

Maximizer CRM 12 System Requirements

Group and Enterprise Editions

Maximizer CRM 12

Features:

- Account and contact management
- LinkedIn integration
- Time management iCalendar integration
- Task management and automation
- Sales force automation & forecasting
- Marketing campaign automation & management
- Customer service management
- Microsoft Office integration
- Outlook & Exchange synchronisation
- Business Intelligence
- Workflow automation
- Partner relationship management
- Access options: mobile devices, Web, Windows desktop, remote synchronisation

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 RAM. Refer to your operating system documentation for OS-specific requirements.

Maximizer CRM Enterprise Edition System Requirements

	Server	Workstation
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	1 GB (minimum) 2 GB (recommended)	512 MB (minimum) 1 GB (minimum for Windows Vista or Windows 7) 2 GB (recommended) or more
Available hard disk space	2 GB (minimum) 5 GB or more (recommended)	2 GB (minimum) 5 GB or more (recommended)
Minimum video resolution	SVGA (800x600) or higher-resolution video adapter and monitor	SVGA (800x600) or higher-resolution video adapter and monitor
Operating system	Microsoft Windows 2003, 2003 R2, 2008, or 2008 R2 (32-bit 7 64-bit editions updated to their latest service packs)	Microsoft Windows XP, Vista, Windows 7, Windows Server 2003, 2003 R2, 2008, or 2008 R2 (32-bit and 64-bit editions updated to their latest service packs)
Database software	Microsoft SQL Server 2005, 2008, 2008 R2 (updated to their latest service packs)	N/A
Reporting Services	SQL Server Reporting Services ¹ with SQL Server 2008 R2 Service Pack 1 or later	N/A
Email system	32-bit MAPI- or VIM-compliant, SMTP (Email Service), SMTP and IMAP (Web Access)	32-bit MAPI or VIM-compliant
Internet browser	Microsoft Internet Explorer 8.0, 9.0 Mozilla Firefox 5.0, 6.0.x	Microsoft Internet Explorer 8.0, 9.0 Mozilla Firefox 5.0, 6.0.x
Software on the server where Maximizer components for Microsoft IIS are installed	Microsoft Internet Information Server 6.0 (Windows Server 2003 and 2003 R2), 7.0 (Windows Server 2008), 7.5 (Windows Server 2008 R2)	N/A

Maximizer CRM Group Edition System Requirements

	Server	Workstation
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	1 GB (minimum) 2 GB (recommended)	512 MB (minimum) 1 GB (minimum for Windows Vista or Windows 7) 2 GB (recommended) or more
Available hard disk space	2 GB (minimum) 5 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 .	
Minimum video resolution	SVGA (800x600) or higher-resolution video adapter and monitor	SVGA (800x600) or higher-resolution video adapter and monitor
Operating system	Microsoft Windows 2003, 2003 R2, 2008, or 2008 R2 (32-bit & 64-bit editions updated to their latest service packs) Microsoft Windows XP, Vista, Windows 7 (32-bit & 64-bit editions updated to their latest service packs)	Microsoft Windows XP, Vista, Windows 7, Windows Server 2003, 2003 R2, 2008, or 2008 R2 (32-bit and 64-bit editions updated to their latest service packs)
Email system	32-bit MAPI- or VIM-compliant, SMTP (Email Service), SMTP and IMAP (Web Access)	32-bit MAPI or VIM-compliant
Internet browser	Microsoft Internet Explorer 8.0, 9.0 Mozilla Firefox 5.0, 6.0x	Microsoft Internet Explorer 8.0, 9.0 Mozilla Firefox 5.0, 6.0x
Software on the server where Maximizer components for Microsoft IIS are installed	Microsoft Internet Information Server 6.0 (Windows Server 2003 and 2003 R2), 7.0 (Windows Server 2008), or 7.5 (Windows Server 2008 R2)	N/A

Notes:

Microsoft Windows XP Home, XP Media Centre, Vista Home/Home Premium, and Windows 7 Home Premium are not supported in a network environment when logging into a domain is required. Refer to your Microsoft documentation for details on how to set up networking in a workgroup environment.

