

SKOA vNext Overview



Introduction

SKOA Version 8 (vNext) is the next generation of the SkyKick Outlook Assistant. Version 8 represents a complete rewrite of the SKOA application and its back-end services.

In the initial phases, SKOA v8 will be made backwards compatible with the current version of the Migration Dashboard and Manager, though the full value of the update will shine through upon the release of vNext of the broader Migration Suite.

For information on the Support Portal for vNext see [Navigating the SKOA vNext Device Support Portal](#)

vNext Known Issues

✖ Impersonating a Partner Prevents Search Results

If you are attempting to search for a vNext device or order and receiving no results, it may be because you are impersonating a partner account through CRM.

Closing the portal window will still cache in the impersonation rights, you must sign out before utilizing the vNext Support Tool.

We have notified our engineers of this issue and hoping to have a solution very soon.

Security Information

SKOA Check-in

SKOA vNext uses IOT (Internet of Things) technology to stay connected while the device is online and connected. It is very secure as we utilize Microsoft Azure IOT hub.

Its not an open socket but the device will open a connection to the IOT Hub and wait for instructions this will last for 30 seconds and timeout and then it will open a new connection.

SKOA Network configuration and firewall requirements

SKOA consists of a Desktop App and a Service. The customer network and firewall / proxy must be configured to allow SKOA to communicate outside of the network to the below URL.

Service	Port	Domain
SKOA	443	http://sk-skoa-vnext-prod-iot.azure-devices.net/

Fact Sheet For vNext Support

What's New In SKOA vNext?

- Better transparency in to what SKOA is actually doing.
- Easier to understand errors or issues

vNext Requirements

- Outlook 2016 or newer
- Windows 10 OS

Article Map

- [Introduction](#)
 - [vNext Known Issues](#)
- [Security Information](#)
 - [SKOA Check-in](#)
 - [SKOA Network configuration and firewall requirements](#)
- [Fact Sheet For vNext Support](#)
 - [What's New In SKOA vNext?](#)
 - [vNext Requirements](#)
 - [Migrations not Compatible with SKOA vNext](#)
 - [Workflow](#)
 - [Determining vNext orders](#)
 - [MSI Deployment](#)
- [Download Link for SKOA vNext](#)
- [SKOA at Work & Training Video](#)

Related Articles

- [SKOA vNext Overview](#)
 - [Navigating the SKOA vNext Device Support Portal](#)
 - [SKOA vNext Action Schedule and Definitions](#)
 - [SKOA vNext Error Codes](#)
 - [Escalating SKOA vNext Issues](#)
- [SKOA Registry Edits](#)

Search

- Better success rate
- Real time push/pull meaning no more waiting for SKOA to check-in!!!!!!
- Easy to understand new controls in the new device viewer portal!
- More control/troubleshooting tips once migration vNext is completed.
- Once vNext is installed its smart enough to see if the computer meets its minimum requirements. If the computer does not meet the minimum requirements, then vNow will be installed.
- SKOA will no longer close the users Outlook and that will need to be done manually by the user/Partner before the device can migrate the signature settings.

- At least .NET Framework 4.7.2 *
- A working source profile for the same email address that is migrating.
- EWS Protocol
- Admin level permission
- If vNext gets installed on a machine that dose not meet the minimum requirements vNow will get installed except for the EWS as that is not automated at this time.

*.NET Framework 4.7.2 will need to be installed before SKOA is installed for both the .EXE and MSI.

Migrations not Compatible with SKOA vNext

- IMAP migration
- POP migration
- Staged migration
- Roaming Profiles / Terminal Servers
- Hands-Free
- When there are no source profiles on the machines
- Currently being tested but not available at this time
 - O to O migration
 - Go to O

Workflow

SKOA v8 comes with a completely new workflow engine. Whereas previous versions used a “polling” mechanism to check CRM for the next instruction, v8 uses an IoT-based workflow that enables messages to be sent between the client and the service in near real-time. Additionally, v8 supports a fully-configurable workflow. Each item in the workflow can be independently scheduled and many items can have specific parameter overrides to control behavior.

SKOA v8 has its data and workflow stored outside CRM. Important CRM data (such as user information and the migration date) are automatically synchronized between CRM and the Cosmos Database used by SKOA v8.

Determining vNext orders

Via CRM

Whilst the transition is underway, orders that have been upgraded to v8 will have the link to the latest MSI installer in the “SKOA Download Link Override”

MSI Deployment

In our Help Center documentation for [MSI Outlook Assistant 8.0 deployment](#) there is a section where we talk about files the partner must place in a shared folder. It is possible the partner may not read this portion properly, as we show below the partner must remove the extra part of the extension.

