

# TelephoneIntegration Server for Microsoft Dynamics CRM 2013 Readme

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This document provides important, late-breaking information about the TelephoneIntegration Server for MS Dynamics CRM 2013.

**Important! If you upgrade MS CRM 2011 to 2013:** You have to update the latest TelephoneIntegration Server and Client version. For more information follow the steps in these articles: <http://blogs.mscrm-addons.com/post/2013/09/26/How-to-upgrade-TelephoneIntegration-for-MS-CRM-2011-for-2013.aspx>  
<http://blogs.mscrm-addons.com/post/2013/09/05/Get-ready-for-MSDYN-CRM-2013-Orion-beta-version.aspx>

## Documentation

All available documentation for TelephoneIntegration can be downloaded here: <http://www.mscrm-addons.com/Support/Documentations/tabid/116/Default.aspx#TI>

## License

The product comes with a 14-day trial license.

## TelephoneIntegration Server for Microsoft Dynamics CRM 2013 Prerequisites

### Microsoft .NET Framework 4.0 (Full) is required

The full version of Microsoft .NET Framework 4.0 is required. Client Runtime is not sufficient.

### Supported CRM Versions

Microsoft Dynamics CRM 2013 On-Premise 5.0.9688.583 and higher

### Windows Identity Foundation

Will be installed as part of the TelephoneIntegration Server Setup

### Supported Operating Systems

Windows Vista 32/64bit

Windows 7 32/64bit

Windows 8 32/64bit

Windows Server 2008 32/64bit

Windows Server 2008 R2 32/64bit

Windows Server 2012

## Installation Notes

You could install the **TelephoneIntegration Server for Microsoft Dynamics CRM 2013** on any supported operating system which is able to connect to your CRM 2013 Server.

During the installation, you have to specify at least one organization in which the TelephoneIntegration Server will be installed. After the setup is completed, you could start the TelephoneIntegration Server Configuration in the Windows Start-menu to install and configure the TelephoneIntegration Server for another CRM organization.

In an **On-Premise** environment you should install the "Server Part" on the CRM Server.

If you want to use **Telephone Integration** with **CRM Online** you can install the "Server Part" also on any other support OS.

## Uninstall

If you want to completely uninstall the TelephoneIntegration Server for Microsoft Dynamics CRM 2013 for all CRM organizations, just start the uninstall routine through Windows Programs and Features.

If you just want to uninstall the TelephoneIntegration Server for Microsoft Dynamics CRM 2013 for one specific CRM organization, you have to open the organization in CRM, select Settings -> Solutions and delete the following solutions:

- TelephoneIntegrationServerCore
- TelephoneIntegrationServerConfig
- MSCRMADDONScomGeneral - **IMPORTANT: If you have other products from [www.mscrm-addons.com](http://www.mscrm-addons.com) installed as well, don't delete this solution!**

## Documentation Feedback

We welcome your suggestions and comments about the documentation. You can quickly and directly send e-mail feedback to [support@mscrm-addons.com](mailto:support@mscrm-addons.com). All feedback must be in English or German. Your feedback will be used to make improvements to the content.

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