MYOB Practice Solutions
System Requirements

August 2020

OVERVIEW

This information has been developed to provide you with information to effectively use MYOB Accountants Office and Accountants Enterprise applications in your practice. The system requirements recommend the hardware specifications for running MYOB applications. It also details the Microsoft operating systems, databases, and Office versions that MYOB applications are tested on.

It is important to note that system requirements will change as manufacturers release new technologies and old ones become obsolete or are no longer supported by the manufacturer. The system requirements will be kept up-to-date in line with these changes.

The MYOB system requirements are broken into the following areas:

+ Server
+ Workstation
+ Standalone
+ Printers
+ Operating system, database, and Microsoft Office
+ Internet Browsers
+ MYOB Practice Cloud Partners [+]

The MYOB system requirements relate to versions of the following MYOB applications that are currently in the market. If your practice is running an MYOB product that is not listed, please speak to your client manager.

Separate information about recommended system requirements for the MYOB AccountRight range is available.

Tax	Client Accounting	Practice management	Document management	Other
AO Tax	AO Client Accounting + Ledger + Statutory Reporter + Workpapers + Assets Live	AO Practice Manager	AO Document Manager	AO Corporate Compliance [+]
AE Tax	AE Client Accounting + Ledger + Statutory Reporter + Workpapers + Assets Live	AE Practice Manager	AE Document Manager	AE Corporate Compliance [+]
	Ledger *		PDF Manager	ProfitOptimiser
	AE MAS			
	AE Accounts (Series 8 and 6)			AE System Release
	AE Reporter			AE Profiles (Series 8 and 6)
	AE Assets			MYOB Portal
	AE AMS (NZ only)			CompanyDocs [+]

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*   MYOB Ledger is the latest online general ledger specifically designed for accounting practices. Contact your Client Manager if you want more information.

[+]   AU only

GENERAL DISCLAIMER

MYOB is a developer of software and undertakes testing of its software to determine the applicable operating environment and hardware specifications. Given the complexity of such software and the fact that MYOB does not hold itself out to be an expert in hardware, network, or operating environments, it cannot guarantee the trouble free operation of its software on the hardware, network, or operating environments specified below.

MYOB recommends clients employ or contract a qualified hardware/network technician to assist in configuring their hardware, network, and operating system to enable them to use MYOB software. This document should be provided to your qualified hardware/network technician when working on your system.

SERVER

A server is not required if using MYOB software as a standalone (that is, where the software is used on one machine only and installed on the local hard drive). Please consult the Standalone section of the MYOB system requirements for further details. When setting up a server to run MYOB software, it is important to note:

+ MYOB AE software is not tested on peer-to-peer networks. A peer-to-peer network is where the workstation is also used as a server.
+ MYOB AE software is not tested in environments where an operating system designed for a workstation is used as a server.
+ MYOB AO software is tested on peer-to-peer networks where the desktop operating system is used as a server for sites with up to five concurrent users.

Server requirements (excluding terminal server)

Processor	Dual Core Server class processor
RAM	8 GB or more
Hard disk	+ 10k or 15k RPM based SAS/SCSI. + Base of 30 GB. + Allow extra hard disk space for backups as required.
Other	+ For optimal performance, we recommend that a dedicated SQL server is implemented, and that Microsoft Exchange and other disk/CPU intensive processes be installed on a separate server. + For MYOB AO, Microsoft SQL Express 2014 32 bit only is supported and will be supplied in the product installation. Other versions of SQL are not supported with MYOB AO. + We strongly recommend that sites with more than 30 concurrent users implement SQL Server Standard or Workgroup Editions rather than SQL Express. Please consult a qualified Microsoft engineer as SQL Server has specific hard drive and configuration requirements. + SQL Server Standard or Workgroup software and licences are not provided with MYOB software. + Sites using Windows Server must ensure that Opportunistic Locking is disabled. + At least 1 Gbps network connectivity to all servers and workstations. + Server name length can not exceed 14 characters for AO clients and 15 characters for AE clients. + MYOB application/data drive can not exceed 1.8TB (excluding MYOB Document Manager File Store location). + Ensure DEP is configured per KB 34263 + Enable Linked Connections per KB 35152

Windows terminal server/Microsoft remote desktop services requirements

Processor	2 x Dual or Quad Core Server class processor
RAM	Base of 8 GB plus 1 GB per user
Hard disk*	+ 10k or 15k RPM based SAS/SCSI or equivalent/faster speed SSD. + Base of 30 GB. + Allow extra for backups as required.
Other	+ Screen resolution set to at least 1440 x 900 (inherited from client connection). + Microsoft recommends that Exchange and SQL are located on a separate server if you are running Terminal Server. + If you have more than 15-20 users you should consider multiple Terminal Servers. Speak to a qualified Microsoft engineer experienced with Terminal Services and Citrix for more details. + Sites using Terminal Services must ensure that Opportunistic Locking is disabled. + At least 1 Gbps network connectivity to all servers and workstations. + Server name length can not exceed 14 characters for AO clients and 15 characters for AE clients. + MYOB application/data drive can not exceed 1.8TB (excluding MYOB Document Manager File Store location). + Ensure DEP is configured per KB 34263 + Enable Linked Connections per KB 35152

*HARD DISK REQUIREMENTS FOR DOCUMENT MANAGER:

The file store size is dependent on your electronic file volume. The following can be used as a guide: 100,000 documents require approximately 35 GB of disk space in the file store (estimated using an average file size of 350 kB).

