



Sage CRM 2020 R2 Hardware and Software Requirements

Updated: April 2021

© 2021, The Sage Group plc or its licensors. All rights reserved. Sage, Sage logos, and Sage product and service names mentioned herein are the trademarks of The Sage Group plc or its licensors. All other trademarks are the property of their respective owners.

Contents

- Hardware requirements** 4
- Sage CRM server 4

- Software requirements** 5
- Operating systems 6
 - Sage CRM server 6
 - Client computer 6
- Database server 7
 - Prerequisites 7
 - Supported SQL Server versions 7
- Web browsers 8
- Mobile devices 8
- Mobile apps 9
- CTI plugin 9
- Microsoft Exchange 10
 - Supported authentication methods 10
- Transport Layer Security (TLS) 10
- Outlook plugins 11
- Citrix Virtual Apps (formerly XenApp) 12
- Remote Desktop Services (formerly Terminal Services) 13
- Virtualization 13
- Proxy servers 14

Hardware requirements

Sage CRM server

Before installing Sage CRM, make sure your server meets the following minimum requirements.

Item	Requirement
Processor	2.2 GHz or faster
RAM	<ul style="list-style-type: none">• Minimum: 8 GB• Recommended: 16 GB or more
Free hard disk space	16 GB or more

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](#)
- [CTI plugin](#)
- [Microsoft Exchange](#)
- [Transport Layer Security \(TLS\)](#)
- [Outlook plugins](#)
- [Citrix Virtual Apps \(formerly XenApp\)](#)
- [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 2020 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 2019• Microsoft Windows Server 2019 Essentials• Microsoft Windows Server 2016• Microsoft Windows Server 2016 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	<p>You can install Sage CRM on a domain controller if it is running one of the following:</p> <ul style="list-style-type: none">• Microsoft Windows Server 2019 Essentials• Microsoft Windows Server 2016 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

Database server

Prerequisites

Before installing Sage CRM, make sure you have *Microsoft OLE DB Driver 18 for SQL Server* installed on the SQL Server that will be hosting the Sage CRM database.

[Click here to download Microsoft OLE DB Driver 18 for SQL Server](#)

If you don't have this driver installed, the Sage CRM Setup will not be able to connect to the SQL Server.

Supported SQL Server versions

- Microsoft SQL Server 2019 with Cumulative Update 4 and earlier
- Microsoft SQL Server 2017 with Cumulative Update 20 and earlier
- Microsoft SQL Server 2017 Express
(supplied in the Sage CRM installation package)

Microsoft SQL Server 2017 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 2017 Express limitations, see [Features supported by the editions of SQL Server 2017](#) on [Microsoft SQL Docs](#).

Warning: If you use Microsoft SQL Server 2017 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
Microsoft Edge	Windows 10
Mozilla Firefox (latest version)	<ul style="list-style-type: none">• Windows 10• Windows 8.1
Google Chrome (latest version)	<ul style="list-style-type: none">• Windows 10• Windows 8.1
Google Chrome for Android	<ul style="list-style-type: none">• Android 10• Android 9 Pie
Apple Safari for iOS	<ul style="list-style-type: none">• iOS 13.x• iOS 12.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

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

Device	Desktop theme Mobile theme
Android phone	<ul style="list-style-type: none"> • Android 10 • Android 9 Pie
iPhone	<ul style="list-style-type: none"> • iOS 13.x • iOS 12.x
iPad	<ul style="list-style-type: none"> • iOS 13.x • iOS 12.x

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](#)

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 Exchange versions:

- Microsoft Exchange Server 2019
- Microsoft Exchange Server 2016, 64-bit edition only
- Exchange Online (part of 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 authentication methods

Integration type	Supported authentication method
Exchange Server (on-premise)	Basic Authentication
Exchange Online (Office 365)	OAuth 2.0

Transport Layer Security (TLS)

Sage CRM supports TLS versions 1.2 and 1.1.

Outlook plugins

Software	Classic Outlook Plugin	Lite Outlook Plugin
Microsoft Outlook	Supports Outlook supplied with: <ul style="list-style-type: none">• Microsoft Office 2019 32-bit editions (Home, Business, and Professional)• Microsoft Office 2016 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 2019 32-bit and 64-bit editions (Home, Business, and Professional)• Microsoft Office 2016 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	

Citrix Virtual Apps (formerly XenApp)

Supported version	Protocols	Supported application delivery methods
Citrix Virtual Apps 7 1909, 32- 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 Citrix Virtual Apps:

- Multi-server Sage CRM environments are not supported.
- Multi-server Citrix Virtual Apps 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 2019 StandardWindows Server 2016 Standard	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 is supported on AWS EC2.

Minimum AWS EC2 instance configuration:

\$Name	vCPUs	Memory (GiB)	Baseline performance/vCPU	Network burst bandwidth (Gbps)	EBS burst bandwidth (Gbps)
t3a.large	2	8.0	30%	5	2.05

Although Sage CRM has been tested on AWS EC2 only, it should run on other standard virtualization environments.

Note: Sage Support only addresses AWS EC2-related issues that can also be reproduced in a physical environment.

Proxy servers

Sage CRM doesn't support reverse proxies.