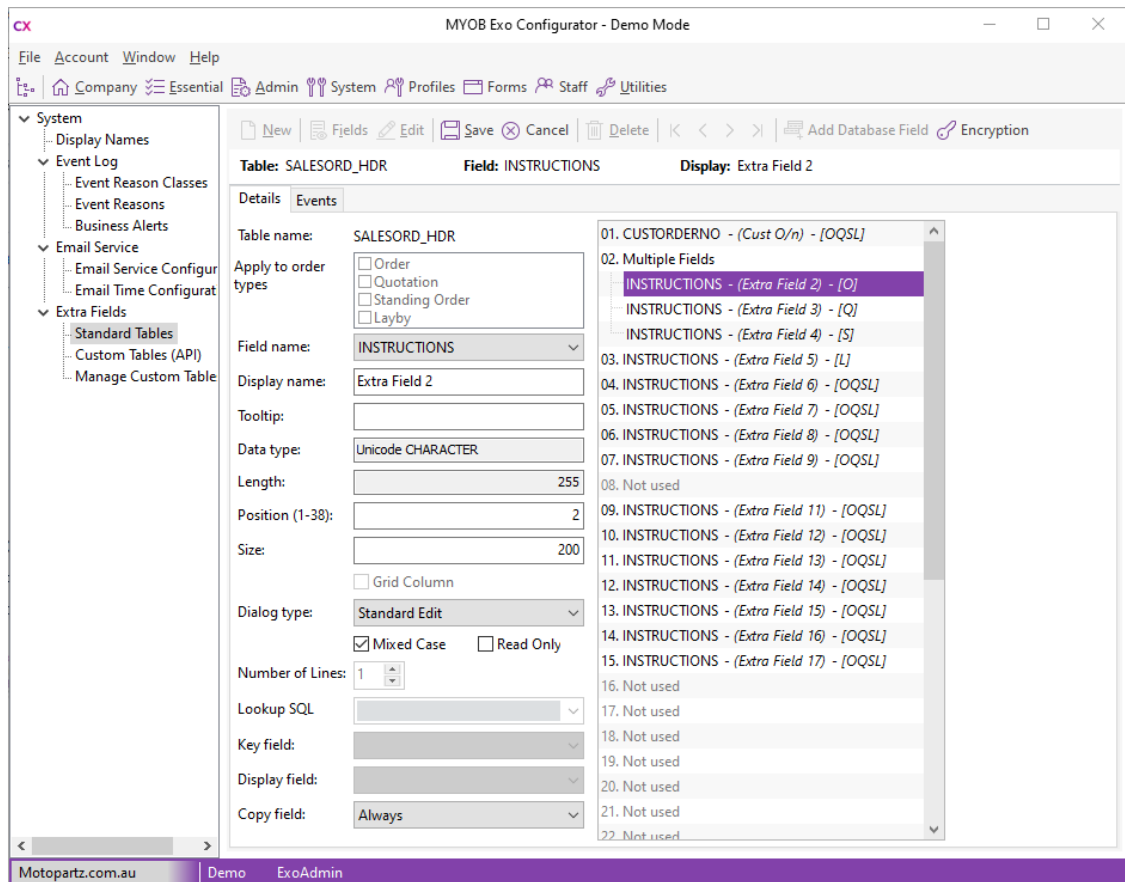
Double-click a table to display the details of fields that have been set up for the table. To edit a field, double-click it, or select it and click **Edit**. To add a new field, click **New**.

Note: When viewing the details of fields, you can't drag and drop fields to change their position.

If no fields have been set up, double-clicking on a table takes you directly to the screen for adding Extra Fields.



When adding or editing an Extra Field, you can drag and drop fields in the list on the right to change their position. For Extra Fields on Sales Orders, where Extra Fields for different order types and placed in the same position, a position becomes an expandable “Multiple Fields” node, showing the fields for each order type:



Updates to the Unicode Converter

This release includes updates to the Unicode Converter that runs when upgrading Exo Business from a version prior to 2019.4.

The Unicode Converter will not run when upgrading a version of Exo Business after 2019.4.1. It also no longer runs when an Extra Field is added as a VARCHAR. (VARCHAR fields are now added using the new UNICODE CHARACTER option—see page 7).

Note: See the “2019.4.1 Database Upgrade” white paper on the Exo Business Education Centre for information on the Unicode conversion process.

