



# System Requirements

A typical Maximizer CRM 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.maximizer.com](http://www.maximizer.com) for updated information.

Note that these are the minimum system requirements for Maximizer CRM, 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)	600 MHz (minimum); 800 MHz (minimum for Windows Vista) 1.6 GHz or faster processor (recommended)
Available RAM	1 GB (minimum) 2 GB (recommended)	512 MB (minimum); 1 GB (minimum for Windows Vista) 1 GB (recommended); 2 GB (recommended for Windows Vista)
Available hard disk space	1 GB (minimum) 2 GB or more (recommended)	1 GB (minimum) 2 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 2000 or 2003 (updated to their latest service packs)	Microsoft Windows 2000, XP <sup>i</sup> , Vista <sup>ii</sup> or 2003 (updated to their latest service packs)
Database software	Microsoft SQL Server 2000 or Microsoft SQL Server 2005 (updated to their latest service packs)	n/a
Email system	32-bit MAPI- or VIM-compliant	32-bit MAPI- or VIM-compliant
Internet browser	Microsoft Internet Explorer 6.0 or 7.0	Microsoft Internet Explorer 6.0 or 7.0
Software on the server where Maximizer components for Microsoft IIS are installed	Microsoft Internet Information Server 5.0 (Windows 2000) or 6.0 (Windows Server 2003)  <b>For use of eStore:</b> Macromedia JRun 3.0, 3.1, or 4.0 (Jrun requires pre-installation of Java Runtime Environment 1.2.2 – 1.4.2)	n/a

## Maximizer CRM Professional Edition System Requirements

	Server	Workstation
Minimum Processor Speed	1.6 GHz (minimum) 3 GHz or faster processor (recommended)	600 MHz (minimum); 800 MHz (minimum for Windows Vista) 1.6 GHz or faster processor (recommended)
Available RAM	1 GB (minimum) 2 GB (recommended)	512 MB (minimum); 1 GB (minimum for Windows Vista) 1 GB (recommended); 2 GB (recommended for Windows Vista)
Available hard disk space	1 GB (minimum) 2 GB or more (recommended)	1 GB (minimum) 2 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 2000, XP <sup>i</sup> , or 2003 (updated to their latest service packs)	Microsoft Windows 2000, XP, Vista <sup>ii</sup> or 2003 (updated to their latest service packs)
Database software	Microsoft SQL Server 2000 or Microsoft SQL Server 2005 (updated to their latest service packs)	n/a
Email system	32-bit MAPI- or VIM-compliant	32-bit MAPI- or VIM-compliant
Internet browser	Microsoft Internet Explorer 6.0 or 7.0	32-bit MAPI- or VIM-compliant
Software on the server where Maximizer components for Microsoft IIS are installed	Microsoft Internet Information Server 5.0 (Windows 2000) or 6.0 (Windows Server 2003)  <b>For use of eStore:</b> Macromedia JRun 3.0, 3.1, or 4.0 (Vrun requires pre-installation of Java Runtime Environment 1.2.2 – 1.4.2)	n/a

## Maximizer CRM Group Edition System Requirements

	Server	Workstation
Minimum Processor Speed	1.6 GHz (minimum) 3 GHz or faster processor (recommended)	600 MHz (minimum); 800 MHz (minimum for Windows Vista) 1.6 GHz or faster processor (recommended)
Available RAM	1 GB (minimum) 2 GB (recommended)	512 MB (minimum); 1 GB (minimum for Windows Vista) 1 GB (recommended); 2 GB (recommended for Windows Vista)
Available hard disk space	1 GB (minimum) 2 GB or more (recommended)	1 GB (minimum) 2 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 2000, XP <sup>i</sup> , or 2003 (updated to their latest service packs)	Microsoft Windows 2000, XP, Vista <sup>ii</sup> or 2003 (updated to their latest service packs)
Database software	Microsoft SQL Server Express 2005 is included <sup>iii</sup>	n/a
Email system	32-bit MAPI- or VIM-compliant	32-bit MAPI- or VIM-compliant
Internet browser	Microsoft Internet Explorer 6.0 or 7.0	32-bit MAPI- or VIM-compliant
Software on the server where Maximizer components for Microsoft IIS are installed	Microsoft Internet Information Server 5.0 (Windows 2000) or 6.0 (Windows Server 2003)	n/a

