

Technical Requirements

Server Requirements

Requirement	Minimum	Recommended
Computer/processor	Dual 1.8 GHz Pentium (Xeon P4)	Dual 1.8 GHz Pentium (Xeon P4) or better
Memory (RAM)	1 GB RAM	2 GB RAM or more
Hard disk	400 MB free hard-disk space	400 MB free hard-disk space
Network card	10/100 Mbps	Dual 10/100/1000 Mbps
Operating system	Microsoft Windows Server 2008, Standard, Enterprise, Datacenter, and Web Server editions Microsoft Windows Server 2003, Standard, Enterprise, or Web editions (with SP2 or R2 or later) Microsoft Windows Server 2003, Small Business R2 editions All with the latest service pack (SP)	Microsoft Windows Server 2008, Standard, Enterprise, Datacenter, and Web Server editions Microsoft Windows Server 2003, Standard, Enterprise, or Web editions (with SP2 or R2 or later) Microsoft Windows Server 2003, Small Business R2 editions All with the latest SP, or Windows Server 2008
Internet Information Services (IIS)	Version 6.0 (included with Windows Server 2003) or Version 7.0 (included with Windows Server 2008)	Version 6.0 or Version 7.0
Microsoft Data Access Components (MDAC)	Version 2.81 (included with Windows Server 2003) or later	Version 2.81 (included with Windows Server 2003) or later

Additional components required

Component	Notes
Indexing service	Installed and service started.
Microsoft ASP .NET	Must be registered. Does not have to be running.

Notes

The computer that is running Microsoft Dynamics CRM server must also have access to computers in the same Active Directory service domain that are running:

- ✓ Microsoft SQL Server 2005
- ✓ Microsoft Exchange Server 2003 with the latest SP

Microsoft Windows Server 2000 editions are not supported for installing and running version 4.0 of Microsoft Dynamics CRM server.

For information about known issues that may occur when you install or run Microsoft Dynamics CRM Server on Windows Server 2008, see <http://support.microsoft.com/kb/950100>

Client Requirements

Microsoft Dynamics CRM Server is accessed through a client. This client is either Microsoft Internet Explorer or Microsoft Office Outlook.

Web Client

The following operating systems and Internet Web browser versions are required:

- ✓ Microsoft Windows XP SP2 or Windows Vista
- ✓ Microsoft Internet Explorer 6 with SP1 or Internet Explorer 7

Outlook Client

This section lists software requirements for Microsoft Dynamics CRM for Office Outlook and Microsoft Dynamics CRM for Office Outlook with offline access.

Any one of the following operating systems is required:

- ✓ Windows Vista
- ✓ Microsoft Windows XP Professional SP2
- ✓ Microsoft Windows XP Tablet PC Edition SP2
- ✓ Microsoft Windows XP Professional x64 Edition

The following components *must* be installed and running on the computer before you run Microsoft Dynamics CRM for outlook setup:

- ✓ Internet Explorer 6 with SP1, or Internet Explorer 7
- ✓ Microsoft office 2003 with SP3 or the 2007 Microsoft office system with SP1 system
- ✓ Windows Installer (MSI) 3.1
- ✓ Indexing Service (must be installed and running)

Notes

Microsoft Windows XP Media Center Edition is not supported for installing and running Microsoft Dynamics CRM for Office Outlook.

Because Microsoft Dynamics CRM for Office Outlook clients are 32-bit applications, they must run in the "Windows on Windows" (WoW) system, when the application runs on a Windows XP Professional x64 Edition or a Windows Vista edition that is running on an x64 computer.

Exchange Requirements

Microsoft Dynamics CRM E-mail Router setup consists of two main components: the E-mail Router component and the Rule Deployment Manager component.

The E-mail Router component installs the E-mail Router service and E-mail Router Configuration Manager.

The E-mail Router Configuration Manager is used to configure the E-mail Router. The Rule Deployment Manager component deploys the rules that enable received e-mail messages to be tracked.

Any one of the following operating systems is required to install and run the E-mail Router or Rule Deployment Manager:

- ✓ Microsoft Windows Server 2008
- ✓ Microsoft Windows Server 2003 (all editions)
- ✓ Windows Vista
- ✓ Microsoft Windows XP Professional SP2
- ✓ Microsoft Windows XP Tablet PC Edition SP2
- ✓ Microsoft Windows XP Professional x64 Edition

Microsoft Exchange Server is only required if you want to use the E-mail Router to connect to an Exchange Server e-mail messaging system. To do this, the E-mail Router can be installed on any of the previously mentioned Windows or Windows Server operating systems that have a connection to Exchange Server, which must be running one of the following editions:

- ✓ Exchange 2003 Standard Edition SP2
- ✓ Exchange 2003 Enterprise Edition SP2
- ✓ Exchange Server 2007 Standard Edition
- ✓ Exchange Server 2007 Enterprise Edition

Notes

Microsoft Exchange 2000 Server editions are not supported with these versions of Microsoft Dynamics CRM E-mail Router and Rule Deployment Manager.

The Rule Deployment Wizard component must be installed on a computer that is running any of the previously mentioned Windows or Windows Server operating systems and has the Microsoft Exchange Server messaging application programming interface (MAPI) client runtime libraries installed.