Stock Location Variances

This release adds a new Stock Location Variances utility, which shows any variance between the stock on hand and calculated stock levels for selected stock items.

Note: You will need to add the new **Stock Location Variances** menu item to users’ dropdown menus using the Exo Business Configurator.

To use the utility, set the filters for stock items, groups and locations on the Location tab, then click **Calculate** to populate the main table to display the stock on hand and calculated stock levels for all items that meet the filtering criteria. If you only want to see stock that has a variance, you can select the **Display variances only** checkbox.

StockCode	Description	Location	Stock on hand	Calculated Stock	Difference
AIRFIL01	OVALCHROME AIR FILTER	1. Sydney	15	15	0
AIRFIL01	OVALCHROME AIR FILTER	2. Melbourne	6	6	0
AIRFIL01	OVALCHROME AIR FILTER	4. Auckland	5	5	0
AIRFIL01	OVALCHROME AIR FILTER	5. WIP	5	5	0
AIRFIL05	PRO-STLYE AIR FILTER	1. Sydney	7	7	0
AIRFIL05	PRO-STLYE AIR FILTER	2. Melbourne	5	5	0
AIRFIL05	PRO-STLYE AIR FILTER	4. Auckland	4	4	0
AIRPRE01	AIR PRESSURE GAUGE	1. Sydney	8	8	0
AIRPRE01	AIR PRESSURE GAUGE	2. Melbourne	15	15	0
AIRPRE01	AIR PRESSURE GAUGE	4. Auckland	9	9	0
AIRSUS01	AIR SUSPENSION	1. Sydney	2	2	0
AIRSUS01	AIR SUSPENSION	2. Melbourne	10	10	0
AIRSUS01	AIR SUSPENSION	4. Auckland	4	4	0

Once levels have been calculated, you can go to the **Transactions** tab to see all stock movement transactions for whichever stock item is selected on the **Location** tab:

- Transfer transactions are displayed in blue text.
- Variances are displayed in red text.

Seqno	Reference	Transtype	Tran Type	Batch	Location	Tran Date	Prev Quantity	Quantity	New Quantity
627	10177	0	Sale		1. Auckland	24.04.2021			-1
725	1007	1	Receipt		2. Wellington	28.02.2021		15	
890	JOB: FQ1	2	Transfer	1028	1. Auckland	12.09.2021	44	-0.5	44
891	JOB: FQ1	2	Transfer		5. WIP	12.09.2021	44	0.5	44
892	JOB: FQ1	0	Sale	1028	5. WIP	12.09.2021	44	-0.5	44
204	1002	1	Receipt		1. Auckland	22.06.2020		30	

Reversing Depreciation

Exo Business now allows depreciation and revaluation transactions from the Exo Fixed Assets module to be reversed. When a GL Batch that represents a depreciation or revaluation is reversed, the system also creates an adjustment in the Fixed Assets module to reverse the depreciation against the asset.

Note: You can only reverse the most recent depreciation/revaluation transaction.

Updates to Negative Stock Checking

MYOB Exo Business now checks for negative stock when reversing an Inwards Goods Receipt, or reversing or processing a Bill of Materials, if the existing **Prevent processing to negative stock levels** profile setting is ticked.

Average Cost Adjustment

When a stock item's average cost is changed, a GL transaction is now created between the Stock on Hand control account and the Stock Adjustment account. This transaction is only created if the following conditions apply:

- The transaction has a positive effect on inventory.
- Average cost is being used.
- The item balance before receipt is negative.
- The receipt cost differs from the current average cost for the item.

Updates to Job Costing

This release includes updates to the **Costs** tab in the **Job Details** window of the Job Costing module. These updates make sure that the stock and WIP update correctly.

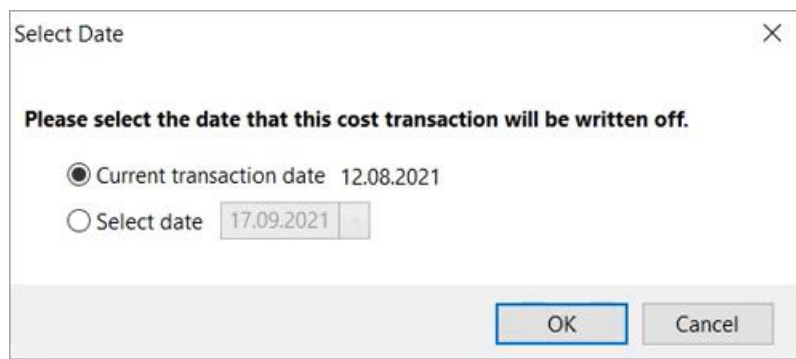
Quantity Changes Are Automatically Saved

If you change the quantity of a cost line and then immediately do one of the following, your quantity changes are automatically saved:

- Cancel the line.
- Write-off the line.
- Move the line to another job.
- Send the line to invoice.