Partners could have issues downloading a ps1 file normally due to factors like virus scanners thinking it's a virus so after downloading they need to open it and rename it to “GroupPolicyDeployScript.ps1”.

EXPAND FOR ADDITIONAL INFO!

ADDITIONAL INFO!

“GroupPolicyDeployScript.ps1.removethisextension

Once the file downloads, select Show in folder and rename the file by removing .removethisextension from the file name)”

▼ Expand to view screenshot(s)...

☑ Engineering Section

Status Reason	Sweeping Email
Test Account	No
Do Not Delete Test Order	No
Needs Pricing Recalculated	No
SKOA Eligible Dirty	No
Use Source Side Impersonation	Yes
SKOA Download Link Override	https://sksoavnextprodstorage.blob.core.windows.net/sk-skoa-vnext-prod-storage-public/SkyKickOutlookAssistant-Bootstrapper.msi

▲ Order Information

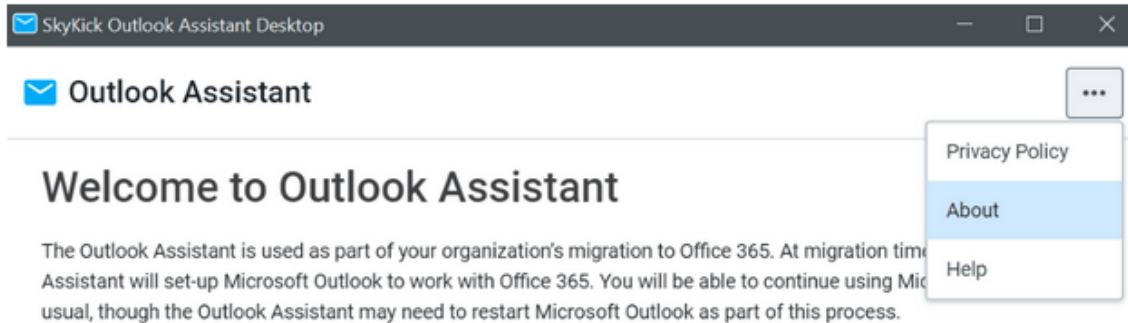
Order ID *	🔒 ORD-1093826-M7V5
Primary Domain	-----
Source Access	17 / 17
Requested Info Received	-----
All User Info Gathered	Yes
SKOA Eligible	1 / 2
SKOA vNext Device Count	-----
SKOA vNext User Count	-----

Via The Device

To identify the which Outlook Assistant version is on a device, click the ellipsis and select **About**.

i EXPAND FOR ADDITIONAL INFO!

Expand to view screenshot(s)...



Outlook Assistant 7.3	Outlook Assistant 8.0+
<p>Outlook Assistant</p> <p>Version: 7.3.7087</p> <p>Outlook Version: 2016 (16.0.13530.20218)</p> <p>Office Version: 2016 (16.0.13530.20218)</p>	<p>About</p> <p>Outlook Assistant Version: 8.0.20281.2</p>

Download Link for SKOA vNext

⚠️ ALERT!

SKOA vNext is still in Beta and not available for all partners. We should not provide this direct download unless we have a technical or business reason approved by leadership.

Remember before providing this link that the order must be an Exchange migration with windows 10 and Outlook 2016 or newer for vNext to be compatible.

<https://skskoavnexprodstorage.blob.core.windows.net/sk-skoa-vnext-prod-storage-public/SkyKickOutlookAssistant-Bootstrapper.msi>

(This cannot be pushed through the old SKOA portal. You must send them this link to download.)

SKOA at Work & Training Video

📘 ADDITIONAL INFO!

SKOA will no longer close the users Outlook and that will need to be done manually by the user /Partner before the device can migrate the signature settings.



Welcome to Outlook Assistant

The Outlook Assistant is used as part of your organization's migration to Office 365. At migration time, the Outlook Assistant will set-up Microsoft Outlook to work with Office 365. You will be able to continue using Microsoft Outlook as usual, though the Outlook Assistant may need to restart Microsoft Outlook as part of this process.

Before getting started, the Outlook Assistant will gather some information from you and prepare your PC for use with Office 365.

[OK, Let's Go](#)

SKOA training!-20211207_140032-Meeting Recording.mp4

skykick

The SkyKick Outlook Assistant - SKOA

Dec. 7th 2021
Presented by Craig Danz