When estimating how much disk space you need, ensure all documents are considered including emails, scanned documents, image files, spread sheets, letters, PDFs, and so on.

You should ensure you have enough storage space for at least five years worth of documents or the expected life of the hardware, allowing for growth. Always allow for system needs when looking at drive capacity to allow for housekeeping. Below are the hard disk requirements for the Document Manager File Store:

Users	Minimum	Recommended
1 to 14	40 GB	300 GB
15 to 50	80 GB	300 GB
50+	150 GB	500 GB

WORKSTATION

If using MYOB software through a Terminal Server session, the workstation requirements do not apply.

Workstation requirements	
Processor	Equivalent to Intel i5 or greater
RAM	4 GB
Hard disk	Base of 1.5GB
Other	+ Screen resolution set to at least 1440 x 900. + Internet access available + 1 Gbps network connection + Ensure DEP is configured per KB 34263 + Enable Linked Connections per KB 35152

STANDALONE

Standalone (that is, client and server on same machine)	
Processor	Equivalent to Intel i5 or greater
RAM	8 GB
Hard disk	+ 100 GB. + Allow an increase of 50 MB per year per application. + Allow extra for backups as required.
Other	+ Screen resolution set to at least 1440 x 900. + Operating other processor/disk intensive processes and applications on the same machine may result in performance degradation. + You must have Internet access from this PC. + Server name length can not exceed 14 characters for AO clients and 15 characters for AE clients. + MYOB application/data drive can not exceed 1.8TB (excluding MYOB Document Manager File Store location). + Ensure DEP is configured per KB 34263 + Enable Linked Connections per KB 35152 + 4GB RAM on 32 bit machines is acceptable, however performance issues may arise in some circumstances

PRINTERS

A laser quality printer is required. MYOB operates with most standard printers that are supported by your operating system. MYOB does not support the use of dot matrix printers.

MYOB products are designed to work with true type fonts. Using post script fonts may produce unwanted results and accordinglyis not supported by MYOB.

MICROSOFT OPERATING SYSTEM, DATABASE AND MS OFFICE

MYOB supports AE and AO applications on a number of Microsoft environments (versions of operating system, database, and Office). The tables below detail the environments that MYOB currently supports when running either AE or AO applications. If an environment is not listed or is past the 'End Date for MYOB Support', MYOB will not support the running of either AE or AO on that environment.

SUPPORTED MICROSOFT SERVER OPERATING SYSTEMS

MYOB AE and AO applications are supported on the following versions of Microsoft operating systems.

Operating system	Reference notes	End date for MYOB support
Windows Server 2019	KB 31932252	
Windows Server 2019 Remote Desktop Services	KB 31932252	
Windows Server 2016	KB 38659	
Windows Server 2016 Remote Desktop Services	KB 38659	
Windows Server 2012/2012 R2 Remote Desktop Services	KB34911	
Windows Server 2012/2012 R2	KB34911	
Small Business Server 2011 SP1		31 December 2017
Windows Server 2008 R2 SP1 Terminal Services: 64 bit		31 December 2017
Window Server 2008 R2 SP1: 64 bit		31 December 2017

SUPPORTED MICROSOFT DESKTOP OPERATING SYSTEMS

MYOB AE and AO applications are supported on the following versions of Microsoft desktop operating systems.

Operating system	Reference notes	End date for MYOB support
Windows 10 Pro/Enterprise	KB37334	
Windows 10 Home	KB37334 AO only	
Window 8.1/Windows 8.1 Pro Windows 8/Windows 8 Pro	KB34911	
Windows 7 Professional/Ultimate SP		31 December 2016
Windows 7 Home SP1	AO only	31 December 2016

MYOB AE and AO applications are not supported on Windows 8 RT.

SUPPORTED MICROSOFT DATABASES

MYOB AE applications are supported on the following versions of Microsoft databases.

Database	Reference notes	End date for MYOB support
Microsoft SQL Server 2017: 64 bit *	KB39102	
Microsoft SQL Server 2016: 64 bit *	KB38486	
Microsoft SQL Server 2014: 32 and 64 bit	KB37212	
Microsoft SQL Server 2012: 64 bit	KB34911	
Microsoft SQL Server 2012: 32 bit	KB34911	
Microsoft SQL Server 2008 R2: 64 bit **		R2: 31 December 2016
Microsoft SQL Server 2008 R2: 32 bit		R2: 31 December 2016

* Microsoft have released SQL 2017 and SQL 2016 in 64 bit only. AE practices looking to upgrade will need to ensure they are using a 64 bit operating system. AE practices who integrate to Accountants Office Classic, please refer to the *** note.

