# MYOB EXO BUSINESS 8.6

## Release Notes

EXO
**BUSINESS**

MYOB ENTERPRISE SOLUTIONS

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# Contents

# Introduction

## What's New in this Release?

The focus of the 8.6 release is on enhancing the functionality of the EXO Business CRM module. Major new features include:

- Support for Windows 8 and Windows Server 2012.
- Enhancements to the EXO CRM module, including the ability to copy Opportunities, along with various other improvements to Opportunities.
- Enhancements to the mailshot function, including the addition of mailshot functionality to the Invoice Batch Printing window and the ability to drill to Contacts from the Mailshot window.
- A new WYSIWYG HTML editor in EXO Clarity.
- A new set of generic CLE email templates.
- Enhancements to Activities, including the ability to assign an Activity to multiple staff members.
- The ability to report on financial quarters in GL Reports.

This release also addresses issues identified by users and business partners.

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. Full details of requirements and supported operating systems for MYOB EXO Business are available on the <u>Minimum System Requirements page on the MYOB website</u>.

The performance of the EXO Business system is not assured if these requirements are not met. Similarly, performance cannot be assured 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 the organization's volume of data (see "SQL Express" on page 3).

### Database Server

Any server where an MYOB EXO Business database is installed should meet the following minimum requirements:

- Windows Server 2008
- The latest Service Pack for the Windows operating system
- Intel Pentium® 4 2.4Ghz processor (or equivalent)
- 2 GB RAM
- 20 GB of hard disk space + 10 MB per user
- Microsoft Data Access Components (MDAC) 2.8 or later
- A supported version of Microsoft SQL Server:
  - o Microsoft SQL Server 2008/SQL 2008 Express Edition
  - o Microsoft SQL Server 2008 R2/SQL 2008 R2 Express Edition
  - o Microsoft SQL Server 2012/SQL 2012 Express Edition
- The latest Service Pack for the version of SQL Server you are using

### SQL Server

Microsoft SQL Server must be present on the EXO Business Database Server. If you want to use a specific edition of SQL Server, make sure it is installed before running the Installation Wizard. If SQL Server is not installed, the EXO Business Installation Wizard can install SQL Server 2008 R2 SP1 Express Edition (SQL Express) as part of the installation process (see page 7). Whichever version of SQL Server you use, it must be set up to use Mixed Mode authentication.

The blank and demo databases supplied with EXO Business have their compatibility levels set to "SQL Server 2008 (100)". When upgrading from a previous version of EXO Business, database compatibility levels are updated automatically as follows:

- SQL Server 2008 and later databases are set to compatibility level 100.
- Older versions of SQL Server are not updated.

See the following web page for information on compatibility levels:

http://msdn.microsoft.com/en-us/library/bb510680.aspx

## SQL Express

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

# Client Workstation

Any client workstation running the MYOB EXO Business application modules should meet the following minimum requirements:

- Windows Vista Business, Windows Vista Enterprise, Windows Vista Ultimate, Windows 7
- The latest Service Pack for the Windows operating system
- Intel Pentium® 4 1.3 GHz processor (or equivalent)
- Hard disk space as required for the operating system
- 16-bit colour, 1024×768 screen resolution

# 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 2007 to 2010.

Contact synchronisation requires Microsoft Outlook 2007 to 2010.

MYOB EXO Business 8.6 requires **ExonetLib.dll** version 8.6.0 or later. Version 8.6.0 is included with this release.

When installing manually on 64-bit operating systems, the file **RwEasyMAPI64.exe** must be copied from the **Supporting Files\RapWare** folder of the EXO Business DVD to the install directory. Register this file by running `RwEasyMAPI64.exe /regserver` from a command prompt.

# Installing MYOB EXO Business

> **Note:** Before you install this release, we recommend you take the precaution of backing up your data. Ensure there are no EXO Business modules running, locally or on your network.

## To perform the installation:

1. Insert the MYOB EXO Business CD and select **Install MYOB EXO Business** on the Install tab. If the install menu does not run automatically, run the **ExoBusinessInstaller.exe** program in the **Supporting Files** directory of the CD.

2. Click **Next** on the Welcome screen.



3. Read the licence agreement, then select **I accept the agreement** and click **Next**.
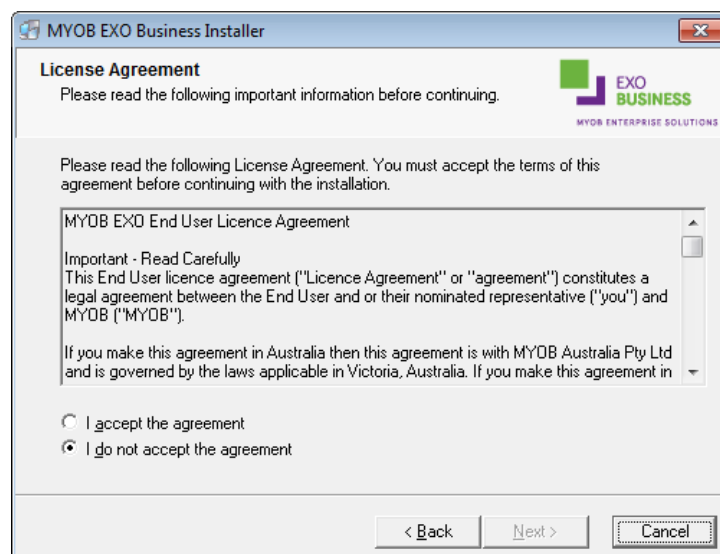
4. Select the country you are based in and click **Next**.



Note: Your selection here affects certain country-specific default settings that are set up during the install, e.g. tax rates and banks.

5. Select the components to install. Choose from:

- MYOB EXO Business Application Modules
- Documentation files
- EXO Business utilities
- A blank "live" MYOB EXO Business Database
- A pre-configured demonstration database
- EXO Business Common Files

Click **Next** to continue.
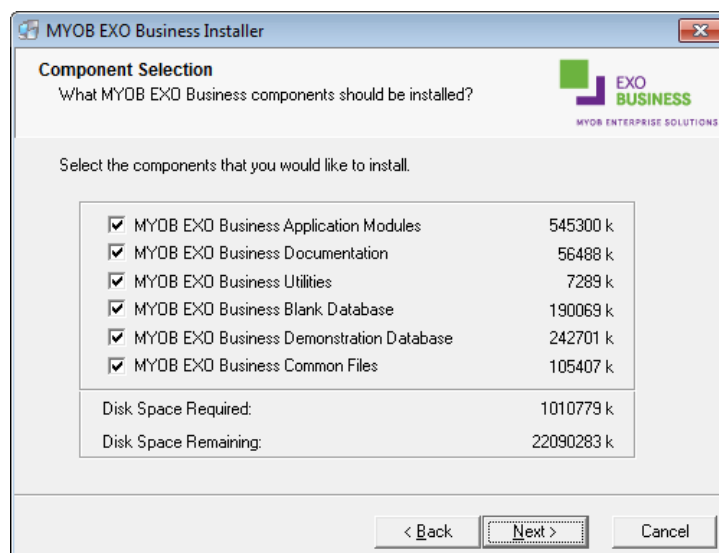
6. If you chose to install the MYOB EXO Business Application Modules, click **Browse** to choose the directory where you want to install the program files, then click **Next**.
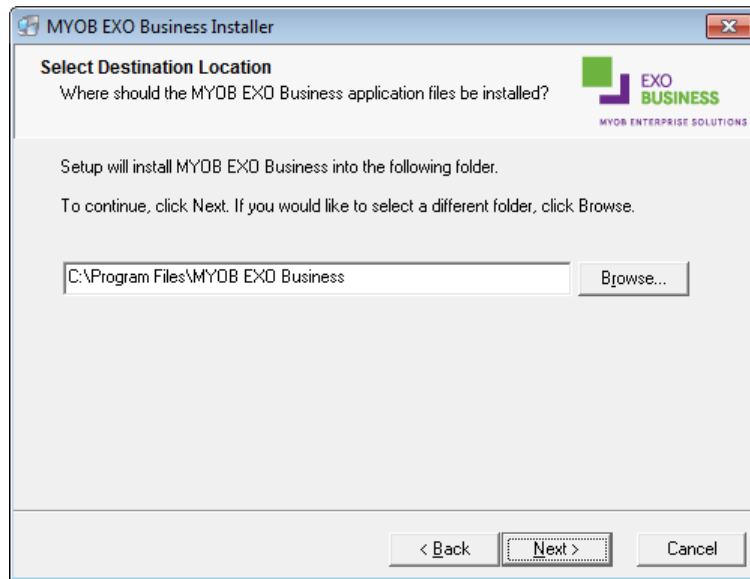


7. If the MYOB EXO Business Common Files are not installed on this PC, click Browse to choose the directory where the Common Files are located, then click **Next**.
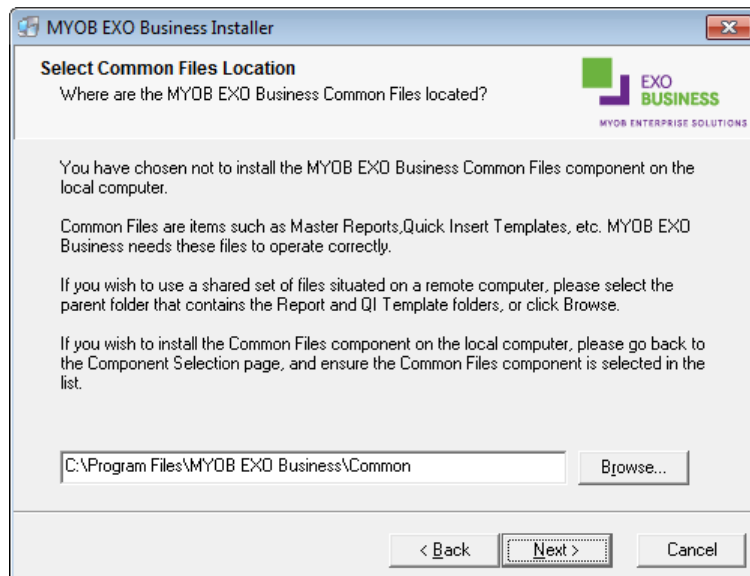
8.  If you chose to install the MYOB EXO Business Database components, you must specify where to install the database:

- To install on an existing SQL Server instance, select the instance and enter a user ID and password for that instance.

- To create a new instance for the installation, select **New SQL Server instance on this computer**, then click **Browse** to choose the location of the new instance. This will install SQL Server 2008 R2 SP1 Express Edition.

> **Note:** See the Known Issues section on page 40 for information on the install pre-requisites for SQL Server 2008 R2 SP1.

Click **Next**.
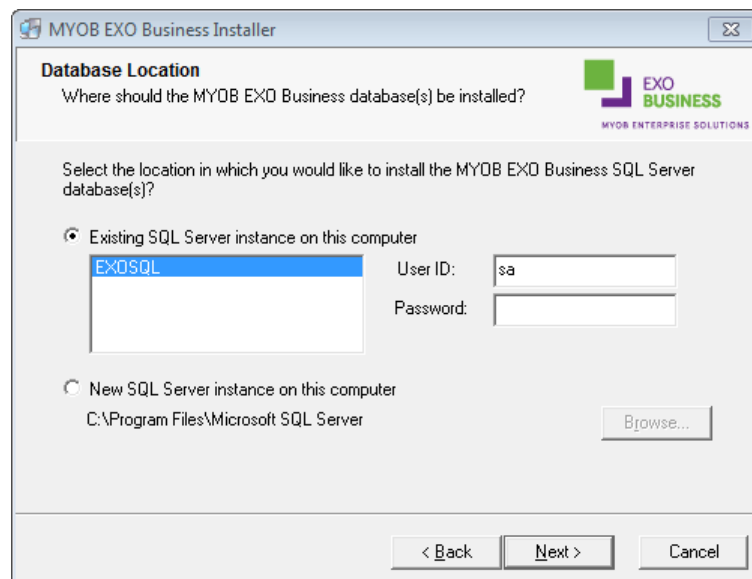


> **Note:** The installer may appear unresponsive while it tries to detect SQL Server instances on the PC (this process may take a minute or more). Do not cancel the installer; simply wait until the detection operation is complete.

