



# MYOB Enterprise Solutions System Requirement Guidelines

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## Important Please Read Carefully

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

MYOB recommends clients to work closely with certified MYOB Enterprise Solution partners when implementing MYOB Enterprise Solutions. MYOB Enterprise Solution partners will assist in configuring hardware, network and operating system for using MYOB Enterprise Solution software.

## Quick Links

[Server Requirements](#)

[Workstation Requirements](#)

[Windows Terminal Server Requirements](#)

[Virus Scanning](#)

[Printers](#)

[Network connectivity](#)

[Compatible Environment Roadmap](#)

[MYOB EXO Business Compatible Environment Roadmap](#)

[MYOB EXO Employer Services Compatible Environment Roadmap](#)

# 1 System Requirements

## 1.1 Overview

The following are recommended system requirements for MYOB Enterprise Solutions software. MYOB Enterprise Solutions software includes the following product suites:

- MYOB EXO Business
- MYOB EXO Employer Services

You must ensure that your system meets the minimum requirements outlined. However, we strongly suggest you follow the recommended requirements or greater to ensure performance of your system is suitable to business operations. The requirements for memory and processors are indicative only, and more RAM or disk space may be required when running MYOB products in conjunction with other software.

### IMPORTANT NOTE:

MYOB Enterprise Solutions software will run on the minimum requirements when no other applications (including virus scanners), other than the operating system, are running. If you use MYOB Enterprise Solutions software and other applications simultaneously, ensure that your system meets at least the recommended requirements.

Please consult your certified MYOB Enterprise Solution partner to ensure that your MYOB Enterprise Solution implementation has been configured correctly to meet the number of users and applications used by your organisation.

## 1.2 Server requirements

A server is not required if using MYOB Enterprise Solutions software as a standalone (that is, where the software is used on one machine only and installed on the local hard drive). Please consult the [workstation requirements](#) for standalone recommendations.

### 1.2.1 Server Requirements (excluding Terminal Server)

	Minimum	Recommended
<b>Processor</b>	Pentium IV 2.4 GHz or higher	Dual Core Server class processor
<b>RAM</b>	2 Gb or more	4 Gb or more
<b>Hard Disk</b>	Base of 20 GB + 10 MB per user Allow an increase of 30Mb per year per application Allow extra for backups as required	SCSI Base of 30 GB + 10 MB per user Allow an increase of 30Mb per year per application Allow extra for backups as required
<b>Operating System</b>	See <a href="#">Compatible Environment Roadmap listing</a>	
<b>Other</b>	<p><b>MYOB EXO Business (only)</b> Where intensive applications such as Microsoft Exchange and other disk/CPU intensive processes are required, we recommend that a dedicated SQL/MSDE server is implemented<sup>1</sup>.</p> <p>SQL Express may not be suitable for businesses with many users. SQL Express has limits on the amount of RAM and number of processors it can use, which affects the number of concurrent users that the EXO Business database can support. See the following MSDN article for more information: <a href="http://msdn.microsoft.com/en-us/library/ms165672.aspx">http://msdn.microsoft.com/en-us/library/ms165672.aspx</a></p>	

	<p>We strongly recommend that a site with more than 3 concurrent users implement SQL Server Standard Edition rather than SQL Express. SQL Server software and licences are not provided with MYOB Enterprise Solutions software.</p> <p>If using SQL Server bundled with Small Business Server, note the above requirements exceed those recommended by Microsoft for Small Business Server. Microsoft Data Access Components (MDAC) 2.8 or later</p> <p><b>MYOB EXO Employer Services (only)</b> MYOB EXO Employer Services is built on a Visual FoxPro platform, and as such does not require an SQL Database Application for operation. Serial port (required for some features in EXO Time and Attendance)</p>
<p><sup>1</sup> SQL Server Hardware Specifications should meet those as outlined for Server Requirements (excluding Terminal Server). Please consult your certified MYOB Enterprise Solution partner as SQL Server has specific hard drive and configuration requirements.</p>	

