

Technische Systemvoraussetzungen für Sage CRM 7.3

Hardwarevoraussetzungen für Client (Minimum)

- Bei Sage CRM handelt es sich um eine 100 % webbasierte Lösung. Die Spezifikation der Client-Hardware richtet sich somit nach den Mindestanforderungen des Webbrowsers an das Betriebssystem des Clients.

für Server (Empfehlung*)

- Level 10 RAID Disk Array System
- Adäquate Backup- und Recovery-Funktion – unterbrechungsfreie Stromversorgung
- „Hot-Stand-by“ System mit Backup-Datenbank

für Installation auf Server (Empfehlung*)

- über 50 Anwender
- Verteilen des Datenbank- und Web-Servers auf zwei Server
- Einsatz von zwei Quad-Core-Prozessoren

Softwarevoraussetzungen bei Client Installation

- Dieses System ist eine webbasierte Lösung, für die keine separate Installation auf Client-PCs erforderlich ist. Um auf das System zugreifen zu können, benötigt jeder Benutzer einen Webbrowser und eine IP-Verbindung zum CRM Application Server. Sage CRM unterstützt das Protokoll HTTP (siehe Abbildung Systemarchitektur).

Netzwerkvoraussetzungen

Da es sich bei Sage CRM um ein Produkt mit Internet-Technologie handelt, ist TCP/IP Netzwerkbetrieb erforderlich.

Wichtiger Hinweis

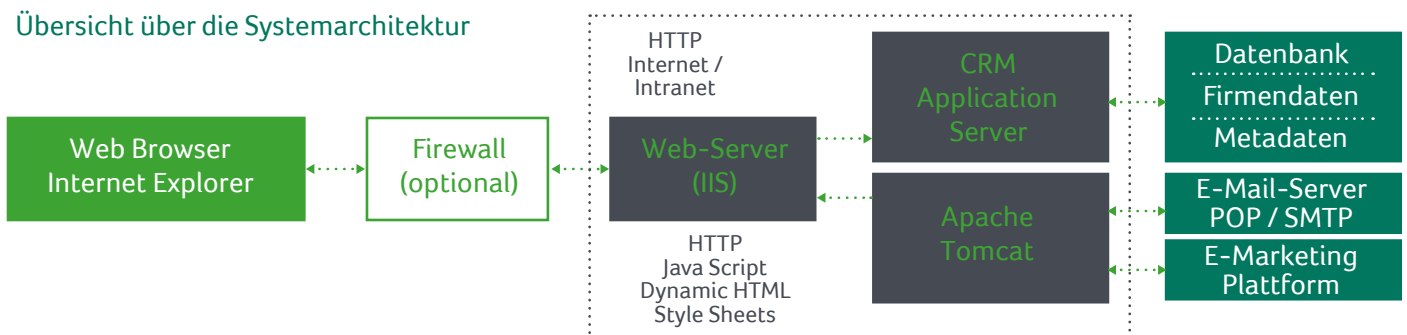
Sage CRM ist geeignet für Installationsgrößen vom Einzelplatz bis hin zu 500 Benutzern*. Die Lizenzierung kann nach dem Modell des registrierten Anwenders (Named User) oder nach dem Modell der maximalen Anzahl gleichzeitiger Anwender (Concurrent User) erfolgen.

Zugriff für Mobile Anwender

Mobile Anwender haben die Möglichkeiten, mit einer Dial-up-Verbindung über RAS oder das Internet auf das System zuzugreifen. Diese Möglichkeiten besitzen Sicherheitsimplikationen, die durch den Einsatz einer Firewall und durch die verschlüsselte Übertragung von Daten sowie einer VPN-Verbindung gelöst werden können.

* Für weitere Informationen wie z.B. Einsatzmöglichkeiten von Sage CRM mit mehr als 500 Benutzern wenden Sie sich bitte an einen autorisierten Sage CRM Business Partner oder direkt an die Business Software GmbH.

Übersicht über die Systemarchitektur



Application Server	7.1	7.2	7.3
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	✓	✓	✓
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	✓	

✓ 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. 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	7.1	7.2	7.3
Microsoft SQL 2014 (Enterprise and Standard Editions)			✓
Microsoft SQL 2012 SP2 (Enterprise and Standard Editions)			✓
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 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
 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

Client Operating System	7.1	7.2	7.3
Windows 8.1		✓ 7.2d	✓
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	7.1	7.2	7.3
Internet Explorer 11 (32-bit only)		✓ 7.2d	✓
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)	✓**		
Internet Explorer 6			
Firefox (latest version)	✓ 7.1SP2	✓	✓
Chrome (latest version)	✓ 7.1SP2	✓	✓
Safari 7 on OS X			✓
Safari 6 on OS X		✓	
Safari 5 on OS X	✓ 7.1SP2		
Safari on iPad iOS 8.x			✓
Safari on iPad iOS 7.x		✓ 7.2c*	

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

* iPad iOS 7x some features not supported due to OS restrictions. iOS 7 is supported from 7.2c onwards.
 The Classic Dashboard is supported in Internet Explorer only.
 IE11 32-bit is the default browser on 64-bit operating systems (IE11 64-bit is also installed).

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.

Web Server	7.1	7.2	7.3
IIS 8.5			✓
IIS 8	✓7.1g	✓	✓
IIS 7.5	✓	✓	✓
IIS 7	✓	✓	
IIS 6	✓		

Mobile	7.1	7.2	7.3
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)			✓

Third Party Integration	7.1		7.2		7.3	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
Microsoft Exchange Server 2013 SP1						✓
Microsoft Exchange Server 2013			✓*7.2b	✓*7.2b		
Microsoft Exchange Server 2010 SP3						✓
Microsoft Exchange Server 2010 SP2	✓*7.1g	✓*7.1g	✓	✓		
Microsoft Exchange Server 2010	✓	✓*	✓	✓		
Microsoft Exchange Server 2007	✓	✓*	✓	✓		
Microsoft Office 365 (Business & Professional Plus editions)					✓	✓
Microsoft Office 365 (desktop version)	✓		✓	✓		
Microsoft Office 2013 (Home & Business & Professional editions)					✓	✓
Microsoft Office 2013 (Professional edition only)			✓7.2b	✓**7.2b		
Microsoft Office 2010 (Home & Business & Professional editions)					✓	✓
Microsoft Office 2010	✓	✓**	✓***	✓**		
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
- ✓7.2b Microsoft Exchange Server 2013 and 2010 SP3, and Microsoft Office Professional 2013 are supported from 7.2b onwards.
- ✓ ** 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
- ✓*** 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.
- * Crystal 10 and XI have been retired by SAP, and are not supported from 7.2.

Terminal Services / Citrix*	7.1		7.2		7.3	
	32-bit	64-bit	32-bit	64-bit	32-bit	64-bit
Windows Terminal Server 2012 R2 (Standard & Datacenter Editions) over HTTP & HTTPS						
Deployed by publishing the desktop					✓	✓
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 v6.5 (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	✓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	✓					

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