If you select to install a new instance of SQL Express, the logon details for the new instance will be:

- Username: **sa**

- Password: **$ExoAdmin7000**

You will need to supply these details when migrating data, or if you want to connect to the SQL Express instance for any other reason.

9. Click **Browse** to choose where the MYOB EXO Business shortcuts should be located in the Windows Start menu, then click **Next**.
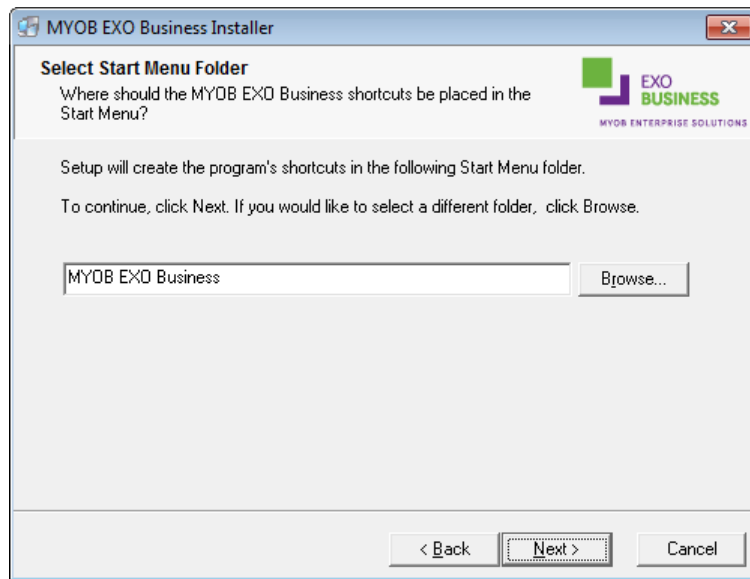


10. If you want to create a desktop icon or Quick Launch icon for MYOB EXO Business, tick the relevant box(es), then click Next.
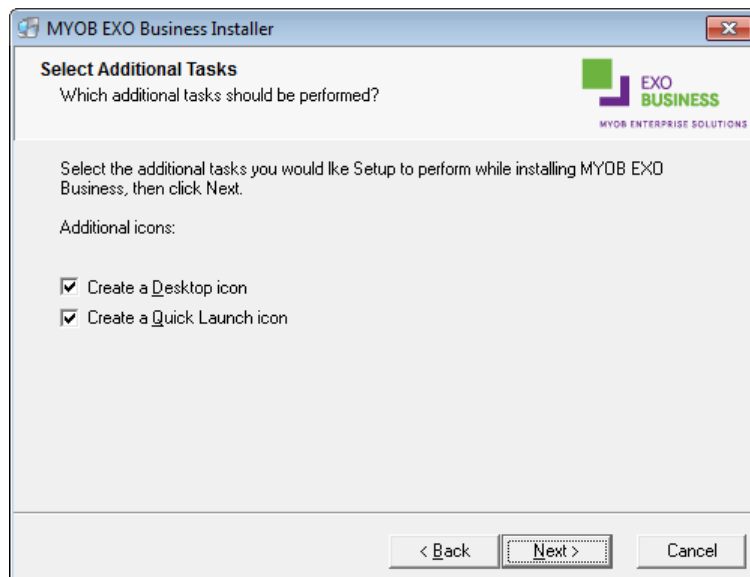
11. The installation is ready to begin. Review the details and click **Install** to proceed. If you need to change any details, click **Back** to return to the previous screen and change your selections.
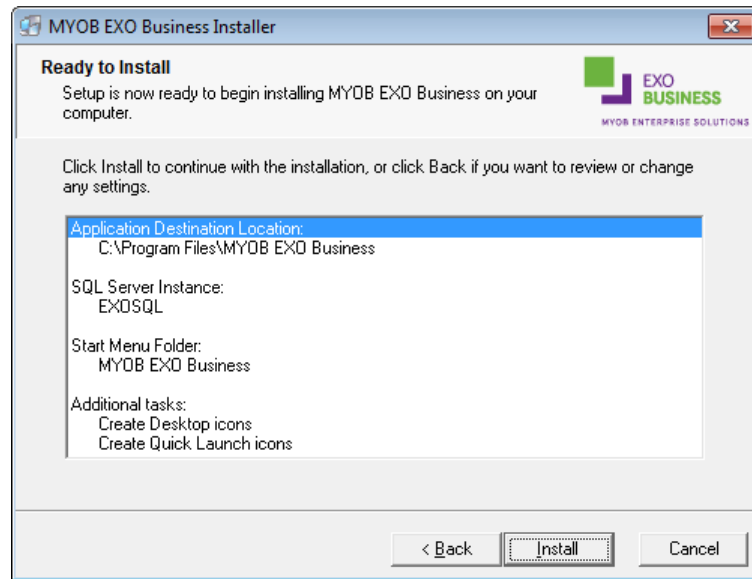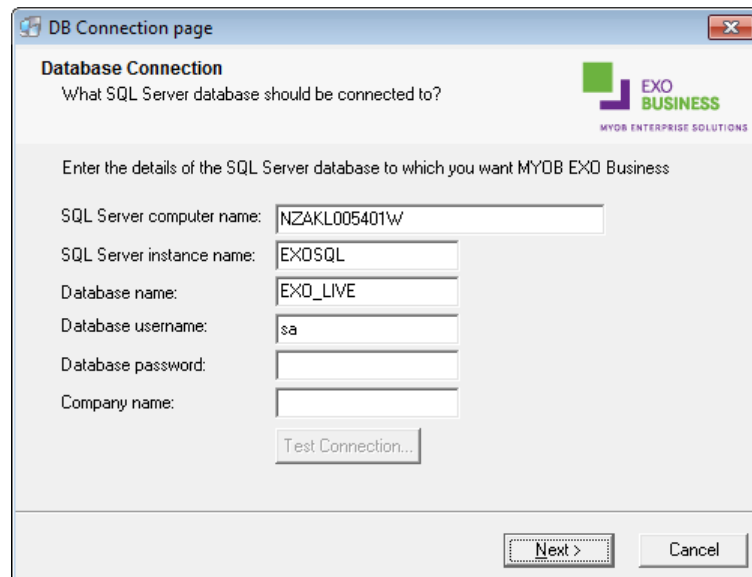


12. The installation progress is displayed.
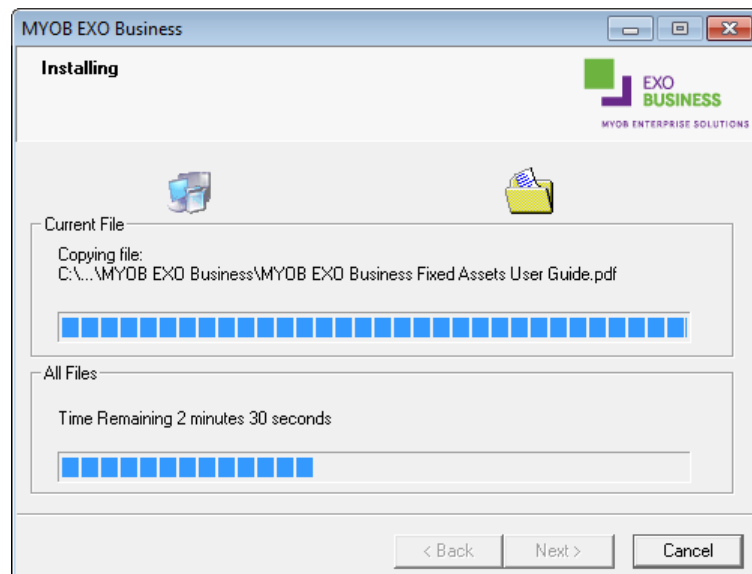


**Note:** During installation, other windows may appear if SQL Express is being installed.

13. If you chose to install the application modules but not the database components on this PC, you must enter the details of the database once the installation has completed. Click **Test Connection** to check that the details you have entered work. If the test passes, click **Next**.
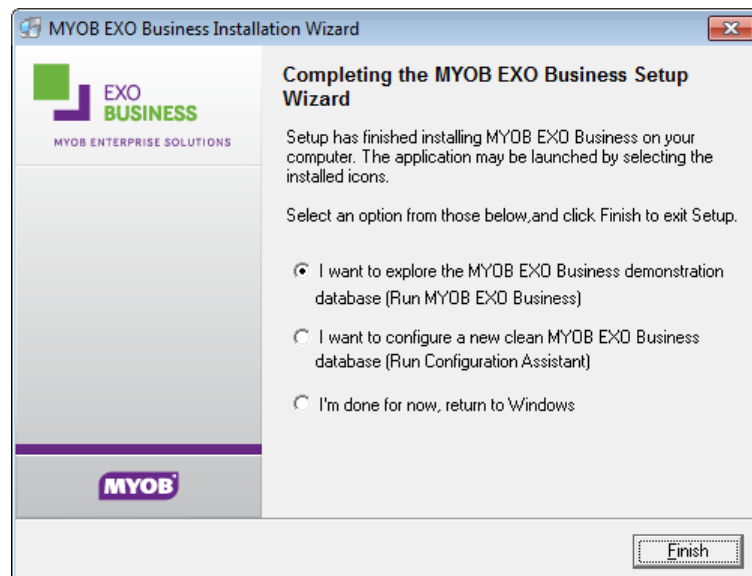


> **Note:** Once a computer successfully connects to the database, a Computer profile is created for it in EXO Business Config.

14. The installation is now complete. Choose what to do next and click **Finish**:

- Run MYOB EXO Business to explore the demonstration database.

- Run the Configuration Assistant to set up your new MYOB EXO Business database.

- Return to Windows.

# Post-Installation

Once MYOB EXO Business software is installed, it must be configured for use. Optionally, data can be migrated into the EXO Business system 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.

# New Features

# Changes to Supported Platforms

## Supported Operating Systems

The following changes to operating system support come into effect as of the release of MYOB EXO Business 8.6:

- Windows 8 is now supported as an EXO Business Client Workstation operating system.

- Windows Server 2012 is now supported as an EXO Business Server operating system.

## Support for 64-bit Outlook

*This change was introduced in EXO Business 8.5 Service Pack 1.*

MYOB EXO Business now supports 64-bit editions of Microsoft Outlook. Emails can be sent from EXO Business on PCs where 64-bit Outlook is installed, when the **Email client** profile setting is set to "Default Email Client".

EXO Business uses a new MAPI component, **rweasymapi64.exe**, which is installed ready for use by the EXO Business installer. This is the recommended method of installing **rweasymapi64.exe** (it also ensures that other components such as the EXO Protocol and the Social Media additions are installed correctly). However, if you want to install it manually, it can be copied off the EXO Business CD and installed using the command:

```
rweasymapi64 /regserver
```

**Note:** The new MAPI component overwrites the existing component used by previous versions of EXO Business. This component is not backward compatible, which means that if EXO Business installations prior to 8.5 Service Pack 1 are present on the same PC as installations of 8.5 Service Pack 1 or later, emailing will not work on the older version installations. Be aware of this when installing 8.5 or newer for pilot upgrades for your clients.

# Enhancements to EXO CRM

## Drill to Campaigns from Activities

It is now possible to drill to campaign waves from the Activity window. Double-clicking on the **Campaign Wave** field on the Activity window (in the core EXO Business application or in EXO CRM) opens the Campaigns window in EXO CRM, with the Campaign Waves tab displayed.

