

Microsoft Dynamics CRM

Microsoft Dynamics CRM 3.0 Language Compatibility

International Versions

Date: May 2006



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Introduction

Microsoft Dynamics™ CRM 3.0 is a line-of-business application that is dependent upon Microsoft® Windows® operating systems, specific additional Windows components, and Microsoft SQL Server. Microsoft Exchange Server is also required if you use the e-mail features of Microsoft CRM 3.0.

Microsoft CRM 3.0 is available in the following language versions:

- English-US (ENU)
- German (GER)
- French (FRA)
- Spanish (ESN)
- Italian (ITA)
- Dutch (NLD)
- Danish (DAN)
- Portuguese (PTG)
- Portuguese – Brazil (PTB)
- Polish (PLK)
- Russian (RUS)
- Finnish (FIN)
- Greek (ELL)
- Turkish (TRK)
- Norwegian (NOR)
- Swedish (SVE)
- Hungarian (HUN)
- Czech (CSY)
- Chinese – Simplified (CHS)
- Japanese (JPA)

Considering the large number of computer configurations possible involving the various language versions of the software components, this article is provided as a starting recommendation to help you plan and deploy your Microsoft CRM implementation. Instead of providing details of every possible combination of Windows operating system, the additional required Windows components, Microsoft server applications, and their language-specific versions, the following rules will help you plan and implement your Microsoft CRM system.

Required Windows Components

Microsoft CRM 3.0 requires the following additional Windows components:

- MDAC 8.0
- MSXML 4.0 with Service Pack 2
- Microsoft .NET Framework 1.1
- SQL Server 2000 Desktop Engine with Service Pack 4 (for the client)

Not all these components are available in all the languages listed earlier. In those cases where a language version is unavailable, use the English version.

General Configuration Guidelines

The following general guidelines apply to Microsoft CRM 3.0. Additional specific details for Microsoft CRM 3.0 Server, Microsoft CRM client for Outlook, and required server components are given later.

English

The English version of Microsoft CRM 3.0 runs on computers where the versions of the operating system and all other software components are also English.

Same language version

A specific language version of Microsoft CRM 3.0 runs on computers where the versions of the operating system and all other software components are also of the same language. For example, a German version of Microsoft CRM 3.0 runs on a computer where all other versions of software components are also German.

Server components are unavailable in specific language

This configuration resembles the same language version configuration mentioned earlier, except that some server components are unavailable in that specific language. In those cases, the versions of the components will be English. For example, a Turkish version of Microsoft CRM 3.0 runs on a Turkish version of the operating system. However, Microsoft SQL Server and Exchange Server are unavailable in Turkish versions and therefore should be English versions.

Specific language version running on English

Any language version of Microsoft CRM 3.0 will run on computers where all other versions of the components, including the Microsoft CRM client for Outlook, are English. For example, the German version of Microsoft CRM 3.0 will run on a computer where the versions of the operating system and all other components are English. This is explained further in the Microsoft CRM 3.0 Server chart in the next section.

English version of Microsoft CRM 3.0 running on specific language components

This configuration involves running the English version of Microsoft CRM 3.0 on a computer where the versions of the operating system and other required components are not English. In those cases where the server components are unavailable in a specific language version (such as Russian), use English versions of the components.

Microsoft CRM client for Outlook a different language than Microsoft CRM 3.0 Server

The Microsoft CRM client for Outlook can be any language version and access an English version of Microsoft CRM 3.0 Server. In this case, all server component versions are also English. However, all client computers in the deployment must use the same language configuration (including the operating system and all required components). Additionally, the Microsoft CRM client for Outlook installed in the deployment must also use the same language configuration.

Microsoft CRM 3.0 Server

All Microsoft CRM 3.0 Server language versions are compatible and will run on any Windows Server language version. For example, a German version of Microsoft CRM 3.0 will function on a computer that is running an English version of the Windows operating system. Because the Windows operating system is unavailable in all the language versions shown earlier, the following chart shows the recommended configurations.