## 1.2.2 Windows Terminal Server Requirements

	Minimum	Recommended
<b>Processor</b>	2 x Pentium IV 2.2 GHz or higher	2 x Dual or Quad Core Server class processor
<b>RAM</b>	Base of 2 GB plus 100 MB per user	Base of 2 GB plus 100 MB per user
<b>Hard Disk</b>	SCSI Base of 20 GB + 10 MB per user Allow an increase of 30Mb per year Allow extra for backups as required	SCSI Base of 30 GB + 10 MB per user Allow an increase of 30Mb per year Allow extra for backups as required
<b>Operating System</b>	See Compatible Environment Roadmap listing	
<b>Other</b>	<p><b>MYOB EXO Business (only)</b> MYOB recommend that a dedicated SQL/MSDE server is implemented<sup>1</sup> (that is, not the Terminal Server). Microsoft recommends that Exchange and SQL Server are located on separate servers if you are running Terminal Server.</p> <p><b>MYOB EXO Business/MYOB EXO Employer Services</b> If you have more than 25 users you should consider multiple Terminal Servers. Speak to a qualified Microsoft engineer experienced with Terminal Services for more details Sites using Terminal Server/Services must ensure that Service Release 1a is applied.</p>	
<p><sup>1</sup>SQL Server Hardware Specifications should meet those as outlined for Server Requirements (excluding Terminal Server). Please consult your certified MYOB Enterprise Solution partner as SQL Server has specific hard drive and configuration requirements.</p>		

## 1.2.3 Server Recommendations

These recommendations apply to all server operating systems. For comprehensive advice, MYOB recommend consulting your certified MYOB Enterprise Solution partner.

- Install enough processing power, RAM and hard disk space in your server to cater for ALL applications and services that are being run. These requirements may vary depending on the number of users on the system, applications running and level of usage.
- Ensure that you have offline backup capability that is used on a regular basis - should be at least weekly, preferably daily
- Disabling of any elaborate or complex (3D) screen savers, as these can impact significantly on the performance of your software.

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

## 1.2.4 Optimising MYOB EXO Business in a Terminal Server Environment

Following are some suggestions relating to use of the Terminal Server solution. For comprehensive advice, MYOB recommend consulting your certified MYOB Enterprise Solution partner.

- If you install a Terminal Server solution and all processes and applications that previously ran on the workstation run via the Terminal Server Client and on the Terminal Server, it is extremely important that the server is configured correctly and hardware is sufficient for the number of users and applications.
- If you intend to have Terminal Server used only to access certain features of your MYOB application(s) and will still require the MYOB application(s) to run on a workstation, then the workstation must meet minimum specification at very least.
- Consideration must be given to other software also loaded and running on the system
- Limit usage of DOS/16 bit applications running via the Terminal Server session
- Avoid the use of applications that are CPU or memory intense via a Terminal Server session.
- Avoid loading server-based applications on the Terminal Server, eg. Microsoft Exchange Server, Microsoft SQL Server/SQL Express.
- Ensure that the appropriate operating system Service Packs and patches are applied, as recommended by MYOB.
- Do not use complex or 3D screen savers. Clients should avoid running complex screen savers, for example those that render 3D images. Running screen savers imposes an additional load on the server and network. This can reduce performance for other users who are connected to the server.

## 1.3 Workstation requirements

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

### 1.3.1 Workstation (client install)

	Minimum	Recommended
<b>Processor</b>	Pentium 4 1.3 GHz	Core 2 Duo or equivalent
<b>RAM</b>	1 GB	2GB or greater
<b>Hard Disk</b>	2 GB free space	2 GB free space
<b>Operating System</b>	See <a href="#">Compatible Environment Roadmap listing</a>	
<b>Other</b>	<b>MYOB EXO Business/MYOB EXO Employer Services</b> Internet access and internet email available from at least one workstation. Access to a DVD-ROM Reader 16-bit colour, 1024×768 screen resolution; <b>MYOB EXO Employer Services (only)</b> Serial port (required for some features in EXO Time and Attendance)	

