Customer Relationship Management

Aurea CRM 14.1

System Requirements

Aurea

Unlimited Possibility

Notices

For details, see the following topics:

- [Notices](#)
- [Third-party acknowledgments](#)
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Notices

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Support

Contact the Aurea Support Portal by opening a support ticket on our website if you encounter any problems with Aurea CRM products that you cannot solve or want to report a potential bug.

Feature requests and consulting services are not part of the services provided by the Support Portal; ideas for new features can be submitted at http://support.aurea.com/, consulting requests is forwarded to the respective department for processing, and is invoiced accordingly.

Support Portal

Email: support@aurea.com

Support Portal: https://support.acrm.aurea.com/hc/en-us

When opening a support ticket, ensure to include the following information:

- A precise description of the problem (including screenshots, log files or other information that helps understand and reproduce the problem).
- Information on the version of Aurea CRM you are using and any patches you have applied, as well as information on any add-ons.
- Information on your Aurea CRM version can be found in the **About** box or in the **System information** (**Patch Info** link). This information is also stored in the respective installation directories in the file `<product>_Patch_History.txt`.

A more detailed description of what information should be provided when opening a support ticket can be found in the Opening a Support Ticket article in the Support Portal.

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Introduction

This system requirements guide provides detailed information on third party system dependencies of Aurea CRM suite of products.

Certifications

List of certifications for Aurea CRM.

ACRM is certified with the following 3rd party software components:

- MS Office Professional Plus 2019
- MS Exchange Server 2019
- MS Windows Server 2019
- MS SQL Server SQL Native Client ODBC Driver 13.1
- Oracle 12c release 2 (12.2) client for Microsoft Windows
- MS Internet Information Services (IIS) version 10.0
- Latest Lotus Notes / IBM Domino Version 10.0
- Oracle 19c
- MS SQL Server 2019
- Edge Chromium (version 83.0.478.37)

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Third-party Software

Know the third party support for various CRM components here!

CRMComponent	.NET Framework 4.5.x	.NET Framework 4.6 (and later)	Microsoft Internet Explorer (at least 9.0)	Microsoft XML Parser 6.0 (6.0.3888. 0)	Lotus Notes Client 8.5.1 FP 5/8.5.3 FP 0/ 9.0	Windows Installer 5.0 (only for update.CRM web)
CRM (web)	Yes	Yes		Yes		
CRM.designer	Yes	Yes		Yes		
CRM.win	Yes	Yes			Yes	
CRM.offline	Yes	Yes		Yes		
CRM.launcher	Yes	Yes				
CRM.connector SE	Yes	Yes		Yes		
CRM.connector Domino	Yes	Yes		Yes	Yes	
CRM.connector universal	Yes	Yes		Yes		
CRM.interface	Yes	Yes		Yes		
CRM.webservices	Yes	Yes		Yes		
CRM.industrysolutions	Yes	Yes				
CRM.phone	Yes	Yes		Yes		Yes
CRM.connectLive	Yes	Yes	Yes			
CRM.cockpit	Yes	Yes	Yes	Yes		

Requirements of Third-party Systems

For system requirements of third-party applications, refer to the recommendations of the respective vendors.

The most recent system requirements for all products of the Aurea CRM suite are always available on the support site https://support.acrm.aurea.com (customer login required). For successful installation and unobstructed functionality of the software please mind the recommendations and information in the installation guide and the administrator manual respectively.

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Server requirements

Lists of server side requirements for various CRM components.

Server Operating System

List of server operating system for various CRM components.

CRM Component	Windows Server 2008 R2 64Bit Sp1	Windows Server 2012 64Bit	Windows Server 2012 R2 64Bit	Windows Server 2016	Windows Server 2019
CRM (web)[1]	Yes	Yes	Yes	Yes	Yes
CRM.designer	Yes	Yes	Yes	Yes	Yes
CRM.win	Yes	Yes	Yes	Yes	Yes
CRM.mobile server	Yes	Yes	Yes	Yes	Yes
CRM.pad server [2]	Yes	Yes	Yes	Yes	Yes
CRM.connector SE[3]	Yes	Yes	Yes	Yes	Yes
CRM.connector Domino[3]	Yes	Yes	Yes	Yes	Yes
CRM.connector universal[3]	Yes	Yes	Yes	Yes	Yes
CRM.interface	Yes	Yes	Yes	Yes	Yes
CRM.webservices	Yes	Yes	Yes	Yes	Yes
CRM.industrysolutions	Yes	Yes	Yes	Yes	Yes
CRM.phone	Yes	Yes	Yes	Yes	Yes
CRM.connectLive[3, 4, 6]	Yes	Yes		Yes[5]	Yes[5]
CRM.cockpit	Yes	Yes	Yes	Yes	Yes
CRM.Launcher				Yes[7]	Yes[7]

