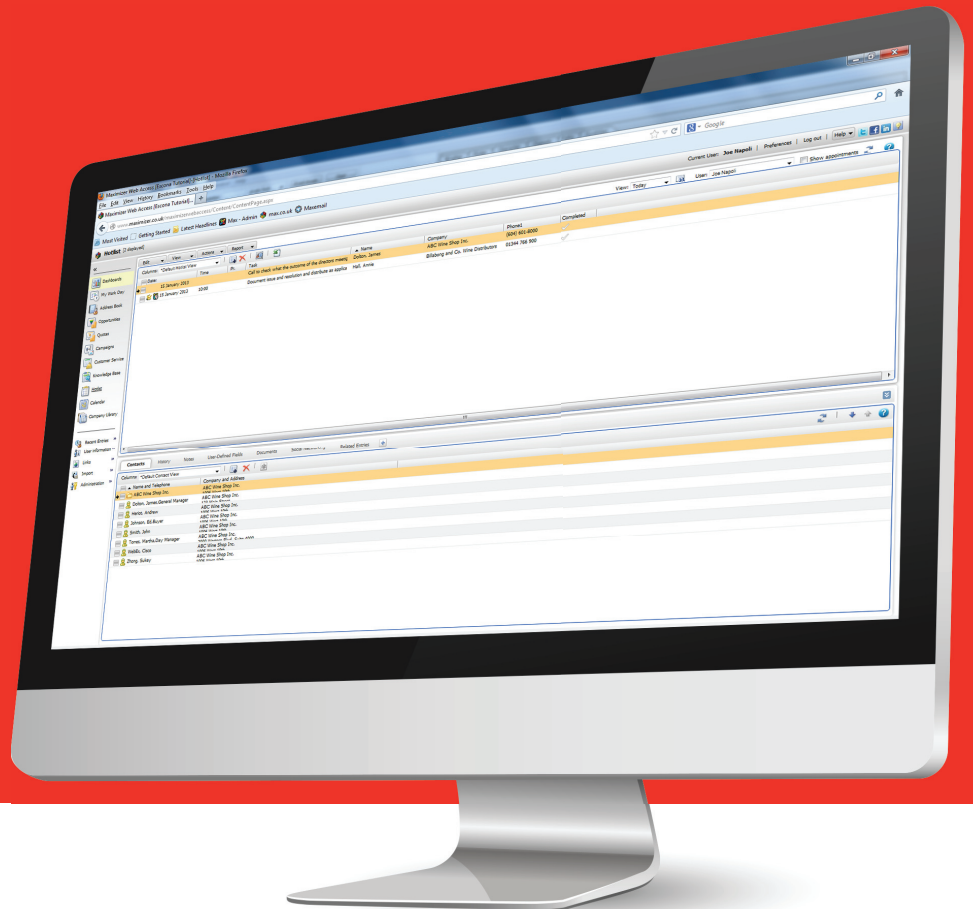# Maximizer CRM 2015

# system requirements

## Enterprise and Group Editions

A typical Maximizer implementation consists of a server and one or more workstations. The hardware and software requirements for each type of Maximizer installation are listed in the following tables. Please refer to the Maximizer website at www.max.co.uk for updated information.

Note that these are the minimum system requirements for Maximizer and your operating system may have higher requirements for some components, such as processor speed and Random Access Memory (RAM). Refer to your operating system documentation for OS-specific requirements.
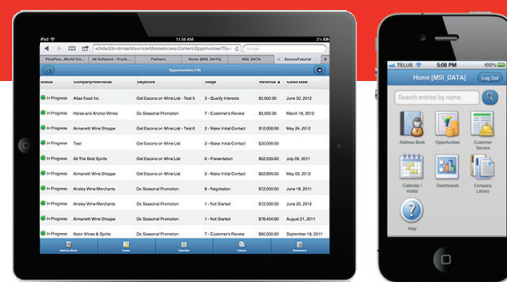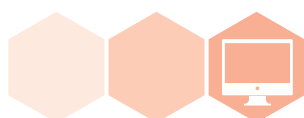
*Save more time than ever before and get comprehensive access to your CRM system with Maximizer CRM 2015.*

