

Updated April 2015

**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 2008 Server R2	✓
Microsoft Windows 2003 Server R2	✓
Microsoft Windows Small Business Server 2011 (Standard Edition)**	✓ 7.1SP2
Microsoft Windows Small Business Server 2008 (Standard and Premium Editions)*	✓
Microsoft Windows Web Server 2008 R2 (Server only)	✓ 7.1SP2

\*\* 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 SP1 (Enterprise and Standard Editions)	✓ 7.1f
Microsoft SQL 2012 (Enterprise and Standard Editions)	✓ 7.1f
Microsoft SQL 2008 R2 (Enterprise and Standard Editions)	✓
Microsoft SQL 2008 (Enterprise and Standard Editions)	✓
Microsoft SQL 2005 SP3	✓
Oracle 11gR2	✓ 7.1SP1*
Oracle 11g	✓ 7.1SP1*

✓\* Oracle 64-bit in a distributed environment only

Client Operating System	
Windows 8	✓
Windows 7	✓*
Windows 7 Ultimate	✓*
Windows Vista Business	✓*
Windows Vista Ultimate	✓*

✓\* Solo client support available in 7.1 SP1 and SP2 only

Browsers	
Internet Explorer 10 (compatibility mode only)	✓ 7.1g*
Internet Explorer 9 (32-bit only on 7.1SP1)	✓ 7.1SP1
Internet Explorer 8 (32-bit only)	✓**
Internet Explorer 7 (32-bit only)	✓**
Firefox (latest version)	✓ 7.1SP2
Chrome (latest version)	✓ 7.1SP2
Safari 5 on OS X	✓ 7.1SP2

✓\*\* IE8 and IE7 supported up to 7.1d only

✓ 7.1SP2\* Compatible with the Main Menu area of Sage CRM

✓ 7.1g IE10 in compatibility mode only

The Classic Dashboard is supported in Internet Explorer only.

Web Server	
IIS 8	✓ 7.1g
IIS 7.5	✓
IIS 7	✓
IIS 6	✓

Third Party Integration	32-bit	64-bit
Microsoft Exchange Server 2010 SP2	✓*7.1g	✓*7.1g
Microsoft Exchange Server 2010	✓	✓*
Microsoft Exchange Server 2007	✓*	✓*
Microsoft Exchange 365	✓	✓
Microsoft Office 365 (desktop version)	✓✓ 7.1SP2	
Microsoft Office 2010	✓***	✓**
Microsoft Office 2007	✓	
Crystal Reports Server XI	✓	✓***

✓\* Microsoft Exchange Server 2007 SP3 and higher or Exchange Server 2010 SP1 and higher is required for direct Sage CRM and MS Exchange

✓\*\* Office 2010 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.☐

✓\*\*\* Crystal Reports Server XI R2 support 64 bit OS but in 32 bit mode only (<http://scn.sap.com/docs/DOC-21528>).

See the SAP Community for full OS Support availability.

✓✓ Microsoft Office 365 is supported on 7.1 when using Microsoft Outlook 2010 or 2007 only. It isn't supported when using Microsoft Outlook 2013.

Terminal Services / Citrix*	32-bit	64-bit
Windows Terminal Server 2008 & 2008 R2 (Standard & Enterprise Editions) over HTTP & HTTPS		
Deployed by publishing the desktop	✓	✓
Windows Terminal Server 2003 R2 (Standard & Enterprise Editions) over HTTP & HTTPS		
Deployed by publishing the desktop	✓	✓
Citrix XenApp v6.0 (Enterprise Edition) over HTTP & HTTPS		
Deployed by publishing the desktop	✓ 7.1SP2	
Deployed by publishing content	✓ 7.1SP2	
Citrix XenApp v5.0 (Enterprise Edition) over HTTP		
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.