

# Sage CRM 7.2 Software Support Matrix

Updated October 2016

Also available on the Community at:

[https://community.sagecrm.com/user\\_community/m/72\\_documentation/25765.aspx](https://community.sagecrm.com/user_community/m/72_documentation/25765.aspx)

**Sage does not support installs on a Server/Client OS/Integration that has reached Microsoft End of Life.**

**Sage does not support running Sage CRM on a domain controller unless it's specifically running SBS.**

*The Virtualization table has been removed from the Matrix because Virtualization is a deployment environment, and it is assumed that Sage CRM will run safely on any virtualization environment.*

Application Server	
Microsoft Windows 2012 Server R2	✓
Microsoft Windows 2012 Server	✓
Microsoft Windows 2012 R2 Server Essentials*	✓
Microsoft Windows 2012 Server Essentials*	✓
Microsoft Windows 2008 Server R2	✓
Microsoft Windows Small Business Server 2011 (Standard Edition)**	✓
Microsoft Windows Small Business Server 2008 (Standard and Premium Editions)*	✓
Microsoft Windows Web Server 2008 R2 (Server only)	✓

\* HTTPS, Terminal Services, and CDONTS/CDOSYS are not supported on Windows Server 2012 Essentials.

\*\* HTTPS, Terminal Services, and CDONTS/CDOSYS are not supported on SBS. Direct Sage CRM and MS Exchange integration only supported with 7.1.

Database Server	
Microsoft SQL 2012 R2 (Enterprise and Standard Editions)	✓
Microsoft SQL 2012 SP1 (Enterprise and Standard Editions)	✓
Microsoft SQL 2012 (Enterprise and Standard Editions)	✓
Microsoft SQL 2008 R2 (Enterprise and Standard Editions)	✓
Oracle 11gR2	✓*
Oracle 11g	✓

✓\* Oracle 11gR2: If you are using 7.2b, please look at the Known issue section of the Release Notes.

MS SQL Express 2008 is part of the installation and is used for demo and testing purposes only. Multiple installs of Sage CRM can be on the same server in a demo environment only.

Client Operating System	
Windows 8.1	✓ 7.2d
Windows 8	✓
Windows 7	✓

Browsers	
Internet Explorer 11 (32-bit only)	✓ 7.2d
Internet Explorer 10 (compatibility mode only)	✓
Internet Explorer 9	✓
Firefox (latest version)	✓
Chrome (latest version)	✓
Safari 6 on OS X	✓
Safari on iPad iOS 7.x	✓ 7.2c*

✓ 7.2 Compatible with most areas of the Main Menu of Sage CRM

\* iPad iOS 7x some features not supported due to OS restrictions. iOS 7 is supported from 7.2c onwards.

The Classic Dashboard is supported in Internet Explorer only.

IE11 32-bit is the default browser on 64-bit operating systems (IE11 64-bit is also installed).

Web Server	
IIS 8.5	✓ 7.2d
IIS 8	✓
IIS 7.5	✓
IIS 7	✓

Mobile Web	
iOS 8 (tablet and phone for the Mobile Theme and iPad)	✓
Windows 8 (tablet and phone for the Mobile Theme)	✓

Mobile Apps	
Sage CRM for iPhone 2.02 (iOS 7 and iOS 8 on phone)	✓
Sage CRM for Windows 8 1.0 (Windows 8.0 and 8.1 on tablet)	✓

Only the latest version of each mobile app is supported



Updated October 2016

Third Party Integration (Outlook plug-in support)	32-bit	64-bit
Microsoft Exchange Server 2013	✓ 7.2b	✓ 7.2b
Microsoft Exchange Server 2010 SP3	✓ 7.2b	✓ 7.2b
Microsoft Exchange Server 2010 SP2	✓	✓
Microsoft Exchange Server 2010	✓	✓
Microsoft Exchange Server 2007	✓	✓
Microsoft Exchange 365	✓	✓
Microsoft Office 365 (Business editions that include full Office desktop)	✓	
Microsoft Office 2013 (Home & Business, and Professional editions)	✓ 7.2b	✓ * 7.2b
Microsoft Office 2010 (Home & Business, and Professional editions)	✓ **	✓ *
Microsoft Office 2007	✓	

✓ 7.2b Microsoft Exchange Server 2013 and 2010 SP3, and Microsoft Office Professional 2013 are supported from 7.2b onwards.

✓ \* Office 2010 and 2013 64-bit support for MS Exchange Integration only. Classic Outlook Integration is supported on 32-bit only.

✓ \* \*Office 2010 32-bit support on Windows 8 from 7.1.g onwards.

Sage CRM Outlook plug-ins are supported in English, French, Dutch, Spanish, German, Chinese Simplified, Japanese, and Korean.

Update 2880529 for Word 2010 causes corruption on Mail Merge templates in Sage CRM.

Terminal Services / Citrix*	32-bit	64-bit
Windows Terminal Server 2008 & 2008 R2 (Standard & Enterprise Editions) over HTTP & HTTPS		
Deployed by publishing the desktop	✓	✓
Citrix XenApp v6.5 (Enterprise Edition) over HTTP & HTTPS		
Deployed by publishing the desktop	✓	
Deployed by publishing content	✓	
Citrix XenApp v6.0 (Enterprise Edition) over HTTP & HTTPS		
Deployed by publishing the desktop	✓	
Deployed by publishing content	✓	

\* Some Sage CRM features not supported. Please see the Terminal Services and Citrix Support Guide for more details. Support may not be available for all Integrated Suites. Please consult your local support team.

There's now a workaround for using Outlook plug-ins with Terminal Services. Please see the Terminal Services and Citrix Support Guide for more details.