Foot Notes

1. For performance and security reasons, Aurea recommends that you install the web server and database server on different machines.

2. Note that the CRM.pad server requires a working installation of CRM.web including mobile services

3. Requires CRM.interface

4. To open a record, the CRM Client must meet the CRM (web) requirements. If you wish to synchronize Exchange SE with the CRM Server, you will need the CRM.connector.

5. **Requirement**: Internet Explorer Enhanced Security Configuration (IE ESC) should be turned off to ensure that connectLive works properly with MS Office Outlook.

6. CRM.connectLive is supported on Windows 10. If you get an popup message during installation saying *Windows 7 is not supported, but setup will continue* or *Windows 8 is not supported, but setup will continue*, you can safely ignore them and continue with the installation.

7. It is for Citrix and TerminalServer shared environment.

Database Server

List of database server for various CRM components.

CRM Component	MS SQL 2008 R2 SP2	MS SQL 2012 SP (1,2,3)	MSSQL 2014 SP(1,2)	MS SQL 2016 SP1	MS SQL 2017	MS SQL 2019	Oracle 11 g (11.2.0)	Oracle 12 c (12.1.0)	Oracle 12 c (12.2.0)
CRM (web)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CRM.designer	Yes	Yes	Yes	Yes	Yes	Yes			
CRM.win	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Web Server

List of IIS version support for various CRM components.

CRM Component	Internet Information Services 7.5	Internet Information Services 8.0	Internet Information Services 10.0
CRM (web)	Yes	Yes	Yes
CRM.designer	Yes	Yes	Yes
CRM.win	Yes	Yes	Yes
CRM.mobile	Yes	Yes	Yes
CRM.pad	Yes	Yes	Yes
CRM.connector SE	Yes	Yes	Yes
CRM.connector Domino	Yes	Yes	Yes
CRM.connector universal	Yes	Yes	Yes
CRM.interface	Yes	Yes	Yes
CRM.webservices	Yes	Yes	Yes
CRM.industrysolutions	Yes	Yes	Yes

Mail Server

List of mail servers support for various CRM components.

CRM Component	Lotus Domino 8.5/9.0	Gmail	Open-Xchange	Zimbra Collaboration Suite	Microsoft Exchange Server 2007/ 2010 / 2013 / 2016/ 2019	Lotus Notes / IBM Domino Version 10.0
CRM.connector SE					Yes	
CRM.connector Domino	Yes					Yes
CRM.connector universal		Yes	Yes	Yes		

Minimum Hardware Requirements Server

List of minimum server-hardware requirements for various CRM components.

CRM Component	Setup		RAM		CPU	
	Files	Temp	Minimum	Recommended	Minimum	Recommended
CRM (web)	250MB	500MB	2GB	4GB+	1.8GHz Single Core	2.2GHz+ Dual Core
CRM.designer	300MB	400MB	1GB	2GB	1.8GHz Single Core	2.2GHz+ Dual Core
CRM.win	120MB	150MB	1GB	2GB	1.8GHz Single Core	2.2GHz+ Dual Core
CRM.offline	300MB	600MB	2GB	4GB+	1.8GHz Single Core	2.2GHz+ Dual Core

