

# Overview

**MYOB OnTheGo** gives you anywhere, anytime read access to existing data in MYOB Accountants Enterprise/Office. You have online real time access to client contact details and key performance measures in tabular and graphical format from any browser enabled device supporting HTML5.

When using MYOB OnTheGo, your practice data remains in its current location. No 'extra' copies of your data are replicated or stored anywhere. The MYOB OnTheGo server simply views/reads the data directly from your practice server.

Security and privacy of the information being relayed between your server, the MYOB OnTheGo server and your smart device is maintained by industry standard internet security measures including SSL encryption, OAuth authentication and the use of security tokens.

The following diagram illustrates how your data is accessed when using MYOB OnTheGo.



Some of the features of MYOB OnTheGo:

- easily access a client's contact details directly from your smart device
- simple searching of client details
- hyperlinked client contact details that enable you to email or call your client from the **Client Search** screen and the **Client Details** screen
- client address details incorporate Google Maps so that visits to client sites are hassle free
- view the Aged WIP for an individual and the practice to see where your revenue is stalled.
- (AE) view all WIP entries that have been created and are waiting to be approved and posted.

**Supported browsers and platforms**

Browser	Platform	Version
Amazon Silk	Kindle Fire	1.0 — 2.0
Android	Phones and tablet	1.5 — 4.2
BlackBerry browser	Phones	5.0 — 7.1; 10 — 10.2b
	Tablet	1.0 — 2.1
Firefox	Android, MeeGo	6 — 23b (up to version 15 for MeeGo)
	Firefox OS	1.0
Google Chrome	Android 4.0+	18 — 29b
Internet Explorer	Windows Phone	9 — 10
	Windows 8.x	10 — 11 preview
Nokia browser	MeeGo - N9	1.2
	Symbian	^3 — BelleFP2
Opera Mini	Java, iOS Android	5 — 7.5
Opera Mobile	Android and Symbian	11 — 15
Safari iOS	iPhone, iPad	3.2 — 6.1

**Related topics**

[Setting up MYOB OnTheGo](#)

[Adding MYOB OnTheGo to your mobile device home screen](#)

[FAQ](#)

# Setting up MYOB OnTheGo

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**Note:** Ensure that you have MYOB AE 5.4.4 or later, MYOB AO 2014.0 or later (New Zealand) or AO 2013.2 or later (Australia) installed.

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To set up MYOB OnTheGo, the following linked workflow will guide you:

## On your workstation

**1**

Set up your Practice my.MYOB settings and employee my.MYOB logins

**2**

Log into your database

**3**

Enter your [Practice my.MYOB Settings](#)

**4**

Enter your [Employee my.MYOB Details](#)

**5**

Set the Task permissions

**6**

Select Maintenance > Online >  
**Activate OnTheGo**

### On your server

**7**

Start > All Programs > MYOB >  
**Start OnTheGo Service**

### On your mobile device

**8**

Browse to <http://onthego.myob.com>

**9**

Login using your my.MYOB credentials

**10**

Adding MYOB OnTheGo to your mobile  
device home screen

### ***More information about setting up MYOB OnTheGo***

In order to access MYOB OnTheGo you must:

- Log into each MYOB AE/AO database that you want to access using MYOB OnTheGo and perform the workflow above.
- Specify the my.MYOB administrator details for your practice so that you have administrator access to MYOB's online services.
- Every employee that will be using MYOB OnTheGo will require a unique my.MYOB login that is entered as part of their employee details in MYOB AE/AO.
- Access to your onsite MYOB AE/AO server is required for MYOB OnTheGo. The MYOB AE/AO server must be running so that you can access information from your database(s).
- You must have an internet connection to access MYOB OnTheGo from your browser enabled device and an internet connection is also required on your MYOB AE/AO server.

- MYOB OnTheGo is automatically installed with your MYOB AE/AO installation. No extra steps are required.
- You will only need to activate MYOB OnTheGo from MYOB AE/AO the very first time you go to use it.