Maximizer components for Microsoft Internet Information Services are not supported on any Windows XP-based, Windows Vista-based, or Windows 7-based computers

Because Web Access (Maximizer components for Microsoft IIS) may have to handle larger amounts of processing (as the number of concurrent Web Access clients increase, we recommend that you install Web Access on a server with dual or quad processors and more RAM than the minimum requirements. In addition, it is recommended that customers who are planning a deployment of Web Access on a server machine, that will potentially have physical memory demands in excess of 4GB of physical RAM, deploy on a 64-bit operating system.

MaxExchange System Requirements

	MaxExchange Synchronisation Server	MaxExchange Remote
Minimum Processor Speed	1.6 GHz 3 GHz or faster processor (recommended)	1.0 GHz (minimum) 2.0 GHz or faster processor (recommended)
Available RAM	1 GB (minimum) 2 GB (recommended) 4 to 1 ratio of virtual memory to physical memory	1 GB (minimum) 2 GB (recommended) 4 to 1 ratio of virtual memory to physical memory
Available hard disk space	4 GB (minimum) 6 to 8 GB (recommended)	2 GB (minimum) 4 to 6 GB (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 .
Operating system	Microsoft Windows XP, Windows Server 2003, 2003 R2, 2008, 2008 R2	Microsoft Windows XP, Vista, Windows 7, Windows Server 2003, 2003 R2, 2008, or 2008 R2 (32-bit and 64-bit editions updated to their latest service packs)

Because the MaxExchange server and remote server(s) may have to handle large amounts of processing (i.e., a large synchronised Address Book with many remotes), we recommend that you install the server software on a computer with a more powerful processor, more RAM, and more hard disk space than the minimum requirements.

Max Sync for Microsoft Exchange System Requirements

- Maximizer CRM 12 (Workstation or Server)
- Processor Speed: 1.0 GHz (minimum); 1.6 GHz or faster processor (recommended)
- RAM: 1 GB (minimum); 2GB (recommended)
- Available hard disk space: 2 GB (minimum); 5 GB (recommended)
- Operating system: Microsoft Windows XPⁱⁱ, Windows Server 2003, 2003 R2, 2008, 2008 R2 (updated to their latest service packs)
- Email system: Outlook 2003, 2007, 2010

Note: 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)

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Technology Partners



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MaxMobile for BlackBerry System Requirements

- Minimum 2 MB free space on the device for MaxMobile components.
- BlackBerry devices running BlackBerry software 4.2.1 to 7.0 are supported

MaxMobile Wireless Server System Requirements

- Maximizer CRM 12 (Workstation or Server)
- Processor Speed: 1.6 GHz (minimum); 3 GHz or faster processor (recommended)
- RAM: 1 GB (minimum); 2 GB (recommended)
- Operating system: Windows Server 2003, 2003 R2, 2008, or 2008 R2 (updated to their latest service packs) with Microsoft Internet Information Server

i. Recommend that a separate SSRS instance be created for Maximizer CRM Reporting Services.

ii. Windows XP Home is not supported in a network environment

Why Maximizer CRM 12?

1. **Simple & Quick** to deploy, learn, use and maintain
2. **Access Options** through web, desktop and mobile smartphones
3. **Value**. Best Value for a full-featured CRM, low total cost of ownership
4. **Expertise**. More than 20 years as a pioneer and leader in CRM.

Visit www.max.co.uk for:

- Information based on your role: sales, marketing, service, executive, IT
- Information on CRM and Contact Management
- An overview of features and technology
- Online demos and free trial software
- White papers and webinars on CRM best practices

Maximizer CRM helps small and medium-sized businesses maximise sales, customer satisfaction and profitability through increased business productivity and optimisation of limited resources

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