



Sage CRM 2018 R2

Software Requirements and Mobile Features

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Contents

- Software requirements 4**
- Operating systems 5
 - Sage CRM server 5
 - Client computer 5
- Database server 6
- Web browsers 7
- Mobile devices 8
- Mobile apps 8
- Document Drop plugin 9
- CTI plugin 9
- Microsoft Exchange 10
- Outlook plugins 10
- Citrix XenApp 11
- Remote Desktop Services (formerly Terminal Services) 12
- Virtualization 12
- Proxy servers 12

- Features available on mobile devices 13**
- Ease of use 13
- Viewing data 14
- Adding, uploading, or modifying data 15
- Reports and workflows 15
- Dashboards 16
- Communicating 16

Software requirements

Warning: Sage CRM does not support Microsoft products that have reached mainstream support end date.

- [Operating systems](#)
- [Database server](#)
- [Web browsers](#)
- [Mobile devices](#)
- [Mobile apps](#)
- [Document Drop plugin](#)
- [CTI plugin](#)
- [Microsoft Exchange](#)
- [Outlook plugins](#)
- [Citrix XenApp](#)
- [Remote Desktop Services \(formerly Terminal Services\)](#)
- [Virtualization](#)
- [Proxy servers](#)

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 2018 R2 release.

Note: Install the latest updates for your version of Windows.

Sage CRM server

Requirement	Details
Operating system	<ul style="list-style-type: none">• Microsoft Windows Server 2016• Microsoft Windows Server 2016 Essentials• Microsoft Windows Server 2012 R2• Microsoft Windows Server 2012 R2 Essentials
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: <ul style="list-style-type: none">• Microsoft Windows Server 2016 Essentials• Microsoft Windows Server 2012 R2 Essentials <p>On these operating systems Sage CRM does not support HTTPS, Remote Desktop Services, and CDONTS/CDOSYS.</p>

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 2017 without SP, Standard or Enterprise
- Microsoft SQL Server 2016 SP1, Standard or Enterprise
- Microsoft SQL Server 2014 SP2, Standard or Enterprise
- Microsoft SQL Server 2014 Express
(supplied in the Sage CRM installation package)

Microsoft SQL Server 2014 Express has the following limitations:

- Sage does not recommend this SQL Server version for environments that exceed five Sage CRM users.
- Maximum memory utilized (per instance of SQL Server Database Engine): 1 GB
- Maximum relational database size: 10 GB

For detailed information about all Microsoft SQL Server 2014 Express limitations, see [Features supported by the editions of SQL Server 2014](#) on msdn.microsoft.com.

Warning: If you use Microsoft SQL Server 2014 Express, Sage Support will address only those issues that can be reproduced on a Standard or Enterprise edition of the SQL Server versions listed above.

Web browsers

You can access Sage CRM with the following web browsers:

Browser	Must be installed on
Microsoft Internet Explorer 11 <ul style="list-style-type: none">• 32-bit edition only.• Compatibility View is not supported.	<ul style="list-style-type: none">• Windows 10• Windows 8.1• Windows 7
Microsoft Edge	Windows 10
Mozilla Firefox (latest version)	<ul style="list-style-type: none">• Windows 10• Windows 8.1• Windows 7
Google Chrome (latest version)	<ul style="list-style-type: none">• Windows 10• Windows 8.1• Windows 7
Google Chrome for Android	Android 5.0 Lollipop or later
Apple Safari 10	<ul style="list-style-type: none">• macOS X High Sierra (10.13)• macOS X Sierra (10.12)• OS X El Capitan (10.11)
Apple Safari 9	OS X El Capitan (10.11)
Apple Safari for iOS	<ul style="list-style-type: none">• iOS 11• iOS 10.x

- 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 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, see [Features available on mobile devices](#).

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

Device	Desktop theme Mobile theme Mobile app
Android phone	Android 5.0 Lollipop or later
iPhone	<ul style="list-style-type: none">• iOS 11• iOS 10.x
iPad	<ul style="list-style-type: none">• iOS 11• iOS 10.x

Mobile apps

Note: Some Sage CRM features are not supported on mobile devices. For more information, see [Features available on mobile devices](#).

The mobile device must meet the requirements set in [Mobile devices](#).

Device	Supported version
Sage CRM for iPhone	Latest version
Sage CRM for Android	Latest version

Document Drop plugin

The plugin requires the following:

Requirement	Details
Microsoft Internet Explorer 11 <ul style="list-style-type: none">• 32-bit edition only.• Compatibility View is not supported.	Access Sage CRM with this web browser 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.