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**Note:** If you have multiple databases, MYOB OnTheGo must be activated for each database.  
Ensure that each employee who will be using MYOB OnTheGo has a my.MYOB login specified.

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### ***Task permissions***

Team members within your practice with superuser or system administrator privileges will automatically have access to the security task permissions for activating MYOB OnTheGo.

To allow other employees to activate MYOB OnTheGo, they must have the appropriate task permissions enabled. You can either include them as a superuser or system administrator or enable the **#Maintenance # Set Up Online Data** task permission for the selected employee.

To enable the task permission to activate MYOB OnTheGo:

1. Select Maintenance > Security > **Task Permissions** on the main menu or Maintenance > Maintenance Map > Security > **Task Permissions**.  
The **Maintenance — Task Permissions** page opens.
2. Select **Central** from the **Product** drop-down.
3. Select the **Group** (security group) from the drop-down that you want to set up the task permissions for.  
The **Group Descriptions** assigned to the **Group** are listed in the panel.
4. Click  beside the **Maintenance** Group Description to list all the available task permissions.  
The list expands and displays a checkbox in the **Allow** column.
5. Select the checkbox in the **Allow** column for **#Maintenance #Set Up Online Data** to give permission to allow the selected Group activate MYOB OnTheGo.  
Deselect the checkbox in the **Allow** column for **#Maintenance #Set Up Online Data** to not allow the selected Group to activate MYOB OnTheGo.  
This is how you control your employees' access to the MYOB OnTheGo.  
By default, this task permission is granted to members of the Super User security group.
6. Click **OK**.  
To save the changes and close the **Maintenance — Task Permissions** page.

**Related topics**

[Overview](#)

[Adding MYOB OnTheGo to your mobile device home screen](#)

[FAQ](#)

## Adding MYOB OnTheGo to your mobile device home screen

### *To add MYOB OnTheGo to your mobile device home screen*

1. Visit MYOB OnTheGo at <http://onthego.myob.com> using the browser on your mobile device that supports HTML5.
2. Add MYOB OnTheGo to your home screen using appropriate instructions below:
  - iPhone  
Press the share icon, then select **Add to home screen**.
  - Blackberry  
To add a shortcut on your home screen, press the key > **Add to Home Screen**.  
To add a shortcut to your Favourites view, press the key > **Mark as Favourite**.
  - Android  
Click on the Menu, then **Add shortcut to home**.
  - Windows Phone  
Click on the Menu, then pin to start.

### **Related topics**

[Setting up MYOB OnTheGo](#)

[Overview](#)

[FAQ](#)

## FAQ

### Error messages

Error Message	Explanation and Resolution
<p>Page Not Found The requested resource doesn't exist.</p>	<p>The information you are searching for may not exist in your database. Check the entered URL and try again with the correct URL.</p>
<p>We're Offline On premise service not working. Please check "MYOB Closed Connector" is running. Service Unavailable</p>	<p>You cannot connect to your MYOB AE/AO server. Check that your MYOB AE/AO server on your premise is up and running, then try to access MYOB OnTheGo again.</p>
<p>You're Offline If you are reading this, then the OnTheGo website is up, but the OnTheGo service at your business is not running. Service Unavailable</p>	<p>MYOB OnTheGo is not running on at your practice. Select <b>Start OnTheGo Service</b> from the <b>Start</b> menu of the server where MYOB AE/AO is installed. Then try to access MYOB OnTheGo again. Contact your system administrator if you are still having problems.</p>
<p>Server Error Sorry, an unexpected error has occurred. Please try again later.</p>	<p>Check that you have set up your Practice my.MYOB Settings and my.MYOB login within MYOB AE/AO. See "More information about setting up MYOB OnTheGo" on page 382 for more information.</p>
<p>Unable to locate the requested address. Please check a different source.</p>	<p>This error message will appear if you are on the <b>Client Details</b> screen searching for a map and directions to a client's address. Sometimes the address cannot be located. Try a different search engine to locate a map and directions to the desired address.</p>



## General FAQ

### ***How do I install MYOB OnTheGo?***

It is all just part of the suite install - you do not need to do anything special, it was part of your MYOB AE 5.4.4, (Australia) AO 2013.2, (New Zealand) AO 2014.0 updated release in April 2014.

