

Sage CRM 7.0 SP1 Software Support Matrix

Application Server	v6.1		v6.2		v7.0		v7.0 SP1	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
Microsoft Windows 2008 Server R2 (Server only)	○	○	○	○	●	●	●	●
Microsoft Windows 2008 Server (Server only)	○	○	●	●	●	●	●	●
Microsoft Windows 2003 Server R2 (Server only)	●	●	●	●	●	●	●	●
Microsoft Windows 2003 Server (Server only)	●	●	●	●	○	○	○	○
Microsoft Windows 2000 Server (Server only)	●	○	●	○	○	○	○	○
Microsoft Windows 2000 Advanced Server (Server only)	●	○	●	○	○	○	○	○
Windows 2008 Small Business Server (Standard and Premium Editions) over HTTP **	○	○	○	○	○	○	●	●**
Windows 2003 Small Business Server (Premium Editions) **	○	○	○	○	○	○	○	○

\*\* CRM Exchange Synchronization, Terminal Services & CDONTS/CDOSYS are not supported on SBS\*\*  
 \*\* HTTPS not supported for SBS \*\*

- Supported
- Not Supported
- \*\* IE 32bit/Office 32bit for plugins required

Database Server	v6.1		v6.2		v7.0		v7.0 SP1	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
Microsoft SQL 2008	○	○	●	●	●	●	●	●
Microsoft SQL 2005	●	●	●	●	●	●	●	●
Microsoft SQL 2000	●	○	●	○	○	○	○	○
Oracle 11g	○	○	●	○	●	○	●	●**
Oracle 10g	●	○	●	○	○	○	○	○
Oracle 9i	○	○	○	○	○	○	○	○
IBM DB2 (Version 8.2)	○	○	○	○	○	○	○	○

- Supported
- Not Supported
- \*\* Oracle 64bit in a distributed environment ONLY

Web Server	v6.1		v6.2		v7.0		v7.0 SP1	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
IIS 7	○	○	●	●	●	●	●	●
IIS 6	●	●	●	●	●	●	●	●
IIS 5	●	○	●	○	○	○	○	○

- Supported
- Not Supported

Client Operating System	v6.1		v6.2		v7.0		v7.0 SP1	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
Windows 7 Enterprise (Client only)	○	○	● v6.2e**	○	●	○	●	○
Windows 7 Professional (Client only)	○	○	● v6.2e**	○	●	○	●	○
Windows 7 Ultimate (Client only)	○	○	● v6.2e**	○	●	○	●	○
Windows Vista Business (Client only)	●	○	●	○	●	○	●	○
Windows Vista Ultimate (Client only)	●	○	●	○	●	○	●	○
Windows Vista Home	○	○	○	○	○	○	○	○
Windows Vista Home Premium	○	○	○	○	○	○	○	○
Windows XP Pro	●	○	●	○	●	○	●	○
Windows XP Home	○	○	○	○	○	○	○	○
Windows 2000 Pro	●	○	●	○	○	○	○	○

- Supported
- Not Supported
- 6.2e\*\* No demo installations OR solo client support

Terminal Services / Citrix	v6.1		v6.2		v7.0		v7.0 SP1	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
Windows Terminal Server 2008 & 2008 R2 (Standard & Enterprise Editions) over HTTP & HTTPS								
- Deployed by publishing the desktop	○	○	○	○	○	○	●	●**
- Deployed by publishing the application only	○	○	○	○	○	○	○	○
Windows Terminal Server 2003 & 2003 R2 (Standard & Enterprise Editions) over HTTP & HTTPS								
- Deployed by publishing the desktop	○	○	○	○	○	○	●	●**
- Deployed by publishing the application only	○	○	○	○	○	○	○	○
Citrix Presentation Server v4.5								
- Deployed by publishing the desktop	○	○	○	○	○	○	○	○
- Deployed by publishing content	○	○	○	○	○	○	○	○
Citrix XenApp Server v5.0 (Enterprise Edition) over HTTP								
- Deployed by publishing the desktop	○	○	○	○	○	○	●	○
- Deployed by publishing content	○	○	○	○	○	○	●	○

\*\*Support may not be available for all Integrated Suites. Please consult your local support team\*\*

- Supported
- Not Supported
- \*\* IE 32bit/Office 32bit for plugins required

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Browser	v6.1	v6.2	v7.0	v7.0 SP1
Internet Explorer 8	○	● v6.2c	●	●
Internet Explorer 7	●	●	●	●
Internet Explorer 6	●	●	●	●
Safari	○	○	○	○
Firefox	○	○	○	○

- Supported
- Not Supported

Third Party Integration	v6.1	v6.2	v7.0	v7.0 SP1
Microsoft Exchange Server 2007	○	●**	●**	●**
Microsoft Exchange Server 2003	●	●	●	●
Microsoft Exchange Server 2000	●	●	○	○
Microsoft Exchange Server 5.5	●	●	○	○
Microsoft Office 2010	○	○	○	○
Microsoft Office 2007	●	●	●	●
Microsoft Office 2003	●	●	●	●
Microsoft Office XP (2002)	●	○	○	○
Microsoft Office 2000	●	○	○	○
Lotus Domino 6.0	●	○	○	○
Lotus Domino 5.0.9	●	○	○	○
Crystal Reports Server XI	● v6.1SP1	●	●	●
Crystal Reports Server 10	●	●	○	○

- Supported
- Not Supported
- \*\* \*\*Not supported for "Exchange Synchronization"

Virtualization	v6.1	v6.2	v7.0	v7.0 SP1
Hyper-V	○	○	○	●
VMWare ESX	○	○	○	●
VMWare vSphere	○	○	○	●

- Supported
- Not Supported

\*\*Configuration, setup, and performance of the virtual environment are the responsibility of your IT department.\*\*

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