

# Connectivity and Technical Requirements

Outlook Mail Connector requires an active connection to the vtenext CRM in order to function correctly.

The plugin does not provide any offline mode or local caching: all email linking operations are performed in real time through the CRM connection.

Therefore, it is necessary to:

- have an active internet connection;
- ensure that the vtenext CRM URL is reachable;
- use valid and active CRM credentials.

If the CRM is unreachable or the internet connection is unavailable, emails cannot be linked to the CRM.

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