



SALESFORCE SYSTEM REQUIREMENTS


Summary

Review the system requirements for using Salesforce in a Web browser or other Salesforce clients, such as Salesforce Classic Mobile and Salesforce for Outlook.

To Use Salesforce

The Salesforce online application can run on any computer with an Internet connection and supports the following browsers:

Browser	Comments
Google Chrome™, most recent stable version	Chrome applies updates automatically. Salesforce makes every effort to test and support the most recent version. There are no configuration recommendations for Chrome.
Mozilla® Firefox®, most recent stable version	Salesforce makes every effort to test and support the most recent version of Firefox.
Microsoft® Internet Explorer® versions 9, 10, and 11	If you use Internet Explorer, we recommend using the latest version that Salesforce supports. Apply all Microsoft software updates.
Apple® Safari® versions 5.x, 6.x and 7.x on Mac OS X	There are no configuration recommendations for Safari.

 **Note:** For all browsers, enable JavaScript, cookies, and TLS 1.2. If TLS 1.2 isn't available, enable TLS 1.1. Browsers that don't support TLS 1.1 or TLS 1.2 won't be able to access Salesforce after we deactivate TLS 1.0. Deactivation is scheduled, but not guaranteed, for the first and second quarters of 2016.

Some features in Salesforce—and some desktop clients, toolkits, and adapters—have their own browser requirements.

To Use Salesforce Classic Mobile

The Salesforce Classic Mobile app can run on Android, BlackBerry, and iOS operating systems. It's also supported by wireless carriers—if the device can establish a data connection to the Internet, it can typically run the mobile app. [Verify that your device is supported](#) before installing the mobile app. Recently released mobile devices aren't immediately supported because every device goes through the official certification and quality assurance process.

To Use the Data Loader for Windows

- Microsoft® Windows® 7 or Windows XP
- 120 MB of free disk space
- 256 MB of available memory

- Java JRE 1.6
- Sun JVM 1.6
- Administrator privileges on the machine

To Use the Data Loader for Mac

- Mac® OS X
- 120 MB of free disk space
- 256 MB of available memory
- Java JRE 1.6
- Sun JVM 1.6
- Administrator privileges on the machine

To Use Connect Offline

- Microsoft® Internet Explorer® 6, 7, or 8 (We don't support other browsers, including Mozilla® Firefox®, Apple® Safari®, and Google Chrome™.)
- Microsoft Windows® 2000, Windows XP, Windows Vista®, or Windows 7



Note: The 32-bit version of Internet Explorer 8 with its Compatibility View option is required for the 64-bit version of these operating systems.

- 256 MB of RAM (512 MB recommended)
- 20 MB of disk space minimum (250 MB recommended depending on the size of the briefcase)
- Intel® Pentium® II processor, 500 MHz or above

To Use Salesforce for Outlook

Basic Resource Required Version

Default email program Microsoft® Outlook® using either Microsoft Exchange Online (the Microsoft-hosted service that integrates with Office 365™) or Microsoft Exchange Server, along with the latest hot fixes.

- 2016
- 2013
- 2010
- 2007

Salesforce for Outlook supports Outlook 2013 installed using Click-to-Run (a streaming installer for Microsoft Office).

Operating system Microsoft Windows®, along with the latest hot fixes.

- Windows 10
- Windows 8.1 (Pro and Enterprise)
- Windows 7

Basic Resource Required Version

- Windows Vista® (32-bit only)

We don't support using Salesforce for Outlook with Apple® Mac OS®.

Other Requirements**Other Features Requirement**

Creating records using the Salesforce Side Panel Publisher

You need Microsoft® Internet Explorer® 9 or later.

Server configurations

We support using these systems that connect to the Internet through a proxy server.

- Automatic proxy detection
- Manual proxy
- NTLM proxy authentication

We don't support using:

- IMAP and POP3 email servers
- Terminal servers, such as Citrix® servers
- Proxy Automatic Configuration files (.pac)

Installers

If you're an administrator and plan to use the `.msi` installer, you may need to install the following tools:

- Microsoft .NET Framework 4
- Microsoft Visual Studio® 2010 Tools for Office Runtime
- Primary Interop Assemblies (PIA) Redistributable for your version of Microsoft Outlook

Microsoft® Windows Vista® and Windows 7 `.msi` users must run the command prompt as an administrator and then launch the installer from the command line. For example: `msiexec /i SalesforceForOutlook.msi`.

Single Sign-On

We support using either:

- Delegated authentication
- Security Assertion Markup Language (SAML) with My Domain

We don't support using a separate online identity provider for single sign-on.

To Use Connect for Office or Mail Merge

- Microsoft® Office 2007
- Microsoft® Windows Vista® (32-bit only)

To Use Salesforce CRM Call Center

Salesforce CRM Call Center requires the installation of a light-weight computer-telephony integration (CTI) adapter on every Salesforce user's machine. The **minimum** system requirements for an adapter are:

- For adapters built with CTI version 4.0 or higher:
 - Microsoft® Internet Explorer® 8; Mozilla® Firefox® 3.5; Apple® Safari® 4; Google Chrome™ 10.0 (Internet Explorer 11 isn't supported)
 - Microsoft Windows® XP (with Microsoft .NET framework)
- For adapters built with previous versions of CTI:
 - Internet Explorer 7 or 8; Firefox 3.5 or 3.6 (Safari, Chrome, and Internet Explorer 11 aren't supported)
 - For Windows 7 32-bit, 32-bit Internet Explorer 8; Firefox 3.5 or 3.6
 - For Windows 7 64-bit, 64-bit Internet Explorer 8; Firefox 3.5 or 3.6
 - 256 MB of RAM (512 MB recommended)
 - 20 MB of disk space minimum
 - Intel® Pentium® II processor, 500 MHz or above
 - Windows XP

To Use Salesforce CRM Content and Process Visualizer

These graphical features require the Adobe Flash Player plugin. In your browser, enable or install Flash version 9.0.115 or later.