



# MYOB PayGlobal: Infrastructure and Components

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# 1 Infrastructure Components

The MYOB PayGlobal People Management Solution requires several infrastructure components.

The exact solution infrastructure design is dependent on a client's:

- Appetite for hosted vs on premise solutions
- Existing infrastructure
- Virtualisation strategy
- Expected peak loads
- Expected growth
- Disaster recovery approach, and
- Infrastructure budget

This document provides a set of suggested minimum infrastructure requirements.

The Infrastructure Components for the following solutions are described in this document:

- MYOB PayGlobal Application
- MYOB PayGlobal Database
- MYOB PayGlobal Self-Service

PayGlobal suggests that clients engage either their IT department or infrastructure vendors to design the MYOB PayGlobal infrastructure, in collaboration with MYOB.

## 1.1 Virtualisation

The infrastructure suggestions are based on the physical server specifications and performance.

If virtualisation technology is being used, we recommend the below specifications as a minimum resource allocation for corresponding virtual infrastructure. Appropriate virtual infrastructure management is assumed to prevent performance degradation due to dynamic resource allocation or the over commitment of underlying physical infrastructure.



## 2 Application Servers

### 2.1 MYOB PayGlobal Application Server

#### Software requirements:

- Microsoft Windows Server 2016, 2019 or 2022 with latest Service Packs
- MYOB PayGlobal Database (Please see the MYOB PayGlobal Database section for more detail)
- .NET Framework 4.8 Runtime  
(Minimum of 4.8 is required from PayGlobal 4.67.0.0 onwards)

#### Hardware requirements (based on physical machine):

- Hard Drive: Fast server class HDD – 30 GB for the PayGlobal application
- Processor: 2 x Multi-Core Server Processor 2.0GHz+
- Ability to add processors recommended
- Memory 32 GB+

### 2.2 MYOB PayGlobal Scheduler

#### Software requirements:

- Microsoft Windows Server 2016, 2019 or 2022 with latest Service Packs

#### Hardware requirements (based on physical machine):

- Hard Drive: 8 GB
- Processor: 2 x Multi-Core Server Processor - 2.0GHz+
- Ability to add processors recommended
- Memory 16 GB+

### 2.3 MYOB PayGlobal User PC

#### Software requirements:

- Windows 10 or 11 with latest Service Packs
- .NET Framework 4.8 Runtime  
(Minimum of 4.8 is required from PayGlobal 4.67.0.0 onwards)

#### Hardware requirements (based on physical machine):

The minimum hardware specification will be determined by the operating system requirements. The below requirements are in addition to the operating system requirements.

- Hard Drive: 16 GB
- Processor: 1 x Multi-Core Processor - 1.5GHz+ or above
- Memory 16 GB



## 3 MYOB PayGlobal Database and SSRS Report Servers

MYOB recommends that the Database and SSRS report servers are installed on separate servers to prevent report or application performance issues.

The Database and SSRS report server could be hosted on the same server at the cost of application or report performance.

If an upgrade to an existing Microsoft SQL Server installation is needed, MYOB recommends that you upgrade to the latest SQL Server version supported by the PayGlobal product suite.

### 3.1 Database Server

#### Software requirements:

- Microsoft Windows Server 2016 or 2019 with latest Service Packs
- Microsoft SQL Server 2016, 2017, 2019, 2022 Standard or Enterprise editions, with the latest Service Packs.

#### Hardware Requirements (based on physical machine):

- Hard Drive: Fast server class HDD – 50 GB for the PayGlobal application. (Add 1.5GB per year)
- Processor: 4 x Multi-Core Server Processor 3.0GHz+
- Ability to add processors recommended.
- Memory 64 GB+

### 3.2 SSRS Report Server

#### Software requirements:

- Microsoft Windows Server 2016 or 2019 with latest Service Packs
- Microsoft SQL Server 2016, 2017, 2019, 2022 Standard or Enterprise editions, with the latest Service Packs.

#### Hardware requirements (based on physical machine):

- Hard Drive: Fast server class HDD – 20 GB (add 1.5GB per year)
- Processor: 2 x Multi-Core Server Processor 2.0GHz+
- Ability to add processors recommended.
- Memory 32 GB+

#### User PC requirements:

- Current version of Chrome, Firefox, Edge, or Safari



## 4 MYOB PayGlobal Self-Service

### 4.1 Workflow Engine Server

#### Software requirements:

- Microsoft Windows Server 2016, 2019 or 2022 with latest Service Packs
- IIS 7.5 +
- .NET Framework 4.8 Runtime

#### Hardware requirements (based on physical machine):

- Processor: 2 x Multi-Core Server Processor 2.0GHz+
- Memory: 32 GB RAM

### 4.2 Web Server

#### Software requirements:

- Microsoft Windows Server 2016, 2019 or 2022 with latest Service Packs
- IIS 7.5 +
- .NET Framework 4.8 Runtime

#### Hardware requirements (based on physical machine):

- Processor: 2 x Multi-Core Server Processor 2.0GHz+
- Memory: 32 GB RAM

### 4.3 Self Service & Single Sign-On

Employee Self Service 5.4.4 onwards can utilise the OpenID Connect protocol to support a Single Sign-On (SSO) experience for users.