There are some specific instructions to get MYOB OnTheGo service up and running. See "Setting up MYOB OnTheGo" on page 381 and "More information about setting up MYOB OnTheGo" on page 382.

### ***Do I need anything special on my practice server to use MYOB OnTheGo?***

The standard install lays down the required software components - and most servers will be configured to allow the web content functions to work at the flick of a switch - provided the server has internet access.

The MYOB OnTheGo service does need to be turned on initially; see "Setting up MYOB OnTheGo" on page 381.

### ***Does my server need to be on to access MYOB OnTheGo?***

Yes, unless your server is up and running you will not be able to access MYOB OnTheGo.

### ***Does my server need to have internet access?***

Yes. MYOB OnTheGo is an online tool which reads your MYOB AE/AO data directly from your server back in the practice, therefore you need internet access on the server.

### ***My SQL server is separate to my software server - which one needs the internet access?***

The server that MYOB AE/AO is installed on will need internet access.

### ***I have multiple AE databases - can I access all of these databases? (Accountants Enterprise)***

Yes, you can access multiple databases. MYOB OnTheGo must be activated for each appropriate database, then the user is able to select the appropriate database when logging into MYOB OnTheGo.

### ***Where is my data stored?***

Your data stays exactly where it is now - in your practice or at your currently hosted location - there is no 'extra' copy of your data replicated or stored anywhere.

***How does data flow between MYOB OnTheGo and my practice server?***

For now, there is one way traffic from your practice server to MYOB OnTheGo. The MYOB OnTheGo server simply views/reads the data directly from your practice server. No data is written back to your practice server.

***I only have MYOB Tax and not Practice Manager, what do I see? (Australia)***

You will still be able to access client information - name, address, phone numbers and Google map references.

**Security FAQ*****How secure is my data?***

Security and privacy of the information being relayed between your server, the MYOB OnTheGo server and your smart device is maintained by industry standard internet security measures including SSL encryption, OAuth authentication and the use of security tokens.

***What security measures are there to ensure that the data flow from my practice server to the MYOB OnTheGo server is secure?***

Data flow from your practice server to the MYOB OnTheGo server is secured with current industry standard internet security measures including SSL encryption, OAuth authentication and the use of security tokens.

***Has an impact analysis been done in relation to the new Privacy Act?***

Yes. MYOB has reviewed the ways in which it collects and handles personal information as a result of the changes to the Privacy Act in Australia, to ensure that it continues to comply with its privacy obligations.

***Could someone hack my server because I have turned MYOB OnTheGo on?***

No. The internet security measures we've used, including SSL encryption, OAuth authentication and the use of security tokens, would make it very difficult for someone to hack your server.

***Can I restrict which staff members have access to MYOB OnTheGo?***

If an employee's my.myob login credentials are recorded in your practice database and you have activated your MYOB OnTheGo access, then that employee **will have the ability** to access the feature. However, any team security settings that you have applied in your practice database will still apply to this employee when they are accessing MYOB OnTheGo.

***Is client team security adhered to with MYOB OnTheGo?***

Yes. If an employee does not have rights to a client due to client team security being enabled then they will not have rights to see that client when logged into MYOB OnTheGo.

***What happens if I split from the practice partnership?***

Obviously this will need to be considered as part of the partnership dissolution process. Both parties will need to agree on what data is retained by each party after the partnership is dissolved.

It is common practice, when a Practice Partnership splits, for one or both of the parties to engage MYOB to perform a data split. Two or more 'filtered' versions of the MYOB Practice Manager data may be created. However, this does not necessarily remove the original data from the original partnership network/hardware. Therefore, both parties need to consider what will happen to that original data set.

**Related topics**

[Setting up MYOB OnTheGo](#)

[Adding MYOB OnTheGo to your mobile device home screen](#)

[Overview](#)

## Using the diagnostic tool

The MYOB OnTheGo Diagnostic Tool allows you to check your connection to MYOB OnTheGo and correct any issues that may arise.

