Client Technical Requirements

Axiom
Version 2020.4

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
- A supported web browser with support for Microsoft's ClickOnce installation protocol (see Axiom Web Client requirements)

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 Visual Studio Tools for Office (VSTO)
- A supported web browser with support for Microsoft's ClickOnce installation protocol (see Axiom Web Client requirements)

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	- 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:

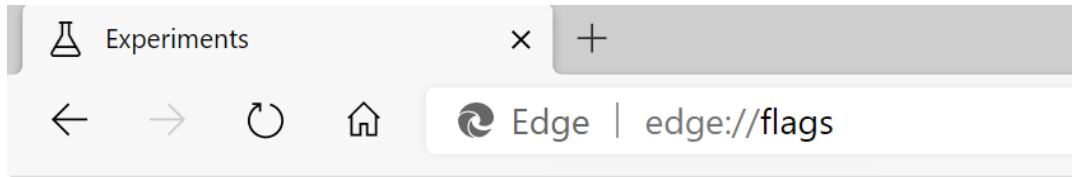| Platform	Supported Browsers
iPad	Apple Safari for iOS, the most current and previous major versions
Android tablet	Google Chrome for Android, the most current and previous major versions

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.

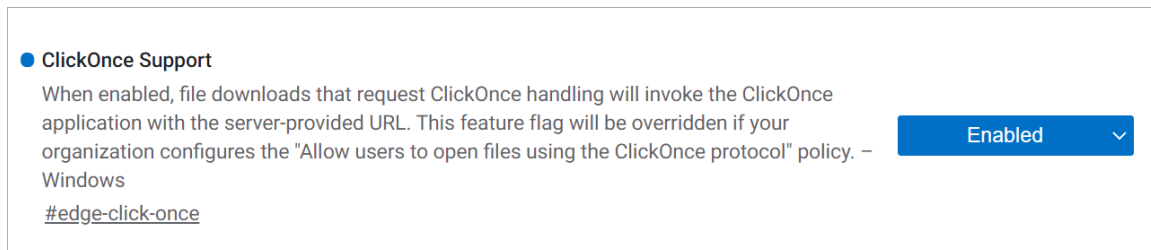▶ Requirements to install and launch the Desktop Client from the browser

Axiom uses Microsoft ClickOnce technology to install and launch the Axiom Desktop Client (Excel or Windows) from the Web Client browser. Your chosen browser must be ClickOnce compliant, either by enabling ClickOnce support in the browser configuration settings, or by installing a ClickOnce extension for the browser.

If you are using Microsoft Edge, you can enable ClickOnce support in the browser configuration settings 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.