

# TECHNICAL REQUIREMENTS



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## OVERVIEW:

Akoya.net is a managed solution for Microsoft Dynamics 365 online. For the most up-to-date information on Dynamics 365 online requirements refer to the following website:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/web-application-requirements>

## WEB BROWSER REQUIREMENTS:

Akoya.net is a web application and can be accessed using the most recent version of most common web browsers, including:

- Internet Explorer
- Mozilla Firefox
- Google Chrome
- Apple Safari

For more details, visit: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/supported-web-browsers-and-mobile-devices>

## SHAREPOINT INTEGRATION REQUIREMENTS:

The recommended best practice for document storage in Akoya.net is SharePoint integration. Supported versions of SharePoint include:

- SharePoint Online
- SharePoint 2013 SP1 on premises (or later)

For more details, visit: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/sharepoint-document-management-software-requirements>

## MICROSOFT OFFICE REQUIREMENTS:

Akoya.net integrates with Microsoft Office (Outlook, Word and Excel) for various functions. For full Office integration capability, the recommended version is Office 365 (Enterprise E3 or later). Supported versions include:

- Office 365
- Office 2016
- Office 2013
- Office 2010

Certain versions of Outlook are not supported for the Dynamics 365 App for Outlook. Please review the section titled "Dynamics 365 App for Outlook Requirements".

## EMAIL INTEGRATION REQUIREMENTS:

The following email systems are supported for email/appointment and task synchronization with Akoya.net:

- Exchange Online
- Exchange Server 2010 SP3
- Exchange Server 2013 SP1
- Exchange Server 2016

The following email systems are supported for limited email synchronization with Akoya.net (not appointments/tasks):

- Gmail
- Yahoo! Mail

## REQUIREMENTS FOR TRACKING EMAIL TO AKOYA.NET:

While the email systems listed above are supported for email synchronization, certain systems/versions have limitations in functionality. Below is a summary. For details, visit: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/supported-email-service-configurations-server-side-synchronization>

Email Server	Requirements	Tracking Capability	Notes
<a href="#">Microsoft Exchange Online</a>	The Microsoft Exchange subscription must reside in the same tenant as the Dynamics 365 database.	Using the <b>Dynamics 365 App for Outlook (requirements)</b> , users can track email conversations seamlessly from Outlook to Akoya.net.	This is the preferred configuration. Microsoft Exchange Online is free for Microsoft Certified Nonprofits.
<a href="#">Exchange Server 2010 or Higher</a> (On-premise and Hosted)  The following versions are supported: Exchange Server 2010 SP3, Exchange Server 2013 SP1, or Exchange Server 2016.	An <a href="#">Authentication Impersonation Account</a> MUST be created.  Connections to EWS must be allowed through the firewall. Often a reverse proxy is used for the exterior facing connection.	<b>Exchange 2010 SP3</b> – Tracking is only available through the <b>Microsoft Dynamics 365 for Outlook Client</b> . This client will be <a href="#">deprecated</a> and requires Windows 10.  <b>Exchange 2013 and Higher</b> - Using the <b>Dynamics 365 App for Outlook (requirements)</b> , users can track email conversations seamlessly from Outlook to Akoya.net.	This will require assistance from your email administrator.
<b>POP/IMAP</b> – This includes email services like Gmail or Yahoo! Mail	For Gmail – Access for Less Secure Apps MUST be granted and 2 Factor authentication should be turned off.  We will need information about your incoming and outgoing server locations and ports.	If you are using POP/IMAP you can track emails through the <b>Microsoft Dynamics 365 for Outlook Client</b> . This client will be <a href="#">deprecated</a> . Using this client requires you be on Microsoft Windows 10.  There is a third-party app that supports tracking email in Gmail directly – however it is not free and not supported by Bromelkamp Company.	This set up is also an option for Microsoft Exchange clients not in Exchange Online – however POP/IMAP MUST be enabled.

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## DYNAMICS 365 APP FOR OUTLOOK REQUIREMENTS:

The Dynamics 365 App for Outlook is the preferred tool for tracking email/appointments to Akoya.net, but is only supported with certain email services. Please review the table in the preceding section to ensure your email service/configuration supports the use of this tool.

### Email client:

- Outlook 2016 (MSI) version 16.0.4266.1001 or higher (on Windows 7 or higher client OS with IE 11 installed)
- Outlook 2016 (C2R) version 16.0.93330.2073 or higher (on Windows 7 or higher client OS with IE 11 installed)
- Outlook 2013 (MSI) version 15.0.5023.1000 or higher (on Windows 7 or higher client OS with IE 11 installed)
- Outlook for MAC
- Outlook for iOS (Apple iPhone 6S or higher, running iOS version 8 or higher)
- Outlook for Android (with Exchange Online, on Android phones running Android 4.4,5.0,6.0,or 7.0)

### Browser (Outlook Web Access):

- Microsoft Edge (with Exchange on premise 2016 or higher and Exchange Online)
- Internet Explorer 11 (with Exchange on premise 2016 or higher and Exchange Online)
- Google Chrome
- Mozilla Firefox

For more details, visit: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/outlook-app/deploy-dynamics-365-app-for-outlook>