



# Infor CRM Compatibility Guide

**Updated July 2015 v2**

Includes compatibility for Infor CRM versions 8.1.0.6 through 8.2, Saleslogix versions 7.5.3 through 8.1.0.5, and Mobile versions 3.0.4 and later.

# Infor CRM Compatibility Guide

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## Contents

Key .....	2
Infor CRM System Requirements .....	3
Mobile System Requirements (v3.0 through 3.3.x).....	17
Important Information .....	20

### Key.


The software requirements show all qualified software for use with versions of Infor CRM and of Saleslogix that have not reached end of life.

**Q** Component is tested and qualified for version. Troubleshooting assistance is available with Support plan.

**Note:** When a service pack number is listed instead of either “Q” or “S”, the version is qualified to work on that service pack, unless a superscript number indicates otherwise.

**S** Component is not tested for version. Troubleshooting assistance available with Support plan.

**NC** Component is not compatible for version. Troubleshooting assistance is not available.

 A blank, gray box indicates the version of the software was not available until after this version of the listed product was released<sup>2</sup>.

### Notes:

- Saleslogix is now Infor CRM. Some installed components and registries have retained the name Saleslogix.
- All hardware requirements listed are for Infor CRM / Saleslogix components and are in addition to requirements of any third-party product that will be or may be already installed on computers in your organization.
- Compatibility for supported versions of Saleslogix 7.5.2 and earlier, Mobile 3.0 through 3.0.3, and for Mobile Classic is available in archived versions of the Compatibility Guide available on Infor Xtreme: [www.inforxtreme.com](http://www.inforxtreme.com).

## Infor CRM System Requirements

Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
<b>Windows Client</b>					
<b>Hardware<sup>1</sup></b>					
Memory: minimum/recommended (MB)	256/512+	256/512+	2GB/4GB	2GB/4GB	2GB/4GB
CPU/processor/ minimum/recommended (MHz)	800/1GHz+	800/1GHz+	2GHz/2.5 GHz+	2GHz/2.5 GHz+	2GHz/2.5 GHz+
CPU cores			2/4	2/4	2/4
Hard drive speed	7200RPM	7200RPM	7200RPM	7200RPM	7200RPM
Free disk space for application files (MB)	200+	200+	10 GB	10 GB	10 GB
<i>Remote Client requires minimum additional 250+ MB free disk space for database and sync files (Depends on subscription rules and account ownership which increase size of database)</i>					
<b>Operating System</b>					
Microsoft Windows 8.1				S	Q
Microsoft Windows 8			Q for SLX 8.0 plus updates <sup>24</sup>	Q	NC
Microsoft Windows 7 SP1	S	Q	Q	Q	Q
Microsoft Windows 7	Q for SLX 7.5.3.10 <sup>15</sup>	Q	S	S	NC
Microsoft Windows Vista Business	SP2	SP2	SP2	SP2	NC
Microsoft Windows XP Professional	SP3	SP3	SP3	NC	NC
Citrix Presentation Server XenApp <sup>62</sup>	S	S	S	S	S
Citrix Presentation Server XenApp <sup>52</sup>	S	S	S	S	S
Citrix Presentation Server Feature Release 4.5	Q	Q	Q	Q	S
Citrix Presentation Server Feature Release 4	S	S	S	S	S
<b>.NET Framework</b>					
Microsoft .NET Framework 4.5.1				Q	Q
Microsoft .NET Framework 4.5			Q	Q	Q
Microsoft .NET Framework 4.0			Q <sup>16</sup>	Q <sup>16</sup>	NC
Microsoft .NET Framework 3.5.1	Q	Q	NC	NC	NC
Microsoft .NET Framework 3.0 (Required if using Process Orchestration)	S	NC	NC	NC	NC
Microsoft .NET Framework 2.0	S	NC	NC	NC	NC

Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
<b>Local Database (for Remote and Offline Clients only)</b>					
Microsoft SQL Express 2014					Q
Microsoft SQL Express 2012			Q <sup>20</sup>	Q	Q
Microsoft SQL Express 2008 R2	Q	SP1	SP1	SP1	SP1
Microsoft SQL Express 2008	SP1	SP1	SP1	SP1	NC
Microsoft SQL Express 2005	SP3	SP4	SP4 - S	SP4 - S	NC
<b>Word Processor (for Mail Merge features)</b>					
Microsoft Word 2013 (32-bit version only)			Q	Q	Q
Microsoft Word 2010 (32-bit version only)	Q	Q	Q	Q	Q
Microsoft Word 2007 (32-bit version only)	SP1	SP2	SP2	SP2	NC
Microsoft Word 2003	SP3	SP3	SP3	NC	NC
<b>Email</b>					
Microsoft Outlook 2013 (64-bit version only)				NC <sup>10</sup>	Q
Microsoft Outlook 2013 (32-bit version only)			Q <sup>26, 28</sup>	Q	Q
Microsoft Outlook 2010 (32-bit version only)	Q	Q	Q	Q	Q
Microsoft Outlook 2007 (32-bit version only)	Q	SP2	SP2	NC	NC
Microsoft Outlook 2003	SP2	SP2 = Q SP3 = S	SP2 = Q SP3 = S	NC	NC
Microsoft Outlook XP (Workgroup or Corporate mode, not Internet-only mode)	NC	NC	NC	NC	NC
Microsoft Outlook 2000	NC	NC	NC	NC	NC
Saleslogix Mail Client (Supports Internet mail, Lotus Notes R5 in Office mode)	S	S	S	S	S
Microsoft Office Home and Business Editions are not compatible with Outlook Integration/Desktop Integration/Mail Merge.					
<b>Reporting</b>					
SAP Crystal Reports Professional	XI R2 SP3	XI R2 SP4	XI R2 SP4 <sup>22</sup>	2011 V13 SP7	2011 V13 SP7
<b>Microsoft Fax Service</b>					
Microsoft Fax Service	Q	Q	Q	Q	S

Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
<b>Web Client</b>					
<b>Hardware<sup>1</sup></b>					
Memory: minimum /recommended (MB)	256/512+	256/512+	2GB/4GB	2GB/4GB	2GB/4GB
CPU/processor: minimum /recommended processor (GHz)	800/1GHz+	800/1GHz+	2GHz /2.5 GHz	2GHz /2.5 GHz	2GHz /2.5 GHz
CPU cores: minimum/recommended			2/4	2/4	2/4
Hard drive speed	7200RPM	7200RPM	7200RPM	7200RPM	7200RPM
Free disk space for application files (MB)	200+	200+	1GB	1GB	1GB
<b>Browser<sup>30</sup></b>					
Firefox 34 and later					Q <sup>31</sup>
Firefox 24 and later				Q <sup>30</sup>	NC
Firefox 17			Q <sup>25</sup>	NC	NC
Firefox 10.x			Q	NC	NC
Firefox 3.x <sup>3</sup>	Q	Q	NC	NC	NC
Chrome 23 and later (32 bit only)				Q <sup>30</sup>	Q <sup>31</sup>
Safari 6.1 (for Mac only)				Q <sup>30</sup>	Q <sup>31</sup>
Microsoft Internet Explorer 11 (64 bit)					Q
Microsoft Internet Explorer 11 (32 bit)				Q	Q
Microsoft Internet Explorer 10 (32 bit only)			Q for SLX 8.0 plus updates <sup>24</sup>	Q	Q
Microsoft Internet Explorer 9.x (32 bit only)			Q	Q	NC
Microsoft Internet Explorer 8.x <sup>4</sup>	Q	Q	Q	NC	NC
Microsoft Internet Explorer 7.x	Q	Q	NC	NC	NC
<ul style="list-style-type: none"> <li>• Embedded version of IE does not support Add-ons, including Mail Merge. The full installed version of Internet Explorer is required.</li> <li>• For details on how browser versions impact Desktop Integration, see footnotes 30 and 31.</li> <li>• Compatibility issues exist between later versions of Firefox and SAP Crystal Reports XI R2 SP4. Users may see missing toolbars and distorted layouts when printing the reports.</li> <li>• For optimum performance use the latest qualified browser for your version of Infor CRM (Saleslogix). For example, for v8.2 use IE 11 or Chrome 23 or later.</li> <li>• Firefox 17 and later does not support Desktop Integration.</li> <li>• Infor CRM / Saleslogix versions 8.1 and earlier have not been qualified on any 64-bit versions of browsers.</li> <li>• Accounting Integrations with Sage ERP X3 are not compatible with Firefox. Use a supported version of Microsoft Internet Explorer.</li> </ul>					
<b>Internet Connection</b>					
Requires Internet connection (DSL, broadband, or network connection recommended)					

Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
<b>Word Processor (for Mail Merge features)</b>					
Microsoft Word 2013 (32-bit version only)			Q	Q	Q
Microsoft Word 2010 (supports 32-bit version only)	Q	Q	Q	Q	Q
Microsoft Word 2007 (32-bit version only)	SP1	SP2	SP2	SP2 <sup>29</sup>	NC
Microsoft Word 2003	SP3	SP3	SP3	NC	NC
<b>Export to Excel</b>					
In Infor CRM v8.2 / Saleslogix v8.1 and later, Export to Excel is qualified with both 32 bit and 64-bit versions of Microsoft Excel.					
<b>Email</b>					
Microsoft Outlook 2013 (64-bit version)			NC	Q <sup>9</sup>	Q
Microsoft Outlook 2013 (32-bit version only)			Q <sup>28</sup> .	Q	Q
Microsoft Office 365				Q <sup>17</sup>	Q <sup>17</sup>
Microsoft Outlook 2010 (64-bit version)			NC.	Q	Q
Microsoft Outlook 2010 ( 32-bit version only)	Q	Q	Q	Q	Q
Microsoft Outlook 2007 ( 32-bit version only)	Q	SP2	SP2	NC	NC
Microsoft Outlook 2003	SP2	SP2 = Q SP3 = S	SP2 = Q SP3 = S	NC	NC
Microsoft Office Home and Business Editions are not compatible with Outlook Integration/Desktop Integration/Mail Merge.					
<b>Offline (Disconnected) Web Client</b>					
<b>Hardware<sup>1</sup></b>					
Memory: minimum/recommended	4GB	4GB	4GB/8GB	4GB/8GB	4GB/8GB
CPU/processor: minimum/recommended	2.5GHz	2.5GHz\,2.9 GHz	2.5GHz\,2.9 GHz	2.5GHz\,2.9 GHz	2.5GHz\,2.9 GHz
Cores	2/4	2/4	4/4	4/4	4/4
Hard drive speed	7200RPM	7200RPM/ SSD	7200RPM/ SSD	7200RPM/ SSD	7200RPM/ SSD
Free disk space for application files (MB)			10GB	10GB	10GB
<b>Operating System</b>					
Microsoft Windows 8.1				Q	Q
Microsoft Windows 8				Q	NC
Microsoft Windows 7 SP1		Q	Q	Q	Q
Microsoft Windows 7	Q for SLX 7.5.3.10	Q	Q	Q	NC

Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
Microsoft Windows Vista Business	SP2	SP2	SP2	SP2	NC
Microsoft Windows XP Professional	SP3	SP3	SP3	NC	NC
<b>Local Database</b>					
Microsoft SQL Express 2014					Q
Microsoft SQL Express 2012			Q <sup>20</sup>	Q	Q
Microsoft SQL Express 2008 R2	Q	Q	Q	SP1	SP1
Microsoft SQL Express 2008	SP1	SP1	SP1	SP1	NC
Microsoft SQL Express 2005	SP3	SP4	SP4 - S	SP4 - S	NC
<b>Browser</b>					
Firefox 34 and later					Q
Firefox 24 and later				Q	NC
Firefox 17			Q <sup>25</sup>	NC	NC
Firefox 10.x			Q	NC	NC
Firefox 3.x <sup>3</sup>	Q	Q	NC	NC	NC
Chrome 23 and later (32 bit only)				Q <sup>30</sup>	Q <sup>31</sup>
Safari 6.1 (for Mac only)				Q <sup>30</sup>	Q <sup>31</sup>
Microsoft Internet Explorer 11 (64 bit)					Q
Microsoft Internet Explorer 11 (32 bit)				Q	Q
Microsoft Internet Explorer 10 (32 bit only)			Q for SLX 8.0 plus updates <sup>24</sup>	Q	Q
Microsoft Internet Explorer 9.x (32 bit only)			Q	Q	NC
Microsoft Internet Explorer 8.x <sup>4</sup>	Q	Q	Q	NC	NC
Microsoft Internet Explorer 7.x	Q	Q	NC	NC	NC
<ul style="list-style-type: none"> <li>• Embedded version of IE does not support Add-ons, including Mail Merge. The full installed version of Internet Explorer is required.</li> <li>• For details on how browser versions impact Desktop Integration, see footnotes 30 and 31.</li> <li>• Compatibility issues exist between later versions of Firefox and SAP Crystal Reports XI R2 SP4. Users may see missing toolbars and distorted layouts when printing the reports.</li> <li>• For optimum performance use the latest qualified browser for your version of Infor CRM (Saleslogix). For example, for v8.2 use IE 11 or Chrome 23 or later.</li> <li>• Firefox 17 and later does not support Desktop Integration.</li> <li>• Infor CRM / Saleslogix versions 8.1 and earlier have not been qualified on any 64-bit versions of browsers.</li> <li>• Accounting Integrations with Sage ERP X3 are not compatible with Firefox. Use a supported version of Microsoft Internet Explorer</li> </ul>					

Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
<b>Word Processor (for Mail Merge features)</b>					
Microsoft Office 365				Q <sup>17</sup>	Q
Microsoft Word 2007	SP1	SP2	SP2	SP2 <sup>29</sup>	NC
Microsoft Word 2003	SP3	SP3	SP3	NC	NC
Microsoft Office Home and Business Editions are not compatible with Outlook Integration/Desktop Integration/Mail Merge.					
<b>Export to Excel</b>					
In Infor CRM v8.2 / Saleslogix v8.1, Export to Excel is qualified with both 32 bit and 64-bit versions of Microsoft Excel.					
<b>Email</b>					
Microsoft Outlook 2013 (64-bit version)			NC.	Q <sup>9</sup>	Q
Microsoft Outlook 2013 (32-bit version only)			Q <sup>28</sup> .	Q	Q
Microsoft Outlook 2010 (64-bit version)			NC.	Q	Q
Microsoft Outlook 2010 ( 32-bit version only)	Q	Q	Q	Q	Q
Microsoft Outlook 2007 ( 32-bit version only)	Q	SP2	SP2	NC	NC
Microsoft Outlook 2003	SP2	SP2 = Q SP3 = S	SP2 = Q SP3 = S	NC	NC
<b>.NET Framework</b>					
Microsoft .NET Framework 4.5.1				Q	Q
Microsoft .NET Framework 4.5			Q for SLX 8.0 plus updates <sup>24</sup>	Q	Q
Microsoft .NET Framework 4.0			Q <sup>16</sup>	Q <sup>16</sup>	S
Microsoft .NET Framework 3.5.1	Q	Q	NC	NC	NC
Microsoft .NET Framework 3.0 (Required if using Process Orchestration)	S	NC	NC	NC	NC
Microsoft .NET Framework 2.0	S	NC	NC	NC	NC
<b>Administrative Workstation</b>					
<b>Hardware<sup>1</sup></b>					
Memory: minimum/recommended memory (MB)	512/1G+	512/1G+	2GB/4GB	2GB/4GB	2GB/4GB
CPU/processor: minimum/recommended	800/1GHz+	800/1GHz+	2GHz/ 2.5GHz	2GHz/ 2.5GHz	2GHz/ 2.5GHz
Hard drive speed	7200 RPM	7200 RPM	7200 RPM/SSD	7200 RPM/SSD	7200 RPM/SSD
Recommended memory for Architect Customization and Development (MB)	1GB+	1GB+	1GB+	1GB+	1GB+



Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
Free disk space for application files (MB)	500+	500+	10GB	10GB	10GB
<b>Operating System</b>					
Microsoft Windows 8.1				S	Q
Microsoft Windows 8			Q for SLX 8.0 plus updates <sup>24</sup>	Q	NC
Microsoft Windows 7 SP1		Q	Q	Q	Q
Microsoft Windows 7	Q	Q	Q	Q	NC
Microsoft Windows Vista Business	SP2	SP2	SP2	SP2	NC
Microsoft Windows XP Professional	SP3	SP3	SP3	NC	NC
<b>Word Processor (for Mail Merge template management)</b>					
Microsoft Word 2013 (32-bit version only)			Q	Q	Q
Microsoft Word 2010 (supports 32-bit version only)	Q	Q	Q	Q	Q
Microsoft Word 2007	SP1	SP2	SP2	SP2	NC
Microsoft Word 2003	SP3	SP3	SP3	NC	NC
Microsoft Office Home and Business Editions are not compatible with Outlook Integration/Desktop Integration/Mail Merge.					
<b>Reporting</b>					
Crystal Reports Professional	XI R2 SP3	XI R2 SP4	XI R2 SP4 <sup>22</sup>	2011 V13 SP7	2011 V13 SP7
<b>Host Database Server</b>					
<b>Hardware<sup>1</sup></b>					
Memory: minimum/recommended (MB)	1GB/4GB+	1GB/4GB+	4GB/8GB+	4GB/8GB+	4GB/8GB+
CPU/processor: minimum /recommended processor (MHz)	800/1.5G+	800/1.5G+	1.8GHz\2.0 GHz+	1.8GHz\2.0 GHz+	1.8GHz\2.0 GHz+
CPU cores: minimum/recommended	2/4	2/4	4/6	4/6	4/6
Hard drive speed	7200 RPM	7200 RPM	7200 RPM	7200 RPM	7200 RPM
Free disk space for application files (MB)	2000+	2000+	10GB\40GB	10GB\40GB	10GB\40GB
For advanced implementations, consider 16 GB memory, 2.3 GHz CPU, Solid State hard drive speed, and 8 cores.					
<b>Operating System</b>					
Microsoft Windows Server 2012 R2				S	Q
Microsoft Windows Server 2012			Q for SLX 8.0 plus updates <sup>24</sup>	Q	Q
Microsoft Windows 2008 R2 Server	Q	SP1	SP1	SP1	SP1

Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
Microsoft Windows 2008 Server	SP2	SP2	SP2	SP2	NC
Microsoft Windows 2003 Server	SP2	SP2	SP2	SP2	NC
Microsoft Windows 2012, 2012 R2 Server and 2008 R2 are 64-bit systems					
<b>Relational Database Management System (RDBMS)</b>					
<b>Note:</b> For extended character support, use the Unicode database provided by Infor CRM. For more information about Unicode in Infor CRM, see the Unicode White Paper available from. <a href="http://www.inforxtreme.com">www.inforxtreme.com</a> .					
Microsoft SQL Server 2014					Q
Microsoft SQL Server 2012			Q <sup>20</sup>	Q	Q
Microsoft SQL Server 2008 R2	Q	SP1 <sup>2</sup>	SP1	SP1	SP1
Microsoft SQL Server 2008	SP1	SP1	SP1	SP1	NC
Microsoft SQL Server 2005	SP3	SP3	SP3	SP3	NC
SQL Replication: Merge and Snapshot Replication are "NC" for Infor CRM / Saleslogix. Transactional Replication is "S"					
Oracle 12c					Q
Oracle 11g R2		Q	Q	Q <sup>18</sup>	Q
Oracle 11g	Q	Q	S	S <sup>18</sup>	NC
Oracle 10g R2 (minimum of 10.2.0.1.0 required)	Q	Q	Q	S <sup>18</sup>	NC
Oracle 9i R2 (minimum 9.2.0.4 required with ISO 8859-1 character set)	S	S	NC	NC	NC
Oracle Client/OLE DB Provider Compatibility: Oracle Client software is a required component on each machine making a connection to an Oracle database. Though the Oracle Client software may be cross-compatible between versions, it is assumed that, when possible, the installed Oracle Client software matches the Oracle server version. If the Oracle OLEDB Provider DOES NOT match the major release version of the database software, it is assumed that the OLEDB components will be the latest available from the vendor.					
<b>Email Servers</b>					
Microsoft Exchange	Q	Q	Q	Q	Q
Lotus Notes (Office mode)	Q	Q	S	NC	NC
GroupWise	S	S	NC	NC	NC
POP3/SMTP	Q	Q	S	S	S
IMAP/SMTP	Q	Q	S	S	S
<b>Application Server</b> (May reside on same hardware as Synchronization Server depending on size of database and number of remotes)					
<b>Hardware<sup>1</sup></b>					
Memory: minimum/recommended (MB)	512/1GB+	512/1GB+	2GB/4GB	2GB/4GB	2GB/4GB

Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
CPU/processor: minimum/recommended (MHZ)	450/1.5G+	450/1.5G+	1.8 GHz/ 2.0GHz	1.8 GHz/ 2.0GHz	1.8 GHz/ 2.0GHz
CPU cores: minimum/recommended	2/4	2/4	2/4	2/4	2/4
Hard drive speed	7200 RPM	7200 RPM	7200 RPM	7200 RPM	7200 RPM
Free disk space for application files (MB)	2000+	2000+	10 GB	10 GB	10 GB
<b>Operating System</b>					
Microsoft Windows Server 2012 R2				S	Q
Microsoft Windows Server 2012			Q for SLX 8.0 plus updates <sup>24</sup>	Q	Q
Microsoft Windows 2008 R2 Server	Q	Q	SP1	SP1	SP1
Microsoft Windows 2008 Server	SP2	SP2	SP2	SP2	NC
Microsoft Windows 2003 Server	SP2	SP2	SP2	SP2	NC
<b>Synchronization Server</b>					
<b>Hardware<sup>1</sup></b>					
Memory: minimum/recommended (MB)	256/512+	256/512+	2GB/4GB	2GB/4GB	2GB/4GB
CPU/processor: minimum/recommended (MHZ)	450/800+	450/800+	1.8 GHz/ 2.0GHz	1.8 GHz/ 2.0GHz	1.8 GHz/ 2.0GHz
CPU cores: minimum/recommended			2/4	2/4	2/4
Hard drive speed	7200 RPM	7200 RPM	7200 RPM	7200 RPM	7200 RPM
Free disk space for application files (MB)	2000+	2000+	10GB	10GB	10GB
<b>Operating System</b>					
Microsoft Windows Server 2012 R2				S	Q
Microsoft Windows Server 2012			Q for SLX 8.0 plus updates <sup>24</sup>	Q	Q
Microsoft Windows 2008 R2 Server	Q	SP1	SP1	SP1	SP1
Microsoft Windows 2008 Server	SP2	SP2	SP2	SP2	NC
Microsoft Windows 2003 Server	SP2	SP2	SP2	SP2	NC
<b>Remote Office Server</b>					
<b>Hardware<sup>1</sup></b>					
Memory: minimum/recommended (MB)	512/1GB+	512/1GB+	4GB/8GB	4GB/8GB	4GB/8GB
CPU/processor: minimum/recommended (MHZ)	1.5G/2.0G+	1.5G/2.0G+	1.8 GHz/2.0GHz	1.8 GHz/2.0GHz	1.8 GHz/2.0GHz

Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
CPU cores: minimum/recommended	2/4	2/4	4/6	4/6	4/6
Hard drive speed	7200 RPM	7200 RPM	7200 RPM	7200 RPM	7200 RPM
Free disk space for application files (MB)	2000+	2000+	10 GB	10 GB	10 GB
For advanced implementations, consider 16 GB memory, 2.3 GHz CPU, Solid State hard drive speed, and 8 cores.					
<b>Operating System</b>					
Microsoft Windows Server 2012 R2				S	Q
Microsoft Windows Server 2012			Q for SLX 8.0 plus updates <sup>24</sup>	Q	Q
Microsoft Windows 2008 R2 Server <sup>7</sup>	Q	SP1	SP1	SP1	SP1
Microsoft Windows 2008 Server <sup>7</sup>	SP2	SP2	SP2	SP2	NC
Microsoft Windows 2003 Server	SP2	SP2	SP2	SP2	NC
<b>Relational Database Management System (RDBMS)</b>					
Microsoft SQL Server 2014					Q
Microsoft SQL Server 2012			Q <sup>20</sup>	Q	Q
Microsoft SQL Server 2008 R2	Q	SP1	SP1	SP1	SP1
Microsoft SQL Server 2008	SP1	SP1	SP1	SP1	NC
Microsoft SQL Server 2005	SP3	SP3	SP3	SP3	NC
<b>Web Host Server</b>					
<b>Hardware<sup>1</sup></b>					
Memory: minimum/recommended (MB)	1GB/4.0GB +	1GB/4.0GB +	4GB/8.0GB+	4GB/8.0GB+	4GB/8.0GB+
CPU/processor: minimum/recommended (MHZ)	1.5G/2.0G+	1.5G/2.0G+	1.8G/2.0G+	1.8G/2.0G+	1.8G/2.0G+
CPU cores: minimum/recommended	2/4	2/4	4/6	4/6	4/6
Hard drive speed	7200 RPM	7200 RPM	7200 RPM	7200 RPM	7200 RPM
Free disk space for application files (MB)	500+	500+	10GB	10GB	10GB
For advanced implementations, consider 16 GB memory, 2.3 GHz CPU, Solid State hard drive speed, and 8 cores.					
<b>Operating System</b>					
Microsoft Windows Server 2012 R2				S	Q
Microsoft Windows Server 2012			Q for SLX 8.0 plus updates <sup>24</sup>	Q	Q
Microsoft Windows 2008 R2 Server with IIS 7.5 <sup>7</sup>	Q	Q	Q	SP1	SP1

Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
Microsoft Windows 2008 Server with IIS 7.0 <sup>7</sup>	SP2	SP2	SP2	SP2	NC
Microsoft Windows 2003 Server with IIS 6.0	SP2	SP2	SP2	SP2	NC
Microsoft .NET Framework 4.5.2 with ASP.NET				Q	Q
Microsoft .NET Framework 4.5.1 with ASP.NET				Q	Q
Microsoft .NET Framework 4.0 with ASP.NET			Q	Q <sup>21</sup>	Q <sup>21</sup>
Microsoft .NET Framework 2.0 with ASP.NET	Q	Q	NC <sup>21</sup>	NC	NC
Microsoft Windows 2012, 2012 R2 Server and 2008 R2 are 64-bit systems					
<b>Web Reporting Server</b> (Not Required in SLX v8.1.x and Infor CRM 8.2 and later)					
<b>Hardware<sup>1</sup></b>					
Memory: minimum/recommended (MB)	1GB/4.0GB +	1GB/4.0GB +	4GB/8.0GB+		
CPU/processor: minimum/recommended (MHZ)	1.5G/2.0G+	1.5G/2.0G+	1.8G/2.0G+		
CPU cores: minimum/recommended	2/4	2/4	4/6		
Hard drive speed	7200 RPM	7200 RPM	7200 RPM		
Free disk space for application files (MB)	500+	500+	10GB		
For advanced implementations, consider 16 GB memory, 2.3 GHz CPU, Solid State hard drive speed, and 8 cores.					
<b>Operating System</b>					
Microsoft Windows Server 2012			Q for SLX 8.0 plus updates <sup>24</sup>		
Microsoft Windows 2008 R2 Server with SP 2 <sup>8</sup>			Q		
Microsoft Windows 2003 Server with IIS 6.0	SP2	SP2	SP2		
<b>.NET Framework</b>					
Microsoft .NET Framework 4.0			NC		
Microsoft .NET Framework 3.5.1	Q	Q	NC		
Microsoft .NET Framework 3.0 (Required if using Process Orchestration)	S	NC	NC		
Microsoft .NET Framework 2.0	S	NC	Q <sup>16</sup>		

Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
<b>Reporting</b>					
Crystal Reports Server	XI R2 SP3 or XI R2 SP4	XI R2 SP4	XI R2 SP4 <sup>22</sup>		
<b>Intellisync for SalesLogix</b>					
<b>Sync to Personal Information Managers (PIM) using Intellisync for SalesLogix</b>					
Microsoft Outlook 2013 (any version)			NC	NC	NC
Microsoft Outlook 2010 (32-bit version only)	SLX 7.5.3.6 and SLX Web 7.5.3.02	Q	Q	NC	NC
Microsoft Outlook 2007	Q	SP2	SP2	NC	NC
Microsoft Outlook 2003 (SR-1a or later required)	SP2	SP2	SP2	NC	NC
Lotus Notes 8.0 (Office mode)	Q	Q	S	NC	NC
Lotus Notes 7.0 (Office mode)	Q	Q	S	NC	NC
Lotus Notes 6.5 (Office mode)	S	S	NC	NC	NC
Lotus Notes 5.x (Office mode)	S	S	NC	NC	NC
<p><b>Alert:</b> Intellisync has been discontinued by Nokia. No additional licenses may be purchased after December 15, 2013. Intellisync cannot be installed with Saleslogix v8.1 or Infor CRM v8.2.</p> <p>Once you have synchronized from Saleslogix to any of the PIMs above, you may now sync to any device supported by those PIMs including RIM Blackberry and other compatible devices.</p>					
<b>Exchange Link Server</b>					
<b>Exchange Link Version</b>					
Exchange Link 8.0 SP2 Update 1	NC	S	S	Q	TBD
Exchange Link 8.0 HF5 (and later)	Q	Q	Q	NC	TBD
<b>Exchange</b>					
Exchange Link 8.0 HF5 and later is compatible with the following versions of Microsoft Exchange Server: 2003, 2007, and 2010.					
<b>Operating System</b>					
<ul style="list-style-type: none"> <li>Exchange Link version 8.0 HF 5 and later is compatible with Microsoft Windows 2003 and 2008.</li> <li>Microsoft Windows Server 2012 requires Exchange Link version 8.0 SP1 HF1 or later.</li> </ul>					

Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
<b>DynaLink</b>					
<b>DynaLink v7.0.2 (DynaLink v7.0 with Service Pack 2)</b>					
Sage 100 Advanced ERP v4.4 and v4.5 (formerly MAS 200 PVX) v4.4 and v4.5	Q	Q	Q	TBD	TBD
Sage 100 Premium ERP (formerly MAS 200 SQL) v4.4 and v4.5	NC	NC	NC	TBD	TBD
Sage 100 Standard ERP (formerly MAS 90 PVX) v4.4 and v4.5	Q	Q	Q	TBD	TBD
Sage MAS 90/200 v4.3	S	S	NC	TBD	TBD
<b>DynaLink v7.0.1 (DynaLink v7.0 with Service Pack 1)</b>					
Sage MAS 90/200 v4.4	Q	Q	NC	TBD	TBD
<b>DynaLink v7.0.0.1 (DynaLink v7.0 with Hot Fix 1)</b>					
Sage MAS 500 v7.2	S	S	NC	TBD	TBD
Sage MAS 90/200 v4.3	NC	NC	NC	TBD	TBD
<b>DynaLink v7.0</b>					
Sage MAS 500 v7.0 and v7.05	S	S	NC	TBD	TBD
Sage MAS 90/200 v4.10 or 4.20	S	S	NC	TBD	TBD
<b>ERP Link</b>					
<b>ERP Link 3.0 SP1</b>					
Sage 500 ERP (formerly Sage MAS 500) v7.4 PU 1	HF2	HF3 Q for SLX 7.5.4. LAN 01	TBD	TBD	TBD
Sage MAS 500 v7.3 Feb 10 PU and later	HF2	HF3 Q for SLX 7.5.4. LAN 01	TBD	TBD	TBD
Sage MAS 500 v7.2 Aug 09 MU and later	S	S for SLX 7.5.4. LAN 01	TBD	TBD	TBD
<b>ERP Link 3.0</b>					
Sage MAS 500 v7.2		S	S	TBD	TBD

Version	v7.5.3	v7.5.4	v8.0 <sup>5</sup>	v8.1	V8.2
<b>Advanced Analytics</b>					
<b>Infor CRM Advanced Analytics (v3.0)</b>					
Tibco Spotfire 6.5				Q <sup>32</sup>	S
<b>Saleslogix Advanced Analytics (v1.1<sup>23</sup>)</b>					
Tibco Spotfire 3.2.1	NC	Q	Q	NC	NC
<ul style="list-style-type: none"> <li>Advanced Analytics is supported for use with the Infor CRM / Saleslogix Web Client. It is not supported for use with Saleslogix Windows Client, Offline (Disconnected) Web Clients, Remote Clients and Remote Offices.</li> <li>When installing Advanced Analytics v3.0 with Infor CRM v8.2 on an Oracle database, see KB Article 1631221.</li> <li>Not all third-party products supported by Infor CRM / Saleslogix are also supported by Tibco. For example, at the time this document was updated, Tibco Spotfire 6.5 is not qualified for Oracle 12C. For Tibco's compatibility with database versions, Microsoft products and other vendor's products, review the Tibco documentation.</li> </ul>					

## Xbar Requirements

Xbar Version	v1.0	v1.1.x	v1.2
<b>Infor CRM / Saleslogix</b>			
Infor CRM v8.2			Q
Saleslogix v8.1	Q	Q	Q
Saleslogix v8.0	Q	Q	S
Saleslogix 7.5.4 and earlier	NC	NC	NC
<b>Operating System</b>			
Microsoft Windows 8.1	Q	Q	Q
Microsoft Windows 8	Q	Q	Q
Microsoft Windows 7 SP1	S	S	Q
Microsoft Windows 7	Q	Q	NC
<b>Email</b>			
Outlook v2013 (64 and 32-bit versions)	Q	Q	Q
Outlook v2010 (64 and 32-bit versions)	Q	Q	Q
<ul style="list-style-type: none"> <li>Xbar is not supported for the browser-based version of Microsoft Outlook.</li> <li>Xbar requires an SData portal. If your Infor CRM / Saleslogix Implementation is LAN Client only, you must deploy an SData portal to enable Xbar to access the Infor CRM / Saleslogix database. See the Infor CRM / Saleslogix Implementation Guide for more information.</li> <li>Xbar is not currently supported with the Offline Web Client or the Remote Client.</li> <li>An active Infor CRM / Saleslogix Service Plan is required to download and use Xbar.</li> <li>If .Net 4.5 is not found on the user's machine, the Xbar installation process will install it. However, installing .Net requires that the user installing must be logged in as a user with Administrative permissions for the OS.</li> </ul>			



## Sync for Gmail

Sync for Gmail	V1.0
<b>Saleslogix</b>	
Infor CRM v8.2	NC
Saleslogix v8.1 LAN Client	Q
Saleslogix v8.1 Web Client	Q
Saleslogix v8.1 Offline Web Client	NC <sup>27</sup>
Saleslogix v8.1 Remote Client	NC <sup>27</sup>
Saleslogix v8.1 Remote Office	NC <sup>27</sup>
<b>Other</b>	
<ul style="list-style-type: none"> <li>• Requires Saleslogix v8.1 SNC 03 or later</li> <li>• Requires Saleslogix v8.1 Core 03 or later</li> <li>• Sync for Gmail supports one Google account per user. If a user has multiple Google accounts, only one account can be integrated with Saleslogix. It is important that users are logged on to the appropriate Google account when they authorize their Google integration.</li> <li>• Due to limitations in the Google API, the SData Sync Server must be installed and running on a Microsoft Windows Server versions 2008 or 2008R2.</li> </ul>	

