

# Sage CRM 2016 R1 Software Support Matrix

**Revision:** SOF-CLO-ENG-161-2.0

**Updated:** June 2016

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## Operating systems

You can work with Sage CRM if your computer is running one of the following:

Windows	Mac OS
<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1</li><li>• Windows 7</li></ul>	<ul style="list-style-type: none"><li>• Mac OS X Mountain Lion (10.9)</li><li>• Mac OS X Mavericks (10.8)</li></ul>

## Web browsers

You can use the following web browsers to work with Sage CRM:

Web browser	Must be installed on
Microsoft Internet Explorer 11	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1</li><li>• Windows 7</li></ul>
Microsoft Edge	Windows 10
Mozilla Firefox	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1</li><li>• Windows 7</li></ul>
Google Chrome	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1</li><li>• Windows 7</li></ul>
Apple Safari 7 for Mac OS	<ul style="list-style-type: none"><li>• Mac OS X Mountain Lion (10.9)</li><li>• Mac OS X Mavericks (10.8)</li></ul>
Apple Safari for iOS	iOS 9.x

**Note:** You can only access the Administration area of Sage CRM when using a supported web browser on a Windows-based computer.

# Mobile devices

Sage CRM is optimized for viewing on these mobile devices:

Device	Operating system
Android phone or tablet	Android KitKat 4.4 or later
iPhone	iOS 9.x
iPad	iOS 9.x

# Outlook plug-ins

Lite Outlook Plug-in and Outlook Plug-in for Classic Outlook Integration require the following:

Requirement	Details
Microsoft Internet Explorer 11	Access Sage CRM with this browser to install and use Outlook plug-ins. The browser must be installed on: <ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1</li><li>• Windows 7</li></ul>
Microsoft Outlook	<p><i>Classic Outlook Plugin</i> supports Outlook supplied with:</p> <ul style="list-style-type: none"><li>• Microsoft Office 2016 32-bit editions (Home, Business, and Professional)</li><li>• Microsoft Office 2013 32-bit editions (Home, Business, and Professional)</li><li>• Microsoft Office 2010 32-bit editions (Home, Business, and Professional)</li><li>• Microsoft Office 365 Business editions that include full Office desktop. You must have the 32-bit desktop version of Outlook app installed on your computer.</li></ul> <p><i>Lite Outlook Plugin</i> supports Outlook supplied with:</p> <ul style="list-style-type: none"><li>• Microsoft Office 2016, 32-bit and 64-bit editions (Home, Business, and Professional)</li><li>• Microsoft Office 2013, 32-bit and 64-bit editions (Home, Business, and Professional)</li><li>• Microsoft Office 2010, 32-bit and 64-bit editions (Home, Business, and Professional)</li><li>• Microsoft Office 365 Business editions that include full Office desktop. You must have the 32-bit or 64-bit desktop version of Outlook app installed on your computer.</li></ul>

# Document Drop plug-in

The Document Drop plug-in allows you to edit Microsoft Word merge templates and documents, and send emails using Microsoft Outlook. This plug-in requires the following:

Requirement	Details
Microsoft Internet Explorer 11	Access Sage CRM with this browser to install and use the Document Drop plug-in. Internet Explorer 11 must be installed on: <ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1</li><li>• Windows 7</li></ul>
Be a system administrator or power user on your computer	This is required to install the Document Drop plug-in.

## Data Upload feature

The Data Upload feature accepts files in one of these formats:

- Excel Workbook (.xlsx)
- Comma-delimited values (.csv)