



# Sage CRM 2020 R2 Hardware and Software Requirements

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# Hardware requirements

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## 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"><li>• Minimum: 8 GB</li><li>• Recommended: 16 GB or more</li></ul>
Free hard disk space	16 GB or more

# Software requirements

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**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](#)
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- [Citrix Virtual Apps \(formerly XenApp\)](#)
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# 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"><li>• Microsoft Windows Server 2019</li><li>• Microsoft Windows Server 2019 Essentials</li><li>• Microsoft Windows Server 2016</li><li>• Microsoft Windows Server 2016 Essentials</li></ul>
Web Server (IIS)	The computer on which you plan to install Sage CRM must have the <b>Web Server (IIS)</b> server role installed. Sage CRM supports Web Server (IIS) supplied with the operating systems listed above.
Installation on a domain controller	You can install Sage CRM on a domain controller if it is running one of the following: <ul style="list-style-type: none"><li>• Microsoft Windows Server 2019 Essentials</li><li>• Microsoft Windows Server 2016 Essentials</li></ul> <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"><li>• 32-bit edition only.</li><li>• Compatibility View is not supported.</li></ul>	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1</li></ul>
Microsoft Edge	Windows 10
Mozilla Firefox (latest version)	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1</li></ul>
Google Chrome (latest version)	<ul style="list-style-type: none"><li>• Windows 10</li><li>• Windows 8.1</li></ul>
Google Chrome for Android	<ul style="list-style-type: none"><li>• Android 10</li><li>• Android 9 Pie</li></ul>
Apple Safari for iOS	<ul style="list-style-type: none"><li>• iOS 13.x</li><li>• iOS 12.x</li></ul>

- 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"> <li>• Android 10</li> <li>• Android 9 Pie</li> </ul>
iPhone	<ul style="list-style-type: none"> <li>• iOS 13.x</li> <li>• iOS 12.x</li> </ul>
iPad	<ul style="list-style-type: none"> <li>• iOS 13.x</li> <li>• iOS 12.x</li> </ul>

## 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"> <li>• 32-bit edition only.</li> <li>• Compatibility View is not supported.</li> </ul>	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"><li>• Microsoft Office 2019 32-bit editions (Home, Business, and Professional)</li><li>• Microsoft Office 2016 32-bit editions (Home, Business, and Professional)</li><li>• Microsoft Office 365 You must have the 32-bit desktop version of Outlook app installed on your computer.</li></ul>	Supports Outlook supplied with: <ul style="list-style-type: none"><li>• Microsoft Office 2019 32-bit and 64-bit editions (Home, Business, and Professional)</li><li>• Microsoft Office 2016 32-bit and 64-bit editions (Home, Business, and Professional)</li><li>• Microsoft Office 365 You must have the 32-bit or 64-bit desktop version of Outlook app installed on your computer.</li></ul>
Microsoft Exchange	See <a href="#">Microsoft Exchange</a> in this document.	
Microsoft .NET Framework	Make sure the following versions are installed on client computers: <ul style="list-style-type: none"><li>• Microsoft .NET Framework 4.6</li><li>• Microsoft .NET Framework 3.5</li></ul>	
Microsoft Internet Explorer 11 <ul style="list-style-type: none"><li>• 32-bit edition only.</li><li>• Compatibility View is not supported.</li></ul>	Access Sage CRM with this web browser to install and use the Outlook plugins.	

# 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"><li>• Publish desktops</li><li>• Publish applications</li></ul>

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"><li>Windows Server 2019 Standard</li><li>Windows Server 2016 Standard</li></ul>	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.