

INSTALLING OUTLOOK CRM 2013 UPDATE



**** These instructions assume you already have Outlook CRM 2011 installed.**

FIND OUT WHETHER YOU ARE USING 32-BIT OR 64-BIT OUTLOOK

Open Outlook. To find out whether your Outlook is the 64-bit or the 32-bit version:

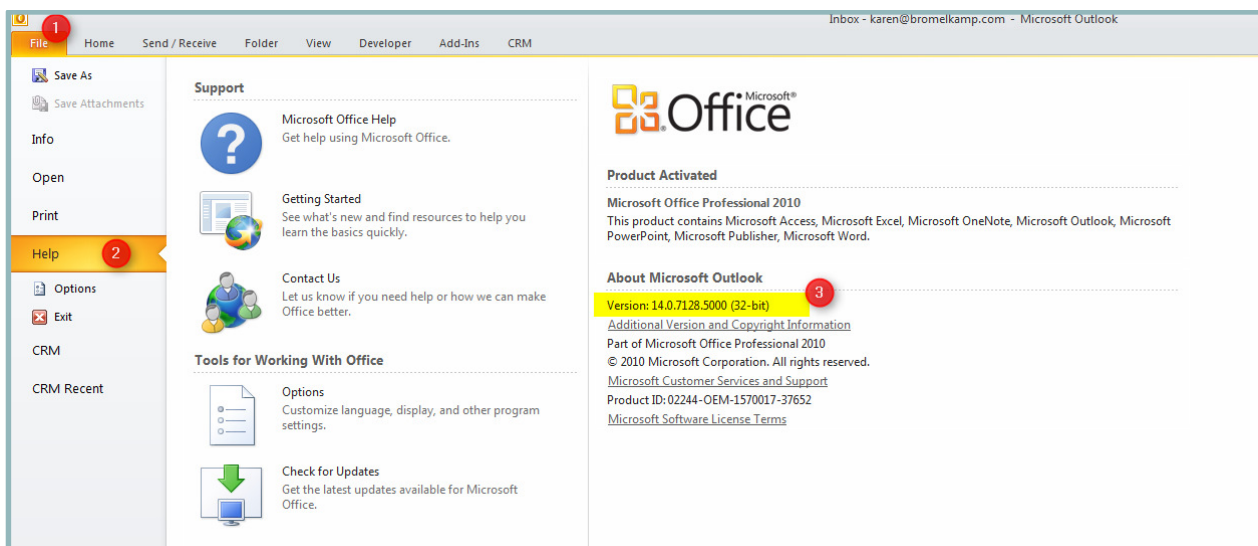
1. Click **FILE** in Outlook.

In Outlook 2013:

2. Select **OFFICE ACCOUNT**. Click **ABOUT OUTLOOK** under **PRODUCT INFORMATION**.
3. Look for 64-BIT or 32-BIT included with the Outlook version information near the top of the **ABOUT MICROSOFT OUTLOOK** dialog.

In Outlook 2010:

2. Select **HELP**.
3. Look for 64-BIT or 32-BIT included with the Outlook version information under **ABOUT MICROSOFT OUTLOOK**.



BEFORE YOU BEGIN THE DOWNLOAD AND INSTALLATION OF OUTLOOK 2013 CRM:

- Be sure you have closed Akoya and Outlook before you begin this process (we recommend you close all programs.)
- If you do not have permissions to update/install files on your computer, you may need to have a system administrator complete this installation for you.

DOWNLOAD THE APPROPRIATE UPDATE FILE

Go to the following website: <http://www.microsoft.com/en-us/download/details.aspx?id=40344> and click on the **DOWNLOAD** button. Select the appropriate version of the update.

Microsoft
Download Center

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Microsoft Dynamics CRM 2013 for Microsoft Office Outlook (Outlook client)

Select Language: English **Download**

Install Microsoft Dynamics CRM 2013 for Outlook, also known as the Outlook client. CRM for Outlook enables access to your CRM data through Outlook.

- Details
- System Requirements
- Install Instructions
- Additional Information
- Related Resources

Choose the download you want

File Name	Size
<input type="checkbox"/> CRM2013-Client-ENU-amd64.exe	156.0 MB
<input type="checkbox"/> CRM2013-Client-ENU-i386.exe	153.3 MB

Callouts: 64-bit (pointing to CRM2013-Client-ENU-amd64.exe), 32-bit (pointing to CRM2013-Client-ENU-i386.exe)

When the file download has completed, click on the dropdown arrow and select **View File in Folder**.

Popular downloads

Product: Business Solutions

- Microsoft Dynamics CRM 2013 for Microsoft Office Outlook (Outlook client)
- Microsoft Dynamics CRM 2013 (on-premises) - Contains the complete 2013, updated for on-premises. You can...
- Microsoft Dynamics CRM 2013 for Microsoft Office Outlook (Outlook client)

Taskbar: CRM2013-Client-ENU-amd64.exe 2.3/156 MB, 8 mins left

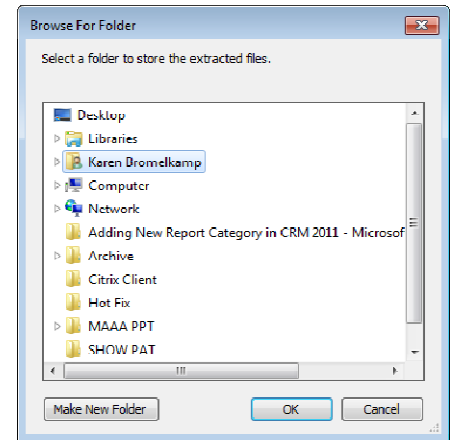
Callouts: 1 (pointing to the download progress bar), 2 (pointing to the dropdown arrow)

RUN THE UPDATE

Double click on the file that was downloaded; this will begin the extraction and update process.

If you see any security messages that ask if you'd like to **RUN** or **CANCEL** the process, click **RUN**.

You will be prompted about where the extracted files should be stored. We suggest you accept the default, but you can select any folder you'd like.



- Once the files have been extracted, you will be asked to review and accept the License Agreement. Click on the "**I accept...**" check box, then click the **NEXT** button
- The actual installation of Outlook CRM 2013 will take anywhere between 10 – 30 minutes. **BE PATIENT**. It may look like the update has 'stalled' (the install progress bar will be almost complete), but it is still working.
- Some of you may notice that the process is checking for additional Microsoft updates that are needed for Outlook CRM 2013 to work. Let the process finish.
- At the end of the installation process, you will be prompted to restart your computer. You must restart the computer for the installation to be complete.