

Outlook Install Requirements

To ensure that installation of Microsoft CRM for Outlook and Microsoft CRM for Outlook with Offline Access is running without problems, and prevent possible incompatibility issues with other add-ins which may be installed on Microsoft Outlook, we recommend the following setup.

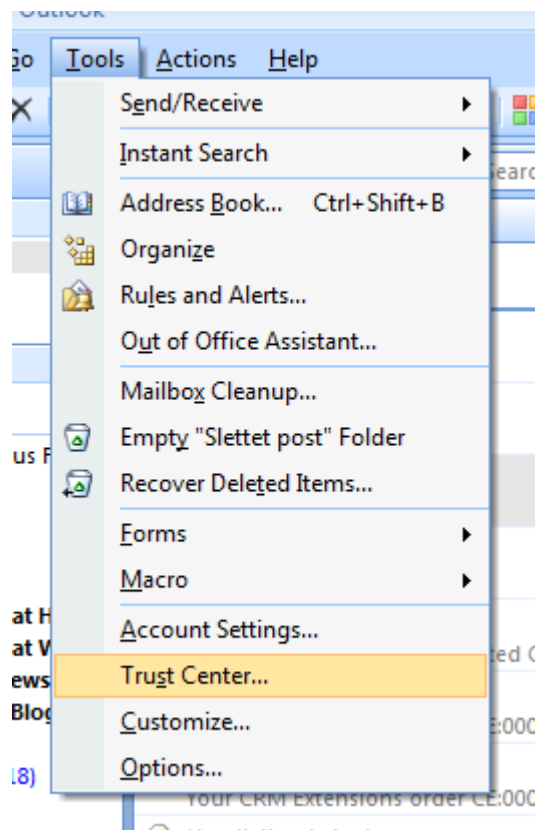
- There must not be installed Microsoft BCM (Business Contact Manager) for Outlook on the client.
- There must not be installed any 3rd part Add-in for Outlook.
- Outlook should always be updated with latest newest patch from Microsoft.
- 3rd part Exchange client Extensions should be disabled. E.G. Antivirus extensions.

AlfaPeople can refuse to support or help with setup of Microsoft CRM, which is not compliant with above mentioned requirements.

If you are in doubt on having any add-ins installed on your Outlook 2007 installation, this can be checked easily by following this short guide:

