Sage CRM 7.3 SP3
Software Support Matrix

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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 SP3 release.

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

Sage CRM server

Requirement	Details
Operating system	• Microsoft Windows Server 2016, 32-bit or 64-bit • Microsoft Windows Server 2016 Essentials, 32-bit or 64-bit • Microsoft Windows Server 2012 R2, 32-bit or 64-bit • Microsoft Windows Server 2012 R2 Essentials, 32-bit or 64-bit • Microsoft Windows Server 2012, 32-bit or 64-bit • Microsoft Windows Server 2012 Essentials, 32-bit or 64-bit
Web Server (IIS)	The computer on which you plan to install Sage CRM must have the **Web Server (IIS)** server role installed. Sage CRM supports Web Server (IIS) supplied with the operating systems listed above.
Installation on a domain controller	You can install Sage CRM on a domain controller if it is running one of the following: • Microsoft Windows Server 2016 Essentials, 32-bit or 64-bit • Microsoft Windows Server 2012 R2 Essentials, 32-bit or 64-bit • Microsoft Windows Server 2012 Essentials, 32-bit or 64-bit **Note:** 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)	- Windows 10 - Windows 8.1 - Windows 7
Microsoft Edge	Windows 10
Mozilla Firefox (latest version)	- Windows 10 - Windows 8.1 - Windows 7
Google Chrome (latest version)	- Windows 10 - Windows 8.1 - Windows 7
Apple Safari 7 for Mac OS	- Mac OS X Mountain Lion (10.9) - Mac OS X Mavericks (10.8)
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

Note: Some Sage CRM features are not supported on mobile devices. For more information, please see the *Sage CRM 7.3 SP3 Mobile Feature Matrix* posted on the Sage CRM Help Center.

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

Mobile apps

Note: Some Sage CRM features are not supported on mobile devices. For more information, please see the *Sage CRM 7.3 SP3 Mobile Feature Matrix* posted on the Sage CRM Help Center.

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	- Microsoft Exchange Server 2016, 64-bit edition only - Microsoft Exchange Server 2013 SP1, 64-bit edition only - Microsoft Exchange Server 2010 SP3, 64-bit edition only - Exchange Online (part of Microsoft Office 365) In these Exchange versions, the following features and roles must be enabled: - Exchange Web Services (EWS) - Application Impersonation - Integrated Windows Authentication with Anonymous Authentication **Note:** Sage CRM was tested with Business plans of Office 365.

Supported software	Details
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 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 You must have the 32-bit or 64-bit desktop version of Outlook app installed on your computer.

Document Drop plugin

The plugin requires the following:

Requirement	Details
● Microsoft Internet Explorer 11 (32-bit edition only; Compatibility View is not supported)	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	● Publish desktops ● Publish applications

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.