



Installation Options 2021 R2

MAXIMIZERC CRM ON-PREMISE



Maximizer CRM Installation Options

If you use Maximizer CRM On-premise, and you plan to install and set up the new Word Add-in, you must consider one of the following installation options. The type of installation for Maximizer CRM 2021 R2 depends on whether you have installed the Word Add-in on your current setup.

Word Add-in Not Installed

If you have not installed the Word Add-in on your current setup, and have no plans of doing so, select the following option at the time of **installing Maximizer CRM 2021 R2**:

- *I do not want to install any Linux services*

Maximizer CRM 2021 R2 will be installed on your existing Windows Server without a system upgrade. The installer will also skip the installation of Linux services that are required for the Word Add-in to function.

Word Add-in Installed

If you have installed the Word Add-in on your current setup, and plan to continue using it, select one of these options for deploying Linux services **while Maximizer CRM 2021 R2 is being installed**:

- *I'll manually install Linux services on a dedicated Linux server (Recommended)*
This option allows the Linux services to run natively within a Linux server. This installation option does not require you to upgrade your Maximizer server to the latest version of Windows Server 2019.

Before you proceed with this option, ensure that:

- A Linux server with Ubuntu version 20.04 with the [necessary Linux services has been set up](#). After selecting this option, and clicking **Next**, you will be prompted to enter the connection details of the Linux server. Once this is done, the installer tests the connection, and if the connection is successful, you can proceed with installing Maximizer CRM.

- *Install Linux services using WSL*
This option installs Linux services on the Maximizer CRM server that uses the Windows subsystem for Linux services. The Maximizer CRM installation handles the installation and configuration without any manual intervention. If you select this option, you might require a restart of the Windows Server during the installation.

Before you proceed with this option:

- Make sure that the Windows Server is upgraded to version 2019 (build number 1809 or later).

i Note: If this option appears disabled, it means that the minimum system requirements have not been met.



Contacting Support

If you have problems with or questions about Maximizer CRM or Maximizer CRM Live, contact the Maximizer Support team. In order to do that, you can use one of the following channels:

Phone

- **North America:** 1-866-275-1254 (Monday through Friday, 5:00 AM to 7:30 PM, PST; Sunday 11:00 AM to 7:30 PM, PST)
- **Europe, Middle East, Africa:** +44 13 4476 6904 (Monday through Friday, 9.00 AM to 5.30 PM, GMT)
- **Australia & New Zealand:** + 61 2 9957 2011 (Monday through Friday, 5:00 AM to 7:30 PM, PST; Sunday 11:00 AM to 7:30 PM, PST)

Email

Write to the support team at:

- **EMEA:** techsupport@maximizer.co.uk
- **Rest of the world:** support@maximizer.com

Chat

The chat window can be accessed from within Maximizer CRM. Go to **Help Center > Support Chat**.