CRM Component	Setup		RAM		CPU	
	Files	Temp	Minimum	Recommended	Minimum	Recommended
CRM.launcher	120MB	150MB	1GB	2GB	1.8GHz Single Core	2.2GHz+ Dual Core
CRM.mobile server	250MB	500MB	2GB	4GB+	1.8GHz Single Core	2.2GHz+ Dual Core
CRM.pad server	250MB	500MB	2GB	4GB+	1.8GHz Single Core	2.2GHz+ Dual Core
CRM.connector SE	70MB	200MB	1GB	4GB	1.8GHz Single Core	2.2GHz+ Dual Core
CRM.connector Domino	70MB	200MB	1GB	4GB	1.8GHz Single Core	2.2GHz+ Dual Core
CRM.connector universal	300MB	600MB	1GB	4GB	1.8GHz Single Core	2.2GHz+ Dual Core
CRM.interface	100MB	500MB	2GB	4GB+	1.8GHz Single Core	2.2GHz+ Dual Core
CRM. web-services	100MB	500MB	2GB	4GB+	1.8GHz Single Core	2.2GHz+ Dual Core
CRMindustrysolutions	20MB	50MB	2GB	4GB+	1.8GHz Single Core	2.2GHz+ Dual Core

CRM Component	Setup		RAM		CPU	
	Files	**Temp**	**Minimum**	**Recommended**	**Minimum**	**Recommended**
CRM.cockpit	250MB	400MB	2GB	4GB+	1.8GHz Single Core	2.2GHz+ Dual Core
CRM.phone	50MB	150MB	1GB	2GB	1.8GHz Single Core	2.2GHz+ Dual Core

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Client requirements

Lists of client side requirements for various CRM components.

Client Operating System (PC / Notebook)

List of client operating system support for various CRM components.

CRM Component	Windows 2008 R2 (x64)	Windows 2012/2012-R2 (x64)	Windows 7-SP1/8/8.1 (x64)	Windows 10
CRM (web)	Yes	Yes	Yes	Yes
CRM.designer	Yes	Yes	Yes	Yes
CRM.win	Yes	Yes	Yes	Yes
CRM.offline	Yes	Yes	Yes	
CRM.launcher	Yes	Yes	Yes	Yes
CRM.connector SE	Yes	Yes	Yes	Yes
CRM.connector Domino	Yes	Yes	Yes	Yes
CRM.connector universal	Yes	Yes	Yes	Yes
CRM.interface	Yes	Yes	Yes	Yes
CRM.webservices	Yes	Yes	Yes	
CRM.industrysolutions	Yes	Yes	Yes	
CRM.phone		Yes	Yes	Yes

Client Operating System (Tablet)

List of client operating system support for hand held device for various CRM components.

CRMComponent	iOS	Android	Windows	Blackberry
CRM (web)	7.1.x, 8.1.x	4.2, 4.4+	8, 8.1, 10	
CRM.mobile	6.x, 7.1.x, 8.1.x	4.2, 4.4, 4.5	8, 8.1	10.2
CRM.pad	8.x, 9.x, 10.x			

Client Microsoft Office Integration

List of microsoft office integration for various CRM components.

CRM Compo-nent	Office 2010 x32	Office 2010 x64	Office 2013 SP1 x32	Office 2013 SP1 x64	Office 2016	Office Profes-sional Plus 2019
CRM (web)	Yes		Yes	Yes	Yes	Yes
CRM.offline	Yes		Yes	Yes	Yes	Yes
CRM.launcher	Yes		Yes	Yes	Yes	Yes
CRM. indus-trysolutions	Yes		Yes			

CRM Component	Office 2010 x32	Office 2010 x64	Office 2013 SP1 x32	Office 2013 SP1 x64	Office 2016	Office Professional Plus 2019
CRM.connectLive	1		1		1 on page 17	1 on page 17
CRM.office-addin	2 on page 17	2 on page 17	2 on page 17	2 on page 17	2 on page 17	2 on page 17

Foot Notes:

1. Outlook only, "Add-In Express" is installed automatically.

2. Microsoft Word only.

Note: ACRM is certified for Office Professional 2019 and supports Office 365 on-premise installations. However, Office 365 (Cloud) is not supported.

Client Web Server

List of client web server support for various CRM components.

