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## Operating systems

Operating systems listed in this section should be either without Service Pack or with the latest Service Pack available at the time of Sage CRM 7.3 SP2 release.

**Warning:** Sage CRM doesn't support Microsoft Windows versions that have reached Microsoft end of life.

## Sage CRM server

Requirement	Details
Operating system	<ul style="list-style-type: none"><li>• Microsoft Windows Server 2016</li><li>• Microsoft Windows Server 2016 Essentials</li><li>• Microsoft Windows Server 2012 R2</li><li>• Microsoft Windows Server 2012 R2 Essentials</li><li>• Microsoft Windows Server 2012</li><li>• Microsoft Windows Server 2012 Essentials</li></ul>
Web Server (IIS)	The computer on which you plan to install Sage CRM must have the <b>Web Server (IIS)</b> server role installed. Sage CRM supports Web Server (IIS) 8.5, 8, and 7.5.
Installation on a domain controller	You can install Sage CRM on a domain controller if it is running one of the following: <ul style="list-style-type: none"><li>• Microsoft Windows Server 2016 Essentials</li><li>• Microsoft Windows Server 2012 R2 Essentials</li><li>• Microsoft Windows Server 2012 Essentials</li></ul> <b>Note:</b> On these operating systems Sage CRM does not support HTTPS, Remote Desktop Services, and CDONTS/CDOSYS.

## Client computer

You can access Sage CRM from a computer running one of the following:

- Windows 10, 32-bit or 64-bit
- Windows 8.1, 32-bit or 64-bit
- Windows 7, 32-bit or 64-bit

## Database server

- Microsoft SQL Server 2016 Standard or Enterprise
- Microsoft SQL Server 2014 Standard or Enterprise
- Microsoft SQL Server 2012 SP2 Standard or Enterprise

Oracle databases are not supported.

**Warning:** Do not use Microsoft SQL Server 2014 Express supplied with Sage CRM in a production environment. It is provided for demonstration and testing purposes only.

## Web browsers

You can access Sage CRM with the following web browsers:

Web browser	Must be installed on
Microsoft Internet Explorer 11 (32-bit edition only; Compatibility View is not supported)	<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 (latest version)	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1</li><li>• Windows 7</li></ul>
Google Chrome (latest version)	<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:

- To access the Administration area of Sage CRM, you must use a supported web browser on a Windows-based computer.
- The Classic Dashboard is supported on Microsoft Internet Explorer only.
- On 64-bit editions of Windows, the default web browser is Microsoft Internet Explorer 11 32-bit. The 64-bit edition of Internet Explorer is also installed.

## Mobile devices

Sage CRM supports and is optimized for viewing on these mobile devices:

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

**Note:** Some Sage CRM features are not supported due to iOS restrictions.

## Mobile apps

Mobile devices on which you install the apps must meet the system requirements set in:

- [Sage CRM for Android Release Notes](#)
- [Sage CRM for iPhone Release Notes](#)

## Outlook plugins

*Classic Outlook Plugin* and *Lite Outlook Plugin* require Microsoft .NET Framework versions 3.5 and 4.6 to be installed on client computers. The plugins support the following:

Supported software	Details
Microsoft Internet Explorer 11 (32-bit edition only; Compatibility View is not supported)	Access Sage CRM with this web browser to install and use the Outlook plugins.
Microsoft Exchange	<ul style="list-style-type: none"><li>• Microsoft Exchange Server 2016, 64-bit edition only</li><li>• Microsoft Exchange Server 2013 SP1, 64-bit edition only</li><li>• Microsoft Exchange Server 2010 SP3, 64-bit edition only</li><li>• Exchange Online (part of Microsoft Office 365)</li></ul> <p>In these Exchange versions, the following features and roles must be enabled:</p> <ul style="list-style-type: none"><li>• Exchange Web Services (EWS)</li><li>• Application Impersonation</li><li>• Integrated Windows Authentication with Anonymous Authentication</li></ul> <p><b>Note:</b> Sage CRM was tested with Business plans of Office 365.</p>

Microsoft Outlook

**Note:** For *Classic Outlook Plugin*, the Outlook UI must be in one of the following languages:

- English
- French
- German
- Spanish

*Classic Outlook Plugin* supports Outlook supplied with:

- Microsoft Office 2016 32-bit editions (Home, Business, and Professional)
- Microsoft Office 2013 32-bit editions (Home, Business, and Professional)
- Microsoft Office 2010 32-bit editions (Home, Business, and Professional)
- 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.

*Lite Outlook Plugin* supports Outlook supplied with:

- Microsoft Office 2016, 32-bit and 64-bit editions (Home, Business, and Professional)
- Microsoft Office 2013, 32-bit and 64-bit editions (Home, Business, and Professional)
- Microsoft Office 2010, 32-bit and 64-bit editions (Home, Business, and Professional)
- 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.

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## Document Drop plugin

The plugin requires the following:

Requirement	Details
<ul style="list-style-type: none"><li>• Microsoft Internet Explorer 11 (32-bit edition only; Compatibility View is not supported)</li></ul>	Access with one of these browsers to install and use the Document Drop plugin.
Be a system administrator or power user on your computer	Required to install the Document Drop plugin.

## Citrix XenApp

Supported versions	Protocols	Supported application delivery methods
Citrix XenApp 7.6, 32-bit and 64-bit editions	HTTP, HTTPS	<ul style="list-style-type: none"><li>• Publish desktops</li><li>• Publish applications</li></ul>

**Note:** Some Sage CRM features are not supported. For details, please see the *Citrix XenApp and RDS Support Guide* posted on [Sage CRM Help Center](#).

## Remote Desktop Services (formerly Terminal Services)

For more information on how to install and use Sage CRM Outlook plugins with Remote Desktop Services, see the *Citrix XenApp and RDS Support Guide* posted on [Sage CRM Help Center](#).

Supported versions	Protocols	Supported application delivery methods
Windows Server 2012 R2 Standard or Datacenter, 32-bit and 64-bit editions	HTTP, HTTPS	Publish full desktop

## Virtualization

Sage CRM can run on any virtualization environment.