> **Note:** The user must be licensed for EXO CRM in order to use this functionality.

## Copying Opportunities

It is now possible to create a new Opportunity by copying an existing one. A new **Copy** button is available on the Opportunity Search widget and the standalone Opportunity window. Clicking this button creates a new Opportunity based on the Opportunity that is selected on the search grid (it is also possible to right-click on an Opportunity and select **Copy**). The new Copy Opportunity window opens, allowing the user to specify which attributes of the Opportunity to copy:



Users specify the details of the new Opportunity, including which attributes of the existing Opportunity to duplicate, then click **Copy** to create it. The new Opportunity appears, so that any additional edits can be made. Users are given the option of keeping the prices of copied line items, or re-applying pricing rules to them.

> **Note:** If the option to duplicate quote lines is selected, the statuses of the quote lines on the new Opportunity will all be set to "QUOTE".

## Copying Extra Fields

Any Extra Fields on the Opportunity can be copied to the new Opportunity. Whether or not fields are copied is determined by a new **Copy field** property, which is available when setting up Extra Fields:
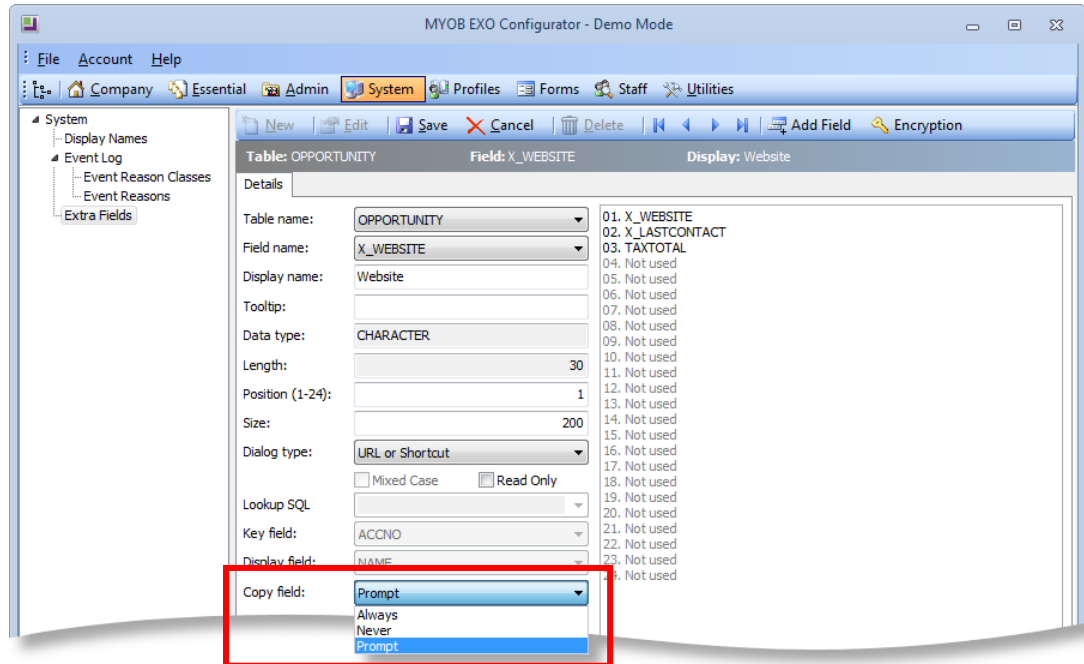


This field is only available when the OPPORTUNITY or OPPORTUNITY_QUOTE table is selected for the **Table name**. It contains the following options:

- Always – the Extra Field will not appear on the Copy Opportunity window; it will always be copied when an Opportunity is copied.
- Never – the Extra Field will not appear on the Copy Opportunity window; it will never be copied when an Opportunity is copied.
- Prompt for value (OPPORTUNITY table only) – the Extra Field will appear in the Extra Fields section of the Copy Opportunity window, where the user can choose to keep the original value or enter a new one.

> **Note:** For Extra Fields that have events set, this setting is disabled and set to "Never", as the event would override any copied values.

## Opportunity Extra Field Logic

Functionality has been added to allow Extra Fields on Opportunities to be populated automatically. Extra Fields on the Opportunity header can be configured to update their values when the company account number on the Opportunity is first specified or when it is changed; similarly, Extra Fields on Opportunity quote lines can be configured to update whenever the Stock code on the line is specified/changed. Setting up events on Opportunity Extra Fields means that it is possible for the Extra Fields set up on a company/Stock item to flow through to the Opportunity.

> **Note:** This feature behaves in the same way as the functionality that was added for Sales Orders in MYOB EXO Business 8.5.

When setting up Extra Fields in EXO Business Config, if OPPORTUNITY or OPPORTUNITY_QUOTE is selected for the Table name, an Events tab becomes available:
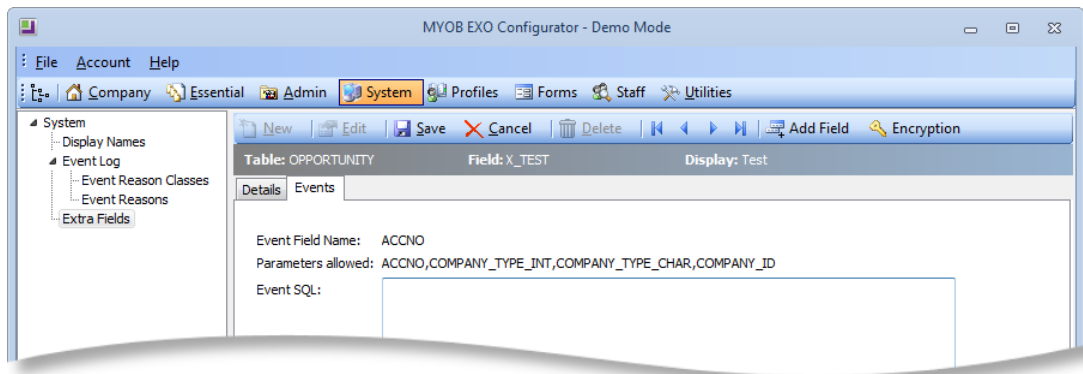


The **Event Field Name** field displays the field on the Opportunity window that will trigger the Extra Field update. For Extra Fields on the Opportunity header, this is ACCNO; for Extra Fields on Opportunity quote lines, it is STOCKCODE.

The **Event SQL** field contains the SQL statement that will be used to populate the Extra Field when the relevant Opportunity field is set or changed. The following parameters can be used to pass in details:

| Opportunities | Opportunity Quotes |
| --- | --- |
| • :Accno | • :Stockcode |
| • :Company_Type_Int | • :Opportunity_Seqno |
| • :Company_Type_Char | |
| • :Company _Id | |

> **Note:** Extra Field events override default values—if a default value is specified for an Extra Field that is populated by events, it will be ignored.

## Editing GST Rates on Opportunity Quotes

It is now possible to edit the GST rate on each line of an Opportunity quote. The **GST No.** field on each line is now a dropdown, allowing a new GST rate to be selected:
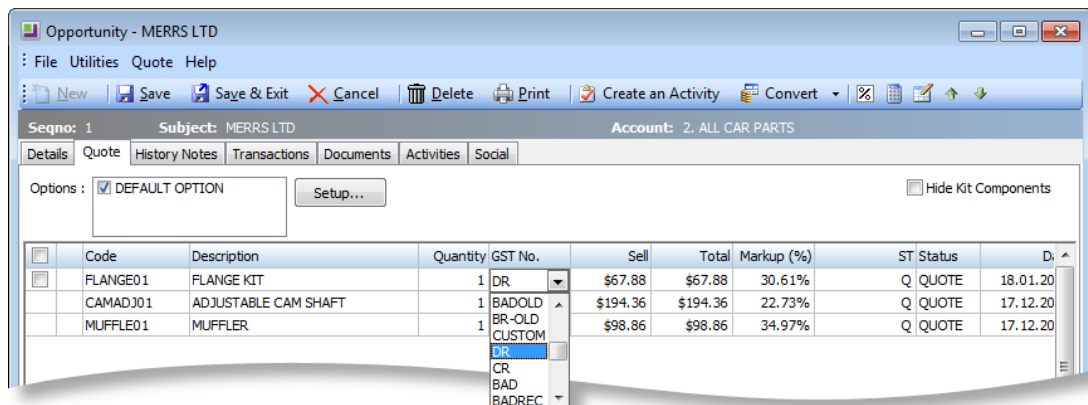
# Opportunity Quote Line Statuses

Line statuses on the Quote tab of the Opportunity window are now updated in the case where an Opportunity is converted to a Sales Order or a Job, and then lines are deleted from the order/job.

As in previous versions, the following window appears when the order/job is closed:
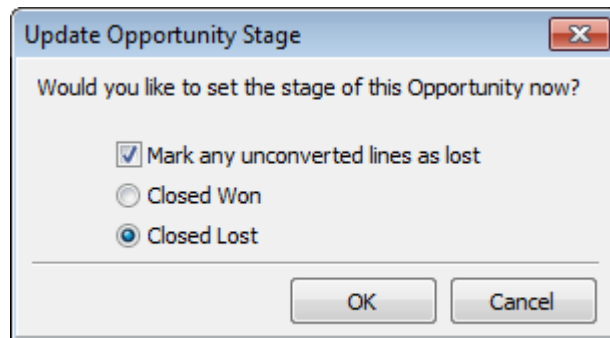


The **Mark any unconverted lines as lost** option has the following new effects:

- If the option is ticked, then any lines on the original Opportunity that were deleted from the order/job will be set to "LOST".
- If the option is not ticked, then any lines on the original Opportunity that were deleted from the order/job will be set back to "QUOTE".

(In previous versions, these lines would retain the status of "ORDER" or "JOB", despite no longer being included in the order or job.)

> **Note:** The grid on the Quote tab of the Opportunity window included two **Status** columns: one containing the name of the line's status, e.g. "QUOTE", and one containing the one-letter code for the status, e.g. Q. To avoid confusion, the column containing the one-letter code has been renamed to **ST**.

# Opportunity Costing Methods

Profile settings can now be used to control the costing methods used on Opportunities when the EXO Job Costing module is also installed. If Job Costing is not installed, the **Stock cost method** selected in the EXO Business Configurator is used; however if Job Costing is installed, the following Company-level profile settings are now used to determine costing methods:

- Cost Method for Stock Items to use on Quote tab
- Cost Method for Lookup Items to use on Quote tab

These are existing settings that affected only Job Costing in previous versions; as of this release, they now affect Opportunities in EXO CRM as well. The settings default to "Average".

## Object Lock on Opportunities

Object locking has been added to Opportunities, to prevent the same Opportunity from being edited by two different users at the same time:
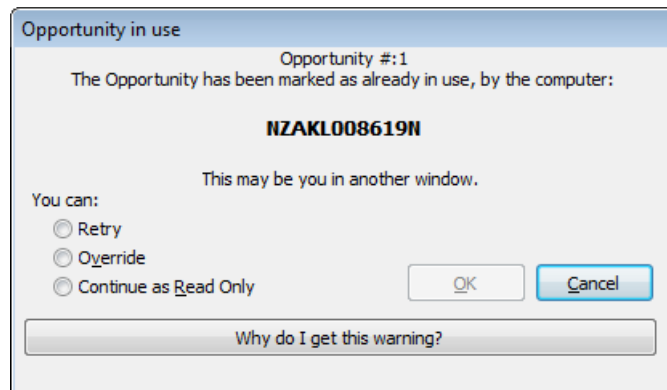


As with other records in the EXO Business system, object locking on Opportunities is controlled by the **Enable override of business record locks** User-level profile setting.

# Mailshot Enhancements

This release includes enhancements to the mailshot functionality in EXO Business, which allows the bulk sending of emails to a list of Contacts.