Windows Operating System → Microsoft CRM Language Options ↓	Windows 2000 Server	Windows Server 2003	Windows Small Business Server 2003
English (US)	EN	EN	EN
German	DE and EN	DE and EN	DE and EN
French	FR and EN	FR and EN	FR and EN
Spanish	ES and EN	ES and EN	ES and EN
Italian	IT and EN	IT and EN	IT and EN
Danish	EN	EN	EN
Dutch	NL and EN	NL and EN	NL and EN
Portuguese	PT and EN	PT and EN	PT and EN
Portuguese - Brazil	PB and EN	PB and EN	PB and EN
Finnish	EN	EN	EN
Swedish	SV and EN	SV and EN	SV and EN
Norwegian	EN	EN	EN
Polish	PL and EN	PL and EN	PL and EN
Russian	RU and EN	RU and EN	RU and EN
Czech	CS and EN	CS and EN	CS and EN
Hungarian	HU and EN	HU and EN	HU and EN
Greek	EN	EN	EN
Turkish	TU and EN	TU and EN	TU and EN
Chinese (Simplified)	ZH and EN	ZH and EN	ZH and EN
Japanese	JA and EN	JA and EN	JA and EN

We recommend that servers running an English version of the operating system set the operating system regional settings to match the language version, for example, Danish, of Microsoft CRM 3.0 running on that server.

Microsoft CRM client for Outlook

This information applies to both the Microsoft CRM 3.0 desktop client for Microsoft Office Outlook and the Microsoft CRM 3.0 laptop client for Microsoft Office Outlook. The following chart shows the recommended configurations:

Windows Operating System →	Windows 2000 Professional	Windows XP Professional
Microsoft CRM client for Outlook Language Options ↓		
English (US)	EN	EN
German	DE and EN	DE and EN
French	FR and EN	FR and EN
Spanish	ES and EN	ES and EN
Italian	IT and EN	IT and EN
Danish	EN	EN
Dutch	NL and EN	NL and EN
Portuguese	PT and EN	PT and EN
Portuguese - Brazil	PB and EN	PB and EN
Finnish	EN	EN
Swedish	SV and EN	SV and EN
Norwegian	EN	EN
Polish	PL and EN	PL and EN
Russian	RU and EN	RU and EN
Czech	CS and EN	CS and EN
Hungarian	HU and EN	HU and EN
Greek	EN	EN
Turkish	TU and EN	TU and EN
Chinese (Simplified)	ZH and EN	ZH and EN
Japanese	JA and EN	JA and EN

The following rules apply:

- The Microsoft CRM laptop client for Outlook requires SQL Server 2000 Desktop Engine (MSDE) with Service Pack 4. This component is unavailable in all the language versions that Microsoft CRM 3.0 is available in. In those cases where a specific language version of MSDE does not exist, use the English version.
- The language version of the Outlook client must match the language version of Microsoft Windows 2000 Professional or Microsoft Windows XP Professional.
- The language version of the Outlook client must match the language version of Microsoft Office Outlook.
- Except for Dutch and Danish Outlook client versions, which include the English version of MSDE, the language version of MSDE must match the language version of the Outlook client, and in turn, must match the language version of Microsoft SQL Server in the system.

Microsoft SQL Server

For Microsoft SQL Server, do not change the language, collation order, and the date and time settings from the default when SQL Server is installed and especially after Microsoft CRM 3.0 is installed.

The Microsoft CRM laptop client for Outlook requires SQL Server 2000 Desktop Engine (MSDE) with Service Pack 4. This component is unavailable in all the language versions that Microsoft CRM 3.0 is available in. In those cases where a language version of MSDE does not exist, use the English version.

Known Problem Areas

Considering that there will be configurations that do not comply with either the rules or the exceptions mentioned previously in this document, you may experience problems with configurations that use special and extended ASCII characters, Unicode characters, and double-byte characters for such things as computer names, user names, or file system folders and paths. For more information about this, see support.microsoft.com/default.aspx?kbid=910794.

Other language configurations may also experience problems associated with:

- Date and time formats.
- Number formats and separator characters.
- Unique language characters.

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