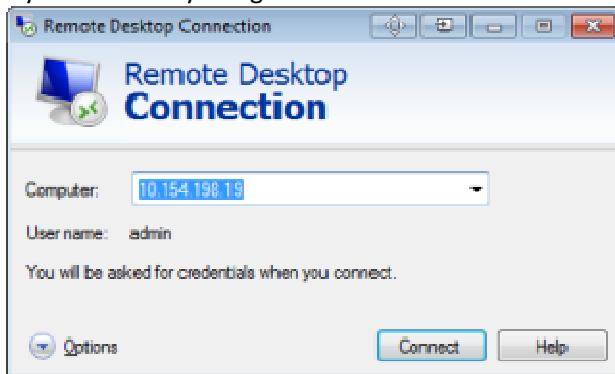


How to upgrade EXO Payroll on a Terminal Server

Overview – Due to permissions issues installing/upgrading EXO Payroll may produce undesirable results when installed on a Terminal/Citrix Server, Terminal Server is also known as Remote Desktop Server.

Confirm that you are operating in one of the above environments by one of the following methods;

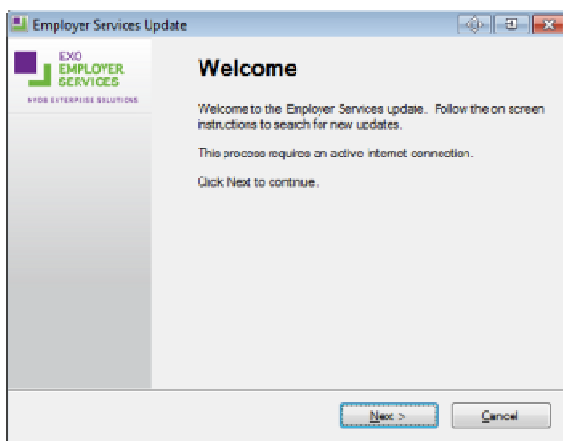
- Refer to your I.T. consultant and/or provider.
- If you connect by using a similar screen to the following screenshot.



- If you connect by using a 'Published Application' shortcut.

Step 1 – If you have determined that your use of EXO Payroll is on a Terminal Server or similar please follow the instructions from Step 2 below.

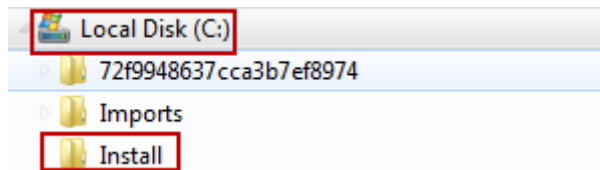
Step 2 – Do not use the following upgrade from within Payroll to upgrade your software please contact Momentum Support to obtain a copy of the installation file.



Step 3 – Save the file to a directory with easy access.

The information contained in this document is intended to be a guide for using your software. It is not accounting, bookkeeping or payroll advice. You should seek advice or clarification from your professional advisor in respect of these matters.