## MaxExchange System Requirements

### MaxExchange Synchronization Server

- Windows 2003, Windows 2000, Windows XP
- 800 MHz processor or faster (2.4 GHz or faster processor recommended)
- 1 GB of RAM (2 GB recommended)
- 4 to 1 ratio of virtual memory to physical memory
- 4 GB available hard disk space (6 to 8 GB recommended)
- Because the MaxExchange server and remote server(s) may have to handle large amounts of processing (i.e., a large synchronized Address Book with many remotes), we recommend that you install the server software on a computer with a more powerful processor and more RAM than the minimum requirements.

### MaxExchange Remote System Requirements

- Windows 2003, Windows 2000, Windows XP, Windows Vista
- 800 MHz processor or faster (1.6 GHz or faster processor recommended)
- 1 GB of RAM (2 GB recommended)
- 4 to 1 ratio of virtual memory to physical memory
- 2 GB available hard disk space (4 to 6 GB recommended)

### MaxSync for Microsoft Exchange System Requirements

	Server	Workstation
Minimum Processor Speed	500 MHz (minimum) 1.6 GHz (recommended)	n/a
Available RAM	512 MB (minimum) 1 GB (recommended)	n/a
Available hard disk space	500 MB (minimum) 800 MB (recommended)	n/a
Operating system	Microsoft Windows 2000, XP <sup>®</sup> , or 2003 (updated to their latest service packs)	n/a
Email system	32-bit MAPI-enabled application, Outlook 2000 or higher	n/a

### Workflow Automation Powered by KnowledgeSync System Requirements

	Server	Workstation
Minimum Processor Speed	500 MHz or faster	n/a
Available RAM	256 MB	n/a
Available hard disk space	140 MB for installation, 70 MB for application, 5 KB max per event	n/a
Operating system	Microsoft Windows 2000, XP, 2003, Vista (updated to their latest service packs)	n/a

## MaxMobile for Windows Pocket PC System Requirements

Before installing MaxMobile, you must install the following software on your computer.

- Maximizer CRM 10
- Microsoft ActiveSync 4.5 or higher (if your computer is running an operating system other than Windows Vista), or Windows Mobile Device Center 6.1 or higher (if your computer is running Windows Vista)
- Mobile Powered Pocket PC and Mobile Powered Pocket PC Phone Edition devices running Windows Mobile 2003 (4.2) for Pocket PC, Windows Mobile 5, or Windows Mobile 6 are supported.

The following space requirements must also be met:

- 18 MB (minimum) free space on the device without the use of a storage card where MaxMobile, the database, and all other components are installed on the device.
- 13 MB to 18 MB free space on the device with the use of a storage card where only the database is installed on the storage card. MaxMobile and other components are installed on the device.
- 8 MB to 13 MB free space on the device with the use of a storage card using the Advanced Installation method where only the database is installed on the storage card. MaxMobile and other components are installed on the device.

## MaxMobile for Windows Mobile Smartphone System Requirements

Before installing MaxMobile, you must install the following software on your computer:

- Maximizer CRM 10
- Microsoft ActiveSync 4.5 or higher (if your computer is running an operating system other than Windows Vista), or Windows Mobile Device Center 6.1 or higher (if your computer is running Windows Vista)
- Mobile Powered Smartphone devices running Windows Mobile 2003 (4.2), Windows Mobile 5, or Windows Mobile 6 are supported.

The following space requirements must also be met:

- 18 MB (minimum) free space on the device without the use of a storage card where MaxMobile, the database, and all other components are installed on the device.
- 13 MB to 18 MB free space on the device with the use of a storage card where only the database is installed on the storage card. MaxMobile and other components are installed on the device.
- 8 MB to 13 MB free space on the device with the use of a storage card using the Advanced Installation method where only the database is installed on the storage card. MaxMobile and other components are installed on the device.

## MaxMobile for BlackBerry System Requirements

Before installing MaxMobile, Maximizer CRM 10 and BlackBerry Desktop Software 4.0.2 or higher must be installed on the computer.

- Requires 1 MB free space on the device for MaxMobile components and additional space for the database.
- BlackBerry devices running BlackBerry software 4.0.2 or higher are supported.