### 1.3.2 Standalone (that is, client & server on same machine)

	Minimum	Recommended
<b>Processor</b>	Pentium 4 3.0 GHz	Core 2 Duo or equivalent
<b>RAM</b>	2 GB	4 GB or greater
<b>Hard Disk</b>	40 GB Allow an increase of 50Mb per year per application Allow extra for backups as required	100 GB Allow an increase of 50Mb per year per application Allow extra for backups as required
<b>Operating System</b>	See <a href="#">Compatible Environment Roadmap listing</a>	
<b>Other</b>	<b>MYOB EXO Business/MYOB EXO Employer Services</b> Operating other processor/disk intensive processes and applications on the same machine may result in performance degradation. You must have Internet access and internet email available from this PC. <b>MYOB EXO Employer Services (only)</b> Serial port (required for some features in EXO Time and Attendance)	

### 1.3.3 Workstation Recommendations

These recommendations apply to all workstation operating systems. For comprehensive advice, MYOB recommend consulting your certified MYOB Enterprise Solution partner.

- Ensure that the latest operating system Service Packs and patches are applied.
- Disabling of elaborate or complex (3D) screen savers, as these can impact significantly on the performance of your software.
- [Optimise your virus scanner.](#)
- Additional RAM and hard disk space will be required for standalone install of products using SQL databases.
- For recommendations on specific workstation operating systems, see MYOB Certified Environment Roadmap.

## 1.3.4 Memory considerations - RAM

The amount of Random Access Memory (RAM) in your workstations has a major impact on the speed of your software. The more RAM in your workstations, generally the better your software will perform - and the more productive you will be.

History has shown that every two years the memory requirements have doubled as applications become more complex. We also recommend that you invest in memory to meet your current and future needs.

How much memory you need to run effectively on a workstation depends on:

- The operating system you are using
- The software applications you are using concurrently, e.g. Microsoft® Outlook, Microsoft® Word and Microsoft® Excel, MYOB Enterprise Solutions software and any other software. The more applications you are using, the more memory you will need
- The amount of MYOB data and the size and complexity of files in Microsoft® Word or Microsoft® Excel, etc

## 1.3.5 Optimising workstation performance for MYOB Enterprise Solutions software

For comprehensive advice, MYOB recommend consulting your certified MYOB Enterprise Solution partner.

- Ensure that the latest operating system Service Packs and patches are applied.
- All hardware must be supported by Microsoft's HCL (Hardware Compatibility Listing).
- If other applications that are CPU intense or RAM 'hungry' are loaded on the workstation, ensure that workstation hardware is sufficient to handle these applications as well as the operating system and MYOB Enterprise Solutions software requirements.
- Ensure that there is sufficient free hard drive space available for any temporary files.
- Ensure that virtual memory is set to no less than Microsoft® recommendation. (This can be found in the Control Panel > System > Advanced tab) Ensure that sufficient disk space is available to create the pagefile.sys.
- Ensure that only necessary protocols are loaded (eg. if TCP/IP is being used, ensure that NetBEUI is removed).

## 1.4 Printers

A laser quality printer is recommended. MYOB operates with most standard printers that are supported by your operating system. MYOB products are designed to work with true type fonts. Using post script fonts may produce unwanted results and accordingly is not supported by MYOB.

## 1.5 Network connectivity

If operating on a network, the following areas will impact performance:

- Cabling will impact significantly on the reliability and speed of your software. A minimum of UTP Category 5e cabling is required as it offers the best reliability and performance for your practice.
- For local area networks, we recommend investing in 1GBps switches and 1GBps network cards.
- We recommend that only necessary protocols are loaded on both the server and workstation.



For comprehensive advice, MYOB recommend consulting your certified MYOB Enterprise Solution partner.

## 1.6 Virus Scanning

It is extremely important that your organisation is protected from virus infection. However, it is also important that your virus scanning software does not adversely impact the performance of your network and software.

### 1.6.1 Common settings in virus scanners that impact performance:

- If a virus scanner is installed on both your server and workstation, and both are set to scan both incoming and outgoing files, you may be scanning each file twice (once at the server end and once at the workstation). Speak to your network engineer about getting one of these disabled.
- If the option is available in your virus scanning software, disable heuristic scanning
- Exclude MYOB application executables from the scan list. This may improve performance.

In all cases, consult your certified MYOB Enterprise Solution partner to determine the best virus scanning solution for your business that does not impact software.

