



# **Maximizer On-Premise 2023.1**

## **System Requirements**

---

March 2023

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

| Requirement   | Description  |
|---|--|
| Processor speed   | 8 Core 3.0 GHz or faster processor per server  |
| RAM   | 16 GB or greater   |
| Hard disk space   | 10 GB or greater   |
| Internet specifications   | <ul style="list-style-type: none"><li>• 5 Mbps (minimum)</li><li>• 10 Mbps or higher (recommended)</li></ul> <p>Increase the internet speed if you foresee many users accessing Maximizer.</p> |
| <b>Note:</b> We strongly recommend that you increase your hardware capacity if you foresee many users accessing Maximizer. Your operating system may also require more resources such as processor speed and RAM. Refer to the operating system documentation for OS-specific requirements. |  |

## Supported Client Operating Systems

- Windows 10/11
- macOS\*

*\*Microsoft Word Integration is not supported on macOS.*

## Supported Server Operating Systems

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016 Standard, Essentials, and Datacenter
- Microsoft Internet Information Server 10.0 (Windows Server 2016, 2019, 2022)
- Ubuntu Linux 20.02 or higher\*

*It's recommended that you install the latest updates for the operating systems.*

*\*Required for MS Word Add-On. Please see Linux Installation Considerations on page 5.*

## Supported Database Server Engines

- Microsoft SQL Server 2022
- Microsoft SQL Server 2019
- Microsoft SQL Server 2017
- Microsoft SQL Server 2016
- Microsoft SQL Server 2014 (not recommended for new installations)

*It's recommended to install the latest updates for the database applications. Maximizer On-Premise is not compatible with any version of SQL Express edition.*

## Supported Office Applications

- Microsoft Outlook, Word, Excel 2016\*, 2019
- Microsoft Outlook, Word, Excel for Office 365 (Desktop Version)
- Microsoft Outlook for Office 365 (Web Version)\*\*

*It's recommended to install the latest updates for Microsoft Office.*

*Word support requires Maximizer Word Integration Add-on.*

*Outlook support requires Maximizer Outlook Integration Add-on.*

*Outlook integration on macOS is supported using the Microsoft Office 365 | Outlook Integration for Maximizer only.*

*Excel 2016 and later is required to use Maximizer Connect for Excel Quote.*

*\*Integrations are not supported with Office 2016 Microsoft store version.*

*\*\*Integration is through the Microsoft Office 365 | Outlook Integration for Maximizer. An Office 365 email account is required. Office 365 ProPlus is not supported.*

## Supported Internet Browsers

- Google Chrome for Windows and macOS\*
- Mozilla Firefox for Windows and macOS\*
- Microsoft Edge for Windows and macOS\*

## Supported Devices for Mobile App

- iPhone, iPad, iPod Touch (Supported iOS 13 and later)\*
- Android devices (Supported Android 10 and later)\*

*\*For Maximizer 2020 R1 and later.*

## Upgrade Path

### Legacy Products:

- Maximizer Enterprise/Maximizer (Pervasive) 7.0 and above
- Maximizer Enterprise (SQL) 7/8/9
- Maximizer 10/11/12/2015/2016/2017/2018/2019

### Active Products:

- Maximizer 2020/2021

*If you are upgrading from Maximizer 2019 or earlier then please fill out [this form](#).*

## Deprecation List

The following products/features are discontinued in Maximizer 2023.1 and are no longer supported:

- Filestream (SQL Server)\*
- The History tab.
- Consolidated Activities Report and Incoming vs Outgoing Call Report. They are replaced by the Consolidated Timeline Report.
- Searching by text in documents.
- View Menu > Phone Log.

*\*The SQL Server Filestream feature needs to be removed prior to upgrading to Maximizer 2023.1. Here is a link to explain the removal process: [Removing Filestream from your Maximizer Database - HelpDocs](#)*

## Linux Installation Considerations

If you plan to use the Word Add-in, please consider the following:

| Option   | Description  |
|--|--|
| Manually install Linux services on a dedicated Linux server<br>(Recommended) | <p>This option installs Linux services on a dedicated Ubuntu Linux server. We recommend this option for optimum performance.</p> <p>Select this option if your setup meets the following conditions:</p> <ul style="list-style-type: none"><li>You are using Windows server earlier than version 2019 (build 1809).</li></ul> <p>Ubuntu Linux Requirements:</p> <ul style="list-style-type: none"><li>The server version is 20.04 or later.</li><li>The server is installed on an independent server.</li><li>It is accessible to the Maximizer IIS web server.</li><li>A root user account is used to log in to the Ubuntu server.</li><li>Processor: Dual core or higher.</li><li>RAM: 4 GB or higher.</li></ul> |

## Contacting Customer Experience

If you have problems with or questions, contact the Maximizer Customer Experience team. To do that, you can use one of the following channels:

### Email

Write to the Customer Experience team at: [CustomerExperienceTeam@maximizer.com](mailto:CustomerExperienceTeam@maximizer.com)

### Chat

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