> **Note:** The system has been updated to use **EmailInvoice.clf** in all cases when an invoice is being emailed. In previous versions, **Invoice.clf** would be used when emailing an invoice during the sales process (i.e. sending the invoice with the **Debtor invoice label form email option** profile setting on). After installing EXO Business 8.6, check your CLF files (**Invoice.clf**, **EmailInvoice.clf** and **ViewInvoice.clf**) to ensure that they are all suitable for the purposes that they will be used for.

## Drill to Contacts

It is now possible to drill to Contact records from the Mailshot window. Double-click on a Contact record on the lower section of the window to open it.

# Mailshot on Batch Invoices

A **Mailshot** button is now available on the Invoice Batch Printing window:
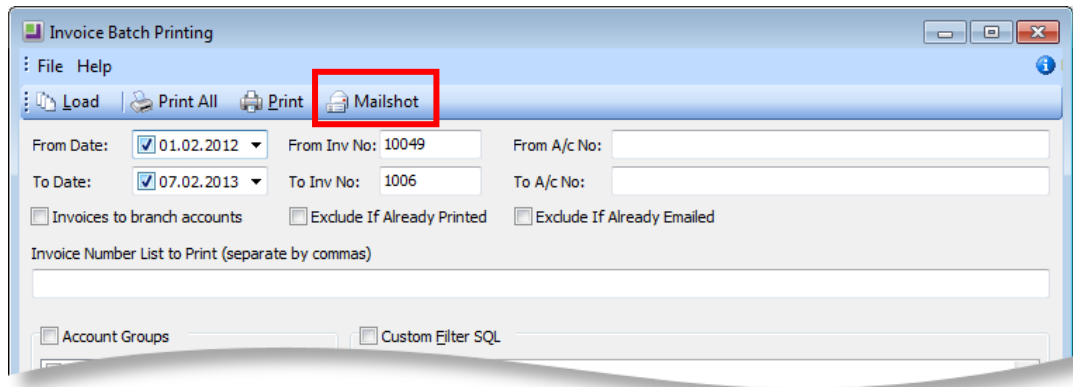


Clicking this button opens the Mailshot window, allowing all Debtor Invoices to be sent to the relevant Debtor accounts (the mailshot function uses the address specified by the **Statement Contact** for each Debtor account).

A new **# Invoices** column shows how many invoices there are for each Debtor (this column only appears when running a mailshot from the Invoice Batch Printing window):
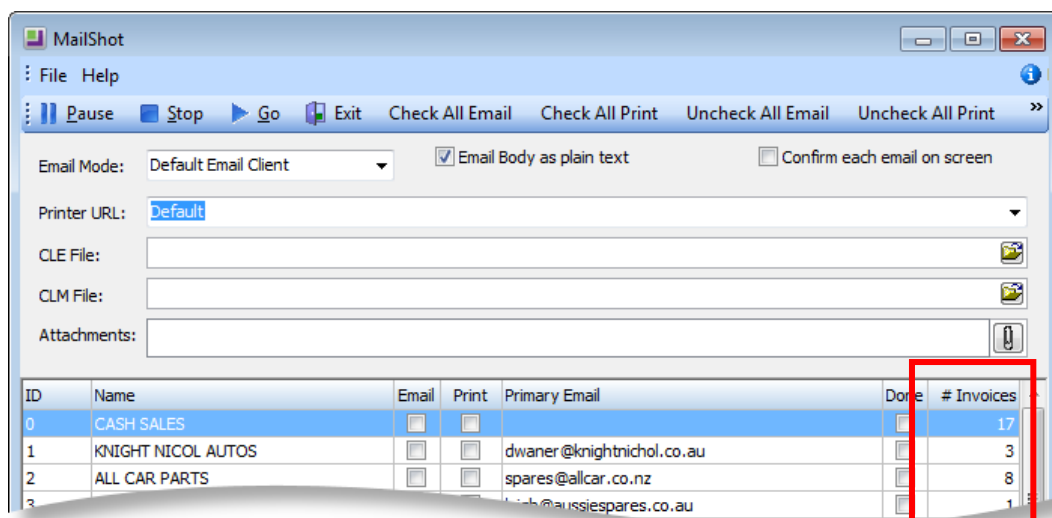


On running the mailshot, users are given the option of collating invoices for Debtor account—in this case, a single email is sent to each Debtor, with all invoices for that Debtor attached; otherwise each invoice will be emailed separately.

## Batch Invoice CLE

A separate Clarity email template (CLE file) is used for batch invoices: BatchInvoice.CLE. A sample BatchInvoice.CLE is available in the **Variations** folder; to use this template you can copy it to the **Custom Reports** folder and customise it as necessary.

> **Note:** Only one email template (CLE file) can be used in a batch invoice mailshot. The **CLE File** specified on the Mailshot window will be used for all emails. However, it is still possible to use multiple invoice templates (CLF files), e.g. EmailInvoice1.CLF, EmailInvoice2.CLF, EmailInvoice3.CLF, etc.

## Collated Invoice Attachment Size Limit

When collating a batch invoice mailshot by Debtor, all invoices are attached to a single email; however, if the attachments to an email exceed a set limit, the invoices will be split over multiple emails. This allows the system to conform to any outbound email size limit rules that may be implemented in your mail system.

The attachment size limit is set by the new **Batch Invoice Mailshot Attachment Size Limit** Company-level profile setting. This setting specifies the maximum size (in KB) that the attachments on an email can sum to before the email is split. The default value is 7000KB.

> **Note:** The calculated attachment size is an estimate only, as the final size of the email may be 35 – 40% larger once encoded by your mail sender. Be conservative when setting the attachment size limit.

## New Toolbar Buttons

The following options, which were previously only available on the right-click menu, are now available on the Mailshot window toolbar:

- Check All Email
- Check All Print
- Uncheck All Email
- Uncheck All Print
- Uncheck All Done
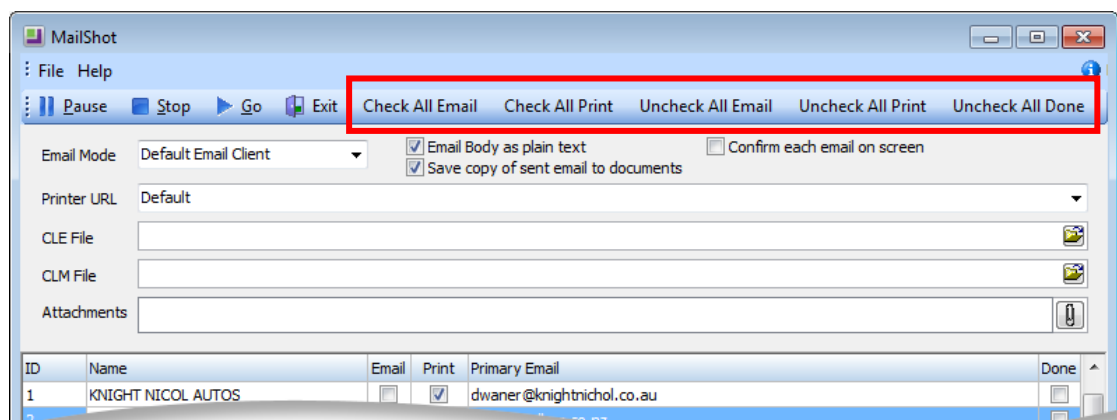
# Saving Emails

In previous versions, when a mailshot was run from a Campaign Wave in MYOB EXO CRM, a **Save copy of email sent** option was available. When ticked, this option created a History Note for each Contact in the mailshot and saved a copy of the mailshot email to the Docs tab of each Contact.

This option has been changed as follows:

- The option has been renamed to **Save copy of sent email to documents**.
- When ticked, this option only affects whether or not the mailshot email is saved to the Docs tab.
- A History Note is always created for Contacts, regardless of whether or not the option is ticked.
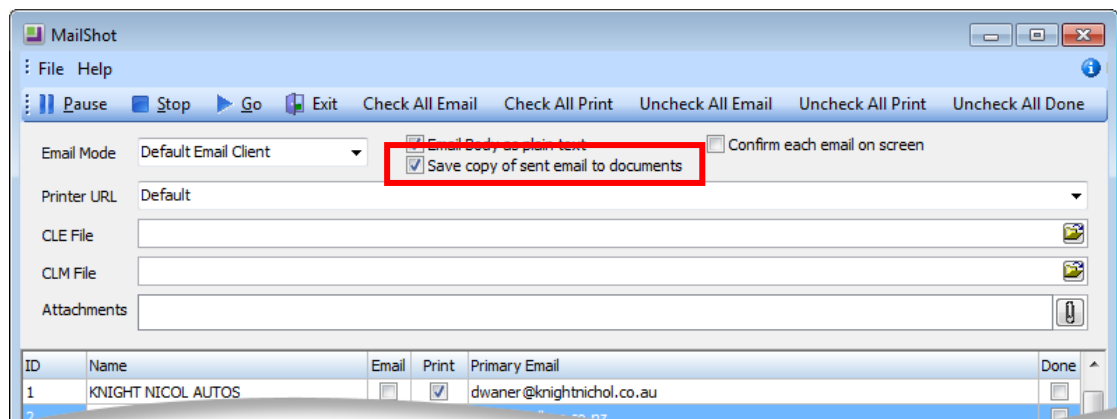
# New HTML Editor

Basic WYSIWYG editing functionality has been added to MYOB EXO Clarity Reports. After adding an HTML text box in the EXO Business Report Designer, right-clicking on the box and selecting **Edit HTML** now opens the new editor:
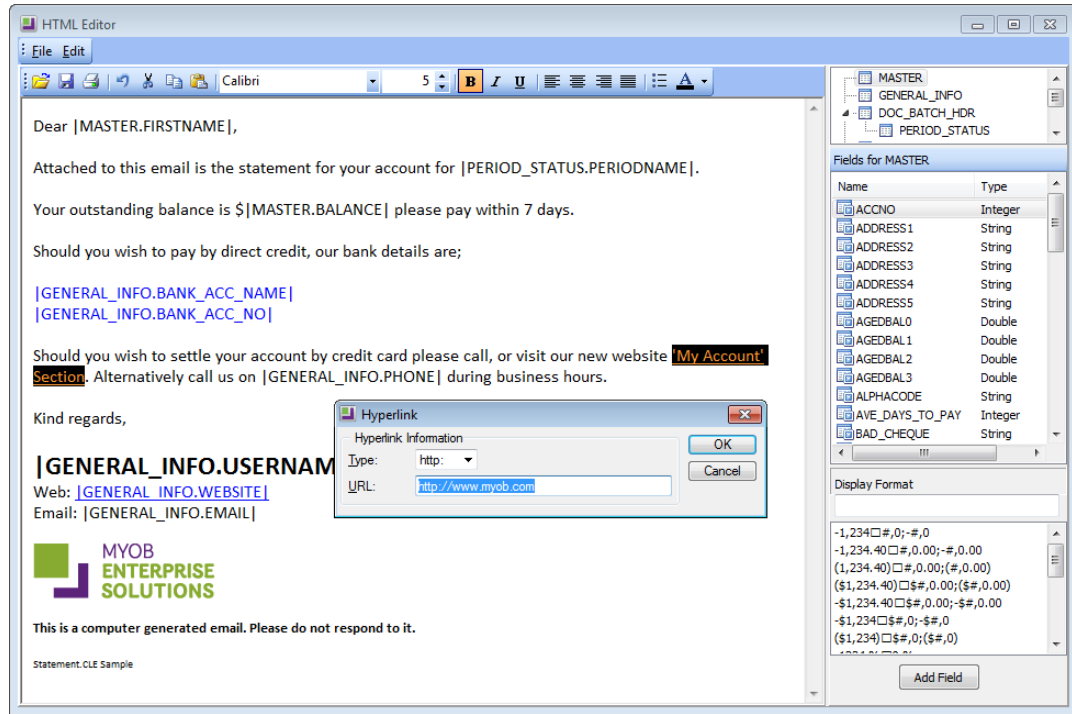


Basic formatting options are available to change the font, size and colour of the text; make the text bold, italic or underlined; or organise text into bulleted lists.

