

Client Technical Requirements

Axiom

Version 2020.3

AXIOM

Introduction

This document details the technical requirements for deployment of the Axiom clients. This includes:

- Axiom Excel Client
- Axiom Windows Client
- Axiom Web Client

This information applies to both on-premise installations and Axiom Cloud systems. The same client software is used in both environments.

For more information on server requirements for on-premise installations, see the separate document *Axiom Server Technical Requirements*. For more information on Axiom Cloud technical requirements, see the separate document *Axiom Cloud Technical Guide*.

Overview of Axiom Client

► Client feature comparison

The following table compares certain key features for each client type:

| Comparison | Axiom Excel Client | Axiom Windows Client | Axiom Web Client |
|------------------------|---|--|--|
| Target users | Administrators and power users who need the full functionality of Excel | End users who may not have Microsoft Excel and who perform the budgeting and reporting roles | End users who need to consume reports, dashboards, and input forms via the Web |
| Software prerequisites | Microsoft Excel 2013 or higher | None, uses an Axiom custom spreadsheet plug-in | Uses a browser |
| Deployment | Desktop application | Desktop application | Web application |
| Communication protocol | HTTP/S | HTTP/S | HTTP/S |
| Installation method | ClickOnce URL | ClickOnce URL | No installation required |
| Licensing | Included | Included | Included |

► Client installation, launch, and update

The Axiom Excel Client and Windows Client take advantage of the [Microsoft ClickOnce](#) technology that is included with the Microsoft .NET Framework and Internet Explorer. The Axiom clients run outside of a browser but they are installed when a user clicks on the ClickOnce URL. Installing and launching the client applications does not require administrative permissions if the .NET Framework prerequisite is installed. Key features of the Axiom platform rely on ClickOnce and the ability to pass URLs; due to this dependency Axiom does not provide or support an MSI installer for the clients.

The client application files are loaded at run time and will be updated automatically as needed if the Axiom Application Server has been upgraded. Due to the simplicity of the ClickOnce technology, Axiom does not provide a client installer that would be pushed out to client computers.

► Licensing

Customers are required to license all prerequisite software for use with Axiom. Contact the appropriate software vendor regarding your specific configuration.

► Supported distribution platforms

Syntellis provides full support for running the Axiom Web Client, Windows Client, and Excel Client on Citrix XenDesktop and other full-desktop VDI systems. Full software compatibility is natively provided in a VDI environment using Microsoft .NET ClickOnce technology for runtime. Due to the specific limitations of Citrix XenApp published applications, publishing the Axiom applications alone is not supported. XenApp published applications are not supported due to the inability of XenApp to pass hyperlinks between a local email client and a published application.

► Localization

The Axiom Excel Client and Windows Client will automatically detect a workstation's regional setting and display the following languages: English, French, Swedish, and Dutch. If no supported language is detected, English is used as the default.

► Updates

We recommend applying all current Microsoft security patches for use with Axiom. All client machines used for the Axiom installation must be fully up-to-date with Microsoft .NET Framework, up to and including version 4.8 or higher, as well as any applicable Microsoft Excel patches.

► Word and PowerPoint Integration

Syntellis provides an add-in for Microsoft Word and Microsoft PowerPoint that allows editing Word and PowerPoint documents stored in the Axiom database. Supported versions are Word and PowerPoint 2013 and higher.

Axiom Windows Client requirements

The Axiom Windows Client is an installed desktop client application suitable for all users.

► Hardware requirements

The following hardware requirements apply to all users:

| CPU | Additional RAM | Disk | OS |
|----------------------------|----------------|----------------------------|-------------------------|
| Dual core 2.0Ghz or higher | 1GB | 100MB available disk space | Windows 8.1, Windows 10 |

NOTE: The RAM requirement is additive to the minimum RAM requirements of the machine for its current use.

► Software prerequisites

The Axiom Windows Client requires the following software prerequisites:

- Microsoft .NET Framework 4.8 or higher, plus any versions required by the client operating system
- Microsoft Edge or Internet Explorer 11

NOTES:

- Microsoft Edge or Internet Explorer are required to install and launch the client using ClickOnce technology. Other browsers may have a ClickOnce add-in that can be used, but these add-ins are not officially supported.
- If you are using the new version of Microsoft Edge based on Chromium, then ClickOnce support must be explicitly enabled for the browser. Users that need ClickOnce support can go to `edge://flags`. Scroll to **ClickOnce Support** and select **Enable** from the drop-down list. The browser must be closed and reopened for the change to take effect.

Axiom Excel Client requirements

The Axiom Excel Client is an installed desktop client application that requires Microsoft Excel.

► Hardware requirements

The following hardware requirements are for administrative users:

| CPU | Additional RAM | Disk | OS |
|----------------------------|----------------|----------------------------|---|
| Dual core 2.0Ghz or higher | 2GB | 400MB available disk space | Windows 8.1, Windows 10 (64-bit versions) |

NOTES:

- More robust hardware is required for environments using very large files, or for users running heavy or frequent processing tasks on the client. Please contact Axiom Support for specific recommendations for your environment.
- End user workstations can be less powerful machines. The minimum hardware requirements for end users are: Pentium 4 CPU or higher, 1GB additional RAM, 100MB available disk space.
- The RAM requirement is additive to the minimum RAM requirements of the machine for its current use.