## Mobile System Requirements (v3.0.4 through 3.3.x)

Version	V3.0.4	V3.1.x	V3.2	V3.3.x
<b>Device</b>				
<i>Hardware</i>				
<b>BlackBerry</b>				
BlackBerry OS 10.2 (Z10)	Q	Q	Q	Q
BlackBerry OS 7.x				
BlackBerry OS 6.x	NC	NC	NC	NC
<b>Android (phone/tablet)</b>				
Android 4.x	Q	Q	Q	Q
Android 3.x	S	S	NC	NC
Android 2.x	S	S	NC	NC
<b>iOS (iPhone/iPad)</b>				
iOS 8.x (iPhone 4s, 5, 5s, 6, 6 Plus, iPad 2, 3, 4)		Q	Q	Q
iOS 7.x (iPhone 4, 4s, 5, 5s, iPad 2, 3, 4)	Q	Q	Q	Q
iOS 6.x (iPhone 3G and later, iPad 2 and later)	Q	Q	Q	Q

Version	V3.0.4	V3.1.x	V3.2	V3.3.x
iOS 5.x (iPhone 3G and later, iPad 2 and later)	NC	NC	NC	NC
<b>Windows Phone</b>				
Windows Phone 8	Q	Q	Q	Q
Windows Phone 7	NC	NC	NC	NC
<b>Mobile Platform</b>				
<b>Saleslogix Client (Should match Saleslogix Server version)</b>				
Saleslogix v8.1	Q	Q	Q	Q
Saleslogix v8.0	Q	Q	Q	Q
Saleslogix v7.5.4	Q <sup>M1</sup>	NC	NC	NC
Saleslogix v7.5.3 <sup>14</sup>	Q <sup>M1</sup>	NC	NC	NC
<p><sup>M1</sup>Mobile v3.0.4 can be installed on Saleslogix v7.5.3 and v7.5.4. Be sure to install the version specific to 7.5.4 not the version for 8.0 and later. Some features in Mobile leverage the advancements provided by Saleslogix 8.0 and later and so must be modified to be compatible with Saleslogix v7.5.4. See the document called <i>Installing or Upgrading to Saleslogix Mobile v3.0.4 for 7.5.4</i> for more information.</p>				
<b>Browsers</b>				
<p>In addition to the browsers in the supported native operating systems, Mobile v3.0.4 and later is compatible with the following:</p> <p>Microsoft Internet Explorer 10, Chrome, Firefox.</p>				
<b>License Types</b>				
Standard		Q	Q	Q
Advanced		Q	Q	Q
Premier		Q	Q	Q

## Notes

<sup>1</sup> Hardware requirements are intended as a guideline. As Infor CRM / Saleslogix is highly customizable, hardware requirements will depend on the number of users, activities, database size, number of records, operating systems, and RDBMS, among other factors. Microsoft Windows 7 and later, and Microsoft Windows 2008 and later typically require more powerful hardware. Performance for the Web Client components is also impacted by browser type and version, and by connection bandwidth.

<sup>2</sup> Infor generally does not perform additional qualification testing on a released version of Infor CRM/Saleslogix with newer service packs for operating systems and applications.

<sup>3</sup> In Saleslogix v7.5.4, Active Mail was ported into Desktop Integration, which is qualified for Firefox 3.6.x.

<sup>5</sup> When installing Saleslogix v8.0 on a 64-bit system, Export to Excel, Send SLX, and Mail Merge require integration with 32-bit versions of Microsoft Office products. See the Saleslogix Implementation Guide for additional environment-specific adjustments to installation.

<sup>6</sup> NET Framework is required if hosting a portal (for example, remote client).

<sup>7</sup> IIS must run in v6 compatibility mode for all versions including Saleslogix v8.0 and v8.1.

<sup>8</sup> Microsoft Windows 2008 requires Crystal Reports XI R2 SP4 or later.

<sup>9</sup>When installing Saleslogix v8.1 on a 64-bit system, items available from the Saleslogix Web and Offline Web Client Write menu (including Mail Merge) require integration with 32-bit versions of Microsoft Office products. However, all other locations for accessing email in the Saleslogix Web and Offline Web Clients will function with Outlook 64 bit. For additional environment-specific adjustments to installation, see the Saleslogix Implementation Guide.

<sup>10</sup>In Saleslogix v8.1 and later, the Outlook sync feature is independent of the Saleslogix Client and can therefore use the 64 bit version of Microsoft Outlook 2013 to sync contacts, activities, and tasks.

<sup>14</sup> Works with Saleslogix v7.5.3 with HF1, HF2, HF3, and SData core portal.

<sup>15</sup> Saleslogix 7.5.3 hot fix 10 enables support for synchronization on the Remote Client. This hot fix is not required if your installation does not include Remotes.

<sup>16</sup> For all installations except Web Reporting, Saleslogix installs Microsoft.Net Framework v4.0 if it is not detected on the computer. Having earlier versions of .Net installed alongside 4.0 will not create a problem. Microsoft .Net Framework 2.0 is required for Web Reporting.

<sup>17</sup> Microsoft Office 365 (standard download and Click to Run download) is supported for Saleslogix v8.1 Web and Offline Client users. The Microsoft Office 365 Desktop Client must be installed to support integration with Saleslogix. For Mail Merge support, see KB Article #1408965059.

Windows Client	Microsoft Office 365 Desktop Clients
Infor CRM 8.2 / Saleslogix 8.1 Web Client	Outlook sync – Contacts Outlook sync – Tasks Outlook sync – Calendar items Email SendSLX Email Record to History Export to Excel SLX Address book Vcard support Attach Sales Library items For Mail Merge support, follow the instructions in KB Article #1408965059.
Infor CRM 8.2 / Saleslogix 8.1 LAN Client	Qualified with Saleslogix v8.1 SNC 03. Follow the instructions in KB Article #1408965059 to enable Mail Merge support.

