

# Microsoft CRM Business Solutions Software Requirements



Last Modified 10/3/2003  
Posted 6/3/2003

View this [file](#) to see the Microsoft CRM Software recommendations.

## Microsoft CRM Server Software Requirements

- Microsoft Windows 2000 Server (or Advanced Server) with Service Pack 3 or later. Also install the

following services:

- Microsoft Message Queuing (MSMQ)
- Indexing Service
- Internet Information Services
- Microsoft Data Access Components (MDAC) 2.7 SP1

The following components are required and are installed during Microsoft CRM installation.

- Microsoft XML Core Services 4.0 with Service Pack 1
- Microsoft .NET Framework with Service Pack 2.

The computer running Microsoft CRM must also have access to computers in the same Active Directory

Domain running:

- Microsoft SQL Server 2000 with Service Pack 2 or later.

Microsoft CRM may co-exist on the same computer as either Microsoft SQL Server or Microsoft

Exchange Server, but this configuration is not recommended.

## Microsoft CRM Browser Client Software Requirements

- Microsoft Windows 98 Second Edition, Microsoft Windows 2000 (Server or Professional), or

Microsoft Windows XP (Professional or Home).

- Microsoft Internet Explorer 5.5 with Service Pack 2 or later.

## Microsoft CRM Sales for Outlook Software Requirements

- Windows 2000 (Server or Professional) with Service Pack 3, or Windows XP Professional with

Service Pack 1.

- Microsoft Office 2000 with Service Release 1, or Microsoft Office XP.
- Microsoft Office 2000 has the following additional requirements. Service Pack 3 and the additional patches are on the Microsoft CRM Supplemental CD for Office 2000.
- Microsoft Office 2000 SP3
- Microsoft Outlook 2000 patch post-SP3
- Microsoft Office 2000 patch for Microsoft CRM
- Microsoft Internet Explorer 5.5 with Service Pack 2 or later. (If a version of IE less than 5.5 is present, Internet Explorer 6.0 will be installed.)

Microsoft CRM-Exchange E-Mail Router

- Microsoft Windows 2000 Server (or Advanced Server) with Service Pack 3 or later. Also install the following services:
  - Microsoft Exchange 2000 Server with Service Pack 3.
  - Microsoft Internet Explorer 5.5 with Service Pack 2 or later.

The following components are required and are installed during Microsoft CRM-Exchange E-mail Router installation.

- Microsoft XML Core Services 4.0 with Service Pack 1
- Microsoft .NET Framework with Service Pack 2.

© 2008 Microsoft Corporation. All Rights Reserved | [Terms of Use](#) | [Privacy Statement](#)