Selecting Date for Cost Line Changes

When you cancel or write off a cost line, or move the line to another job, the **Select Date** window opens.



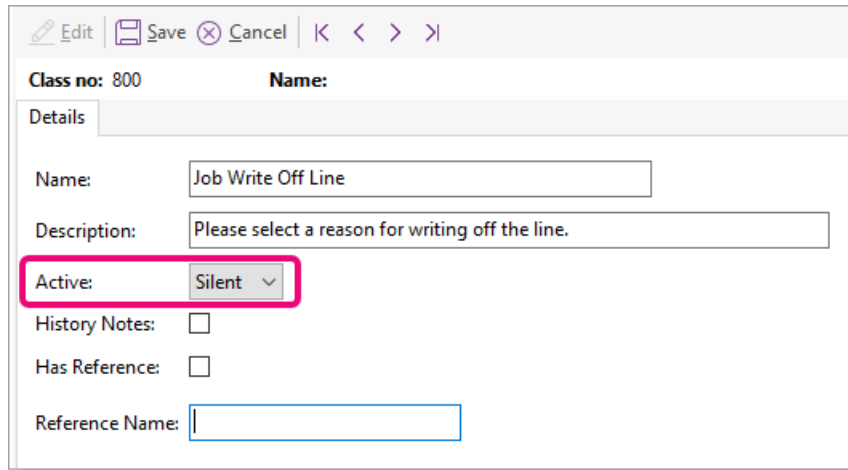
This window doesn't change the original cost transaction date. Instead, you need to enter the date when the line will be cancelled, written off or moved.

Note: The **Select Date** window doesn't open when you send a line to invoice. However, if you send a line to invoice and then change the invoice date, the WIP GL and WIP Report will update correctly.

Event Reason Classes for Cancelling or Writing Off

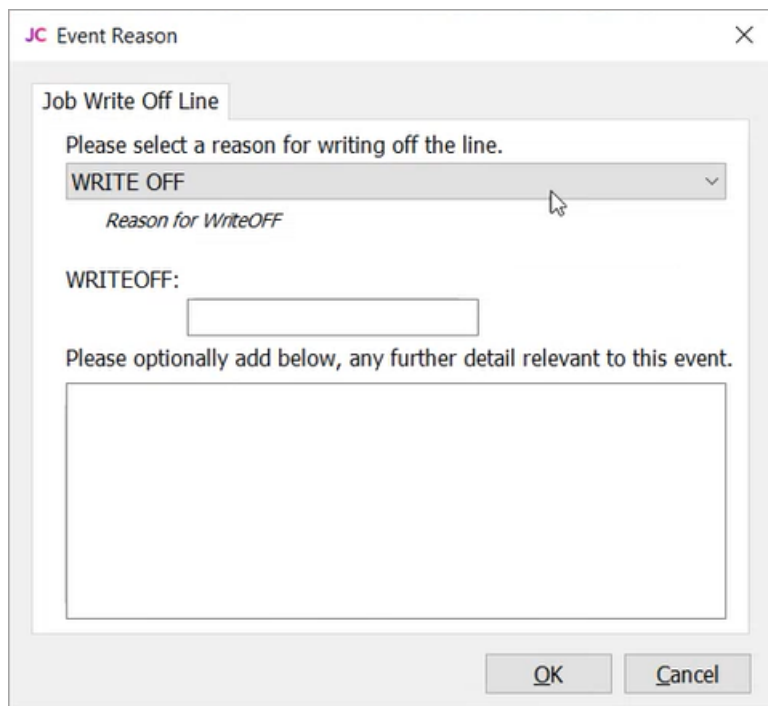
In MYOB Exo Configurator, in the **System > Event Log > Event Reason Classes** menu, you'll see two new event reason classes: **Job Write Off Line** and **Job Cancel Line**.

