



System Requirements and Required Components

Microsoft Dynamics CRM requires several software applications and components that work together to create an effective system. Before you install Microsoft Dynamics CRM, use this chapter for guidance to verify that system requirements are met and the necessary software components are available.

Important

Unless specified otherwise, Microsoft Dynamics CRM supports the latest version and service pack (SP) for all required components, such as Windows Server, SQL Server, Internet Explorer, and Exchange Server. However, to fully support the latest version of a required component you should apply the latest update for Microsoft Dynamics CRM.

Microsoft Dynamics CRM Server hardware requirements

The following table lists the minimum and recommended hardware requirements for Microsoft Dynamics CRM Server running in a Full Server configuration. These requirements assume that additional components such as Microsoft SQL Server, Microsoft SQL Server Reporting Services, Microsoft SharePoint, or Microsoft Exchange Server are not installed or running on the system.

Component	*Minimum	*Recommended
Processor	x64 architecture or compatible dual-core 1.5 GHz processor	Quad-core x64 architecture 2 GHz CPU or higher such as AMD Opteron or Intel Xeon systems
Memory	2-GB RAM	8-GB RAM or more
Hard disk	10 GB of available hard disk space Note Computers with more than 16GB of RAM will require more disk space for paging, hibernation, and dump files.	40 GB or more of available hard disk space Note Computers with more than 16GB of RAM will require more disk space for paging, hibernation, and dump files.

* Actual requirements and product functionality may vary based on your system configuration and operating system.

The minimum and recommended requirements are based on 320-user load simulation tests.

Microsoft SQL Server hardware requirements

The following table lists the minimum and recommended hardware requirements for Microsoft SQL Server. These requirements assume that additional components such as Microsoft Dynamics CRM Server, Microsoft SQL Server Reporting Services, Microsoft SharePoint, or Microsoft Exchange Server are not installed or running on the system.

Component	*Minimum	*Recommended
Processor	x64 architecture or compatible dual-core 1.5 GHz processor	Quad-core x64 architecture 2 GHz CPU or higher such as AMD Opteron or Intel Xeon systems
Memory	4-GB RAM	16-GB RAM or more
Hard disk	SAS RAID 5 or RAID 10 hard disk array	SAS RAID 5 or RAID 10 hard disk array

* Actual requirements and product functionality may vary based on your system configuration and operating system.

The minimum and recommended requirements are based on 320-user load simulation tests.

Microsoft Dynamics CRM Server software requirements

This section lists the software and application requirements for Microsoft Dynamics CRM Server.

Windows Server operating system

Microsoft Dynamics CRM 2011 Server can be installed only on Windows Server 2008 x64-based computers. The specific versions and editions of Windows Server that are supported for installing and running Microsoft Dynamics CRM Server are listed in the following section.

Important

The Windows Server 2003 family of operating systems are not supported for installing and running Microsoft Dynamics CRM 2011 Server.

Supported Windows Server 2008 editions

The following editions of the Microsoft Windows Server 2008 operating system are supported for installing and running Microsoft Dynamics CRM 2011 Server:

- Windows Server 2008 Standard (x64 versions) SP2 or later version
- Windows Server 2008 Enterprise (x64 versions) SP2 or later version
- Windows Server 2008 Datacenter (x64 versions) SP2 or later version
- Windows Web Server 2008 (x64 versions) SP2 or later version
- Windows Small Business Server 2008 Premium x64 or later version
- Windows Small Business Server 2008 Standard x64 or later version

Important

- Windows Server 2008 installed by using the Server Core installation option is not supported for installing and running Microsoft Dynamics CRM 2011 Server.

- Virtualization technology such as Hyper-V is only required if you want to install and run Microsoft Dynamics CRM in a virtual environment.
- Windows Server 2008 for Itanium-based systems is not supported for installing and running Microsoft Dynamics CRM 2011.
- The Windows Small Business Server 2008 Standard edition does not include SQL Server. You must have a supported version of SQL Server available to install Microsoft Dynamics CRM on Windows Small Business Server 2008 Standard edition.

Server virtualization

Microsoft Dynamics CRM servers can be deployed in a virtualized environment by using Windows Server 2008 with Hyper-V or virtualization solutions from vendors who participate in the Microsoft Windows Server Virtualization Validation Program (SVVP). You must understand the limitations and best practices of server virtualization before you try to virtualize your installation of Microsoft Dynamics CRM. For information about Hyper-V, see the *Microsoft Virtualization* (<http://go.microsoft.com/fwlink/?linkid=145119>) Web site.