As with the old HTML Editor, database fields can be added to the HTML content using the controls on the right.

> **Note:** When adding text formatting to a database field, it is best to apply the formatting to the entire text of the field, including the pipe characters, e.g. **|MASTER.BALANCE|**, rather than |MASTER.**BALANCE**|.

Hyperlinks can be added by selecting text, right-clicking and selecting **Edit hyperlink** from the right-click menu.

Images can be added by right-clicking on the text and selecting **Insert image** from the right-click menu. A window opens for specifying the image source and properties:
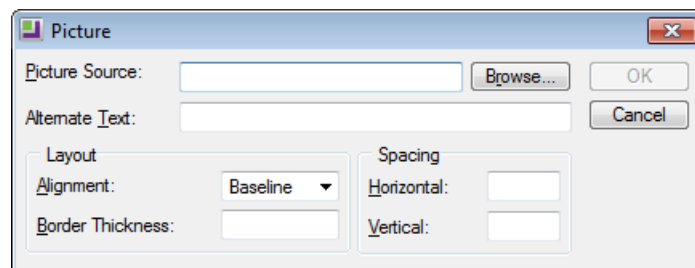
> **Note:** Due to the changes in how HTML is handled, CLE files from previous versions of EXO Business that included HTML will not work. To use existing CLEs with EXO Business 8.6, they must be re-created using the 8.6 EXO Business Report Designer.

## Editing HTML from the EXO Business Email Sender

When sending HTML emails via EXO SMTP, if the **Confirm each email on screen** option is enabled, emails appear in the EXO Business Email Sender window, where they can be edited as required:
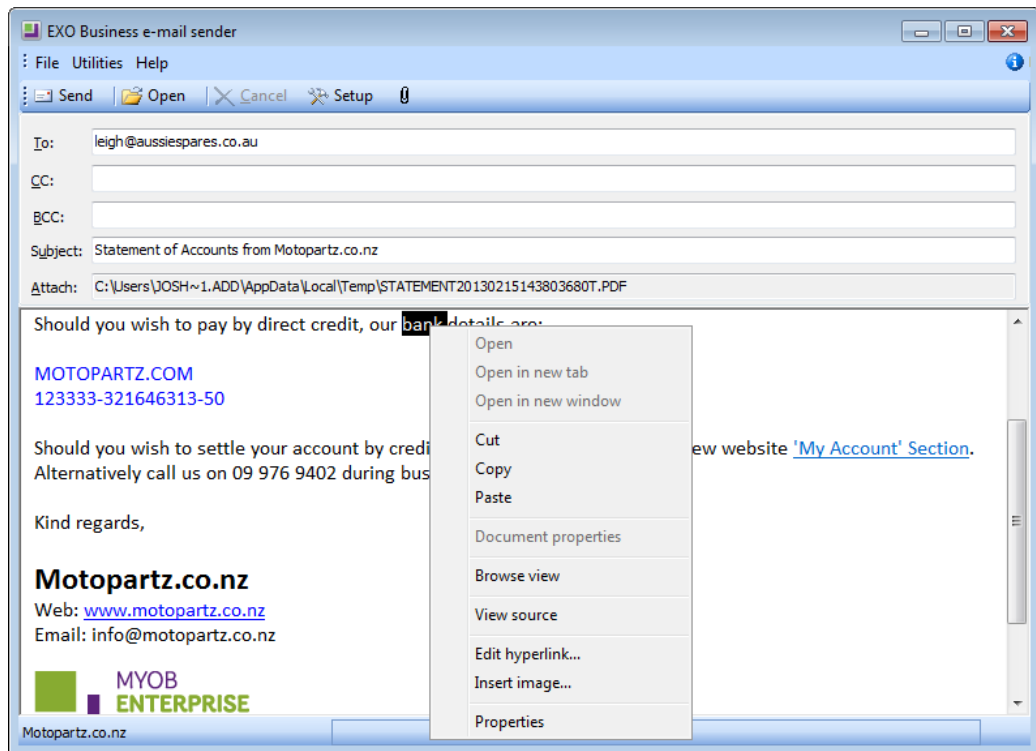


Text can be made bold, italic or underlined by pressing CTRL+B, CTRL+I or CTRL+U respectively. Right-click options for adding hyperlinks and images are also available.

# New Email Templates

This release adds a set of generic CLE Clarity email templates for a range of forms, which can be customised as necessary and which will be used by EXO Business whenever these forms are emailed. The following CLEs are available:
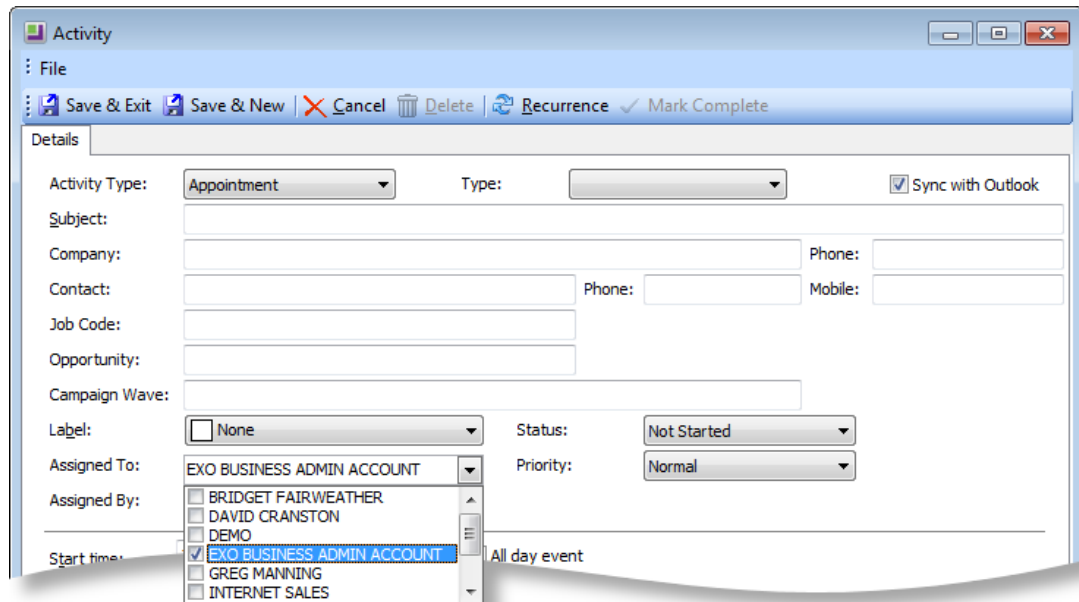
| Module | Form | Filename |
|---|---|---|
| **Core** | Backorder Notification | BackOrd.CLE |
| | Sales Order Confirmation | SalesOrd.CLE |
| | Debtor Invoice | Invoice.CLE |
| | | EmailInvoice.CLE |
| | Packing Slip | Packslip.CLE |
| | Purchase Order | PurchOrd.CLE |
| | Purchase Order Quotation | POQuote.CLE |
| | Quote | Quote.CLE |
| | Batch Invoice | BatchInvoice.CLE |
| | Statement | Statement.CLE |
| | Proforma Invoice | Proforma.CLE |
| **CRM** | Campaign | Sample_HTMLCampaign.CLE |
| | | Sample_HTMLTemplate.CLE |
| | Opportunity | Opportunity.CLE |
| **Job Costing** | Job Costing Proforma | JobPreview.CLE |
| | Job Costing Quote | JobQuote.CLE |

**Note:** Running the EXO Business installer copies these files to the **Clarity\Master Reports\Variations** folder. To begin using any of the new CLE templates with their associated forms, move them into the **Custom Reports** folder. As these forms pull certain fields from database tables, the PDF samples should be reviewed with clients, then the forms can edited as required to suit clients' language and field requirements.

# Enhancements to Activities

## Assigning Activities to Multiple Staff Members
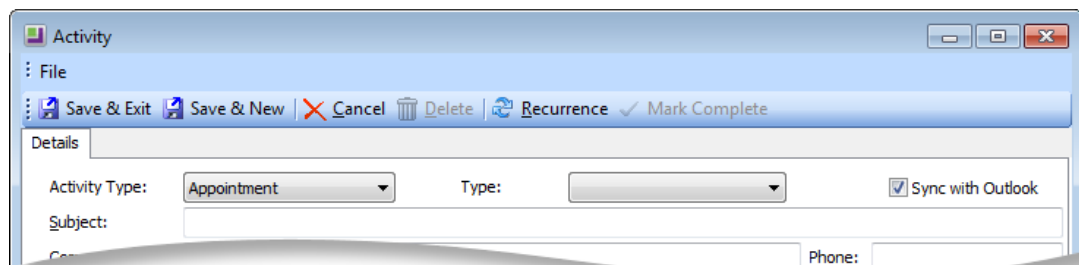
Activities can now be assigned to more than one staff member. The **Assigned To** dropdown now allows for multiple selection:



> **Note:** The new dropdown also allows you to assign an Activity to no-one (by unticking all boxes). If you intend to have Activities that are not assigned to anyone, we recommend you create a custom view on the Activity search window to show them.

## Save and New

A **Save & New** button is now available on the Activity window toolbar:



Clicking this button saves the current Activity, then clears all fields so that a new Activity can be entered straight away. This allows multiple Activities to be added quickly from the Activity window.

> **Note:** The **Save** button has been renamed to **Save & Exit** for consistency with other windows.

# Confirming Deletion

A confirmation message now appears when deleting an Activity:
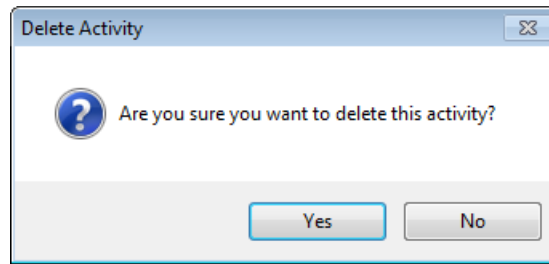


This prevents the loss data due to mistakenly clicking the **Delete** button.