This will allow the use of identity providers which support Open ID Connect, such as:

- Microsoft AD FS 4.0 (Windows Server 2016)
- Azure Active Directory
- Okta

ESS Single Sign-On does not support SAML.



## 4.4 MS Exchange Calendar Integration

This functionality requires web-facing Exchange Server 2010 (or later) with Exchange Web Services enabled and valid SSL certification.

## 4.5 Self Service User PC

### Software requirements:

- Windows 10/11 with latest Service Packs
- Internet Browsers:
  - Current version of Chrome, Firefox, Edge, or Safari

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**IMPORTANT:** *Internet Explorer (IE) is no longer supported.*

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## 5 Supported Platform Timetable

MYOB actively manages the compatibility of MYOB PayGlobal and Self Service with various environments such as Microsoft Windows and SQL Server. This includes both certification on new versions as they are released by and deprecation of support for MYOB PayGlobal on older versions.

The implications of using an unsupported version are that you may experience malfunctioning of MYOB PayGlobal and/or Employee Self Service.

### Aligned to Microsoft Support Lifecycle

In general, PayGlobal End of Support aligns with Microsoft's "Extended End Date" – **except where otherwise stated**.

The Microsoft support lifecycle can be found here: <https://support.microsoft.com/en-us/hub/4095338/microsoft-lifecycle-policy>

The following table lists the current supported environments and the dates where PayGlobal support is planned to end.

Environment	Version	Microsoft End of Mainstream Support	MYOB PayGlobal End of Support
Windows PC Operating Systems	Windows 11	TBA	TBA
	Windows 10	Oct 2025	TBA
Windows Server Operating Systems	Windows Server 2022	Oct 2026	TBA
	Windows Server 2019	Jan 2024	Jan 2029
	Windows Server 2016	Jan 2022	Jan 2027
SQL Server	SQL server 2022	Jan 2028	TBA
	SQL server 2019	Jan 2025	Jan 2030
	SQL server 2017	Oct 2022	Oct 2027
	SQL server 2016 SP3	Jul 2021	Jul 2025
.NET Framework	4.7.2	No end date	Last supported version ESS 5.4.8.3 PG 4.66.0.0
	4.8	No end date	
	4.8.1 (latest release is backward compatible).	TBA	TBA





## 6 Change log

Changes to this document are summarised in the table below. Please note these capturing these changes only commenced in March 2022.

Date	Section	Change Description
30/10/2024	5 – Supported Platform timetable 3 - MYOB PayGlobal Database and SSRS Report Servers	<ul style="list-style-type: none"><li>Added support for SQL 2022</li></ul>
18/10/2024	Full document review	<ul style="list-style-type: none"><li>Reviewed and updated memory and CPU minimums</li><li>Removed SQL 2014 support</li><li>Remove line regarding Windows 2022 being unsupported</li></ul>
19/08/2024	5 – Supported Platform timetable	<ul style="list-style-type: none"><li>Removed references to older software no longer supported</li></ul>
24/07/2023	Several	<ul style="list-style-type: none"><li>Added support for Windows 11 and Server 2022</li></ul>
06/07/2023	2.3 – MYOB PayGlobal User PC	<ul style="list-style-type: none"><li>Added .NET framework must have minimum 4.8 for v4.67 to work</li></ul>
22/06/2023	2.3 – MYOB PayGlobal User PC	<ul style="list-style-type: none"><li>Added .NET framework to software requirements</li></ul>
	4 – MYOB PayGlobal Self Service	<ul style="list-style-type: none"><li>Added .NET framework to software requirements to Workflow Engine and Self-Service servers.</li></ul>
	5 – Supported Platform timetable	<ul style="list-style-type: none"><li>Added .NET framework version details.</li></ul>
16/05/2023	5 – Supported Platform timetable	<ul style="list-style-type: none"><li>PG now officially supports Windows 11.</li><li>Removed the unsupported environments from the table.</li><li>Removed references to PayGlobal 'Go'.</li></ul>
08/03/2022	5 – Supported Platform timetable	<ul style="list-style-type: none"><li>Microsoft have pushed out their end-of-support for: Windows 8.1, Windows Server 2012 and 2012R2 this means clients have another year plan their upgrades.</li><li>Highlighted SQL Server versions that are nearing end of support.</li><li>PG does not yet officially support Windows 11 or Windows Server 22, this work in on the product roadmap, but not yet scheduled.</li></ul>
	6 – Change log	<ul style="list-style-type: none"><li>Section added.</li></ul>



Date	Section	Change Description
02/11/2022	5 – Supported Platform timetable	<ul style="list-style-type: none"><li>▪ Updated supported SQL Server versions.</li><li>▪ We are now accepting issues from Windows 11 and Windows Server 22</li></ul>