Active Directory modes

The computer on which Microsoft Dynamics CRM 2011 is running must be a domain member in a domain that is running in one of the following Active Directory directory service domain modes:

- Windows 2000 Mixed
- Windows 2000 Native
- Windows Server 2003 Interim
- Windows Server 2003 Native
- Windows Server 2008 Interim
- Windows Server 2008 Native

Important

- The computer on which Microsoft Dynamics CRM is running cannot function as an Active Directory domain controller, unless it is running Windows Small Business Server 2008.
- When you install Microsoft Dynamics CRM in a Windows 2000 Mixed-mode domain, you cannot add users to Microsoft Dynamics CRM that are located in a different domain.
- Installing Microsoft Dynamics CRM Server in a domain that is running in Active Directory Application Mode (ADAM) is not supported.

All Active Directory forest modes are supported. For more information about Active Directory domain and forest modes, see the Active Directory Domains and Trusts MMC snap-in Help.

Internet Information Services (IIS)

We recommend that you install and run IIS 7.0 or a later version in Native Mode before you install Microsoft Dynamics CRM Server. However, if IIS is not installed and it is required for a Microsoft Dynamics CRM server role, Microsoft Dynamics CRM Server Setup will install it.

SQL Server editions

Any one of the following Microsoft SQL Server editions is required and must be installed on a Windows Server 2008 64-bit or later version, running, and available for Microsoft Dynamics CRM:

- Microsoft SQL Server 2008, Standard Edition, x64 SP1 or later version
- Microsoft SQL Server 2008, Enterprise Edition, x64 SP1 or later version
- Microsoft SQL Server 2008 Datacenter x64 SP1 or later version
- Microsoft SQL Server 2008 Developer x64 SP1 or later version (for non-production environments only)

Important

- 32-bit versions of SQL Server 2008 database engine or Reporting Services are not supported for this version of Microsoft Dynamics CRM.
- Microsoft SQL Server 2008 Workgroup, Web, Compact, or Microsoft SQL Server 2008 Express Edition editions are not supported for running Microsoft Dynamics CRM Server.
- Microsoft SQL Server 2000 and Microsoft SQL Server 2005 editions are not supported for this version of Microsoft Dynamics CRM.
- Running 64-bit SQL Server 2008 versions for Itanium (IA-64) systems in conjunction with Microsoft Dynamics CRM will receive commercially reasonable support. Commercially reasonable support is defined as all reasonable support efforts by Microsoft Customer Service and Support that do not require Microsoft Dynamics CRM code fixes. Microsoft Dynamics CRM Server supports a named instance of SQL Server for configuration and organization databases.

Claims-based authentication and IFD requirements

The following items are required or recommended for Internet-facing deployments (IFD). This topic assumes you will be using Active Directory Federation Services (AD FS) 2.0 as the Secure Token Services (STS):

- The computer where Microsoft Dynamics CRM Server Setup is installed must have access to a STS service, such as AD FS 2.0 federation server.
- Note the following conditions for the Web components before you configure IFD:
 - ▶ When you run the Internet-Facing Deployment Configuration Wizard, Microsoft Dynamics CRM Server must be running on a Web site that is configured to use Secure Sockets Layer (SSL). Microsoft Dynamics CRM Server Setup will not configure the Web site for SSL.
 - ▶ We recommend that the Web site where the Microsoft Dynamics CRM Server Web application will be installed has the "Require SSL" setting enabled in IIS.
 - ▶ The Web site should have a single IIS binding. Multiple IIS bindings, such as a Web site with both HTTPS and HTTP bindings, is not supported for running Microsoft Dynamics CRM.
 - ▶ Access to the AD FS 2.0 federation metadata file from the computer where the Configure Claims-Based Authentication Wizard is run. Note the following:
 - The federation metadata endpoint must use the Web services trust model (WS-Trust) 1.3 standard. Endpoints that use a previous standard, such as the WS-Trust 2005 standard, are not supported. In AD FS 2.0, all WS-Trust 1.3 endpoints contain */trust/13/* in the URL path.