## Enterprise Edition

| Enterprise Edition | | Server | Workstation |
|---|---|---|---|
| | Minimum processor speed | 1.6 GHz (minimum)<br>3 GHz or faster processor (recommended) | 1.0 GHz (minimum)<br>2.0 GHz or faster processor (recommended) |
| | Available RAM | 4 GB (minimum)<br>8 GB (recommended) | 2 GB (minimum)<br>4 GB (recommended) or more |
| | Available hard disk space | 2 GB (minimum)<br>5 GB or more (recommended) | 2 GB (minimum)<br>5 GB or more (recommended) |
| | Hard disk format | It's recommended that you install Maximizer on a drive formatted as an NTFS file system. If you want to install Maximizer on a FAT32 file system, you should first convert the drive to an NTFS file system. For information on installing Maximizer on a FAT32 file systems, visit the Maximizer Knowledge Base at www.maximizer.com/knowledgebase. | |
| | Minimum video resolution | SVGA (1024x768) or higher-resolution video adapter and monitor | SVGA (1024x768) or higher-resolution video adapter and monitor |
| | Operating system | Windows Server 2008, 2008 R2, 2012 or 2012 R2 (32-bit and 64-bit editions)<br>*Windows RT is not supported for Maximizer CRM Windows Access.<br>*It is recommended to update to the latest service packs. | Microsoft Windows Vista, Windows 7, Windows 8/8.1, Windows Server 2008, 2008 R2, 2012 or 2012 R2 (32-bit and 64-bit editions)<br>*Windows RT is not supported for Maximizer CRM Windows Access.<br>*It is recommended to update to the latest service packs. |
| | Database software | Microsoft SQL Server® 2005, 2008, 2008 R2, 2012 or 2014 (updated to their latest service packs) | N/A |
| | Reporting services[1] | SQL Server Reporting Services[i] with SQL Server 2008 R2 Service Pack 1 or later, SQL Server 2012 or 2014 | N/A |
| | Email system | 32-bit MAPI-compliant, SMTP (Email Service). | 32-bit MAPI-compliant |
| | Internet browser | Microsoft Internet Explorer® 9.0, 10.0, 11.0 Mozilla Firefox® 17.0 and above for Windows® and Apple Mac® | Microsoft Internet Explorer 9.0, 10.0, 11.0 Mozilla Firefox 17.0 and above for Windows and Apple Mac |
| | Software on the server where Maximizer components for Microsoft IIS are installed | Microsoft Internet Information Server 7.0 (Windows Server 2008), 7.5 (Windows Server 2008 R2), 8.0 (Windows Server 2012), 8.5 (Windows Server 2012 R2) | N/A |

1. A separate SQL Server Reporting Services (SSRS) instance for Maximizer CRM Reporting Services is recommended.

## Group Edition

| | | Server | Workstation |
|---|---|---|---|
| **Group Edition** | Minimum processor speed | 1.6 GHz (minimum) 3 GHz or faster processor (recommended) | 1.0 GHz (minimum) 2.0 GHz or faster processor (recommended) |
| | Available RAM | 4 GB (minimum) 8 GB (recommended) | 2 GB (minimum) 4 GB or more (recommended) |
| | Available hard disk space | 3 GB (minimum) 10 GB or more (recommended) | 2 GB (minimum) 5 GB or more (recommended) |
| | Hard disk format | It's recommended that you install Maximizer on a drive formatted as an NTFS file system. If you want to install Maximizer on a FAT32 file system, you should first convert the drive to an NTFS file system. For information on installing Maximizer on a FAT32 file systems, visit the Maximizer Knowledge Base at www.maximizer.com/knowledgebase. *Maximizer CRM Group Edition should not be installed on a compressed hard drive. | |
| | Minimum video resolution | SVGA (1024x768) or higher-resolution video adapter and monitor | SVGA (1024x768) or higher-resolution video adapter and monitor |
| | Operating system | Windows Server 2008, 2008 R2, 2012 or 2012 R2 (32-bit and 64-bit editions) *Windows RT is not supported for Maximizer CRM Windows Access. *It is recommended to update to the latest service packs. | Microsoft Windows Vista, Windows 7, Windows 8/8.1, Windows Server 2008, 2008 R2, 2012 or 2012 R2 (32-bit and 64-bit editions) *Windows RT is not supported for Maximizer CRM Windows Access. *It is recommended to update to the latest service packs. |
| | Reporting services[1] | SQL Server Reporting Services[1] with SQL Server 2008 R2 Service Pack 1 or later, SQL Server 2012 or 2014 | N/A |
| | Email system | 32-bit MAPI-compliant, or SMTP (Email Service) | 32-bit MAPI-compliant |
| | Internet browser | Microsoft Internet Explorer® 9.0, 10.0, 11.0 Mozilla Firefox® 17.0 and above for Windows® and Apple Mac® | Microsoft Internet Explorer® 9.0, 10.0, 11.0 Mozilla Firefox® 17.0 and above for Windows® and Apple Mac® |
| | Software on the server where Maximizer components for Microsoft IIS are installed | Microsoft Internet Information Server 7.0 (Windows Server 2008), 7.5 (Windows Server 2008 R2), 8.0 (Windows Server 2012), 8.5 (Windows Server 2012) | N/A |

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## MaxSync for Microsoft Exchange system requirements

- Maximizer CRM 2015 (Workstation or Server)
- Processor Speed: 1.0 GHz (minimum); 2.0 GHz or faster processor (recommended)
- RAM: 4 GB (minimum); 8 GB (recommended)
- Available hard disk space: 2 GB (minimum); 5 GB (recommended)
- Operating system: Windows Server 2008, 2008 R2, 2012, Microsoft Windows Vista, Windows 7, Windows 8/8.1 (32-bit and 64-bit editions) (updated to their latest service packs)
- Email system: Outlook 2003, 2007
- Microsoft Exchange Server 2003, 2007, 2010

*Notes:* *MaxSync for Microsoft Exchange® is not supported in multi-server Microsoft Exchange environments.*

## Workflow Automation powered by KnowledgeSync system requirements

- Processor Speed: 1.6 GHz
- Available RAM: 1.0 GB
- Available hard disk space: 140 MB for installation, 70 MB for application, 5KB max per event
- Operating system: Microsoft Windows 2000, 2003, XP, Vista (updated to their latest service packs).



*Maximizer CRM 2015 has been updated to utilise the latest mobile technology and browsers.*
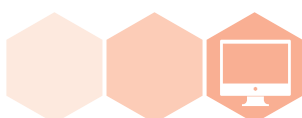
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