## 2 Compatible Environment Roadmap

### 2.1 Overview

MYOB Enterprise Solutions software must co-exist with technologies currently in the market or being developed by other software manufacturers. In some instances, MYOB Enterprise Solutions software is also dependant on the features and services provided by these technologies (also referred to as 'Environments').

MYOB has an on-going Environment Compatibility process that tests our software on commonly-used current environments so that our clients can be confident in its effective operation. Environments are deemed compatible based on our testing methodology, test results and information received from the relevant manufacturer.

The MYOB Compatible Environments Roadmap has been developed to provide you with information on current Compatible Environments and future plans, so that you can plan for the effective use of MYOB Enterprise Solutions software in your business. It is important that you check the MYOB Compatible Environments Roadmap regularly, including before you make any changes to your operating system or network.

Compatible Environments will change as manufacturers release new technologies and old ones become obsolete or are no longer supported by the manufacturer. The Compatible Environment Roadmap will be kept up to date in line with these changes.

### 2.2 New environments and technologies

MYOB aims to complete compatibility of appropriate emerging environments within six months of the manufacturer's release of the product. We recommend that our clients do not operate MYOB Enterprise Solutions software on new products until we have published a statement on the successful completion of the compatibility.

#### 2.2.1 Using MYOB products with new Microsoft software and operating systems

MYOB is a Microsoft® Certified Gold Partner, and we work closely with Microsoft® to ensure that our products are compatible with Microsoft® solutions. As information becomes available on the status of each individual product we will update our Compatible Environments Roadmap. We expect products to be updated gradually over a number of months.

### 2.3 Older technologies

If you are intending to install or use any of the new Microsoft® products, please check the MYOB website prior to installing to check the status of them with your specific MYOB products.

As manufacturers release new environments, they usually discontinue support for older environments. As a general rule, MYOB can only certify products that are fully supported by their manufacturer.

In some cases, manufacturers may choose to discontinue their support of a product in stages. For example; the Microsoft® business product lifecycle has three support phases:

1. Mainstream support
2. Extended support

### 3. Self-help online support

Microsoft® only provides full support services on operating systems during the Mainstream phase. After this, Microsoft® will not update the application to address any bugs or issues and only provides limited support. As a result of this, MYOB will only verify operating systems that are in Mainstream support, as Microsoft® will not address any required changes in the other phases.

MYOB does not undertake any testing or quality assurance of its software on environments that are not currently compatible. While MYOB has a history of its software working on environments that are no longer supported by the manufacturer, and of addressing issues where feasible, we cannot guarantee that we can resolve such issues every time. For that reason, we recommend that our clients operate in current compatible environments.

Dates when older technologies will no longer be compatible are published in the Compatible Environments Roadmap. We provide notice when any major technologies are due not to be tested, so that you have time to plan and make any necessary changes.

## 2.4 Important notes

Compatible Environments continuously change based on the developments in manufacturer's environments that are outside the control of MYOB. As such, MYOB reserves the right to change details published in the Compatible Environments Roadmap at any time.

The Compatible Environment Roadmap outlines specific versions of technologies. MYOB may choose to not address any issues that are discovered in MYOB Enterprise Solutions software on environments that are not listed in Compatible Environment Roadmap.

Using 3rd party products, other than those in this listing, to retrieve and write information to MYOB may compromise data integrity and cause incorrect results when using MYOB Enterprise Solutions software. MYOB does not support the use of applications that compromise MYOB data integrity.

## 3 Compatible Environment Roadmap listing

Current as at 21<sup>st</sup> March 2012.

MYOB supports its Enterprise Solutions 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 Enterprise Solutions.

If an environment is not listed or is has 'MYOB Support Status' of No, MYOB will not support the running of an Enterprise Solution in that environment.

Please note, for further information on any Microsoft product please navigate to the [Microsoft Product Lifecycle website](#). To quickly lookup particular Microsoft product lifecycle information, you can search for all products by [clicking here](#).

### MYOB Current Support Status legend

<b>Yes</b>	Compatibility successfully completed
<b>No</b>	Not supported by MYOB Enterprise Solutions
<b>TBA</b>	Future Compatibility planned but not currently verified

### 3.1.1 MYOB EXO Business Compatible Environment Roadmap

The following table provides the environmental support status for MYOB EXO Business version 8.0 and above.