- ▶ Encryption certificates. The following encryption certificates are required. You can use the same encryption certificate for both purposes, such as when you use a wildcard certificate:
 - Claims encryption. Claims-based authentication requires identities to provide an encryption certificate for authentication. This certificate must be trusted by the computer where you are installing Microsoft Dynamics CRM Server so it must be located in the local Trusted Root Certificate Authorities store where the Configure Claims-Based Authentication Wizard is running.
 - SSL (HTTPS) encryption. This certificate must be located in the local computer Personal certificate store where the Configure Claims-Based Authentication Wizard is running. The certificates for SSL encryption should be valid for host names similar to org.contoso.com, auth.contoso.com, and dev.contoso.com. To satisfy this requirement you can use a single wildcard certificate (*.contoso.com), a certificate that supports Subject Alternative Names, or individual certificates for each name. For more information about the options that are available to you, contact your certificate authority service company or your certificate authority administrator.

Limitations

A single AD FS 2.0 implementation cannot service both intranet and IFD Microsoft Dynamics CRM Web sites for claims-based authentication.

The intranet domain name should not be a subdomain of the corresponding IFD domain. If this domain naming scheme is used, internal users may not be able to run Microsoft Dynamics CRM. Consider the following examples.

Incorrect domain naming example:

- Internal (AD FS 2.0): host.contoso.com
- IFD: contoso.com

Correct domain naming example:

- Internal (AD FS 2.0): host.internal.contoso.com
- IFD: external.contoso.com

After Microsoft Dynamics CRM Server Setup completes, you must configure the relying parties on the STS or AD FS 2.0 server. For information about this configuration, see the Installing Guide:

For more information about claims-based authentication and identity federation see:

- *A Guide to Claims-based Identity and Access Control* (<http://go.microsoft.com/fwlink/?LinkID=188049>)
- *Understanding WS-Federation* (<http://go.microsoft.com/fwlink/?LinkID=188052>)
- *OASIS Web Services Security (WSS) TC* (<http://go.microsoft.com/fwlink/?LinkID=188053>)

SQL Server Reporting Services

Specific SQL Server Reporting Services editions are used for reporting functionality.

Any one of the following Microsoft SQL Server editions is required and must be installed on a Windows Server 2008 64-bit or later version, running, and available for Microsoft Dynamics CRM:

- Microsoft SQL Server 2008, Standard Edition, x64 SP1 or later version
- Microsoft SQL Server 2008, Enterprise Edition, x64 SP1 or later version

- Microsoft SQL Server 2008 Datacenter x64 SP1 or later version
- Microsoft SQL Server 2008 Developer x64 SP1 or later version (for non-production environments only)

Important

- Microsoft SQL Server 2008 Workgroup, Web, Compact, or Microsoft SQL Server 2008 Express Edition editions are not supported for running Microsoft Dynamics CRM Server.
- Running 64-bit SQL Server 2008 versions for Itanium (IA-64) systems in conjunction with Microsoft Dynamics CRM will receive commercially reasonable support. Commercially reasonable support is defined as all reasonable support efforts by Microsoft Customer Service and Support that do not require Microsoft Dynamics CRM code fixes.
- Microsoft SQL Server 2008 Workgroup is not supported for running the Microsoft Dynamics CRM Reporting Extensions. This is because SQL Server 2008 Workgroup does not support custom data extensions. Therefore, features such as Fetch-based reports will not work. The scheduling of custom SQL-based reports will also not work.

Software component prerequisites

The following SQL Server components are not installed during Setup and *must* be installed and running on the computer that is running SQL Server before you install Microsoft Dynamics CRM Server:

- SQL word breakers

This is only required for some Microsoft Dynamics CRM language editions. For more information about word breaker versions for languages supported by SQL Server see *Word Breakers and Stemmers* (<http://go.microsoft.com/fwlink/?linkid=127754>).

- SQL Server Agent service
- SQL Server Full Text Indexing

The following components are *not* installed during Setup. These components must be installed and running on the computer where Microsoft Dynamics CRM Server will be installed:

- Services
 - ▶ Indexing Service

This service may not be installed or the service may not be set to start automatically. To install this service, see the Windows Server documentation. To start this service and to set it to start automatically, see the procedure below.
 - ▶ IIS Admin
 - ▶ World Wide Web Publishing
- Windows Data Access Components (MDAC) 6.0 (This is the default version of MDAC with Windows Server 2008.)
- Microsoft ASP .NET (Must be registered. Does not have to be running.)

➤ Start a service

1. On the **Start** menu, type *services.msc*, or click **Run**, type *services.msc*, and then press **ENTER**.
2. Right-click the service that you want to start, and then click **Start**.

