

Also available on the Ecosystem at:

[https://community.sagecrm.com/user\\_community/m/72\\_documentation/default.aspx](https://community.sagecrm.com/user_community/m/72_documentation/default.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	7.0		7.1		7.2	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
Microsoft Windows 2012 R2 Server						✓
Microsoft Windows 2008 Server R2		✓		✓		✓
Microsoft Windows 2003 Server R2	✓	✓	✓	✓		
Microsoft Windows Server 2012 Essentials*						✓
Microsoft Windows Small Business Server 2011 (Standard Edition)**			✓ 7.1SP2	✓ 7.1SP2	✓	✓
Microsoft Windows Small Business Server 2008 (Standard and Premium Editions)*	✓ 7.0SP1**	✓ 7.0SP1**	✓	✓	✓	✓
Microsoft Windows Web Server 2008 R2 (Server only)			✓ 7.1SP2		✓	

✓ 7.0 SP1\*\* IE 32-bit/Office 32-bit for plug-ins required

\* 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	7.0		7.1		7.2	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
Microsoft SQL 2012 SP1 (Enterprise and Standard Editions)			✓ 7.1f	✓ 7.1f		✓
Microsoft SQL 2012 (Enterprise and Standard Editions)			✓ 7.1f	✓ 7.1f		✓
Microsoft SQL 2008 R2 (Enterprise and Standard Editions)	✓ 7.0e	✓ 7.0e		✓	✓	✓
Microsoft SQL 2008 (Enterprise and Standard Editions)	✓	✓	✓	✓		
Microsoft SQL 2005 SP3	✓	✓	✓	✓		
Oracle 11gR2			✓ 7.1SP1	✓ 7.1SP1*	✓**	✓**
Oracle 11g	✓	✓*	✓ 7.1SP1	✓ 7.1SP1*	✓	✓

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

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

Note: MS SQL Express is for demo and testing purposes only. You can have multiple installs of Sage CRM on the same server in a Demo Environment only.

Web Server	7.0		7.1		7.2	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
IIS 8.5						✓ 7.2d
IIS 8				✓ 7.1g		✓
IIS 7.5	✓	✓	✓	✓	✓	✓
IIS 7	✓	✓	✓	✓	✓	✓
IIS 6	✓	✓	✓	✓		

Client Operating System	7.0		7.1		7.2	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
Windows 8.1						✓ 7.2d
Windows 8 Enterprise			✓	✓	✓	✓
Windows 8 Professional			✓	✓	✓	✓
Windows 7 Enterprise	✓*	✓ 7.0c**	✓*	✓*	✓	✓
Windows 7 Professional	✓*	✓ 7.0c**	✓*	✓*	✓	✓
Windows 7 Ultimate	✓*	✓ 7.0c**	✓*	✓*	✓	✓
Windows Vista Business	✓*		✓*			
Windows Vista Ultimate	✓*		✓*			

✓ 7.0c\*\* IE 8 32-bit only, Office 32-bit only, and no demo installations or Solo client support

✓\* Solo client support available in 7.0, 7.1 SP1 and SP2 only

Browsers	7.0		7.1		7.2	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
Internet Explorer 11					✓ 7.2d	
Internet Explorer 10 (compatibility mode only)			✓ 7.1g*	✓ 7.1g*	✓	✓
Internet Explorer 9			✓ 7.1SP1		✓	✓
Internet Explorer 8	✓		✓ **			
Internet Explorer 7	✓		✓ **			
Internet Explorer 6	✓					
Firefox (latest version)			✓ 7.2*		✓	
Chrome (latest version)			✓ 7.2*		✓	
Safari 6 on OSX					✓	
Safari 5 on OSX			✓ 7.2*			
Safari on iPad iOS 7.x					✓ 7.2c*	
Safari on iPad iOS 6.x					✓ *	

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

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

✓ 7.1g IE 10 in compatibility mode only

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

\* iPad iOS 6.x & iOS 7x some features not supported due to OS restrictions. iOS 7 is supported from 7.2c onwards.

Third Party Integration	7.0		7.1		7.2	
	32-bit	64-bit	32-bit	64-bit	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			✓ *7.1g	✓ *7.1g	✓	✓
Microsoft Exchange Server 2010			✓	✓ *	✓	✓
Microsoft Exchange Server 2007	✓		✓ *	✓ *	✓	✓
Microsoft Exchange Server 2003	✓					
Microsoft Office 365 (desktop version)			✓ 7.1SP2		✓	
Microsoft Office 2013 (Professional edition only)					✓ 7.2b	✓ **7.2b
Microsoft Office 2010	✓ 7.0c*		✓ ***	✓ **	✓ ***	✓ **
Microsoft Office 2007	✓		✓		✓	
Microsoft Office 2003	✓					
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 Integration

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

✓ 7.0c\* Outlook 2010 support for On Premise only

✓ \*\* Office 2010 and 2013 64-bit support for MS Exchange Integration only. Classic Outlook Integration not supported.

✓ \*\*\* 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>).

Please refer to the SAP Community for full OS Support availability.

\* Crystal 10 and XI have been retired by SAP, and are not supported in 7.2. SAP Crystal Reports 2011 is being considered for a future patch.

Terminal Services / Citrix*	7.0		7.1		7.2	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
Windows Terminal Server 2008 & 2008 R2 (Standard & Enterprise Editions) over HTTP & HTTPS						
Deployed by publishing the desktop	✓ 7.0SP1	✓ 7.0SP1**	✓	✓	✓	✓
Windows Terminal Server 2003 R2 (Standard & Enterprise Editions) over HTTP & HTTPS						
Deployed by publishing the desktop	✓ 7.0SP1	✓ 7.0SP1**	✓	✓		
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	✓ 7.0SP1		✓			
Deployed by publishing content	✓ 7.0SP1		✓			

✓ 7.0 SP1\*\* IE 32-bit/Office 32-bit for plug-ins required

\* Some Sage CRM features not supported. Please refer to 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.

Java Runtime Environment	7.0		7.1		7.2	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
JRE 7 32-bit					✓	