CRM Component	Internet Information Services 8.0 Express
CRM.offline	Yes

Supported Operating Systems

CRM Component	Windows 8 Client (Intel/AMD) 32-bit/64-bit	Windows Server 2012 (Intel/AMD) 64-bit	Windows 7 (x86/x64)	Windows Server 2008 R2 (x86/x64)	Windows Vista SP1 and later (x86 and x64)	Windows Server 2008 (x86 and x64)
CRM.offline	Yes	Yes	Yes	Yes	Yes	Yes

SQL Database Client

List of sql database client support for various CRM components.

CRM Component	SQL Native Client 10.0 (Version 2007.100.2531.00 or higher)	SQL Native Client 11.0 (Version 2011.110.2100.60 or higher)	Microsoft local DB (SQL 2014)	SQL Native Client 13.1 (MSSQL 2016)	SQL Native Client 14.0 (MSSQL 2017)	SQL Native Client ODBC Driver 13.1
CRM (web)	Yes	Yes		Yes	Yes	Yes
CRM.designer	Yes	Yes		Yes	Yes	Yes
CRM.win	Yes	Yes		Yes	Yes	Yes
CRM.connector universal	Yes	Yes		Yes	Yes	Yes
CRM.interface	Yes	Yes		Yes	Yes	Yes

CRM Component	SQL Native Client 10.0 (Version 2007.100. 2531.00 or higher)	SQL Native Client 11.0 (Version 2011.110. 2100.60 or higher)	Microsoft local DB (SQL 2014)	SQL Native Client 13.1 (MSSQL 2016)	SQL Native Client 14.0 (MSSQL 2017)	SQL Native Client ODBC Driver 13.1
CRM.web-services	Yes	Yes		Yes	Yes	Yes
CRM.of-fline[1]			Yes			
CRM.cock-pit	Yes	Yes		Yes	Yes	Yes

FootNote:
1. This is part of Microsoft SQL 2014 and will be installed by setup if necessary.

Oracle Database Client

List of oracle database client support for various CRM components.

CRM Component	Oracle Client 11g 32Bit (11.2.0)	Oracle Client 12c 32Bit (12.1.0)	Oracle Client 11g 64Bit (11.2.0)	Oracle Client 12c 64Bit (12.1.0)	Oracle 12c (12.2) client
CRM (web)			Yes	Yes	Yes
CRM.win	Yes	Yes			
CRM.interface			Yes	Yes	Yes
CRM.webser-vices			Yes	Yes	Yes
CRM.cockpit			Yes	Yes	Yes

Minimum Hardware Requirements Client

List of minimum client-hardware requirements for various CRM components.

CRM Component	Setup(files)	Setup (temporary)	RAM, Processor (Minimum/Recommended)
CRM (web)			RAM: 2GB/4GB+
CRM.designer			RAM: 2GB/4GB+
CRM.win	200MB	240MB	RAM: 2GB/4GB+
CRM.offline	220MB	300MB	RAM: 2GB/4GB+
CRM.launcher	6MB	80MB	RAM: 2GB+
CRM.interface			RAM: 2GB/4GB+
CRM.industrysolutions			RAM: 2GB/4GB+
CRM.phone	50MB		RAM: 2GB+

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Browser Support

List of browser support for various CRM components.

CRM Compo-nent	Google Chrome	Mozilla Firefox	Internet Explorer 10	Internet Explorer 11	Microsoft Edge	Edge Chromi-um
CRM (web)	Yes	Yes	Yes	Yes	Yes	Yes
CRM.offline	Yes	Yes	Yes	Yes	Yes	Yes
CRM.designer	Yes	Yes	Yes	Yes	Yes	Yes
CRM.launcher	Yes	Yes	Yes	Yes	Yes	Yes
CRM.phone	Yes	Yes	Yes	Yes		Yes

Note: Currently the Safari web browser running on MAC and Apple devices is not supported due to javascript restrictions.

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Network access

Network requirements for web components of CRM.

Component	Required Bandwidth
Web or application server	Minimum: 1 Mbit Recommended: 10 Mbit or more
Web or application server to database server	Minimum: 100 Mbit Recommended: 1 Gbit
Client side	An average of 60-70 Kbit/s is required.

Note: The amount of bandwidth used is heavily dependent on the consumption by the underlying systems and can therefore be higher. This is especially true, when network intensive tasks are executed. For example, Reporting & Analysis and Data Export tasks can be fairly network intensive.