3. Click **OK** and then close the Services application.

Verify prerequisites

Before you install Microsoft Dynamics CRM Server, you should understand the following:

- Microsoft SQL Server can be, but is not required to be, installed on the same computer as Microsoft Dynamics CRM Server.
- If Microsoft Dynamics CRM Server and SQL Server are installed on different computers, both computers must be in the same Active Directory directory service domain.
- SQL Server can be installed by using either Windows authentication or mixed-mode authentication. (Windows authentication is recommended for increased security and Microsoft Dynamics CRM will use only Windows authentication).
- The service account that SQL Server uses to log on to the network must be either a domain user account (recommended) or the local system account. Installation of Microsoft Dynamics CRM will fail if the SQL Server service account is the local administrator.
- The SQL Server service must be started and can be configured to automatically start when the computer is started.
- The SQL Server Reporting Services service must be started and configured to automatically start when the computer is started.
- The SQL Server Agent service must be started. This service can be configured to automatically start when the computer is started.
- Although it is optional, we recommend that you accept the SQL Server default settings for Collation Designator, Sort Order, and SQL Collation. Microsoft Dynamics CRM supports both case-sensitive and case-insensitive sort orders.
- Microsoft Dynamics CRM Server Setup requires at least one network protocol to be enabled to authenticate by using SQL Server. By default, TCP/IP protocol is enabled when you install SQL Server. You can view network protocols in SQL Server Configuration Manager.

Microsoft Dynamics CRM Reporting Extensions

Microsoft Dynamics CRM Reporting Extensions is not required to run Microsoft Dynamics CRM 2011; however, to create, use, and schedule reports in Microsoft Dynamics CRM, you must install Microsoft Dynamics CRM Reporting Extensions for SQL Server Reporting Services. Additionally, Microsoft Dynamics CRM Reporting Extensions for SQL Server Reporting Services is required to create or import an organization in a Microsoft Dynamics CRM deployment.

Microsoft Dynamics CRM Reporting Extensions for SQL Server Reporting Services are data processing extensions that are installed on the SQL Server Reporting Services server. The Microsoft Dynamics CRM Reporting Extensions accept the authentication information from the Microsoft Dynamics CRM Server and passes it to the SQL Server Reporting Services server.

Microsoft Dynamics CRM Reporting Extensions Setup includes two data processing extensions: Microsoft Dynamics CRM Fetch Data Processing Extension and SQL Data Processing Extension. The Microsoft Dynamics CRM Fetch Data Processing Extension is installed by default during Setup, and is required to create, run, and schedule Fetch-based reports.

The SQL Data Processing Extension must be explicitly installed during Microsoft Dynamics CRM Reporting Extensions Setup. The SQL Data Processing Extension is required to schedule SQL-based reports in Microsoft Dynamics CRM 2011. SQL Data Processing Extension is also required to run default (out-of-box) reports if the Microsoft Dynamics CRM Server and SQL Server are not installed on the same computer and trust for delegation is not configured.

For SQL reports, the SQL Data Processing Extension eliminates the need to enable delegation for the Kerberos double-hop authentication that is required when SQL Server Reporting Services are installed on a separate computer. For more information about reporting scenarios, see "Planning requirements for Microsoft SQL Server Reporting Services" in the Microsoft Dynamics CRM 2011 Planning Guide.

Microsoft Dynamics CRM Reporting Extensions general requirements

The Microsoft Dynamics CRM Reporting Extensions component has the following general requirements:

- You must complete Microsoft Dynamics CRM Server Setup *before* you run Microsoft Dynamics CRM Reporting Extensions Setup.
- You can install and run Microsoft Dynamics CRM Reporting Extensions on only one instance of SQL Server Reporting Services on a computer.
- Separate deployments of Microsoft Dynamics CRM cannot share one SQL Server Reporting Services server. However, a single deployment of Microsoft Dynamics CRM that has multiple organizations can use the same SQL Server Reporting Services server.
- You must run the Microsoft Dynamics CRM Reporting Extensions Setup on a computer that has Microsoft SQL Server 2008 Reporting Services installed. For smaller data sets and fewer users, you can use a single-server deployment or a multiple-server deployment. With larger datasets or more users, performance will decrease quickly when complex reports are run. Use a multi-server deployment with one computer that is running SQL Server for Microsoft Dynamics CRM, and another server for Microsoft SQL Server Reporting Services.