Environment	MYOB Support Status	MYOB Support discontinued
<i>Operating System (latest service pack should be utilised)</i>		
Microsoft Windows Server 2003 Datacenter Edition (32-bit x86)	No	Apr 2012
Microsoft Windows Server 2003 Datacenter x64 Edition	No	Apr 2012
Microsoft Windows Server 2003 Enterprise Edition (32-bit x86)	No	Apr 2012
Microsoft Windows Server 2003 Enterprise x64 Edition	No	Apr 2012
Microsoft Windows Server 2003 Standard Edition (32-bit x86)	No	Apr 2012
Microsoft Windows Server 2003 Standard x64 Edition	No	Apr 2012
Microsoft Windows Server 2003 Web Edition	No	N/A
Microsoft Windows Server 2008 Datacenter	Yes	
Microsoft Windows Server 2008 Enterprise	Yes	
Microsoft Windows Server 2008 Foundation	Yes	
Microsoft Windows Server 2008 Standard	Yes	
Microsoft Windows Web Server 2008	No	N/A
Microsoft Windows Server 2008 R2 Datacenter	Yes	
Microsoft Windows Server 2008 R2 Enterprise	Yes	
Microsoft Windows Server 2008 R2 Standard	Yes	
Microsoft Windows Web Server 2008 R2	No	N/A
Microsoft Windows Server 2012 / Windows 8*	TBA	
<i>Desktop Operating System (latest service pack should be utilised)</i>		
Microsoft Windows XP Professional	No	Apr 2012
Microsoft Windows XP Professional x64 Edition	No	Apr 2012
Microsoft Windows Vista Business	Yes	
Microsoft Windows Vista Business 64-bit Edition	Yes	
Microsoft Windows Vista Enterprise	Yes	
Microsoft Windows Vista Enterprise 64-bit Edition	Yes	
Microsoft Windows Vista Ultimate	Yes	
Microsoft Windows Vista Ultimate 64-bit Edition	Yes	
Microsoft Windows 7 Enterprise	Yes	
Microsoft Windows 7 Professional	Yes	

# MYOB Enterprise Solutions System Requirement Guidelines

Environment	MYOB Support Status	MYOB Support discontinued
Microsoft Windows 7 Ultimate	Yes	
Microsoft Windows 8*	TBA	
<i>Database Application Systems (latest service pack should be utilised)</i>		
Microsoft SQL Server 2005 Compact Edition	No	N/A
Microsoft SQL Server 2005 Developer Edition	No	N/A
Microsoft SQL Server 2005 Enterprise Edition	No	Apr 2012
Microsoft SQL Server 2005 Enterprise X64 Edition	No	Apr 2012
Microsoft SQL Server 2005 Express Edition	No	Apr 2012
Microsoft SQL Server 2005 Standard Edition	No	Apr 2012
Microsoft SQL Server 2005 Standard X64 Edition	No	Apr 2012
Microsoft SQL Server 2005 Workgroup Edition	No	Apr 2012
Microsoft SQL Server 2008 Developer	No	N/A
Microsoft SQL Server 2008 Enterprise	Yes	
Microsoft SQL Server 2008 Express	Yes	
Microsoft SQL Server 2008 Standard	Yes	
Microsoft SQL Server 2008 Web	Yes	
Microsoft SQL Server 2008 Workgroup	Yes	
Microsoft SQL Server 2008 R2 Datacenter	Yes	
Microsoft SQL Server 2008 R2 Developer	No	
Microsoft SQL Server 2008 R2 Enterprise	Yes	
Microsoft SQL Server 2008 R2 Express	Yes	
Microsoft SQL Server 2008 R2 Standard	Yes	
Microsoft SQL Server 2008 R2 Web	Yes	
Microsoft SQL Server 2008 R2 Workgroup	Yes	
Microsoft SQL Server 2012	TBC	
<i>Contact synchronisation (latest service pack should be utilised)</i>		
Microsoft Outlook 2003	No	Apr 2012
Microsoft Office Outlook 2007	Yes	
Microsoft Office Outlook 2010	Yes	
<i>Microsoft Office connection (latest service pack should be utilised)</i>		
Microsoft Office 2003	No	Apr 2012
Microsoft Office 2007	Yes	
Microsoft Office 2010	Yes	
<i>Browsers (latest service pack should be utilised)</i>		
Microsoft Windows Internet Explorer 7	No	Apr 2012
Microsoft Windows Internet Explorer 8	Yes	
Microsoft Windows Internet Explorer 9	Yes	
<i>PDF Readers (latest service pack should be utilised)</i>		
Adobe Reader 9.x	Yes	
Adobe Reader 10.x	Yes	
<a href="#">(Adobe products and Enterprise Technical Support periods covered under the new Lifecycle Policy)</a>		