** For MYOB AO sites integrating to AO Classic, Microsoft SQL Express 2008 R2 32 bit is supported on versions prior to 2017.2. For later versions SQL

2014 Express 32 bit is supported which will be supplied in the MYOB product installs. Other versions of SQL are not supported with MYOB AO.

*** For New Zealand MYOB AE sites which integrate to Accountants Office Classic, Microsoft SQL Server 2012 32 bit and SQL Server 2014 32 bit are currently supported.

SUPPORTED MICROSOFT OFFICE

MYOB AE applications are supported on the following versions of Microsoft databases

Microsoft Office	Reference notes	End date for MYOB support
Microsoft Office 2019	KB 31932254	
Microsoft Office 2016	KB38006	
Microsoft Office 2013	KB35139	
Microsoft Office 365	KB34622	
Microsoft Office 2010		31 December 2016

SUPPORTED BROWSERS

MYOB products and services that require access to the internet are supported on the latest two versions of the following browsers to ensure that content displays and performs correctly:

+ Firefox
+ Google Chrome
+ Safari

INTERNET EXPLORER

In January 2016 Microsoft made changes to the support status of Internet Explorer. As of that date, Internet Explorer 11 became the Microsoft supported browser for the majority of current operating systems.

To ensure that MYOB is providing safe and secure access to our online products and services, Internet Explorer 11 and Microsoft Edge are now the two supported Microsoft browsers. Refer to KB37609 for more information.

VIRTUALISATION

MYOB AE and AO applications operate successfully in virtualised environments where the appropriate hardware and configurations are employed. To ensure the smooth operation of your system, MYOB recommends engaging an experienced IT Professional to design and deploy the infrastructure to support the virtualised systems.

As a software vendor although MYOB do not test the different virtualisation technologies, MYOB can confirm that clients successfully use a range of virtualisation solutions. The most common virtualisation solutions being used by clients are those from the following suppliers:

+ Microsoft

+ VMware

+ Citrix.

To determining the hardware requirements of the server, MYOB recommends that the technical requirements provided in previous sections should be factored in when scaling the hardware to support the virtual systems. For example, ensuring that appropriate CPU, RAM and disk space is provided to each virtual server is necessary.

Depending on the number of virtual servers and their roles, the underlying hardware required will then vary. We also recommend you refer to the other technologies mentioned in this document to determine the support status of the operating systems, Office and SQL versions that can be used on the Guest (or virtualised) systems you deploy.

For more information, speak to your IT Professional.

MYOB PRACTICE CLOUD PARTNER⁺

Many accounting practices are looking for the benefits of moving their practice to the cloud, without having to compromise on the rich functionality, deep integration and true document management you have come to expect from your MYOB software?

The MYOB Practice Cloud Partner Program now enables you to move your MYOB AE or MYOB AO software to the cloud, without the compromise.

Introducing the MYOB practice cloud partners

Through a rigorous accreditation process, MYOB has endorsed a limited number of Australian IT Hosting Providers to deliver MYOB AE and AO online.

⁺ AU only

Beyond delivering your MYOB Practice Solutions, MYOB Practice Cloud Partners can also host any other productivity software that you currently use, completely in the cloud – including MS Office or any other third party application.

As long as you are connected to the internet you'll be able to access all of your practice applications, MYOB or otherwise, anywhere, at any time.

Benefits

Hosting delivers an accounting practice:

+ Anywhere, anytime access

+ No longer manage installs or upgrades yourself

+ No back ups

+ No Servers

Hosting also means an accounting practice retains the rich functionality, deep integration and true document management offered by MYOB AO and AE today.

Accreditation

By working with an MYOB Practice Cloud Partner, you can rest assured that you are in safe hands. To join this exclusive group, a Cloud Partner must:

+ Have a proven track record of delivering MYOB AE or AO in a hosted environment with 99.9% availability

+ Pass the MYOB Hosting Provider 'Technical Exam'

+ Be subject to and pass an annual audit

+ Meet the MYOB Practice Solutions System Requirements

+ Demonstrate environment security and protection againstunauthorised access

+ Prove the long-term financial stability of their organisation

Choice

Each of the MYOB Practice Cloud Partners offer additional services such as hosting MS Office or other third party applications, disaster recovery, device support options and differing SLAs. The aim is to offer choice to accountants in practice and for the Cloud Partners to deliver solutions with unique benefits.

FOR MORE INFORMATION

If you want to move to the cloud without the compromise check out the MYOB Practice Cloud Partners at myob.com.au/cloudpartner

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