



# SALESFORCE SYSTEM REQUIREMENTS


## Summary

Review the system requirements for using Salesforce in a Web browser or other Salesforce clients, such as Salesforce Classic 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 has already occurred in sandbox orgs and concludes with production orgs on July 22, 2017.

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

## To Use the Data Loader for Windows

- Microsoft® Windows® 7, Windows 8, or Windows 10
- 120 MB of free disk space
- 256 MB of available memory
- Java JRE 1.8 (32-bit)

## To Use the Data Loader for Mac

- macOS El Capitan
- 120 MB of free disk space
- 256 MB of available memory

- Java JRE 1.8
- 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
Salesforce for Outlook	Salesforce for Outlook v3.0.0 or later after <a href="#">Salesforce Disables TLS 1.0</a> encryption protocol.
Default email program	<p>Any of the following versions of Microsoft® Outlook® using Microsoft Exchange Online (part of Microsoft Office 365™) or Microsoft Exchange Server (on-premises), along with the latest updates.</p> <ul style="list-style-type: none"> <li>• 2016 (32 and 64 bit)</li> <li>• 2013 (32 and 64 bit)</li> <li>• 2010 (32 and 64 bit)</li> </ul> <p>Salesforce for Outlook supports Outlook installed using Click-to-Run (a streaming installer for Microsoft Office).</p>
Operating system	<p>Any of the following versions of Microsoft Windows®, along with the latest hot fixes.</p> <ul style="list-style-type: none"> <li>• Windows 10</li> <li>• Windows 8.1 (Pro and Enterprise)</li> <li>• Windows 7</li> </ul> <p>For customers using Apple® Mac OS®, consider setting up Lightning for Outlook and Lightning Sync.</p>
Browser	Microsoft Internet Explorer® with TLS encryption protocol 1.1 or later enabled. Starting in January 2019, Microsoft Internet Explorer 11 is required. See “Other Requirements” for feature-specific browser limitations.

## Other Requirements

Other Features	Requirement
Creating records using the Salesforce Side Panel Publisher	Microsoft Internet Explorer 11
Server configurations	<p>We support using these systems that connect to the Internet through a proxy server.</p> <ul style="list-style-type: none"> <li>• Automatic proxy detection</li> <li>• Manual proxy</li> <li>• NTLM proxy authentication</li> </ul> <hr/> <p>We don't support using:</p> <ul style="list-style-type: none"> <li>• IMAP and POP3 email servers.</li> <li>• Terminal servers, such as Citrix® servers. Consider setting up Lightning for Outlook and Lightning Sync.</li> <li>• Proxy Automatic Configuration files (.pac).</li> </ul>
Installers	<p>If you're an administrator and plan to use the <code>.msi</code> installer, you may need to install the following tools:</p> <ul style="list-style-type: none"> <li>• Microsoft .NET Framework 4.5.2, 4.6, 4.6.1, or 4.6.2</li> <li>• Microsoft Visual Studio® 2010 Tools for Office Runtime</li> <li>• Primary Interop Assemblies (PIA) Redistributable for your version of Microsoft Outlook</li> </ul> <p>Windows 7 <code>.msi</code> users must run the command prompt as an administrator and then launch the installer from the command line. For example: <code>msiexec /i SalesforceForOutlook.msi</code>.</p>
Single Sign-On	<p>We support using either:</p> <ul style="list-style-type: none"> <li>• Delegated authentication</li> <li>• Security Assertion Markup Language (SAML) with My Domain</li> </ul> <hr/> <p>We don't support using a separate online identity provider for single sign-on.</p>

## To Use Connect for Office or Mail Merge

- Microsoft® Excel 2007 to use the Excel add-in. (The Word add-in is not supported for Microsoft Word 2007.)
- Microsoft® Windows Vista® (32-bit only) - Until [Salesforce disables TLS 1.0](#).

## 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.