There are a number of stages in the diagnostic tool:

1. “Checking your MYOB OnTheGo service” (see page 390)
2. “Reading the lookup.xml file location” (see page 391)
3. “Loading database configurations from lookup.xml” (see page 392)
4. “Checking the database” (see page 394)
5. “Checking the web connections” (see page 396).

## Checking your MYOB OnTheGo service

### *How do I check that the MYOB OnTheGo service is running?*

1. Go to Start > **Services**.  
The **Services** window opens.
2. Locate **MYOB OnTheGo API Service** and check its status.

### *How do I start the MYOB OnTheGo service?*

1. If the MYOB OnTheGo API Service is stopped, start it by right-clicking on the service and selecting **Start**.

The Startup Type is set to **Automatic (deferred)**. This will avoid problems with the service not being started in the future.

If the service is simply started, this will correct the current issue but may mean that the MYOB OnTheGo Service isn't started after the next server restart.

If the MYOB OnTheGo API Service remains in the starting state, wait for 5 minutes for it to finish starting. If a message appears saying that a service is taking too long to start, click OK and continue to wait for 5 minutes.

If the service takes 5 minutes to start, there is probably internet access issues.

If the service does not start, force it to stop and then start it again.

### *How do I stop the MYOB OnTheGo service?*

1. Open a command prompt.
2. Run the command `sc queryex "MYOB OnTheGo API Service"`.

3. Note the indicated **PID**.
4. Run **taskkill/f/pid "pid-number"** (where pid-number is that obtained in **Step 3**).
5. When the service is stopped, start it again.

### ***What do I do if the MYOB OnTheGo service is missing?***

If MYOB OnTheGo API Service is not listed in the **Services** window:

1. Open a command prompt.
2. Go to the MYOB OnTheGo folder.  
By default this is c:\Program Files (x86)\MYOB\OntheGoPremise\
  3. Run **"CloudBurst.Premise.ConsoleHost.exe install"**.  
This operation should install the service again.  
If you receive a message that the service already exists:
    - a. Run **"CloudBurst.Premise.ConsoleHost.exe uninstall"**.
    - b. Then run **"CloudBurst.Premise.ConsoleHost.exe install"**.
    - c. Finally run **"CloudBurst.Premise.ConsoleHost.exe start"** once the service is installed.

### **Related topics**

[Using the diagnostic tool](#)

[Reading the lookup.xml file location](#)

[Loading database configurations from lookup.xml](#)

[Checking the database](#)

[Checking the web connections](#)

## Reading the lookup.xml file location

### ***What is a lookup.xml file?***

Lookup.xml is a configuration file used by the MYOB OnTheGo service to locate the MYOB AE/AO database(s). It contains a list of database connection strings. Each database that has been provisioned to use the MYOB OnTheGo service should have a corresponding entry in this configuration file. The MYOB OnTheGo service must be able to access a valid lookup.xml to run.

### ***Where do I find the lookup.xml file?***

By default the lookup.xml file is stored in <your program files folder>\MYOB\Central\Deploy\lookup.xml

### ***If there is no registry entry for lookup.xml***

If there is no registry entry for the lookup.xml file, it means that your MYOB Practice Solution has not been installed successfully or that the MYOB OnTheGo Diagnostic Tool is not being run in the correct environment.

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**Tip:** The MYOB OnTheGo Diagnostic Tool must be run on the same machine that hosts your MYOB AE/AO installation.

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If the MYOB AE/AO installation has been run correctly, but the MYOB OnTheGo Diagnostic Tool cannot locate the lookup.xml file, please contact MYOB Support.

### ***What if there is no default location?***

If no registry path is found, the MYOB OnTheGo Diagnostic Tool attempts to use the default location, <your program files folder>\MYOB\Central\Deploy\lookup.xml

### **Related topics**

[Using the diagnostic tool](#)

[Checking your MYOB OnTheGo service](#)

[Loading database configurations from lookup.xml](#)

[Checking the database](#)

[Checking the web connections](#)

## Loading database configurations from lookup.xml

This section will list the errors that may occur when loading the lookup.xml file.

