

The hardware and software requirements described below are provided as general requirements. Individual factors to consider that can affect these requirements include:

- Number of servers involved and how they are configured
- Dependency of Microsoft Dynamics CRM on [Microsoft SQL Server 2005](#)
- Number of users the Microsoft Dynamics CRM implementation will support
- Integration of Microsoft Dynamics CRM with [Microsoft Exchange](#) servers
- Performance of your servers and the local area network (LAN)
- Whether or not you already have [Microsoft SQL Server Reporting Services](#) installed

The Microsoft Dynamics CRM 4.0 Implementation Guide provides detailed information about the installation and implementation requirements for Microsoft Dynamics CRM 4.0. The following additional installation topics are covered in [Chapter 3 of the guide](#):

- Multiple-server deployment (including hardware recommendations for Microsoft SQL Server and Exchange Server)
- Single-server deployment
- Installing Microsoft Dynamics CRM on a virtual machine
- Using special and extended characters
- Planning server requirements for reporting

### Microsoft Dynamics CRM server system requirements

The following table shows the system requirements for Microsoft Dynamics CRM server.

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	<a href="#">Microsoft Windows Server 2003, Standard, Enterprise, or Web Editions</a> All with the latest service pack (SP)	<a href="#">Microsoft Windows Server 2003, Standard, Enterprise, or Web Editions</a> All with the latest SP, or Windows Server 2008 (when released)
Internet Information Services (IIS)	Version 6.0 (included with Windows Server 2003) or later	Version 7.0
Microsoft Data Access Components (MDAC)	Version 2.81 (included with Windows Server 2003)	Version 2.81 (included with Windows Server 2003)

**Note:** Microsoft Windows Server 2000 editions are not supported for installing and running this version of Microsoft Dynamics CRM server.

### **Additional software components required**

The following table shows the additional software component requirements for Microsoft Dynamics CRM server.

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

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 Dynamics CRM Web software requirements**

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

#### **Microsoft Dynamics CRM 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

### **Microsoft Dynamics CRM for Microsoft Office Outlook software requirements**

The Microsoft Dynamics CRM for Microsoft Office Outlook clients work the way you do by providing a seamless combination of Microsoft Dynamics CRM features in the familiar Office Outlook environment. 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

#### **Note:**

- 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.

### **Microsoft Dynamics CRM for Outlook software component prerequisites**

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)

### **Microsoft Dynamics CRM and Exchange E-Mail Router 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

### **Exchange Server**

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

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

If missing, E-mail Router Setup installs the .NET Framework 3.0 on the computer where you install the E-mail Router.

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.

You can install the MAPI client runtime libraries on the [Microsoft Download Center](#).

### **POP3/SMTP**

In addition to Exchange Server, POP3 e-mail systems are supported for incoming e-mail message routing.

**Note:**

- The POP3 e-mail server must provide support where an e-mail message can be sent as an attachment to another e-mail message.
- SMTP is the only transport protocol that is supported for outgoing e-mail message routing.

If you install the Microsoft Dynamics CRM E-mail Router to connect to a POP3 and SMTP server, the following standards are required:

- POP3: RFC 1939
- SMTP: RFC 2821 and 2822