# Saving Resource Layouts

The **Resources layout editor** right-click option on the Activity Search widget can be used to display multiple resources. When a dashboard layout is saved, the resource layout is now also saved, so that the next time the user logs in, the resources they selected will appear as they were.
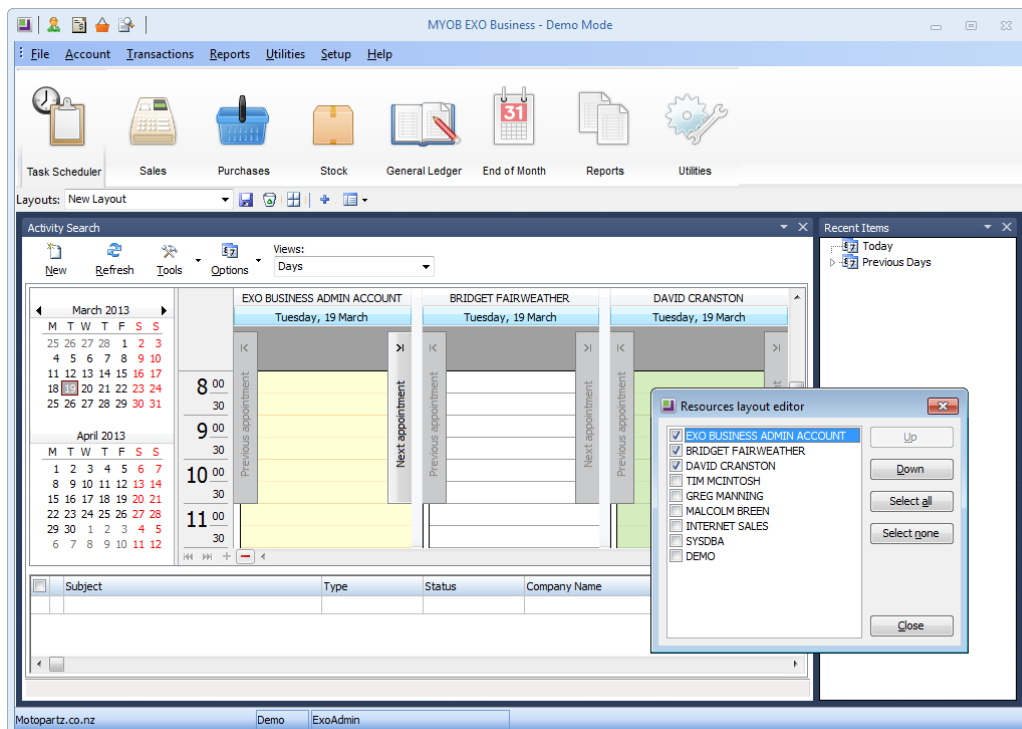
# Quarters in GL Reports

This release adds the ability to report on financial quarters in GL Reports. New options are available when setting up columns in the GL Report Writer:



Four new column types are available in the **Type** dropdown:

- QUARTER – Displays the individual periods a total for the quarter to their right.
- QUARTER TOTALS – Displays only the totals for the quarter.
- QUARTER BUDGET – Displays individual periods with totals for the quarter to their right. As with existing BUDGET columns, the total variance for the entire quarter (budget vs. actuals) is always displayed when this type is selected.
- QUARTER BUDGET TOTALS – Displays only the totals for the quarter. As with existing BUDGET columns, the total variance for the quarter (budget vs. actuals) is always displayed when this type is selected.

When one of these types is chosen, two new settings become available:

- The **Quarter Offset** field lets you report on quarters prior to the current quarter. Entering 0 means that the current quarter will be reported on; numbers greater than 0 signify past quarters, e.g. 1 is the previous quarter, 4 is the current quarter in the previous year.
- If the **Include Rolling Quarters in the financial year of the specified quarter offset** option is ticked, the system will report on quarters in a financial year going back from the quarter entered in the **Quarter Offset** field.

For QUARTER columns, you can enter the parameter <QUARTER> into the **Heading** field; at runtime it will be replaced with the quarter's name in the format Q1, Q2, etc.

> **Note:** If a report is run mid-quarter, it will contain blank columns for those periods that do not yet have data. This will then result in blank columns if the report is exported to Excel.

# Copying Contact Details

The options to copy company details on the Contacts window in EXO Business and EXO CRM have been updated:
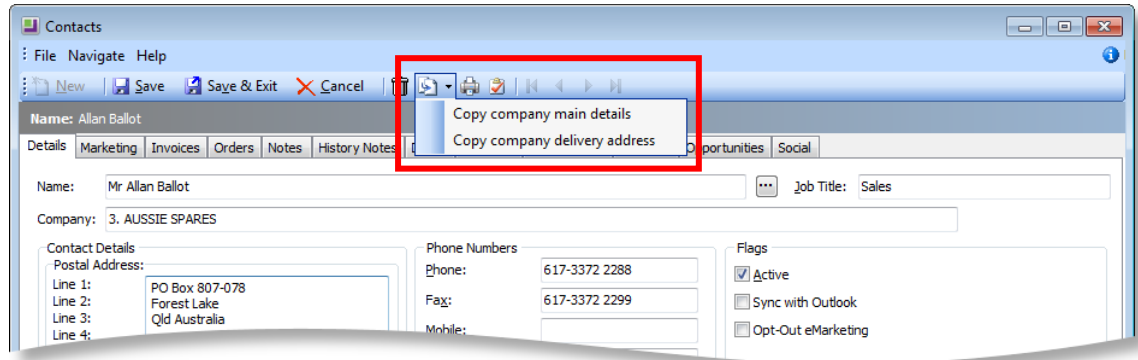


> **Note:** These options are now always present on the Contacts window, but they are greyed out if a company has not yet been specified in the **Company** field.

The **Copy company postal address** option is now **Copy company main details**. Selecting this option copies the following information to the Contact:

* Postal Address
* Phone
* Fax
* Email
* Sales person

The **Copy company delivery address** option remains unchanged.

When a new Contact is created from a Debtor account, all company details are now copied from the Debtor to the Contact automatically, as though both the **Copy company main details** and **Copy company delivery address** buttons had been clicked.

# Additional Changes

The following additional new features and enhancements are included in this release:

| Module | Description |
|---|---|
| EXO Business Core | A new **Include Invoices to Branch Accounts** option is available on the Invoice Batch Printing window: |
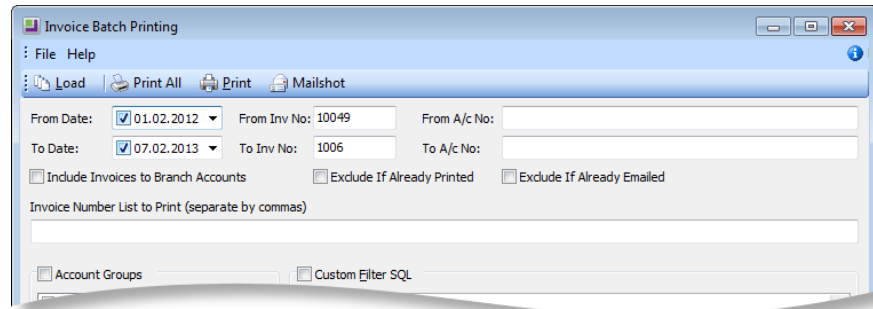


Ticking this option means that invoice searches will be based on sales branch, rather than the head office, so that invoices from all branches will be shown.

Debtor and Creditor invoice file names are now suffixed with the Invoice Number entered for the invoice (DR_TRANS.INVNO or CR_TRANS.INVNO) when saved as a PDF. For example, if an invoice with the number 1234 is emailed as a PDF from the Transactions tab of the Debtor Account Details window, it would have the filename **Invoice1234.PDF**.

> **Note:** While Invoice Numbers can contain any characters, certain characters are restricted in file names, e.g. / : ? *. Any restricted characters are replaced with hyphens in file names.

The Data Verification utility now displays summary information at the end of the report:
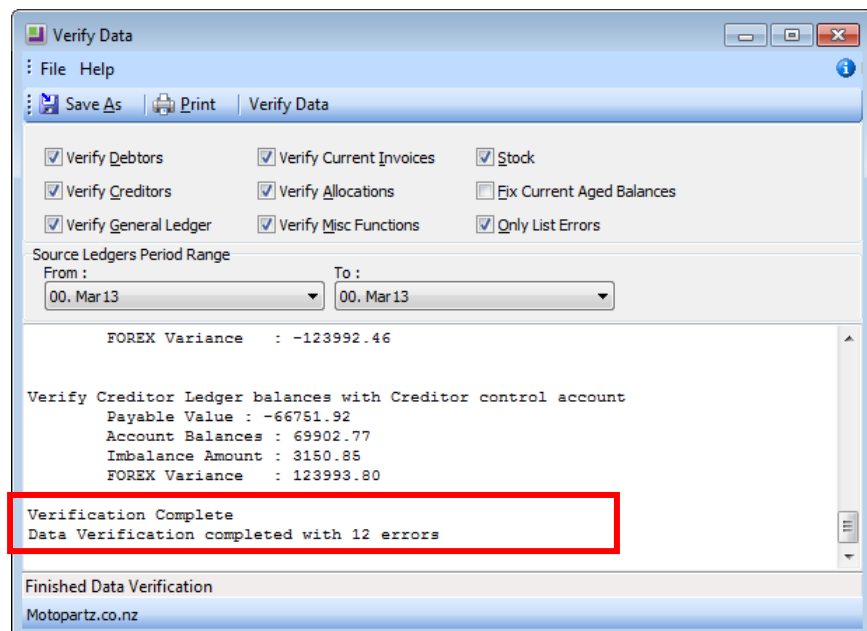


This information is now stored in the VERIFICATION_HDR table.

| Module | Description |
|--------|-------------|
| | Previously, the Data Verification procedure for Stock updated the physical stock levels for lookup items. This no longer occurs; stock levels are not updated for lookup items. **In an upgrade to EXO Business 8.6, the stock levels for all lookup items are reset to zero to correct any changes made because of this.** |

The behaviour of the **Release All** and **Release None** buttons on the Creditors Payment Processor window has been changed to make the interface more intuitive. Previously, these buttons applied to <u>all</u> Creditor accounts in the system, regardless of whether or not they appeared on the Creditors Payment Processor window; these buttons now apply only to the accounts that are currently displayed on the Creditors Payment Processor window.



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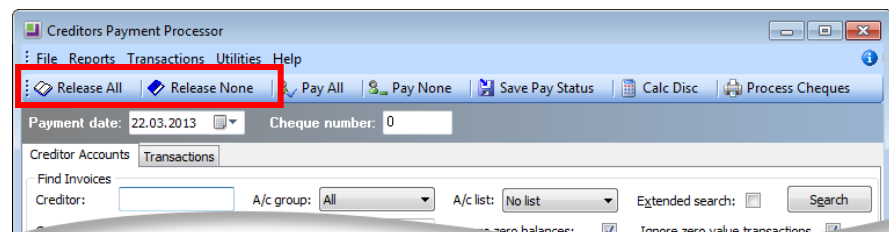
| EXO CRM | It is now possible to search for Opportunities, Activities and Companies using the company ACCNO or ALPHACODE. An **ID** column is now available on the Opportunity, Activity and Company Search windows: |
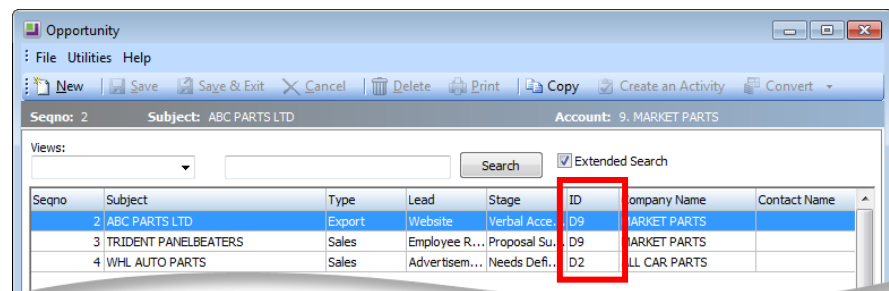


This column shows each company's account type and ACCNO.

A **Delete** button has been added to the Contact Lists window:
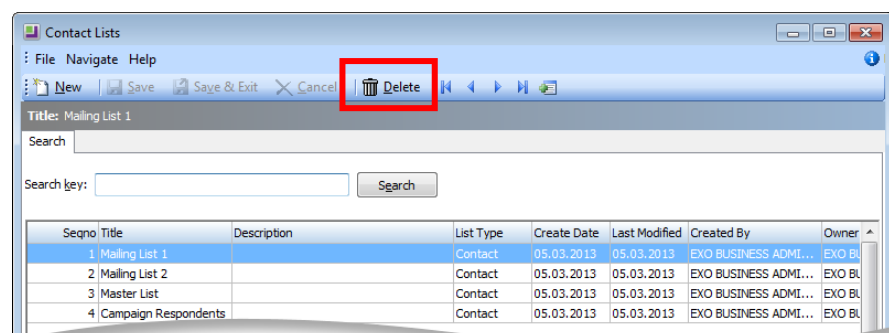


When deleting Contact Lists, the user is warned if a list has been associated with any Campaigns or Campaign Waves.

