

TelephoneIntegration Client for Microsoft Dynamics CRM 2011 Readme

April 2013

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

Migration notes

All our products **must** be uninstalled before migrating a from a former CRM version. If you do not uninstall the products, non-functioning leftovers will remain in your new CRM system.

The afterthought removal of those leftovers with our help **is not covered** with the support and maintenance contract. This activity will be invoiced if done by us.

- 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>

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 Client 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 Client Setup;

Supported Operating Systems

Windows 7 and above

Installation Notes

You could install the TelephoneIntegration Client 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 one organization in which the TelephoneIntegration Client will be connected. After the setup is completed, you could start the TelephoneIntegration Client in the Windows Start-menu.

Uninstall

If you want to completely uninstall the TelephoneIntegration Client for Microsoft Dynamics CRM 2011, just start the uninstall routine through Windows Programs and Features.

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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