<sup>18</sup> Support for Oracle on Saleslogix v8.1 requires SNC Update 02 and Web Core Update 02 for Saleslogix v8.1.

<sup>19</sup> For all OS, 32 and 64-bit are supported.

<sup>20</sup> Microsoft SQL Server 2012 (any version) cannot be installed on the XP operating system. When upgrading your database to Microsoft SQL 2012 and then creating remotes using SQL Express 2012, any remote users running Windows XP will not be able to attach the remote database because they cannot install SQL Express 2012

<sup>21</sup> NET 4.0 is installed in Integration mode. .NET 2.0 is installed in Classic mode to accommodate Crystal Reports.

· A supported version of Microsoft .NET Framework must be installed on the Web Host server in order to support Internet Explorer 10.

- Microsoft .NET Framework v4.5.1 (recommended) - This version of .NET Framework will run concurrently with versions 3.5 and earlier, but will replace .NET Framework versions 4.0 and 4.5. Microsoft .NET Framework 4.5.1 can be downloaded from the Microsoft site:

<http://www.microsoft.com/en-us/download/details.aspx?id=41641>

**Note:** This link was valid at the time this document was distributed, however the location may have changed. If this link is no longer valid, search the <http://www.microsoft.com> site for ".NET Framework 4.5.1" for the correct location.

- Microsoft .NET Framework v3.5.1 - If your environment does not support Microsoft .NET Framework v4.5.1, then you must apply two Microsoft hot fixes to Microsoft .NET Framework v3.5.1 to provide support for Internet Explorer 10.

These hot fixes can be downloaded from: <http://support.microsoft.com/kb/2600100>

<http://support.microsoft.com/kb/2608565>

**Note:** These links were valid at the time this document was distributed, however the locations may have changed. If links are no longer valid, search the <http://www.microsoft.com> site for "KB2600100" and "KB2608565".

<sup>22</sup> When installing on 64-bit systems, run in native compatibility mode.

<sup>23</sup> Saleslogix Advanced Analytics v 1.0 is replaced by v1.1, which can be used with both Oracle and SQL.

<sup>27</sup> Sync for Gmail v1.0.1 is only available for Saleslogix Web and Windows host database environments.

<sup>29</sup> When installing Desktop Integration with Office 2007, you must be logged on as a user with Administrative rights.

<sup>32</sup> The Saleslogix 8.1 SNC and Web Core updates are recommended for ICAA v3.0 when processing large datasets through the Job Server.

### Notes for Enabling Support for Microsoft Windows 8, Windows Server 2012, Office 2013, Internet Explorer 10, and Firefox 17 on Saleslogix v8.0

<sup>24</sup> Updates to Saleslogix version 8.0 include fixes to enable support for Microsoft Windows 8, Windows Server 2012, Internet Explorer 10, and Firefox 17. Use the following table to determine which updates are required for each operating system and/or

browser. See the document called *Installing Saleslogix on Microsoft Windows 8, Windows Server 2012, and Internet Explorer 10* for additional required installation steps. This document is available in the Update zips.

<sup>25</sup>Desktop integration does not work with Firefox 17. If your Saleslogix Web Client implementation includes Desktop Integration, do not use Firefox 17.

<sup>26</sup>When Saleslogix 8.0 LAN Client implementations include both Advanced Outlook Integration and Microsoft Outlook 2013, install 8.0 SNC Update 08. No other compatibility issues with Microsoft Office 2013 programs have been identified.

<sup>28</sup>Click to Run for Office 2013 /365 is not supported in Saleslogix v8.0.

8.0 Updates	Windows 8	Windows Server 2012	Internet Explorer 10 <sup>21</sup>	Outlook 2013
8.0 Update 02	X			
8.0 Core Update 02 and later	X	X	X	
8.0 Model Update 02 and later		X	X	
8.0 Update 03		X		
8.0 Update 05		X		
8.0 SNC Update 08				X <sup>26</sup>

### Understanding the impact of browsers and their versions on Web and Offline Client integration with Desktop Integration

- Office integration – defined by browser
- Outlook Integration – defined by version of Outlook

#### <sup>30</sup>Saleslogix v8.1.x

Feature	IE 8, 9	IE 10, 11	Firefox 24 and Later	Chrome 23 and Later	Safari 6.1 on Mac
<b>Office Integration</b>					
Drag and drop attachments	Supported Requires Desktop Integration	Supported	Supported	Supported	Supported
Drag and drop email from Outlook	Supported Requires Desktop Integration	Supported Requires Desktop Integration	Not supported	Not supported	Not supported
Drag and drop Library documents (Admin only)	Supported Requires Desktop Integration	Supported Requires Desktop Integration	Supported	Supported	Supported
Mail Merge (included fulfilling literature request with a cover page)	Supported Requires Desktop Integration	Supported Requires Desktop Integration	Not supported	Not supported	Not supported

#### <sup>31</sup>Infor CRM v8.2

Feature	IE 10, 11	Firefox 34 and Later	Chrome 23 and Later	Safari 6.1 on Mac
Drag and drop attachments	Supported	Supported	Supported	Supported
Drag and drop email from Outlook	Supported Requires Desktop Integration	Not supported	Not supported	Not supported
Drag and drop Library documents (Admin only)	Supported Requires Desktop Integration	Supported	Supported	Supported

Feature	IE 10, 11	Firefox 34 and Later	Chrome 23 and Later	Safari 6.1 on Mac
Mail Merge (included fulfilling literature request with a cover page)	Supported Requires Desktop Integration	Not supported	Not supported	Not supported

**Important Information**

For products not listed (for example, Visual Analyzer), visit the Knowledge Base on the Infor Xtreme Portal Web sites:  
<http://www.infor.com/InforXtreme>

- Under Knowledge Base, in the Quick Search box, type the product name and select "Search KB".