



MYOB AccountEdge Networking Tips and Tricks

Networking computers on the Mac OS has always been easy. With Mac OS X, some things have changed (as is the case with each new release), especially compared to Mac OS 9.x. But with some clear-cut guidelines, you can be assured of the best performance possible. As you might expect, using computers with the fastest processors possible, and with the most memory you can afford, is a great foundation. However, getting the best network performance goes beyond the brute force of hardware. The nuances and subtleties involved can make the difference between staring at a screen or processing transactions in a smooth and efficient manner.

By following the suggestions in the checklist below, you will obtain the best performance possible in a multi user environment running AccountEdge under Mac OS X.

Back to the Basics:

- The server should be a dual processor G4 or better.
- Make sure the server is running the latest version of OS X server software.
- Install the latest version of MYOB on the client computers.
- Make sure each client has the same version of MYOB AccountEdge.
- Make sure the application is running from the client and not the server.
- Make sure the client computers are running the latest version of Mac OS X.
- Make sure the client computers are running the same version of Mac OS X.
- Repair permissions whenever the system software is updated or any software is installed.
- Make sure that all the hard drives on your network have unique names.
- If you use item invoices, limit the number of 'linked' account numbers that are used.

Hardware Recommendations:

- G4 Macs with minimum of 512MB of RAM. (1GB if multiple applications will be open)
- 100BASE-T or faster Ethernet network, with a preference for Gigabit Ethernet (1000BASE-T).
- Use all Category 5e or 6 cabling.
- Use a 100BaseT switch or a 1000Base T switch.

AccountEdge & Apple System Preferences:

- Turn off the Auto Refresh option in the AccountEdge preferences on each workstation. (Setup>Preferences>System>Uncheck "Automatically Refresh Lists when Information Changes").
- Be aware that if you check for duplicate transaction ID numbers (checks, invoices, bills), that it may take longer to record transactions.
- Checking any 'System-wide' preferences will affect performance, so be sure you need the functionality.
- Checking the preference to make a contact log entry will cause your file to grow more quickly resulting in slower performance as your data file accumulates transactions.
- Start a new year as soon as possible after the end of your fiscal year.
- Be sure to verify and optimize after starting a new year to compress and reorganize your file.
- Be sure to disable the sleep function in the Energy Saver System Preference (the screen can still be set to sleep)

AccountEdge Network Edition Issues:

- When installing AENE, perform a complete install on the host computer
- Do not install the FileConnect software on client computers during software installation. With AENE data files in the following location, . Library/Application Support/AccountEdge NE/Databases, place an alias on the desktop for easy access.
- Unless the client requires otherwise, make sure the OS X Firewall is disabled.
- Only use a Connection Document if all MYOB computers have fixed IP addresses.
- AENE requires Mac OS X version 10.2.8 or higher. (will not run in OS 9)

Maintaining Your Company File:

- Optimize the file on a regular basis. Once a week is recommended.
- For the fastest Verification/Optimization install and use AE on the host computer.
- Delete any inactive cards, items or accounts to reduce the size of your data file.
- Backup, backup, backup! For fastest AENE performance use it on the host computer.

Issues Which Affect Performance:

- The 'File Busy' message appearing occasionally is normal when multiple users are accessing the company file.
- Customer invoices and vendor purchase orders with more than 5 lines will take noticeably longer to record.
- Generating future period financial statements will take a significantly longer time to generate than current period financial statements.

One thing not in the list that you should be mindful of is the possibility of a defective network card or cabling. While rare, we have seen instances where a bad network card or cable will cause severe performance problems. If you have done everything in the list above, having your network infrastructure certified by a reputable networking company would be a good investment.

After the AENE crashes on the user if you need to restart this users computer in the case where the whole computer is locked up (from MYOB FAQs)

- BE SURE EVERYONE IS OUT OF ACCOUNTEDGE NE ON THE NETWORK AND THAT ALL COMPANY FILES ARE CLOSED
- Go to the server. Close the System Preferences window if it's open
- Open the Activity Monitor. This is in your Utility Folder (this is called Process Viewer in OS X 10.2 Jaguar)
- If a Monitor Windows doesn't open, select the Monitor menu and then Show Activity Monitor
- Find MYOB File Connect in the list and select it and then click the Quit Process button (or use Quit from the Process Menu if on Jaguar)
- When asked, type in your Administrator password
- Open System Preferences and click on the AccountEdge preference icon on the bottom row
- Click Start File Connect
- Go back to the users Computer and launch AccountEdge Network Edition and open the file that you were in prior to crashing

If I want to run MYOB on a MIXED network, where must my Company File reside? (from MYOB FAQs)

- To run MYOB on a network running both Mac and Windows, the MYOB company file MUST reside on the Windows computer.
- The Windows computer must be running as a Server, Windows NT or later, with Mac File Services - (SFM) enabled.
- The company file cannot be hosted on Windows XP or 98 in a mixed network.
- A mixed network requires the purchase of the MYOB software for both platforms.

So there you have it. If you cover ALL these bases, your MYOB accounting system will give you the best performance possible and you won't have to wonder if there is something you've missed.

Helpful Internet Resources

- MYOB Customer Support/FAQ Document - <http://myob.custhelp.com/>
- Apple Support - <http://www.apple.com/support/>
- Apple Discussion Boards - <http://discussions.info.apple.com/>
- Version Tracker - <http://www.versiontracker.com/macosx/>
- MacFixIt - <http://www.macfixit.com/>

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