By default, the **Active** field for these event reason classes is set to **Silent**. That means that, when a user cancels or writes off a cost line, MYOB Exo Business won't display a message, but it will log who made the change and at what time.



The screenshot shows the configuration window for an event reason class. At the top, there are navigation buttons: Edit, Save, Cancel, and navigation arrows. Below this, the 'Class no:' is 800 and the 'Name:' is blank. The 'Details' tab is selected. The 'Name:' field contains 'Job Write Off Line'. The 'Description:' field contains 'Please select a reason for writing off the line.'. The 'Active:' field is a dropdown menu set to 'Silent', which is highlighted with a red box. Below this are checkboxes for 'History Notes:' and 'Has Reference:', both of which are unchecked. At the bottom, there is a 'Reference Name:' field which is empty.

However, if you set the **Active** field to **Yes**, an **Event Reason** window opens for a user when they cancel or write off a cost line. The user will be asked to enter the reason why they cancelled or wrote off the cost line.



The screenshot shows the 'JC Event Reason' dialog box. The title bar says 'JC Event Reason'. The main content area has a tab labeled 'Job Write Off Line'. Below the tab, there is a prompt: 'Please select a reason for writing off the line.'. A dropdown menu is open, showing 'WRITE OFF' as the selected option. Below the dropdown, the text 'Reason for WriteOFF' is displayed. Underneath, there is a 'WRITEOFF:' label followed by an empty text input field. Below that, there is another prompt: 'Please optionally add below, any further detail relevant to this event.'. This is followed by a large empty text area for additional details. At the bottom right, there are 'OK' and 'Cancel' buttons.

Resolved Issues

Exo Business Core

Service Request ID	Description
CE00015813 CE00015129 CE00017855	When applying for a bank feed, the error "Error 10004. A company data file must be selected on your application" could appear in cases when this error did not apply. This has been resolved.
CE00013027 CE00013020	It was only possible to set the Complete flag on an On Cost line to "Y" when first raising an invoice for it; after this point, changes to the flag would not be saved and it would remain set to "N". This has been resolved.
CE00016051 CE00016034	When searching for Stock Batch Codes, if the Stock Code & Description option was selected, the search would only return results where the stock code and description matched the search terms, rather than returning results where the stock code of the description matched. This has been resolved.
CE00016381 CE00016368	In the GL Report Writer, columns set up to display percentages did not display the data correctly. This has been resolved.
CE00017992 CE00017900	When performing a bank reconciliation, the system would not recognise ticked entries on the left-hand side of the bank reconciliation screen, so the reconciliation could not be done. This has been resolved.
CE00018106 CE00018096	In some cases, the MailShot function would use an incorrect email address for Creditor accounts. This has been resolved.
CE00018865 CE00019343 CE00018865	When trying to edit reference fields for a creditor or debtor transaction, an error would occur, even if your user profile allowed full invoice editing. This has been resolved.
CE00010971 CE00016636 CE00010966	In the Invoice Search / Transaction Reprint window, selecting Manage Transaction for a debtor transaction would highlight the wrong transaction in the Debtor Account Details window. The transaction at the top of the list was highlighted, instead of the transaction you wanted to manage. This has been resolved.
CE00018452 CE00018294 CE00018421	When saving a debtor account, if a business alert warning was meant to record the condition of the Stop Credit flag, the business alert would display incorrect information. However, the information would only be incorrect the first time a user saved the debtor account. This has been resolved.
CE00018657 CE00018653	In an Australian database, when entering an ABN for a creditor, the system wouldn't check if the ABN was valid. This has been resolved. Now, you will see a message if the ABN is incorrect, or if the company name associated with the ABN is different to the name you entered.
CE00018710 CE00018650 CE00018654	When you change the size of the extra fields panel in the Purchase Orders and Sales Orders windows, the panel now stays at the size you changed it to.
-	Some connections to the Exo Business services were still using TLS 1.0. This has been resolved; all connections now use TLS 1.2.