# Resolved Issues

## EXO Business Core

| Service Request ID | Description |
|---|---|
| **11067985110**<br>12374153871<br>12333923871<br>12257514491<br>12240013231<br>12023208041<br>11799353901<br>11553855231<br>11022208820<br>**11152767185**<br>11869133401<br>11144042391 | Debtor invoices are now given meaningful names when saved as PDF—see page 28 for details. |
| **11721703553**<br>12256066521<br>11904148631<br>11745006378<br>11717446281<br>11508345674<br>11508345637<br>11508049590 | The behaviour of the **Release All** and **Release None** buttons on the Creditors Payment Processor window has been changed to make them more intuitive—see page 29 for details. |
| **12238124282**<br>12320409951<br>12327845452<br>12233122451<br>12212364601<br>11637070421<br>11463594004<br>11237902281 | The GL journals posted for Stock Variance had incorrect SOURCE_SEQNO values, which meant that attempting to view the transactions for these journals opened the wrong transactions. This has been resolved. |
| **11110005065**<br>12293056158<br>12145520201<br>11846327101<br>11236128971<br>11109156348<br>11085188126 | When a lost Sales Order quote was converted back to an order, its PROCESSFINALISATION value would not be reset to 0, which meant that the order would not appear on the Sales Order search window after it was processed. This has been resolved. |
| **12243697759**<br>12320682011<br>12279028668<br>12240012911 | The mailshot function would not accept many special characters in email addresses, even though these characters were valid for email addresses. This has been resolved. |

| Service Request ID | Description |
|---|---|
| **11258609698**<br>12352479801<br>12293710646<br>11258970184<br>11245056531<br>11086478139 | The Stock Level Enquiry window (accessed from Stock transaction grids by pressing CTRL+L or right-clicking and selecting **Stock Levels**) did not display the correct number of decimal places, as specified by the **Quantities** value in the Business Essentials > General Settings section of EXO Business Config. This has been resolved. |
| **12145468982**<br>12330711051<br>12145520271<br>12121197737<br>11869133001 | In certain situations, "Floating point division by zero" errors could appear on the Analysis tab of the Stock Item details window. This has been resolved. |
| **12265375087**<br>12257514502<br>**11901208837**<br>11915313251<br>11895163396 | If the **Resources layout editor** right-click option on the Activity Search widget was used to customise the resource layout, these customise options were not saved when the Dashboard layout was saved. This has been resolved—see page 25. |
| **12437481978**<br>12473257381<br>12431328911<br>12476937169 | Reports generated by the Sales Report Designer displayed account ID numbers and descriptions in one column, e.g. "0 CASH SALES". ID numbers and descriptions are now displayed in separate columns.<br>The **Fieldgroup** column on the Sales Analysis Group Search window displayed only asterisks; this column is now correctly populated. |
| **11878121991**<br>12490212311<br>11876509880 | It was not possible to highlight and copy the Delivery Address on Fully Processed Sales Orders. This has been resolved. |
| **11251875999**<br>11506563402<br>11245056581 | In some cases, rounding issues meant that small batch quantities did not appear on the Batch Qty tab of the Stock Item details window unless the **Include batches with zero quantity** option was ticked. This has been resolved. |
| **11904525284**<br>12284700211<br>11895163481 | If EXO Business CRM was not installed, it was not possible to drag emails from Outlook into EXO Business accounts, contacts, jobs, etc. in any EXO Business module. This has been resolved. |
| **12140292479**<br>12137673111 | When authorisation was enabled on Creditor payments, it was not possible to authorise to approve or pay invoices for the Creditor account with the highest ID number (ACCNO) in the system. This has been resolved. |
| **12219413079**<br>12212010581 | No confirmation prompt appeared when deleting an Activity, which could result in lost data due to mistakenly clicking the Delete button. This has been resolved—see page 25. |
| **12269321444**<br>12258822333 | The Subject fields of History Notes created when emails are imported into EXO Business contained irrelevant authentication details; this has been resolved. Additional email details (From, To, CC, Date and Subject) are also included in the body of the History Note. |
| **12339788210**<br>12338921611 | Selecting one of a Stock item's sell prices and pressing DELETE to clear the value meant the sell price would be saved as NULL, rather than 0.00. This has been resolved; when a sell price is cleared, it is reset to $0.00 as soon as another field is selected or the Stock item is saved. |

| Service Request ID | Description |
|---|---|
| **12448479555**<br>12435049731 | If read-only Extra Fields were added to the Sales Order header, errors would appear when a new Sales Order was created. This has been resolved. |
| **12553551349**<br>12550160741 | When invoicing Sales Orders with kits that were priced by total or that contained serial numbers on kit components, the order of the DR_INVLINES lines did not match the order of the SALESORD_LINES lines, and serial numbers were not referenced correctly, so that it was not possible to determine which serial number related to which Stock item. This has been resolved. |
| - | In some situations, the error message "Field 'ExchangeRate' not found" could appear when posting Debtor receipts on the Post Ledgers to GL window. This has been resolved.<br><br>**Note:** The profile setting that controls the availability of the **Debtor Receipts** option on the Post Ledgers to GL window, **Allow exclusion of payments when posting debtors to general ledger**, was not functioning correctly. This has also been resolved—see Appendix 1 on page 41. |
| - | When copying a Stock item, the **Set new stock items to default to 'Lookup' type items** profile setting would override the setting of the **Lookup** field on the Copy Stock Item window. If the **Lookup** field was ticked and the profile setting was unticked, the **Lookup** field would be unticked in the new Stock item.<br><br>This has been resolved; the **Set new stock items to default to 'Lookup' type items** profile setting no longer affects the status of the **Lookup** field when copying Stock items. The status of the **Lookup** field defaults to the status of the Stock item being copied. |
| - | The Sales Order and Purchase Order grids could generate "divide by zero" errors on the LOCALVALUE computed fields if EXCHRATE was zero or NULL. This has been resolved. |

# EXO Job Costing

| Service Request ID | Description |
|---|---|
| **12183768011**<br>12156064211 | Using the split line function on the Quote tab resulted in incorrect GST totals (totals were calculated correctly when the split line function was used on the Costs tab). This has been resolved.<br><br>**Note:** This issue also affected the Quote tab on the Opportunity window in EXO CRM; it has been resolved there as well. |
| - | When appending a line to a Job quote (or an Opportunity quote in EXO CRM), the Quote Option assigned to the line would be the default option, instead of the option assigned to the kit header. This has been resolved. |

# EXO CRM

| Service Request ID | Description |
|---|---|
| **12265569369**<br>12257514518<br>12257514513 | Some fields on the Activity window overlapped when the window was resized to a larger size. This has been resolved. |
| **11889496473**<br>12033811211<br>11876510616 | A **Save & New** feature has been added to the Activity window—see page 24. |
| **12155049488**<br>12190562028<br>12151994331 | It was not possible to delete a Contact List once it had been created. This has been resolved—see page 29. |
| **12331859697**<br>12335935631<br>12288245426 | When opening Non Accounts from linked Activities or from the Recent Items widget, it was possible to convert them to Debtors or Creditors multiple times, creating duplicate records. This has been resolved; once a Non Account has been converted, the **Convert to Debtor** or **Convert to Creditor** button is disabled, and the Non Account is made inactive. |
| **11950234516**<br>11944007761 | "Floating Point Division by Zero" errors occurred when editing an Opportunity quote to add a kit item that was priced by total and that had the sell price set to $0.00 for all components.  This has been resolved. |
| **11863639320**<br>11855920214 | This release adds the ability to copy Opportunities—see page 13. |
| **12277315145**<br>12228650480 | It was not possible to edit the GST rate for lines on the Quote tab of the Opportunity window. This has been resolved—see page 14. |
| **12243601125**<br>12233355531 | Opportunity Quote line statuses are now updated when the Opportunity is converted to a Sales Order or a Job, and then lines are deleted from the order\job. See page 16 for details. |
| **12390322493**<br>12333924058 | Stack overflow errors could occur when entering quote lines on an Opportunity, when the system was set to use GST-inclusive pricing. This has been resolved. |
| **12227551511**<br>12293766541 | After converting an Opportunity to a Job Quote, the values on the Transactions tab of the Opportunity were incorrect. This has been resolved. |
| **12337861931**<br>12335935646 | When creating an Activity, it is optional to specify a Company; however, when creating an Activity via the Activity Quick Add function, the **Company** field was mandatory. This has been resolved; the **Company** field on the Activity Quick Add window is no longer mandatory. |
| **11870479903**<br>11860169269 | The subject of an Activity can be up to 60 characters; however, the Subject field on the Activity window and the Activity Quick Add window allowed more than 60 characters to be entered, which could result in data loss when the Activity was saved. This has been resolved; these fields do not allow more than 60 characters to be entered. |

| Service Request ID | Description |
|---|---|
| **12275893943**<br>12269530138 | When the **Allow edit list option in dropdown selection dialogues** profile setting was disabled, selecting the last company type in the **Type** dropdown on the Non Account Details window would open the Setup Company Type window. This has been resolved. |
| **12340886290**<br>12338922331 | When converting a Non Account to a Debtor, the settings in the Non Account's Account Template would be ignored and default settings would be applied to the new Debtor. This has been resolved; changes have been made as follows:<br><br>The base price for a new Non Account is set as per the Account Template.<br><br>When clicking the edit button next to the **Account Template** field on the Non Account window, only the account number is passed as search text into the search window that opens.<br><br>When Converting a Non Account to Debtor, the new Debtor account inherits the following information (if it exists) from the template account:<br><br><ul><li>Primary Group</li><li>Secondary Group</li><li>Base Price</li><li>Credit Terms</li><li>Credit Limit</li></ul><ul><li>Currency</li><li>Default Payment Type</li><li>Prompt Payment Discount %</li><li>Invoice File</li><li>Statement Delivery</li></ul> |
| **12335415874**<br>12320682291 | When searching for a Company from a transaction, e.g. when selecting a Company for an Opportunity, the Company Search window did not include the options to filter by Active/Inactive status or to set a custom filter. (These options are available when opening the Company Search window from the Account menu.) This has been resolved; the Company Search window always includes all search options. |
| **11978347328**<br>11965022681 | If the **User has Opportunity Administrator Rights** profile setting was disabled for a user, certain dropdowns on the Opportunity window did not behave correctly: the **Stage** dropdown did not display stages correctly according to their workflow constraints, and the **Type** and **Lead Source** dropdowns both allowed access to "Edit List" options, which should be restricted if the user does not have admin rights. These issues have been resolved. |
| **11986421824**<br>11980426661 | This release adds the ability to search Opportunities by ACCNO—see page 29. |
| **12238738130**<br>12233122511 | If the Change Stock Code utility on the Stock Item Details window was used to update an item's STOCKCODE, its STOCKCODE was not updated in the OPPORTUNITY_QUOTE table, which meant that the STOCKCODE would still appear in Opportunity quotes. This has been resolved.<br><br>**Note:** This issue also applied to the SUBS_LINES table—this table is also now updated when an item's STOCKCODE is changed. |
| **12418492977**<br>12414864751 | The Description field on Opportunity Quotes would not allow the entry of more than 60 characters, even if the associated database field (OPPORTUNITY_QUOTE.DESCRIPTION) was made longer. This has been resolved.<br><br>**Note:** This issue also applied to the JOBCOST_LINES.DESCRIPTION and JOB_TRANSACTIONS.DESCRIPTION fields in EXO Job Costing. |

| Service Request ID | Description |
|---|---|
| **12148548970**<br>12122027761 | When bulk creating activities from a campaign wave, if Extra Fields had been set up for Activities, but there was no Extra Field in position 1, an error message would appear on the Bulk Activity window. This has been resolved. |
| **12331571768**<br>12331571761 | When adding or removing Contacts from a Contact List, the confirmation message that appeared named the wrong list. This has been resolved. |
| **12289470047**<br>12288245140 | If users created a custom Company Type, then created a custom view to display only the custom type on the Company Search window/widget, no search results would be returned when the custom view was selected. This has been resolved. |
| **12346359463**<br>12333924056 | When converting an Opportunity to a Job Quote, it was possible to access certain Job Costing functions that should not have been available when viewing jobs through EXO CRM. This has been resolved. |
| - | The Copy Stock Item function could be opened from the Sales Order window when opened from EXO CRM by pressing CTRL+O, which made it possible to create a One Off Stock item from within EXO CRM. This has been resolved; the keyboard shortcut has been removed. |
| - | When an Opportunity was converted to a Job, some fields were not copied to the new job. The following fields are now copied across when converting an Opportunity to a Job:<br>• From Location<br>• Showline<br>• Date<br>• Header Due Date<br>• Create Date (converted to Job Header Quote Date)<br>• GST rates and amounts on each line<br>• Any Opportunity Quote Options with the same name as Job Quote Options<br>• Any Extra Fields on Opportunity headers and lines with the same name, field type and size as Extra Fields on Job headers and lines |
| - | On most setup windows in EXO CRM, when a new item was created, the bar at the top of the window displayed the details of whatever item was selected at the time that the **New** button was clicked. This has been resolved; for new items, the details are now blank. |

