

CRM Requirements

To use Outlook Mail Connector, an active **vtenext CRM** instance with an enabled Mail Connector license is required.

Specifically:

- The plugin must be activated on the CRM side by the official vtenext partner or consultant.
- A valid CRM user account is required to authenticate.
- Access to modules and records is inherited directly from the CRM permission system.

Without license activation on the vtenext CRM instance, the plugin—although correctly installed in Outlook—will not be operational.

ATTENTION: Minimum version required 24.08.02

CRM connectivity requirements

The Outlook plugin is delivered as a centrally hosted web add-in and communicates from the Outlook client/WebView to the customer CRM over HTTPS. Therefore, the CRM server must be reachable from the user workstation running Outlook. If the CRM is only accessible from the internal network or through VPN, the user must be connected to the corporate LAN or VPN while using the plugin.

Because the plugin performs cross-origin web requests to the customer CRM, the CRM server or its reverse proxy must be correctly configured to handle CORS and preflight requests. In particular, requests originating from the plugin domain must be allowed, and duplicate or incompatible CORS headers must not be returned.

Revision #5

Created Tue, Feb 24, 2026 9:53 AM by [martini](#)

Updated Wed, Apr 29, 2026 8:03 AM by [Simone Laghi](#)