



SYNAQ Cloud Mail EWS and Zimbra Connector Limitations – ver 1.1



The Crescent Office Park, 3 Eglin Road, Sunninghill, Johannesburg.

PO BOX 342, Strathavon, Sandton 2031 Tel +27112623632 Fax +27866378868 www.synaq.com

VAT 4260108842 REG 1966/005897/07 Executive Directors: David Jacobson & Sam Gelbart Non-Executive Directors: Setumo Mohapi & Julian Sunker





SYNAQ Cloud Mail EWS and Zimbra Connector Limitations

1. Purpose

The purpose of this document is to detail the known limitations with EWS and the Zimbra Connector for the SYNAQ Cloud Mail service.

2. EWS

Please take note of the following limitations when configuring an account using EWS:

- You can only configure Apple devices to use EWS. Windows machines need to use the Zimbra Connector with a MAPI connection.
- Only one device can be configured to access a single mailbox using EWS. If multiple
 devices are configured this causes mail synchronisation issues. It is recommended that
 if there are multiple devices that are required to access a mail that the PC is configured
 with EWS and phones and tablets to be configured using ActiveSync.

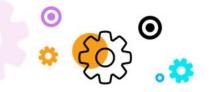
3. Zimbra Connector

Please take note of the following limitations when configuring an account using the Zimbra Connector:

- ZCO is supported on the following Microsoft Operating Systems:
 - \circ Windows 10
 - o Windows 8.1
- ZCO is supported on the following versions of Microsoft Outlook:

Mohapi & Julian Sunke

- Outlook 2019: 32-bit and 64-bit editions of Microsoft Office, including Click to run
- Outlook 2016: 32-bit and 64-bit editions of Microsoft Office, including
 Office365 and Client to run versions
- Outlook 2016: 32-bit and 64-bit editions of Microsoft Office



The Crescent Office Park, 3 Eglin Road, Sunninghill, Johannesburg.

PO BOX 342. Strathavon. Sandton 2031 Tel +27112623632 Fax +27866378868 www.synag.com

VAT 4260108842 REG 1966/005897/07 Executive Directors: David Jacobson & Sam Gelbart Non-Executive Directors: Setumo





- A single mail profile can combine Zimbra, IMAP, Exchange and POP accounts but note that you cannot add more than one Zimbra account to an individual profile. Please also note that you can add multiple Zimbra profiles.
- ZCO synchronizes all your folders including email in your Inbox, email you have filed to other folders, Sent Items, Drafts and Trash. It also synchronizes your Calendar, Contacts, Tasks and Notes folders.



The Crescent Office Park, 3 Eglin Road, Sunninghill, Johannesburg.

PO BOX 342, Strathavon, Sandton 2031 Tel +27112623632 Fax +27866378868 www.synaq.com

VAT 4260108842 REG 1966/005897/07 Executive Directors: David Jacobson & Sam Gelbart Non-Executive Directors: Setumo Mohapi & Julian Sunker