CTI plugin

The CTI (Computer Telephony Integration) plugin requires the following:

Requirement	Details
Microsoft Internet Explorer 11 <ul style="list-style-type: none">• 32-bit edition only.• Compatibility View is not supported.	Access Sage CRM with this web browser to install and use the CTI plugin.
Be a system administrator or power user on your computer	Required to install the CTI plugin.

Microsoft Exchange

Sage CRM can integrate and work with the following:

- Microsoft Exchange Server 2016, 64-bit edition only
- Microsoft Exchange Server 2013 SP1, 64-bit edition only
- Exchange Online (part of Microsoft Office 365):
 - Exchange Web Services (EWS) and Application Impersonation must be enabled in Office 365.
 - Sage CRM was tested with Business plans of Office 365.

Outlook plugins

Software	Classic Outlook Plugin	Lite Outlook Plugin
Microsoft Outlook	Supports Outlook supplied with: <ul style="list-style-type: none">• Microsoft Office 2016 32-bit editions (Home, Business, and Professional)• Microsoft Office 2013 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.	Supports Outlook supplied with: <ul style="list-style-type: none">• 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 365 You must have the 32-bit or 64-bit desktop version of Outlook app installed on your computer.
Microsoft Exchange	See Microsoft Exchange in this document.	
Microsoft .NET Framework	Make sure the following versions are installed on client computers: <ul style="list-style-type: none">• Microsoft .NET Framework 4.6• Microsoft .NET Framework 3.5	

Software	Classic Outlook Plugin	Lite Outlook Plugin
Microsoft Internet Explorer 11 <ul style="list-style-type: none"> • 32-bit edition only. • Compatibility View is not supported. 	Access Sage CRM with this web browser to install and use the Outlook plugins.	

Citrix XenApp

Supported version	Protocols	Supported application delivery methods
Citrix XenApp 7.15, 32-bit and 64-bit editions	HTTP, HTTPS	<ul style="list-style-type: none"> • Publish desktops • Publish applications

Consider the following limitations when deploying Sage CRM via XenApp:

- Multi-server Sage CRM environments are not supported.
- Multi-server Citrix XenApp environments are not supported.
- Roaming user profiles are not supported.

Remote Desktop Services (formerly Terminal Services)

Note: For more information on how to install and use Sage CRM Outlook plugins with Remote Desktop Services, see the *System Administrator Help* on the [Sage CRM Help Center](#).

Supported version	Protocols	Supported application delivery methods
RDS supplied with: <ul style="list-style-type: none">Windows Server 2016 StandardWindows Server 2012 R2 Standard or Datacenter	HTTP, HTTPS	Publish full desktop

Sage CRM doesn't support roaming user profiles when it is deployed and used via Remote Desktop Services.

Virtualization

Sage CRM can run on any virtualization environment.

Proxy servers

Sage CRM doesn't support reverse proxies.

Features available on mobile devices

- [Ease of use](#)
- [Viewing data](#)
- [Adding, uploading, or modifying data](#)
- [Reports and workflows](#)
- [Dashboards](#)
- [Communicating](#)

Ease of use

Feature	Desktop theme on a tablet	Mobile theme	iPhone app Android app
In-product help	✓		✓
Support of native device UI elements		✓	✓
Multilingual support	✓	✓	✓
Offline access			✓

Viewing data

Feature	Desktop theme on a tablet	Mobile theme	iPhone app Android app
View contacts or people	✓	✓	✓
View companies	✓	✓	
View leads	✓	✓	
View opportunities	✓	✓	✓
View cases	✓	✓	
View notes	✓		✓
View recent items/history	✓		✓

Adding, uploading, or modifying data

Feature	Desktop theme on a tablet	Mobile theme	iPhone app Android app
Add or import people	✓	✓	✓
Add or import companies	✓	✓	✓
Add or import leads	✓	✓	✓
Add opportunities	✓	✓	
Add cases	✓	✓	
Add notes	✓		✓
Flag favorites			✓
Set phone alerts from the calendar			✓
Upload data			
Upload or attach documents			

Reports and workflows

Feature	Desktop theme on a tablet	Mobile theme	iPhone app Android app
Create reports	✓		
Generate reports	✓	✓	
Use workflows	✓		

Dashboards

Feature	Desktop theme on a tablet	Mobile theme	iPhone app Android app
Classic dashboard	✓	✓	
Interactive dashboard	✓		

Communicating

Feature	Desktop theme on a tablet	Mobile theme	iPhone app Android app
Auto communication logging from calls, emails, and SMS			✓
Mail merge	✓		
Map linking from address details		✓	✓
Outbound call handling	✓		
Marketing campaigns	✓		