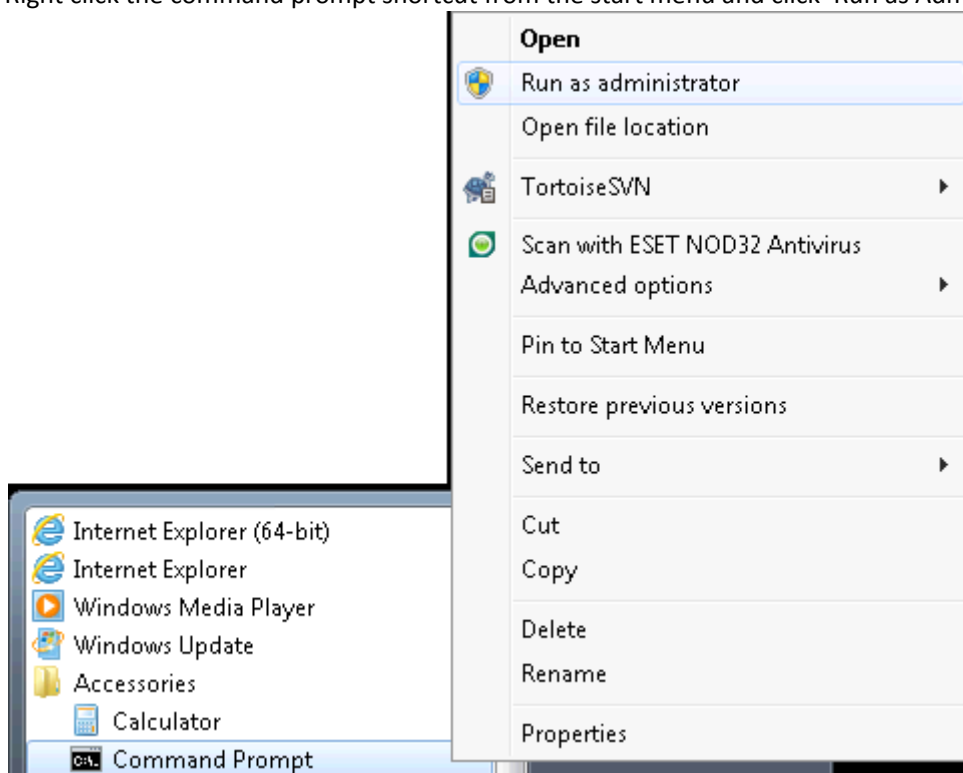
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Do not save to a default Windows Temp directory as in some server installations programs are blocked from running from these directories.

Step 4 – Open a command prompt with administrative privileges.

Right click the command prompt shortcut from the start menu and click 'Run as Administrator'.



- Change directory e.g. `C:\users\.....>cd\` to get to the `C:\` prompt.
- At the command prompt type the following command and press enter.
`C:\change user /query`
The following result will appear.
Application EXECUTE mode is enabled.
- If you receive the following result as well do not proceed as you are not logged on to a Terminal Server
Install mode does not apply to a Remote Desktop Session Host server configured for remote administration.

Step 5 – Put the Terminal Server into 'Install Mode'

At the same command prompt type the following command;

- `C:\change user /install`
User session is ready to install applications.

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Note: Do not close the command prompt window.

Step 6 – Install EXO Payroll upgrade.

Perform a backup of all Payroll programs and data files.

At the command prompt type the following command;

- C:\cd\install\ Austupgrades.EXE
Where 'install' is the directory where the downloaded file was saved.
- Follow all prompts through to the completion of the installation and click finish.
Ensure you install to the correct path as the installation defaults to C:\Payrollv, if installed on a drive mapped directly to the shared Payrollv directory you will need to install directly to the mapped drive, e.g. P: *not* P:\Payrollv.

Note: Do not close the command prompt window.

Step 7 – Load dll files for all users.

At the command prompt change directory to where Payroll is installed, e.g. P:, and type the following command.

- P:\network.exe
- Follow all prompts through to the completion of the installation and click finish.
Ensure you install to the correct path as the installation defaults to C:\Payrollv, if installed on a drive mapped directly to the shared Payrollv directory you will need to install directly to the mapped drive, e.g. P: *not* P:\Payrollv.

If any errors were encountered during and/or at the end of the installation these will need investigating, diagnosed and resolved.

Step 8 – Most common error encountered during installation.

The most common error encountered during the EXO installation on a Terminal Server is the non-registration of the 'ExoOEMLib.dll' file.

Failure of this file to register can stop posting functionality from EXO Payroll and JobCosting.

Some servers may be locked down for DEP (Data Execution Prevention) for all programs, if so, the main Payroll executable (Comacc.exe) needs to be added to the exceptions list.

To register the 'ExoOEMLib.dll' file follow the following steps by typing the respective commands;

- 32 bit Windows OS
C:\Windows\System32>regsvr32 P:\ExoOEMLib.dll
- 64 bit Windows OS
C:\Windows\SysWOW64>regsvr32 P:\ExoOEMLib.dll
- Once the dll is registered put the Terminal Server back into Executable mode by typing
C:\user change /execute
- Close the command prompt window and test the Payroll installation.