SharePoint Document Management Software Requirements

Microsoft SharePoint is not required to install Microsoft Dynamics CRM 2011. However, to use document management functionality with SharePoint one of the following Microsoft SharePoint editions is required and must be installed, running, and at least one Microsoft SharePoint site collection configured and available for Microsoft Dynamics CRM Server:

- Microsoft SharePoint 2010 (all editions)
- Microsoft Office SharePoint Server (MOSS) 2007

You enable document management functionality with SharePoint in the **Settings** area of the Microsoft Dynamics CRM Web application.

Important

For documents to appear in Microsoft SharePoint 2010 by using the grid view, the grid component must be installed. If the component is not installed the data will appear in a windowless inline floating frame (IFrame).

Although, you can use document management functionality with Microsoft Office SharePoint Server (MOSS) 2007, the data will always appear in an IFrame.

Office Communications Server Integration

If your organization has Microsoft Office Communications Server 2007 or later version enabled and users are running Microsoft Dynamics CRM for Outlook or the Microsoft Dynamics CRM Web application together with Microsoft Office Communicator 2007 or later version, you can use Microsoft Office Communicator 2007 features such as send an instant message or check user availability from within Microsoft Dynamics CRM.

Microsoft Dynamics CRM E-mail Router hardware requirements

The following table lists the minimum and recommended hardware requirements for Microsoft Dynamics CRM E-mail Router.

Component	*Minimum	*Recommended
Processor (32-bit)	750-MHz CPU or comparable	Multi-core 1.8-GHz CPU or higher
Processor (64-bit)	x64 architecture or compatible 1.5 GHz processor	Multi-core x64 architecture 2GHz CPU or higher such as AMD Opteron or Intel Xeon systems
Memory	1 GB RAM	2 GB RAM or more
Hard disk	100 MB of available hard disk space	100 MB of available hard disk space

*Actual requirements and product functionality may vary based on your system configuration and operating system.

Microsoft Dynamics CRM E-mail Router software requirements

This section lists the software and application software requirements for Microsoft Dynamics CRM E-mail Router.

Microsoft Dynamics CRM E-mail Router Setup consists of two main components: the E-mail Router and the Rule Deployment Wizard. The E-mail Router component installs the E-mail Router service and E-mail Router Configuration Manager. You use the E-mail Router Configuration Manager to configure the E-mail Router. The Rule Deployment Wizard component deploys the rules that enables received e-mail messages to be tracked.

Important

Unless specified otherwise, E-mail Router supports the latest service pack (SP) for all required software components.

You can install the E-mail Router and Rule Deployment Manager on any computer that is running one of the following operating systems, and that has network access to both Microsoft Dynamics CRM and the e-mail server:

- Microsoft Windows 7 32-bit and 64-bit editions
- Microsoft Windows Server 2008 or later version x64-bit editions only

Important

- Windows Server 2008 32-bit editions, Windows Server 2003, Windows Vista, and Microsoft Windows XP editions are not supported for installing and running Microsoft Dynamics CRM E-mail Router or E-mail Router Configuration Manager.
- Running Microsoft Dynamics CRM E-mail Router and E-mail Router Configuration Manager (32-bit) is not supported on a Windows Server 64-bit operating system, in Windows-On-Windows (WOW) mode. Install and run the 64-bit version of the Microsoft Dynamics CRM E-mail Router.

Rule Deployment Wizard Requires MAPI

The Rule Deployment Wizard requires the Microsoft Exchange Server Messaging API (MAPI) client runtime libraries. To install the MAPI client runtime libraries, see Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 (<http://go.microsoft.com/fwlink/?LinkId=198514>) (<http://go.microsoft.com/fwlink/?LinkId=198514>).

If you are installing the Rule Deployment Wizard on a system that uses Microsoft Exchange Server 2010 as its e-mail server, you must also install the following:

- MAPI version 6.5.8147 (or higher). To obtain this version of MAPI, download Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 (<http://go.microsoft.com/fwlink/?LinkId=198514>) (<http://go.microsoft.com/fwlink/?LinkId=198514>).

Note

If you already have a version of the MAPI download installed, you must uninstall it before installing the new version.

- Update Rollup 2 for Microsoft Exchange Server 2010. For more information, see *Update Rollup 2 for Exchange Server 2010 (KB979611)* <http://go.microsoft.com/fwlink/?LinkId=195275>.