## 3.1.2 MYOB EXO Employer Services Compatible Environment Roadmap

The following table provides the environmental support status for MYOB EXO Employer Services across Australia and New Zealand.

Environment	MYOB Support Status	MYOB Support discontinued
<i>Operating System (latest service pack should be utilised)</i>		
Microsoft Windows Server 2003 Datacenter Edition (32-bit x86)	No	Apr 2012
Microsoft Windows Server 2003 Datacenter x64 Edition	No	Apr 2012
Microsoft Windows Server 2003 Enterprise Edition (32-bit x86)	No	Apr 2012
Microsoft Windows Server 2003 Enterprise x64 Edition	No	Apr 2012
Microsoft Windows Server 2003 Standard Edition (32-bit x86)	No	Apr 2012
Microsoft Windows Server 2003 Standard x64 Edition	No	Apr 2012
Microsoft Windows Server 2003 Web Edition	No	N/A
Microsoft Windows Server 2008 Datacenter	Yes	
Microsoft Windows Server 2008 Enterprise	Yes	
Microsoft Windows Server 2008 Foundation	Yes	
Microsoft Windows Server 2008 Standard	Yes	
Microsoft Windows Web Server 2008	No	N/A
Microsoft Windows Server 2008 R2 Datacenter	Yes	
Microsoft Windows Server 2008 R2 Enterprise	Yes	
Microsoft Windows Server 2008 R2 Standard	Yes	
Microsoft Windows Web Server 2008 R2	No	N/A
Microsoft Windows Server 2012 / Windows 8*	TBA	
<i>Desktop Operating System (latest service pack should be utilised)</i>		
Microsoft Windows XP Professional	No	Apr 2012
Microsoft Windows XP Professional x64 Edition	No	Apr 2012
Microsoft Windows Vista Business	Yes	
Microsoft Windows Vista Business 64-bit Edition	Yes	
Microsoft Windows Vista Enterprise	Yes	
Microsoft Windows Vista Enterprise 64-bit Edition	Yes	
Microsoft Windows Vista Ultimate	Yes	
Microsoft Windows Vista Ultimate 64-bit Edition	Yes	
Microsoft Windows 7 Enterprise	Yes	
Microsoft Windows 7 Professional	Yes	
Microsoft Windows 7 Ultimate	Yes	
Microsoft Windows 8*	TBA	
<i>Browsers (for use with MyStaffInfo) (latest service pack should be utilised)</i>		
Microsoft Windows Internet Explorer 8 and above	Yes	
Mozilla Firefox 3.0 and above	Yes	
Safari 3.0 and above	Yes	
Google Chrome 1.0 or above	Yes	
Opera – V9.0 or above	Yes	
<i>PDF Readers (latest service pack should be utilised)</i>		
Adobe Reader 9.x	Yes	
Adobe Reader 10.x	Yes	
<a href="#">(Adobe products and Enterprise Technical Support periods covered under the new Lifecycle Policy)</a>		



AUSTRALIA  
Call 1300 555 110  
Email [exo@myob.com.au](mailto:exo@myob.com.au)  
Web [www.myob.com.au/enterprise](http://www.myob.com.au/enterprise)

NEW ZEALAND  
Call 0800 696 239  
Email [exo@myob.co.nz](mailto:exo@myob.co.nz)  
Web [www.myob.co.nz/enterprise](http://www.myob.co.nz/enterprise)