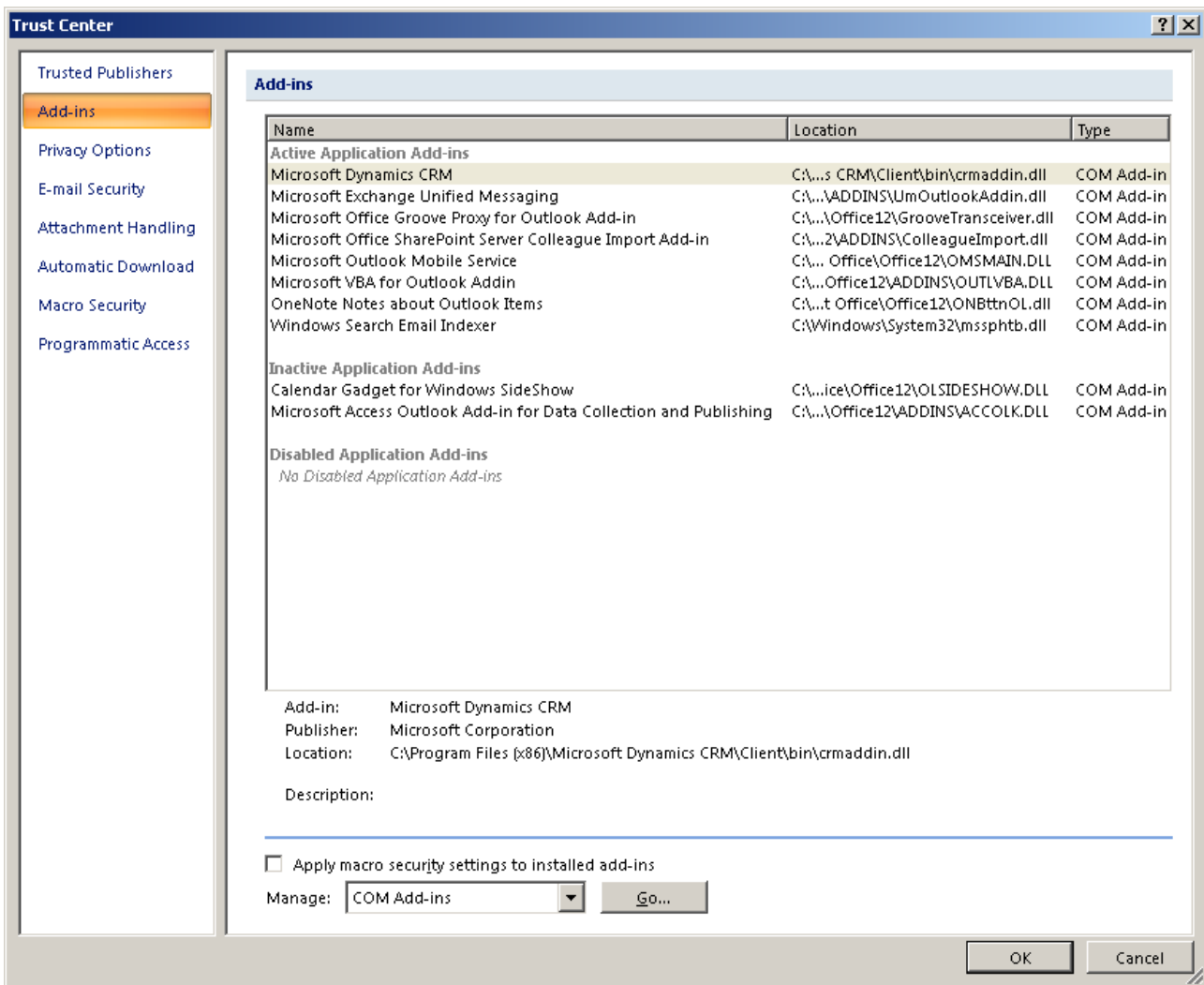
1)

In Microsoft Outlook 2007, go to the menu **“Tool”** and choose **“Trust Center”**



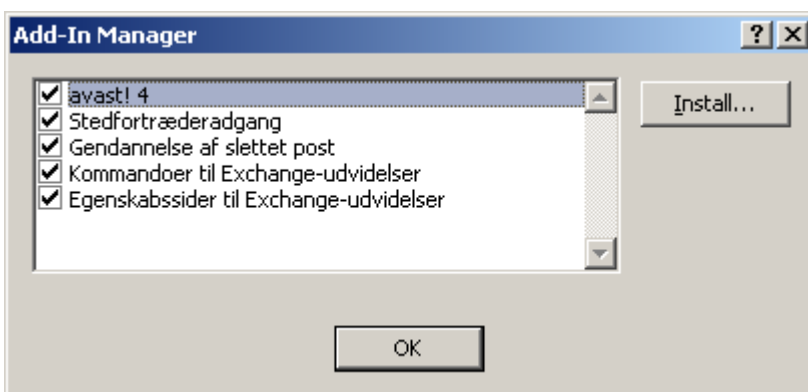
2)

A “Trust Center” window will now appear. In the left pane, check where it says “Add-ins”.



3)

In this window you will now be able to browse through all installed add-ins for your Microsoft Outlook 2007 installation. The “Manage COM add-ins” view presents active as well as inactive add-ins. If you receive E-mails through an Exchange server you will have to check the Manage “Exchange Client Extensions” as well.



In this case, the Manage “Exchange Client Extensions” view reveals that besides the add-ins installed directly on the Microsoft Outlook 2007 installation, there is an installation of “Avast! 4” which has extensions to the Microsoft Exchange server.