# EXO Accountants Assistant

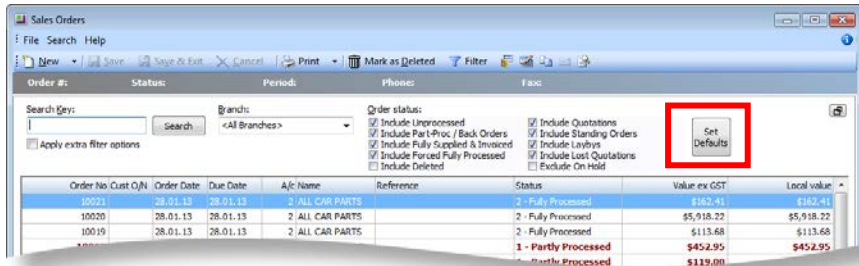| Service Request ID | Description |
|---|---|
| **12590470117**<br>12567915851 | Multi-page Clarity reports only displayed the first page when they appeared as nodes in a checklist widget. This has been resolved. |

# Service Packs

This release includes all fixes from the 8.5 Service Pack releases. These fixes are detailed below.

## 8.5 Service Pack 1

| Service Request ID | Description |
|---|---|
| **EXO Business Core** | |
| - | The milestone values (MINTRANSEQNO) in the PERIOD_STATUS table that were originally introduced in EXO Business 8.1 were found to be potentially incorrect for Debtor and Creditor periods. As the system now relies more heavily on these values to improve performance of key retrospective balancing reports for Debtors and Creditors in larger databases, this issue became exposed. |
| | This has been resolved; the correct MINTRANSEQNO values are now stored, and running the DBUpdate process retrospectively checks and corrects all existing values. |
| | The following improvements have been made to the retrospective reporting functions for Debtors and Creditors: |
| | • The functions now return additional information for the Alphacode, Account Group 1 and Account Group2. |
| | • The summary retrospective reporting functions include a new **Adjustment** field, which stores the amount the balance based on allocations differs from the balance calculated working backwards from the current balance. This allows you to identify accounts that might have issues with allocations. |
| | • Based on the above change, the detailed retrospective reporting functions now no longer return the transaction ageing details for accounts that might have issues with allocations. For such accounts, only one line for the ageing summary is returned. |
| | • The detailed Debtors and Creditors retrospective reports no longer include records with no ageing balances. |
| | • Records in the Debtors and Creditors retrospective reports are now ordered by Currency and then Alphacode. |
| **EXO CRM** | |
| - | In EXO Business 8.5, it was possible to create a new Sales Order Quote from EXO Business CRM, but the Sales Order grid would be read-only (where previously it was editable). This has been resolved. |
| **EXO Accountant's Assistant** | |
| - | The EXO Accountant's Assistant included a "Prior Debtor Statements" option in the Utilities menu; this has been corrected to "Print Debtor Statements". |

# 8.5 Service Pack 2

| Service Request ID | Description |
|---|---|
| **EXO Business Core** | |
| **12430790122**<br>12430789944 | EXO Business now supports 64-bit editions of Microsoft Outlook—see page 12. Emails can be sent from EXO Business on PCs where 64-bit Outlook is installed, when the **Email client** profile setting is set to "Default Email Client".<br><br>The MAPI component used by EXO Business has been upgraded to add support for sending emails using 64-bit versions of MS Outlook as the default mail client. As a result of this upgrade, other non-Outlook mail clients may also work with EXO Business.<br><br>**Note:** MYOB EXO Business officially supports Outlook 2007 and Outlook 2010 only. See the **Compatible Environment Roadmap** on the MYOB website for details. |
| **12329640588**<br>12320409958 | When Debtor Payments were allocated in a prior period, the ALLOCATED flag on the transaction was set incorrectly. This has been resolved; when a payment is fully allocated:<br><br>• If the allocation age is set to the current period, the ALLOCATED flag is set to 1, i.e. fully allocated in the current period.<br><br>• If the allocation age is set to the prior period, the ALLOCATED flag is set to 2, i.e. fully allocated in a prior period. |
| **12475859654**<br>12472371319 | After opening a Creditor Invoice from the Transactions tab of the Creditor Account Details window, pressing ESC closed the Creditor Account Details window instead of the invoice. This has been resolved. |
| **12483876993**<br>12320681951 | When creating a purchase order and receipting it fully in through EXO Job Costing, an error message appeared if the **Search automatically** profile setting was not set to include Documents. This has been resolved. |
| **12466645703**<br>12466372301 | In previous versions, the default states of the search options on the Sales Order search window were saved when the window was closed, which could cause conflicts, e.g. if multiple users were accessing the same installation via Terminal Services. This window now includes a **Set Defaults** button; search options are only saved when this button is clicked.<br><br> |
| - | If a physical Stock item that already had transactions against it was converted to a lookup item, unexpected GL transactions were generated as the system attempted to redo journals in prior periods. This has been resolved; the **Lookup** flag on the Stock Item Details window is now disabled if any transactions are recorded for the Stock item. |

| Service Request ID | Description |
| --- | --- |
| - | The Creditor Payment Processor was using the CURRENCIES.SELLRATE as its payment rate for Creditor payments, which caused incorrect realised gains. This has been resolved; CURRENCIES.BUYRATE is now used. |
| - | It was possible to allocate to a period younger than the period of the transaction being entered. This has been resolved. |
| **EXO Job Costing** | |
| **12421542925**<br>12419559021 | Adding the EXO Job Costing module to a blank EXO Business 8.5 database generated an error message during the Database Update process, due to several database objects being missing. This has been resolved. |
| **12377860092**<br>12370016771 | The EXO Job Costing Timesheets module (**TimeSheet.exe**) did not display correctly when the main window was resized; when the window was enlarged, the blank space above the main grid expanded and the grid remained the same. This has been resolved; the grid now resizes correctly when the window is resized. |
| **11609471834**<br>11584102840 | The EXO Job Costing Timesheets module did not have a Help file. This has been resolved. |
| - | The EXO Job Costing Timesheets module was not installed by the main EXO Business installers. This has been resolved. |
| **Clarity Reports** | |
| **12390635741**<br>12472371351<br>12466829511<br>12379288931 | Any reports that used DISPLAYVALUE1 as a runtime parameter did not work after upgrading to EXO Business 8.5. This has been resolved; the parameter DISPLAYVALUE1 has been restored. |
| **EXO CRM** | |
| **11799594530**<br>12333924062<br>12256065881<br>11967114911<br>11792991141 | When an Opportunity was converted to a Job Quote, tax-inclusive prices were converted to tax-exclusive, resulting in an incorrect sale price. This has been resolved. |
| **12368043673**<br>12293577172 | Performance issue: In databases with a large number of company records, after creating or editing a Non Account and then closing the account record by clicking **Save & Exit** or **Cancel**, the system would freeze as it took a long time to display the Non Account search window. This issue has been addressed; the Non Account search window is no longer displayed after closing a Non Account record. |

| | |
|---|---|
| **EXO Accountant's Assistant** | |
| **12280667253**<br>12374245344 | When the Post Ledgers to GL function appeared on a checklist widget, its **View Unposted Trx** dropdown button did not work; clicking on the button did not display the options below it, and only generated the message "Please use the sub menu to View Unposted by Source Ledger."<br><br>This has been resolved; clicking anywhere on the **View Unposted Trx** dropdown button now displays the sub-ledger options.<br><br>**Note:** This change affects the entire EXO Business system—the "Please use the sub menu to View Unposted by Source Ledger" message no longer appears anywhere. |

# Known Issues

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

## Installation/Upgrade Issues

- If you are using the MYOB EXO Business Installation Wizard to install an instance of SQL Express, the following must be must be present on the PC:
    - .NET Framework 3.5 SP1 – you can download this from:
      http://go.microsoft.com/fwlink/?LinkId=120550
    - Windows Installer 4.5 – you can download this from:
      http://go.microsoft.com/fwlink/?LinkId=123422
    - Windows PowerShell 1.0 – you can download this from:
      http://go.microsoft.com/fwlink/?LinkId=120552
- Due to security settings imposed by Windows, CHM Help files cannot be viewed from a remote location—this means that you can only view the EXO Business Help files if they have been installed on the local PC. See Microsoft Knowledge Base article 892675 for more information on this issue and suggested workarounds.

## Demo Data Issues

The stored procedure SP_DEMO_DATA_DATE_UPDATER, which updates the data in demo databases to the current date, was updated in EXO Business 8.4. This stored procedure is only available in the EXO_DEMO database, which means that any existing demonstration databases used by partners will not be able roll their demo data forward; these databases will need to be re-created based on the updated EXO_DEMO database in order to use the updated SP_DEMO_DATA_DATE_UPDATER procedure.

## Reporting Issues

Secondary budgets are not supported in quarterly reports.

## Job Costing Resource Issues

When a resource allocation is created, an Activity for the relevant staff member is automatically created in the EXO Business system; however, if the resource is not associated with a staff member, the Activity will not appear on the Activity Search widget on the Task Scheduler tab.

As a workaround, a dummy staff account can be created to associate non-staff Resources with.

# Appendix 1: New Profile Settings

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

| Name | Profile Name | Level | Description | Default | Refer |
|------|-------------|-------|-------------|---------|-------|
| Allow exclusion of payments when posting debtors to general ledger | ALLOW_EXCLUDE_PAYMENTS | Company | This profile was not functioning correctly in previous versions. It now works as expected:<br><br>• When the setting is enabled (i.e. ticked), the **Debtor Receipts** option is available on the Post Ledgers to GL window.<br><br>• When the setting is disabled (i.e. unticked), **the Debtor Receipts** option is not available.<br><br>**Note:** If you changed this setting in a previous version due to it not working correctly, you will need to change it back after installing this release. | Enabled | page 32 |
| Batch Invoice Mailshot Attachment Size Limit | COLLATED_ATTACHEMENTS_SIZE_LIMIT | Company | Specifies the maximum size (in KB) for invoice attachments on a single email when sending a mailshot of Batch Invoices. If the attachments to an email exceed this limit, the invoices will be split over multiple emails. | 7000 | page 19 |
| Cost Method for Stock Items to use on Quote tab<br><br>Cost Method for Lookup Items to use on Quote tab | JC_QUOTECOSTFIELD<br>JC_QUOTECOSTFIELD_LOOKUP | Company | These existing profile settings now affect the Quote tab of the Opportunity window, when EXO CRM and EXO Job Costing are both in use. | Average<br>Average | page 16 |