## MaxMobile Wireless Synchronization Server System Requirements

- Maximizer CRM 10 (Workstation or Server)
- Processor Speed: 800 MHz (minimum) and 2.4 GHz (recommended)
- RAM: 512 MB (minimum) and 1 GB (recommended)
- Operating system: Microsoft Windows XP, 2000 or 2003 (updated to their latest service packs) with Microsoft Internet Information Server

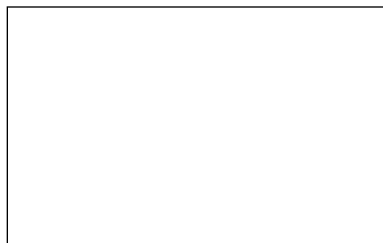
## Maximizer CRM 10 Features

- Account and contact management
- Time management
- Task management and automation
- Sales force automation
- Sales forecasting
- Marketing automation
- Email marketing
- Customer service management
- Microsoft Office integration
- Outlook & Exchange synchronization
- Accounting integration
- Business Intelligence
- Workflow automation
- Partner relationship management
- eBusiness
- Access options: Windows desktop, web, mobile devices, remote synchronization

### Technology Partners



### Certified Solution Provider



## Accounting Link for Microsoft Dynamics GP

- Maximizer CRM 10 (Workstation or Server)
- Processor Speed: 800 MHz (minimum) and 1.6 GHz (recommended)
- RAM: 512 MB (minimum) and 1 GB (recommended)
- Operating system: Microsoft Windows XP, 2000 Server or 2003 Server (updated to their latest service packs)

## Accounting Link Designed for use with QuickBooks

- Maximizer CRM 10 (Workstation or Server)
- Processor Speed: 800 MHz (minimum) and 1.6 GHz (recommended)
- RAM: 512 MB (minimum) and 1 GB (recommended)
- Operating system: Microsoft Windows XP, 2000, or 2003 (updated to their latest service packs)

## MaxLink System Requirements

Before you begin, review the following system requirements for MaxLink:

- 600 MHz processor or faster
- Windows XP, 2000, 2003
- Maximizer CRM 10 installed on your computer
- Palm Desktop application version 4.0 or higher installed on your computer

Visit our website at [www.maximizer.com](http://www.maximizer.com) for the most up-to-date product compatibility information.

Be sure to back up your Maximizer Address Books before using MaxLink.

- i. Windows Vista Home Basic/Premium are not supported in a networked environment
- ii. Windows XP Home is not supported in a networked environment.
- iii. Microsoft SQL Server Express has a database size limitation of 4GB.

### Why Maximizer CRM 10

1. **Simple** and quick to deploy, learn, use and maintain.
2. **Access** to critical information through the web, Windows desktop, and mobile devices.
3. **Best value** in its class for full-featured CRM.

### Visit [www.maximizer.com](http://www.maximizer.com) for:

- Information based on your role: sales, marketing, service, executive, IT
- Information on features and technology
- Online demonstrations, trial software
- White papers on CRM best practices
- Webinars

Maximizer CRM helps small and medium-sized businesses maximize revenue, maximize satisfaction, and maximize every single day.

**Call: 1-800-804-6299**

**Email: [sales@maximizer.com](mailto:sales@maximizer.com)**

**Web: [www.maximizer.com](http://www.maximizer.com)**

#### Americas

604-601-8000 phone  
604-601-8001 fax  
[info@maximizer.com](mailto:info@maximizer.com)  
[www.maximizer.com](http://www.maximizer.com)

#### Europe, Middle East, Africa

+44 (0) 1628 587777 phone  
+44 (0) 1628 587778 fax  
[info@max.co.uk](mailto:info@max.co.uk)  
[www.max.co.uk](http://www.max.co.uk)

#### Australia, New Zealand

+61 (0) 2 9957 2011 phone  
+61 (0) 2 9957 2711 fax  
[info@maximizer.com.au](mailto:info@maximizer.com.au)  
[www.maximizer.com.au](http://www.maximizer.com.au)

#### Asia

+(852) 2598 2888 phone  
+(852) 2598 2000 fax  
[info@maximizer.com.hk](mailto:info@maximizer.com.hk)  
[www.maximizer.com.hk](http://www.maximizer.com.hk)