

TECHNICAL REQUIREMENTS

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OVERVIEW:

akoyaGO is managed solutions 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/power-platform/admin/web-application-requirements>

WEB BROWSER REQUIREMENTS:

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

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

Support for certain browsers may be impacted by your operating system. For more details, visit the link in the “Overview” section.

SHAREPOINT INTEGRATION REQUIREMENTS:

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

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

MICROSOFT OFFICE REQUIREMENTS:

akoyaGO 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:

Only certain versions of Microsoft Exchange are supported for email/appointment and task synchronization with akoyaGO.

- Exchange Online
- Exchange Server 2013 CU 14 or greater
- Exchange Server 2016

While Gmail and Yahoo! Mail are listed as supported for Email synchronization by Microsoft, they do not support synchronization of contacts/tasks/appointments. Due to customer experience issues, Bromelkamp does not support these configurations.

REQUIREMENTS FOR TRACKING EMAIL TO akoyaGO:

While the email systems listed above are supported for email synchronization, certain systems/versions have limitations in functionality. Below is a summary.

<u>Email Server</u>	<u>Requirements</u>	<u>Notes</u>
<u>Microsoft Exchange Online</u>	The Microsoft Exchange subscription must reside in the same tenant as the Dynamics 365 database.	This is the preferred and most supported configuration. It is continuously updated by Microsoft. <u>Microsoft Exchange Online is free for Microsoft Certified Nonprofits.</u>
<u>Exchange Server 2013 or Higher</u> (On-premise and Hosted) The following versions are supported: Exchange Server 2013 CU 14 or greater, Exchange Server 2016	An <u>Authentication Impersonation Account</u> MUST be created. Connections to EWS must be allowed through the firewall. Often a reverse proxy is used for the exterior facing connection.	This will require assistance from your email administrator. Any configuration outside of Exchange Online may become unsupported at a later date.

DYNAMICS 365 APP FOR OUTLOOK REQUIREMENTS:

The Dynamics 365 App for Outlook is only supported by certain email services. Please review the table in the preceding section to ensure your email service/configuration supports the use of this tool.

For the most detailed, up-to-date information visit the following website:

<https://docs.microsoft.com/en-us/dynamics365/outlook-app/deploy-dynamics-365-app-for-outlook>