Exchange Server

Microsoft Exchange Server is only required if you want to use the E-mail Router to connect to an Exchange Server e-mail messaging system. To do this, you can install the E-mail Router on any of the supported Windows or Windows Server operating systems that have a connection to the Exchange Server. The E-mail Router supports the following versions of Exchange Server:

- Exchange 2003 Standard Edition SP2 or later edition
- Exchange 2003 Enterprise Edition SP2 or later edition
- Exchange Server 2007 Standard Edition
- Exchange Server 2007 Enterprise Edition
- Microsoft Exchange Server 2010 Standard Edition
- Microsoft Exchange Server 2010 Enterprise Edition

- Microsoft Exchange Online

Important

Microsoft Exchange 2000 Server editions are not supported when using these versions of Microsoft Dynamics CRM E-mail Router and Rule Deployment Manager.

If missing, E-mail Router Setup installs the Microsoft .NET Framework 4.0 on the computer where you install the E-mail Router.

The Rule Deployment Wizard component must be installed on a computer that is running any of the supported Windows or Windows Server operating systems and that has the Microsoft Exchange Server Messaging API (MAPI) client runtime libraries installed.

Download the *MAPI client runtime libraries* (<http://go.microsoft.com/fwlink/?linkid=78805>) from the Microsoft Download Center.

Messaging and transport protocols

Microsoft Dynamics CRM E-mail Router supports a variety of e-mail messaging and transport options.

POP3

POP3-compliant e-mail systems are supported for incoming e-mail message routing.

Important

When you use the **Forward Mailbox** option on the **User** form, the POP3 e-mail server must provide support where an e-mail message can be sent as an attachment to another e-mail message.

If you configure the Microsoft Dynamics CRM E-mail Router to connect to a POP3-compliant e-mail server, the server must support RFC 1939.

Transport protocols

Both SMTP and Exchange Online with Exchange Web Services (EWS) are messaging transport protocols that are supported for outgoing e-mail message routing.

If you configure the Microsoft Dynamics CRM E-mail Router to use an SMTP-compliant transport service, the server must support RFC 2821 and RFC 2822.

Exchange Online

Microsoft Exchange Online is a hosted enterprise messaging service from Microsoft. It provides the robust capabilities of Microsoft Exchange Server as a cloud-based service. To learn more, see *Exchange Online* (<http://go.microsoft.com/fwlink/?LinkID=197112>).

Microsoft Dynamics CRM for Outlook hardware requirements

The following table lists the minimum and recommended hardware requirements for Microsoft Dynamics CRM for Microsoft Office Outlook.

Component	*Minimum	*Recommended
Processor (32-bit)	750-MHz CPU, or comparable	Multi-core 1.8-GHz CPU or higher

Component	*Minimum	*Recommended
Processor (64-bit)	x64 architecture or compatible 1.5 GHz processor	Multi-core x64 architecture 2GHz CPU or higher such as AMD Opteron or Intel Xeon systems
Memory	2 GB RAM	4 GB RAM or more
Hard disk	1.5 GB of available hard disk space	2 GB of available hard disk space
Display	Super VGA with a resolution of 1024 x 768	Super VGA with a resolution higher than 1024 x 768

* Actual requirements and product functionality may vary based on your system configuration and operating system.

Microsoft Dynamics CRM for Outlook software requirements

Microsoft Dynamics CRM for Outlook works the way that you do by providing a seamless combination of Microsoft Dynamics CRM features in the familiar Outlook environment. This section lists software and software requirements for Microsoft Dynamics CRM for Outlook and Microsoft Dynamics CRM for Outlook with Offline Access.

Any one of the following operating systems is required:

- Windows 7 (both 64-bit and 32-bit versions)
- Windows Vista (both 64-bit and 32-bit versions)
- Windows XP Professional SP2 or SP3
- Windows XP Tablet PC Edition SP2 or SP3
- Windows XP Professional x64 Edition

Important

- Windows XP Media Center Edition is not supported for installing and running Microsoft Dynamics CRM for Outlook.

Microsoft Dynamics CRM for Outlook software component prerequisites

The following components *must* be installed and running on the computer before you run Microsoft Dynamics CRM for Outlook Setup:

- Microsoft Internet Explorer
 - ▶ Internet Explorer 7 or a later version
 - ▶ Internet Explorer 8 or a later version
- Microsoft Office
 - ▶ Microsoft Office 2003 with SP3 or later version
 - ▶ 2007 Microsoft Office system
 - ▶ Office 2010
 - ▶ Indexing Service (must be installed and running)

Important

Microsoft Internet Explorer 6 or earlier versions are not supported.