### ***Access to file path [path] was denied***

This error could occur because the account that the application is running under does not have access privileges to the file/folder.

To resolve this error, try the following:

- Check the permissions on the file or the folder the file is saved in.
- Ensure that the MYOB OnTheGo service is running under an account that has access to the specified file and folder that the file is saved in.

### ***File not found in the file path [path]***

This error could occur due to one of the following reasons:

- You are running the MYOB OnTheGo Diagnostic Tool on the wrong computer/server.

The MYOB OnTheGo Diagnostic Tool must be run on the same computer/server where the MYOB OnTheGo service is installed.

- The MYOB OnTheGo service has not been installed correctly as the file does not exist.
- The MYOB OnTheGo service is looking in the wrong location.
- The specified directory has been deleted.

To resolve this error:

- Check that the MYOB OnTheGo service is installed on this computer/server.
- If it is not installed, install the MYOB OnTheGo service.  
See “Checking your MYOB OnTheGo service” (see page 390).

### ***Directory not found for the file path [path]***

This error could occur due to one of the following reasons:

- You are running the MYOB OnTheGo Diagnostic Tool on the wrong computer/server.  
The MYOB OnTheGo Diagnostic Tool must be run on the same computer/server where the MYOB OnTheGo service is installed.
- The MYOB OnTheGo service has not been installed correctly as the file does not exist.
- The MYOB OnTheGo service is looking in the wrong location.
- The specified directory has been deleted.

To resolve this error:

- Check that the MYOB OnTheGo service is installed on this computer/server.
- If it is not installed, install the MYOB OnTheGo service.  
See “Checking your MYOB OnTheGo service” (see page 390).

### ***Could not load the file path [path]***

An unexpected error has occurred while trying to open the lookup.xml file.

The most likely cause for this issue is the specified path, file name or both exceed the system-defined maximum length or that the path is in an invalid format.

Please contact MYOB Support for assistance.

### ***Error when trying to parse xml, lookup.xml file is invalid***

This error could occur because someone is manually editing the lookup.xml file.

To resolve this error, locate the lookup.xml file and correct the invalid xml.

### ***The lookup.xml file is empty or invalid***

If you get this error, it means that the file is empty or does not contain any valid connection string elements.

This error could occur due to one of the following reasons:

- You haven't activated MYOB OnTheGo for any databases used in your practice.
- Someone has been manually editing the lookup.xml file.

To resolve this error, activate MYOB OnTheGo for your practice.

### ***Error when trying to parse one or more rows in the lookup.xml file***

This error could occur because the connection string in the lookup.xml file has been manually edited.

To resolve this error, locate the lookup.xml file and correct the invalid xml.

### **Related topics**

[Using the diagnostic tool](#)

[Checking your MYOB OnTheGo service](#)

[Reading the lookup.xml file location](#)

[Checking the database](#)

[Checking the web connections](#)

## Checking the database

This section will list the errors that may occur when checking your database.

### ***Invalid connection string***

The connection string provided by the lookup.xml file is incorrect. This might be due to a reference to an older database that is no longer in use, or it may be a problem with your file. If the database is supposed to be working, then there is an issue with your MYOB AE/AO installation.

Please contact MYOB Support to resolve this issue.

### ***Could not connect to the database***

The MYOB AE/AO database is inaccessible. If the database is running fine for the MYOB AE/AO installations, the issue could be with permissions.

Please ensure that the person running the MYOB OnTheGo service has permission to access the database destination.

If the database is hosted in a different location to that of where MYOB AE/AO is installed, the issue could be that the person is running the service has no network



access. Make sure that the person running the MYOB OnTheGo service has the appropriate privileges.

If you cannot connect to the database it may be that the connection string is invalid. See “Invalid connection string” (see page 394).

