

Checking my Firewall settings for OnTheGo

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When attempting to set up the OnTheGo service, you may find that it does not work correctly and the website is not able to connect to your Practice.

MYOB has determined that if you experience connectivity issues, it may be because an Internet Proxy and or Firewall Server is causing this inability to connect.

We recommend checking that these are configured correctly to permit the required connection to your Practice.

For information on configuring your MYOB software with your Firewall or Proxy Server, please refer to [KB 36833: Configuring my Firewall or Proxy to work with MYOB AE/AO](#)

The above article may require you to configure your Internet Proxy and or your Firewall Server. If you do not know how to configure the Internet Proxy and or your Firewall Server you will need to provide this information to your IT Consultant as this is outside the scope of your MYOB Service Agreement.

MYOB INTERNAL STAFF ONLY

If an escalation is required ensure that you have done the following:

1. Test if the client can access the following websites:

Web Server - <https://onthego.myob.com>

OnTheGo Updates - <http://otgautoupdate-prod.s3-website-ap-southeast-2.amazonaws.com>

Relay Service for OnPremise - <https://relaycloud.api.myob.com>

Relic logging - <https://onthego-monitoring.azure-mobile.net>

If there is difficulty in accessing any of these websites, ensure that the client asks their IT Consultant to configure their Internet Proxy and or Firewall Server.

Ensure that you have noted in your Archie Activity what the result was when accessing each of these websites.

2. If issues still persist, obtain a copy of the **Debug.log** file and attach to the Service Request. Please note the following possible locations for this file:

- **C:\Program Files\MYOB\OnTheGoPremise** (for 32-bit operating systems)
- **C:\Program Files (x86)\MYOB\OnTheGoPremise** (for 64-bit operating systems)

The folder may contain other Debug logs, such as "Debug_2014-06-18.00.log". These files are older log files for the date specified in the file name. For example: 18 June 2014.