

Sage CRM 7.3 Software Support Matrix

Updated November 2015

Also available on the Community at:

https://community.sagecrm.com/user_community/m/sage_crm_73_documentation/27490.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 | ✓ |

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

7.3 supports the versions of application servers indicated above plus the latest service pack for these servers at the time of release.

| Database Server | |
|---|---|
| Microsoft SQL 2014 (Enterprise and Standard Editions) | ✓ |
| Microsoft SQL 2012 SP2 (Enterprise and Standard Editions) | ✓ |

Oracle is not a supported database server for 7.3

MS SQL Express 2014 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 10 | ✓ |
| Windows 8.1 | ✓ |
| Windows 7 | ✓ |

| Browsers | |
|---|---|
| Edge | ✓ |
| Internet Explorer 11 (32-bit only, Compatibility Mode is not supported) | ✓ |
| Firefox (latest version) | ✓ |
| Chrome (latest version) | ✓ |
| Safari 7 on OS X | ✓ |
| Safari on iPad iOS 8.x | ✓ |

The Classic Dashboard is supported on IE only.

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

iPad iOS 8x some features not supported due to OS restrictions.

The Lite Outlook Plug-in, Outlook Plug-in for Classic Outlook Integration, and Document plug-in are supported on IE11 only.

| Web Server | |
|------------|---|
| IIS 8.5 | ✓ |
| IIS 8 | ✓ |
| IIS 7.5 | ✓ |

| Mobile Web | |
|--|---|
| iOS 8 (tablet and phone for the Mobile Theme and iPad) | ✓ |
| Android 4.4 (tablet and phone for the Mobile Theme) | ✓ |
| Windows 8 (tablet and phone for the Mobile Theme) | ✓ |

| Mobile Apps | |
|--|---|
| Sage CRM for iPhone 2.04 (iOS 8 on phone) | ✓ |
| Sage CRM for Android 1.0 (Android 4.4 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

| Third Party Integration (Outlook plug-in support) | 32-bit | 64-bit |
|---|--------|--------|
| Microsoft Exchange Server 2013 SP1 | | ✓ |
| Microsoft Exchange Server 2010 SP3 | | ✓ |
| Microsoft Exchange 365 | ✓ | ✓ |
| Microsoft Office 365 (Business editions that include full Office desktop) | ✓ | ✓ |
| Microsoft Office 2013 (Home & Business, and Professional editions)* | ✓ | ✓ |
| Microsoft Office 2010 (Home & Business, and Professional editions)* | ✓ | ✓ |

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

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



| Terminal Services / Citrix* | 32-bit | 64-bit |
|--|--------|--------|
| Windows Terminal Server 2012 R2 (Standard & Datacenter 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 details.