### ***SQL table [AF\_OnlineProvisioning] does not exist***

This error could occur because the database version is invalid. MYOB OnTheGo service requires version AE 5.4.4 or later, Australia AO 2013.2 or later, or New Zealand AO 2014.0 or later.

To resolve this error, upgrade the MYOB AE/AO database, then activate MYOB OnTheGo for this database.

### ***SQL table [AF\_OnlineProvisioning] is invalid***

This error could occur because the database version is invalid. MYOB OnTheGo service requires version AE 5.4.4 or later, Australia AO 2013.2 or later, or New Zealand AO 2014.0 or later.

To resolve this error, upgrade the MYOB AE/AO database, then activate MYOB OnTheGo for this database.

### ***Database has not been provisioned to use the MYOB OnTheGo service***

This error could occur because a provisioning record had not been found in the [AF\_OnlineProvisioning] table. MYOB OnTheGo has not been activated for the database.

To resolve this error, following the instructions in “Setting up MYOB OnTheGo” (see page 381) Steps 1 - 4.

### ***SQL table [UserProperties] does not exist***

This error could occur because the database version is invalid. MYOB OnTheGo service requires version AE 5.4.4 or later, Australia AO 2013.2 or later, or New Zealand AO 2014.0 or later.

To resolve this error, upgrade the MYOB AE/AO database, then activate MYOB OnTheGo for this database.

### ***SQL table [UserProperties] is invalid***

This error could occur because the database version is invalid. MYOB OnTheGo service requires version AE 5.4.4 or later, Australia AO 2013.2 or later, or New Zealand AO 2014.0 or later.

To resolve this error, upgrade the MYOB AE/AO database, then activate MYOB OnTheGo for this database.

***The [PracticeToken] cannot be found in the table [UserProperties] or the [PracticeToken] is empty***

This error could occur because MYOB OnTheGo has not been activated for the database.

To resolve this error, following the instructions in “Setting up MYOB OnTheGo” (see page 381) Steps 1 - 4.

***The [PracticeToken] xml format is invalid or the [Checksum] element is missing from the [PracticeToken]***

This error could occur because MYOB OnTheGo has not been activated for the database.

To resolve this error, following the instructions in “Setting up MYOB OnTheGo” (see page 381) Steps 1 - 4.

***The [Checksum] element in the [PracticeToken] is empty***

This error could occur because MYOB OnTheGo has not been activated for the database.

To resolve this error, following the instructions in “Setting up MYOB OnTheGo” (see page 381) Steps 1 - 4.

***The [Checksum] element in the [PracticeToken] does not match the calculated checksum of the connection string in the lookup.xml file***

This error could occur due to one of the following reasons:

- The database credential changed. The lookup.xml file has been manually updated to reflect the changes.
- The database has been moved. The lookup.xml file has been manually updated to reflect the changes.

To resolve this error, following the instructions in “Setting up MYOB OnTheGo” (see page 381) Steps 1 - 4.

### **Related topics**

[Using the diagnostic tool](#)

[Checking your MYOB OnTheGo service](#)

[Reading the lookup.xml file location](#)

[Loading database configurations from lookup.xml](#)

[Checking the web connections](#)

## Checking the web connections

This section will list the errors that may occur when checking your web connections.

### ***Unable to connect***

There are several reasons that may block you from accessing your servers:

- Firewall issues

The Firewall needs to enable tcp/udp on port 80. The hosts that need to be enabled are:

- <https://relaycloud.api.myob.com>
- <http://otgautoupdate-prod.s3-website-ap-southeast-2.amazonaws.com/updates/>
- <http://onthegomonitoring.azure-mobile.net>

- Proxy issues

The proxy might be blocking the access to the links specified above. If this is the case, ensure that you create the exceptions for those links and the https protocol in the first link.

- Internet is inaccessible.

Ensure that there is access to the internet. Try opening the links specified above in a browser. If it works from a browser, it should work from the service.

### **Related topics**

[Using the diagnostic tool](#)

[Checking your MYOB OnTheGo service](#)

[Reading the lookup.xml file location](#)

[Loading database configurations from lookup.xml](#)

[Checking the database](#)