Microsoft Office XP and Microsoft Outlook 2000 versions are not supported for installing and running Microsoft Dynamics CRM for Outlook.

To install and run the 64-bit version of Microsoft Dynamics CRM for Outlook, a 64-bit version of Office 2010 is required.

Before you run the Configuration Wizard to configure Microsoft Dynamics CRM for Outlook, a Microsoft Office Outlook profile must exist for the user. Therefore, Outlook must be run at least once to create the user's Outlook profile.

If the following components are missing, they will be installed by Microsoft Dynamics CRM for Outlook Setup:

- Microsoft SQL Server 2008 Express Edition (Microsoft Dynamics CRM for Outlook with Offline Access only)
- Microsoft .NET Framework 4.0
- Microsoft Windows Installer (MSI) 4.5.
- MSXML 4.0
- Microsoft Visual C++ Redistributable
- Microsoft ReportViewer 2010
- Microsoft Application Error Reporting
- Windows Identity Framework (WIF)

Microsoft Dynamics CRM Web client software requirements

This section lists the operating system and software requirements for the Microsoft Dynamics CRM Web client.

The following operating systems are supported for the Microsoft Dynamics CRM Web client:

- Windows 7 (all versions)
- Windows Vista (all versions)
- Windows XP Professional SP2
- Windows XP Home Edition SP2
- Windows XP Media Center Edition SP2
- Windows XP Tablet PC Edition SP2

In addition, the Microsoft Dynamics CRM Web client requires one of the following Internet Explorer Web browser versions:

- Internet Explorer 8 or a later version
- Internet Explorer 7 or a later version

To use Microsoft Dynamics CRM with Microsoft Office integration features, such as Export to Excel and Mail Merge, you must have one of the following installed Microsoft Office versions on the computer that is running the Microsoft Dynamics CRM Web client:

- Microsoft Office 2003 SP3 or later version
- 2007 Microsoft Office system SP2 or later version

- Office 2010

Note

Microsoft Windows 2000 editions are not supported for installing and running the Microsoft Dynamics CRM Web client.

64-bit supported configurations

Installing and running Microsoft Dynamics CRM and connecting to database, reporting services, and e-mail components running on other 32-bit computers is generally supported. For example:

- Exchange Server 2007 and Microsoft Exchange Server 2010 editions, which are available only for 64-bit systems, are supported, and can run 64-bit, or 32-bit, editions of the Microsoft Dynamics CRM E-mail Router.
- Microsoft Dynamics CRM for Outlook includes a 64-bit version that can be installed on any of the supported 64-bit Windows operating systems.
- The 32-bit version of Microsoft Dynamics CRM for Outlook can be installed and run on a Windows 64-bit operating system but the version of Outlook must be 32-bit.

Important

32-bit versions of SQL Server 2008 database engine are not supported with Microsoft Dynamics CRM 2011 Server. You cannot use a computer that is running a SQL Server 2008 32-bit edition as the database server for Microsoft Dynamics CRM 2011 Server.

Language support

This section describes the supported configurations for different language versions of a Microsoft Dynamics CRM system. This section does not include information about Microsoft Dynamics CRM Language Pack support, but instead explains the supported configurations for the base-language versions. For more information about Microsoft Dynamics CRM Language Packs, see the Microsoft Dynamics CRM Help.

Requirements

The following requirements must be met when you run Microsoft Dynamics CRM and components such as SQL Server.

Microsoft Dynamics CRM Component	Requirement	Language Supported
Microsoft Dynamics CRM Server	The base language of Windows Server, SQL Server, Microsoft .NET Framework, MDAC, and MSXML must be either the same language version as Microsoft Dynamics CRM Server or English. If a component is not available in a certain language, the English version of that component can be used.	All available Microsoft Dynamics CRM languages versions
Microsoft Dynamics CRM for Outlook	The base language of Windows Server, Microsoft SQL Server Express Edition, Internet Explorer, Office, Microsoft .NET Framework, MDAC, and MSXML do not have to be the same language versions as Microsoft Dynamics CRM for Outlook. Each client stack in a single deployment can be in a different language.	All available Microsoft Dynamics CRM languages versions
Microsoft Dynamics CRM Server and Microsoft Dynamics CRM for Outlook	The base language version of Microsoft Dynamics CRM Server must match that used for Microsoft Dynamics CRM for Outlook. For example, you cannot have some users who run the German version of Microsoft Dynamics CRM for Outlook while other users run the English version. For this scenario, we recommend provisioning the appropriate Microsoft Dynamics CRM Language Pack.	All available Microsoft Dynamics CRM languages versions

Examples

The following table describes an example of a supported language configuration for Microsoft Dynamics CRM Server where all language editions match.

