


[Product Information](#)

Microsoft Dynamics CRM 3.0 hardware and software requirements

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The hardware and software requirements discussed in this article are provided as general requirements. There are many factors that must be considered that can affect these requirements, including:

- Number of servers involved and how they are configured
- Dependency of Microsoft Dynamics CRM on Microsoft SQL Server 2000 or [Microsoft SQL Server 2005](#)
- Number of users the Microsoft CRM implementation will support
- Integration of Microsoft CRM with the [Microsoft Exchange](#) servers
- Performance of your servers and the local area network
- Whether or not you already have [Microsoft SQL Server Reporting Services](#) installed

Microsoft CRM Server hardware requirements

Microsoft CRM Server requires the following minimum hardware configuration:

- Computer/processor: Dual 700 MHz or higher Intel Pentium (Xeon PIII) or compatible CPU Recommended: Dual 1.8 GHz Pentium (Xeon P4)
- Memory: 512 megabytes (MB) of RAM
- Hard disk: SCSI with hardware RAID 5
- Network card: 10/100 megabit

Microsoft CRM Server software requirements

The following table shows the software requirements for Microsoft CRM Server.

Component	Windows 2000 Server	Windows Server 2003
Operating system	<ul style="list-style-type: none"> • Microsoft Windows 2000 Server • Microsoft Windows 2000 Advanced Server All with the latest service pack	<ul style="list-style-type: none"> • Microsoft Windows Server 2003, Standard, Enterprise, or Web Editions All with the latest service pack
Indexing Service	Installed and service started	Installed and service started
Internet Information Services (IIS)	Version 5.0 (included with Windows 2000 Server) or later	Version 6.0 (included with Windows Server 2003)
Microsoft Data Access Components (MDAC)	Version 2.71a	Version 2.8 (included with Windows Server 2003)
Microsoft XML Core Services (MSXML)	Version 4.0 with Service Pack 2 (installed during Microsoft CRM Server	Version 4.0 with Service Pack 2 (installed during Microsoft CRM Server

	installation)	installation)
Microsoft .NET Framework 1.1	Installed during Microsoft CRM Server installation	Installed during Microsoft CRM Server installation

The computer that is running Microsoft CRM Server must also have access to computers in the same Active Directory service domain that are running:

- Microsoft SQL Server 2000 Service Pack 4 and the latest updates
- Microsoft Exchange Server 2003 or Microsoft Exchange 2000 Server with the latest service pack

Note

Microsoft CRM Server Small Business Edition is designed for [Microsoft Windows Small Business Server](#), on which Microsoft CRM Server can coexist on the same computer as both Microsoft SQL Server and Exchange Server. When you use Microsoft Windows 2000 Server or Windows Server 2003, you can combine Microsoft CRM Server on the same computer as either SQL Server or Exchange Server, but Microsoft does not recommend these configurations. Small Business Server can be deployed in operating environments that support fewer than 75 users.

Microsoft CRM Web application software requirements

Microsoft CRM Server is accessed through a client. This client is either Microsoft Internet Explorer or Microsoft Office Outlook. To use Internet Explorer, you must have the following:

- Microsoft Windows 98, Microsoft Windows 98 Second Edition, Microsoft Windows Millennium Edition, Microsoft Windows 2000 (Server or Professional) with Service Pack 4, Microsoft Windows XP Professional with Service Pack 1, or Windows Server 2003 (Web, Standard, or Enterprise)
- [Microsoft Internet Explorer 6 Service Pack 1](#)

Microsoft CRM 3.0 client for Microsoft Office Outlook software requirements

There are two Microsoft CRM clients for Outlook:

- **Microsoft CRM 3.0 desktop client for Microsoft Office Outlook.** Install this client on workstations (including computers that are shared by several users) that do not go offline and do not have a connection to the local area network.
- **Microsoft CRM 3.0 laptop client for Microsoft Office Outlook.** Install this client on computers that go offline.

Both Microsoft CRM clients for Outlook require:

- Windows 2000 Professional with SP4 or Windows XP Professional with SP1 (Service Pack 2 is supported but not required)
 - Microsoft Office 2003 Editions with SP1
- OR**
- Microsoft Office XP (2002) with SP3
 - Microsoft Internet Explorer 6 SP1
 - Microsoft .NET Framework 1.1
 - Windows Indexing Service (for only the Microsoft CRM laptop client for Outlook)
 - Microsoft SQL Server 2000 Desktop Engine (MSDE) (for only the Microsoft CRM laptop client for Outlook)

Although both clients have similar software requirements, there are the following differences:

- Both clients cannot be installed and cannot co-exist on the same computer at the same time
- You can install the Microsoft CRM laptop client for Outlook for only an individual user
- To switch from one client to the other on the same computer, you must uninstall the client you do not want and install the client that you want to use
- The Microsoft CRM desktop client for Outlook supports multiple users. However, each person logging on to the client computer must use the same client installation and the computer must be set to only one language configuration

Microsoft CRM-Exchange E-Mail Router requirements

The following is a list of prerequisite software and configuration items that must be installed before installing the Router:

- Microsoft Windows 2000 Server (or Advanced Server) with Service Pack 4, or Windows Server 2003 (Web, Standard, or Enterprise). Also install the following applications:
 - Microsoft Exchange Server 2003
 - Microsoft CRM Server must be installed and operational
 - Microsoft Exchange Server 2003 must be installed and operational on the computer where the Router is to be installed
- The user installing the Router must be a member of the Domain Administrators group and have Local Administrator credentials on the Microsoft Exchange Server
- It is required that you log on to the computer where the Router is to be installed as a user that has Local Administrative privileges on the computer running Microsoft CRM

The following components are required and are installed during Microsoft CRM-Exchange E-Mail Router installation:

- Microsoft XML Core Services (MSXML) 4.0 with SP2
- Microsoft .NET Framework 1.1

More Microsoft CRM 3.0 installation information

The [Microsoft CRM 3.0 Implementation Guide](#) (in downloadable PDF format) provides detailed information about the installation and implementation requirements for Microsoft CRM 3.0. The following additional installation topics are covered in Chapter 5 of the guide:

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

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