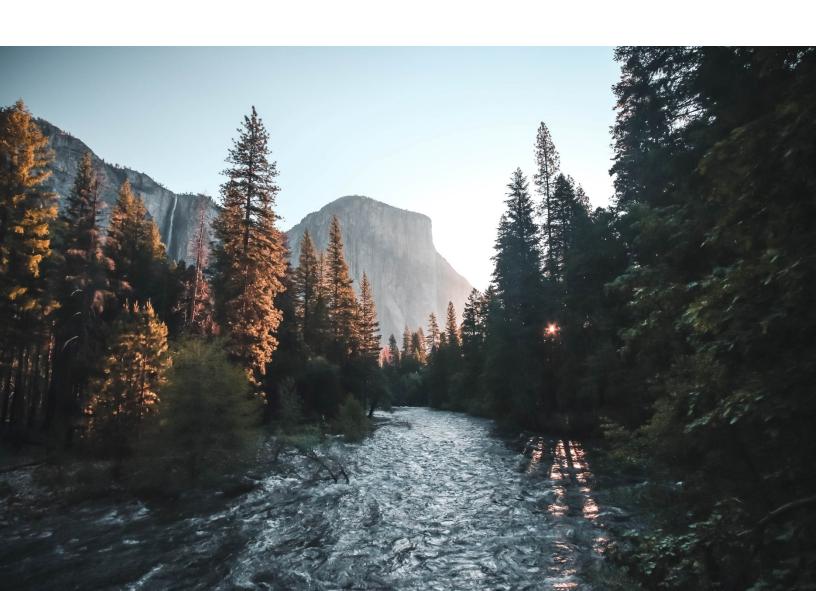# System Requirements R2 2021

MAXIMIZERCRM ON-PREMISE

System Requirements

This section describes the minimum system requirements for installing, as well as using Maximizer CRM On-Premise. The minimum system requirements only represent what is necessary to set up or use Maximizer CRM. The actual system requirements for your setup might depend on several factors such as the operating system and the number of users accessing Maximizer CRM.

> **ⓘ Note:**
>
> We strongly recommend that you increase your hardware capacity if you foresee many users accessing Maximizer CRM. Your operating system may also require more resources such as processor speed and RAM. Refer to the operating system documentation for OS-specific requirements.

Requirement	Description
Processor speed	Quad Core 2.0 GHz or faster processor per server
RAM	16 GB or greater
Hard disk space	10 GB or greater
Operating System	Microsoft Windows Server: • 2012 • 2012 R2 • 2016 • 2019 We recommend that you upgrade to the latest service pack available for your version. *ⓘ Note: If you plan to install or continue to use the Word Add-in, and at the time of installing Maximizer CRM, you choose to install Linux services using Windows Subsystem for Linux (WSL), you MUST ensure that you upgraded your server to version 2019.*

Requirement	Description
Database	Microsoft SQL Server, with full-text search enabled: • 2012 • 2014 • 2016 • 2017 • 2019 We recommend that you upgrade to the latest service pack available for your version. ⓘ **Note**: *Maximizer CRM On-premise is not compatible with the Express edition of the SQL Server. You must use either the Standard edition or the Enterprise edition.*
Email Protocol	SMTP
Internet specifications	• 5 Mbps (minimum) • 10 Mbps or higher (recommended) Increase the internet speed if you foresee many users accessing Maximizer CRM.
Software on the server where Maximizer components for Microsoft IIS are installed	• Microsoft Internet Information Server 8.0 (Windows Server 2012) • Microsoft Internet Information Server 8.5 (Windows Server 2012 R2) • Microsoft Internet Information Server 10 (Windows Server 2016 and 2019) Maximizer components for the IIS server are installed on this server.
Note: We recommend that you turn on ASP.Net Session State for better stability, especially if you foresee more than 10 users using the application.	

Requirement	Description
Browser	- Google Chrome for Windows and Mac - Microsoft Edge - Mozilla Firefox for Windows and Mac *ⓘ Note: Starting with this release, support for Internet Explorer 11 has been stopped.*
Mobile App & Mobile Responsive Web access	- iOS versions: 10, 11, 12, 13, and 14 on iPhone, iPad, and iPod Touch - Android versions: 6, 7, 8, 9, 10, and 11

Contacting Support

If you have problems with or questions about Maximizer CRM or Maximizer CRM Live, contact the Maximizer Support team. To do that, you can use one of the following channels:

Phone

- **North America**: 1-866-275-1254 (Monday through Friday, 5:00 AM to 7:30 PM, PST; Sunday 11:00 AM to 7:30 PM, PST)

- **Europe, Middle East, Africa**: +44 13 4476 6904 (Monday through Friday, 9.00 AM to 5.30 PM, GMT)

- **Australia & New Zealand**: + 61 2 9957 2011 (Monday through Friday, 5:00 AM to 7:30 PM, PST; Sunday 11:00 AM to 7:30 PM, PST)

Email

Write to the support team at:

- **EMEA**: techsupport@maximizer.co.uk

- **Rest of the world**: support@maximizer.com

Chat

The chat window can be accessed from within Maximizer CRM. Go to **Help Center** > **Support Chat**.