

TelephoneIntegration Server for Microsoft Dynamics CRM 2011 Readme

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This document provides important, late-breaking information about the TelephoneIntegration Server for MS Dynamics CRM 2011.

Migration notes **[Important]**

Please make sure you have read the Microsoft Implementation Guide carefully.

As described in the following sections we do recommend getting in touch with us regarding an upgrade of our add-ons to CRM 2011:

- http://download.microsoft.com/download/0/C/2/0C288CFB-E272-4F31-B48A-1BA05DC738C4/Microsoft_Dynamics_CRM_2011_IG.zip

“Microsoft Dynamics CRM 2011 Implementation Guide.chm” chapter “What happens to ISV solutions” or “Microsoft Dynamics CRM 2011 Planning Guide.doc” chapter “What happens to ISV solutions”

- <http://blogs.mscrm-addons.com/post/2011/05/23/Upgrading-CRM-4-to-CRM-2011-with-3rd-party-addons.aspx>

As a general rule, all our products **must** be uninstalled before migrating from a previous version of CRM. By leaving the old version in place you might end up with non-functional remains of the previous UI customizations.

If you chose not to uninstall our product any afterthought removal of the migrated items by us **is not covered** by the support and maintenance contract and will be invoiced.

If you are in doubt, please contact us before uninstalling or migrating to ensure a transition process as smooth as possible.

Documentation

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

License

The product comes with a 14-day trial license.

TelephoneIntegration Server for Microsoft Dynamics CRM 2011 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 2011 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 2011** on any supported operating system which is able to connect to your CRM 2011 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 2011 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 2011 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 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 . All feedback must be in English or German. Your feedback will be used to make improvements to the content.

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