Service Request ID	Description
-	The Unposted Transactions and Pre-Posted GL Transactions windows displayed foreign currency amounts with the dollar sign (\$) instead of the correct currency symbol. This has been resolved. The Unposted Transactions window shows amounts with the correct symbol, and the Pre-Posted GL Transactions window doesn't display currency symbols, including for forex amounts.
-	In the Purchase Order Line Periscope window, if you entered information in an extra field, then used MYOB Exo Configurator to make the field read-only, the information in the field was deleted. This has been resolved.
-	Using stock search on an extra field would cause an error: "Filter could not be applied. Duplicate name 'EXAMPLE' in TFieldDefs." This error occurred in the Bill of Materials, Stock Search, Sales Orders and Purchase Orders windows, and in the grid and task widgets. This has been resolved.

Exo Job Costing

Service Request ID	Description
CE00016386 CE00016330 CE00016460	Controls on the Print Job Quote window appeared at the wrong size. This has been resolved.
CE00011168 CE00002026 CE00011088	If a user tried to create an asset when there was not enough stock to create the asset, an insufficient stock message would appear; however, the asset would still be created, causing reconciliation issues. This has been resolved
CE00017312 CE00017249	If multiple jobs were open at the same time, the Quote Options selected for jobs could be incorrect and access violations could occur. This has been resolved.
CE00013974 CE00013971	It was possible to create a stock transaction with a blank stock code by creating an asset with a single space character for the output item stock code. This has been resolved; an error message now appears when attempting to create an asset without a valid stock code.
150181472668 150065429722	There was an issue with the WIP_OUT_DATE extra field on the JOB_TRANSACTIONS table. If you entered costs in the Direct Time Entry or Direct Material Entry windows, the WIP_OUT_DATE extra field would be populated with the entry date of the costs. This has been resolved.
-	If you entered costs for a job on the Costs tab of the Job Details window, then the WIP report would show incorrect amounts for those costs. This has been resolved.
-	If you didn't save after selecting UnWrite-off Line in a job, then immediately made another change to the line (cancelling, moving to another job etc.), this caused an imbalance between WIP and GL. This has been resolved.

Exo Finance

Service Request ID	Description
CE00016700 CE00016685	In the Creditor Payment Processor, the Auth column wouldn't display, even if the Enable authorisation on creditors payments profile setting is selected in Exo Business Configurator. This has been resolved.

Exo Clarity Reports

Service Request ID	Description
CE00018048 CE00018038	When exporting a report to Excel, multiple header rows were included in the output instead of just one. As a workaround, the user had to ensure the settings IgnorePageHeight , IncludeSingleFooter and IncludeSingleHeader were ticked. This has been resolved; default settings now ensure that only a single header is output.

Exo Subscriptions

Service Request ID	Description
CE00011147 CE00011142	The error "Invalid column name 'CONTACT_SEQNO'" could appear when adding the Exo Subscription module to an Exo Business site. This has been resolved.

Exo Business Configurator

Service Request ID	Description
CE00017354 CE00017329	When a checkbox type profile setting was selected, the checkbox would be hidden, so it was not possible to see if it was ticked or not. 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 is cut off.

PTRS Reporting

If you have PTRS reporting enabled, you might come across two issues:

- PTRS reporting might be incorrect, because the upgrade doesn’t complete the **PTRS_RECEIVED_DATE** field for existing invoices.
- If you don’t complete the **PTRS_RECEIVED_DATE** field, you can’t duplicate or generate credit for a creditor invoice.

To work around these issues:

1. Update **CR_TRANS**.
2. Set **PTRS_RECEIVED_DATE** to **TRANSDATE**, where **TRANSTYPE** is **1** and **PTRS_RECEIVED_DATE** is empty.

Resizable Extra Fields Sections

In the Sales Order and Purchase Orders windows, the Order Details section might disappear if you maximise the window, resize the extra fields, then restore the window to windowed mode.

To work around the issue:

1. Maximise the window.
2. Resize the extra fields to be smaller.
3. Restore the window to windowed mode.

Appendix 1: Profile Settings

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

Name	Profile Name	Level	Description	Default
Prevent processing to negative stock levels	DISALLOW_NEGATIVESTOCKQUANTITY	Company	This existing profile setting now applies when reversing an Inwards Goods Receipt or reversing/processing a Bill of Materials.	Ticked
SBR URL	-	Company	This obsolete profile setting has been removed.	-
SBR Client Id	-	Company	This obsolete profile setting has been removed.	-
SBR Client Secret	-	Company	This obsolete profile setting has been removed.	-
SBR API Key	-	Company	This obsolete profile setting has been removed.	-