► Software prerequisites

The Axiom Excel Client requires the following software prerequisites:

- Microsoft .NET Framework 4.8 or higher, plus any versions required by the client operating system
- Microsoft Excel 2013, 2016, 2019, or 365 ProPlus Click-to-Run application for Windows
 - 32-bit or 64-bit where applicable
 - Excel installations must include VBA for Applications and .NET Programmability Support
 - Axiom does not support coexistence with other 3rd party Excel add-ins
- Microsoft Edge or Internet Explorer 11
- [Microsoft Visual Studio Tools for Office \(VSTO\)](#)

NOTES:

- Microsoft Edge or Internet Explorer are required to install and launch the client using ClickOnce technology. Other browsers may have a ClickOnce add-in that can be used, but these add-ins are not officially supported.
- If you are using the new version of Microsoft Edge based on Chromium, then ClickOnce support must be explicitly enabled for the browser. Users that need ClickOnce support can go to `edge://flags`. Scroll to **ClickOnce Support** and select **Enable** from the drop-down list. The browser must be closed and reopened for the change to take effect.

Axiom Web Client requirements

The Web Client provides browser-based access to Axiom.

► Desktop access requirements

The following requirements apply when accessing the Web Client on a desktop machine:

| Platform | Supported Browsers |
|----------|--|
| PC | <ul style="list-style-type: none">• Microsoft Internet Explorer, version 11 and above• Microsoft Edge, the most current and previous major versions• Google Chrome, the most current and previous major versions• Mozilla Firefox, the most current and previous major versions |
| Mac | Apple Safari, the most current and previous major versions |

► Mobile access requirements

The following requirements apply when accessing the Web Client on a mobile device:

| Platform | Supported Browsers |
|----------------|---|
| iPad | Apple Safari for iOS, the most current and previous major versions |
| Android tablet | Google Chrome for Android, the most current and previous major versions |

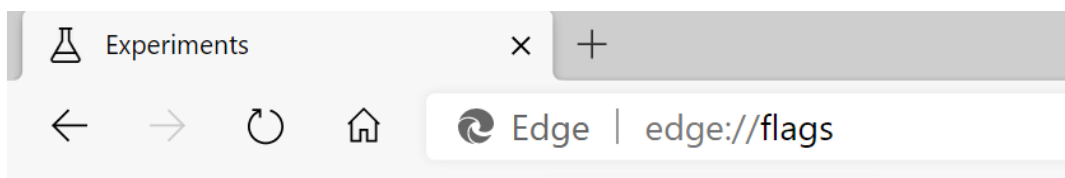
For mobile users, Web Client support is limited to viewing Axiom forms and web reports. Other Web Client features may or may not be fully useable in the mobile environment.

► Requirements to install and run the Desktop Client

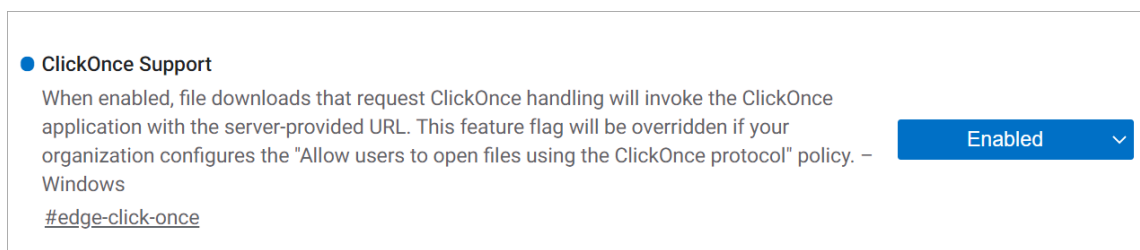
Axiom uses Microsoft ClickOnce technology to install and launch the Axiom Desktop Client (Excel or Windows) from the Web Client browser. Both Microsoft Internet Explorer and Microsoft Edge Legacy have native support for ClickOnce. ClickOnce add-ins may be available for other supported browsers, but no particular add-in is explicitly supported by Axiom.

Microsoft has released a new version of the Microsoft Edge browser based on Chromium. As of this writing, the new version of Edge does not support ClickOnce installation by default, the way that the old version of Edge did. In order to enable ClickOnce support and allow the Axiom Desktop Client to be installed and launched from the browser, you can adjust the configuration of Edge as follows:

1. Launch the Edge browser. In the address bar, type `edge://flags`.



2. Scroll down until you locate the item named **ClickOnce Support**. Select **Enabled** from the drop-down list.



3. Close Edge and then reopen it. You should now be able to install or launch the Axiom Windows Client or the Axiom Excel Client from the browser.

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