Server Component	Language
Windows Server 2008	German
SQL Server 2008	German
Microsoft Exchange Server 2010	German
MSXML	German

Server Component	Language
.NET Framework	German
Microsoft Dynamics CRM Server	German

The following table describes an example of a supported language configuration for Microsoft Dynamics CRM Server where not all language editions match.

Server Component	Language
Windows Server 2008	English
SQL Server 2008	English
Microsoft Exchange Server 2010	English
MSXML	English
.NET Framework	English
Microsoft Dynamics CRM Server	Swedish

Currency support

During Microsoft Dynamics CRM Server Setup, you must select a base currency, which is used as the basis to calculate additional currencies that can be used for transaction-based records. The base currency is also used in financial reporting.

The following table lists the currencies that are supported.

Country/Region	ISO Three-Letter Currency Code
Afghanistan	AFN
Albania	ALL
Algeria	DZD
Argentina	ARS
Armenia	AMD
Australia	AUD
Austria	EUR
Azerbaijan	AZM
Bahrain	BHD
Bangladesh	BDT
Belarus	BYR
Belgium	EUR

Country/Region	ISO Three-Letter Currency Code
Belize	BZD
Bolivarian Republic of Venezuela	VEF
Bolivia	BOB
Bosnia and Herzegovina	BAM
Brazil	BRL
Brunei Darussalam	BND
Bulgaria	BGL
Cambodia	KHR
Canada	CAD
Caribbean	USD
Chile	CLP
Columbia	COP
Costa Rica	CRC
Croatia	HRK
Czech Republic	CZK
Denmark	DKK
Dominican Republic	DOP
Ecuador	USD
Egypt	EGP
El Salvador	USD
Estonia	EEK
Ethiopia	ETB
Faroe Islands	DKK
Finland	EUR
France	EUR
Georgia	GEL
Germany	EUR
Greece	EUR
Greenland	DKK

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Country/Region	ISO Three-Letter Currency Code
Guatemala	GTQ
Honduras	HNL
Hong Kong S.A.R.	HKD
Hungary	HUF
Iceland	ISK
India	INR
Indonesia	IDR
Iran	IRR
Iraq	IQD
Ireland	EUR
Islamic Republic of Pakistan	PKR
Israel	ILS
Italy	EUR
Jamaica	JMD
Japan	JPY
Jordan	JOD
Kazakhstan	KZT
Kenya	KES
Korea	KRW
Kuwait	KWD
Kyrgyzstan	KGS
Lao P.D.R.	LAK
Latvia	LVL
Lebanon	LBP
Libya	LYD
Liechtenstein	CHF
Lithuania	LTL
Luxembourg	EUR
Macao S.A.R.	MOP
Macedonia (FYROM)	MKD

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Country/Region	ISO Three-Letter Currency Code
Malaysia	MYR
Maldives	MVR
Malta	MTL
Mexico	MXN
Mongolia	MNT
Morocco	MAD
Montenegro	EUR
Nepal	NPR
Netherlands	EUR
New Zealand	NZD
Nicaragua	NIO
Norway	NOK
Oman	OMR
Panama	PAB
Paraguay	PYG
People's Republic of China	CNY
Peru	PEN
Philippines	PHP
Poland	PLN
Portugal	EUR
Principality of Monaco	EUR
Puerto Rico	USD
Qatar	QAR
Romania	RON
Russia	RUB
Rwanda	RWF
Saudi Arabia	SAR
Senegal	XOF
Serbia	RSD
Serbia and Montenegro	CSD

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Country/Region	ISO Three-Letter Currency Code
Singapore	SGD
Slovakia	EUR
Slovenia	EUR
South Africa	ZAR
Spain	EUR
Sweden	SEK
Switzerland	CHF
Syria	SYP
Taiwan	TWD
Tajikistan	TJS
Thailand	THB
Trinidad and Tobago	TTD
Tunisia	TND
Turkey	TRY
Turkmenistan	TMT
U.A.E.	AED
Ukraine	UAH
United Kingdom	GBP
United States	USD
Uruguay	UYU
Uzbekistan	YZS
Vietnam	VND
Yemen	YER
Zimbabwe	ZWL

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