

ACT! by Sage Corporate Edition 2010 System Requirements

(Includes ACT! by Sage Premium and ACT! by Sage Premium for Web)

Important Note: All minimum system requirements are based on a single-user environment (one computer accessing a local database). In a shared environment, ACT! by Sage is designed to work with up to 10 users and ACT! by Sage Premium and ACT! by Sage Corporate Edition are designed to work with more than 10 users. Recommended server system requirements are for environments of more than one user. Customer registration and activation are required to use ACT! by Sage. Your system must meet the minimum requirements to be eligible for technical support.

ACT! by Sage Premium 2010 Minimum System Requirements	
System Requirements	<ul style="list-style-type: none"> - 1.9 GB available hard disk space - DVD drive - SVGA (800x600) or higher resolution monitor, recommended resolution is 1024x768 Processor speed for Windows® XP - 600 MHz Pentium® III processor (or equivalent) - 512 MB system memory (1 GB recommended) Processor speed for Windows Vista® - 1.8 GHz Pentium IV processor (or equivalent) - 1 GB system memory
Works With	<ul style="list-style-type: none"> - Microsoft Outlook XP, 2003, and 2007 (SP3 recommended for Outlook XP and 2003) - Microsoft Outlook Express 6.0 SP2¹ - Lotus Notes 6.5, 7.0.2, and 8.0 - Eudora 5.2 - Internet Mail SMTP/POP3 - Microsoft Office 2002, 2003, and 2007 (SP3 recommended for Office XP and 2003 and SP2 Recommended for Office 2007) - Microsoft Internet Explorer 6.0 and 7.0² - Adobe Reader 6.0, 7.0 - VMware® Workstation 5.x, and 6.x; VMware Fusion, VMware Server 1.x, 2.x - Citrix using Presentation Server 3.0, 4.0 or 4.5 - Parallels Desktop for Macintosh 4.0, and Parallels Workstation 2.2 for Windows - Sun Virtual Box 2.x

ACT! by Sage Premium 2010 Scalability Recommendations ³				
Users	Processor	Memory	ACT! Version	SQL Server
1-10	1.8 GHz Pentium IV (or equivalent)	1 GB	- ACT! Corporate Edition 2010	Express Edition
11-30	2.0 GHz Pentium IV	1 GB	- ACT! Corporate Edition 2010	Express Edition
31-50	3.2 GHz Pentium IV	3 GB	- ACT! Corporate Edition 2010 (SQL 2008)	Standard Edition

Devices that Sync with ACT! by Sage Premium 2010 Minimum System Requirements	
ACT! Link for Palm OS	<ul style="list-style-type: none"> - Palm OS 3.5-5.4 - 33 MHz device processor - 8 MB system memory; 500 KB free plus 1 KB for each contact

	- Palm HotSync Manager 3.5-4.1.0 (4.1.0 recommended for Windows XP, included with Palm Desktop 4.1.4e) and 7.0.2 (included with Palm Desktop 6.2) ⁴
ACT! Link for Pocket PC	- Pocket PC 2000, 2002 and Phone Edition (Windows CE 3.0) - Windows Mobile 2003 (Windows CE 4.0 and 4.20.0) - Windows Mobile 2005, 5.0 and 6.0 - 133 MHz device processor - 16 MB system memory; 500 KB free plus 1 KB for each contact - Microsoft ActiveSync 3.5-4.5 (4.5 recommended for Windows XP) - Microsoft Windows Mobile Device Center 6.1

ACT! by Sage Premium 2010 Operating System Compatibility Matrix		
Client	Windows® XP SP2 ⁵ (32-bit only)	- Home - Professional - Media Center 2004 - Media Center 2005
	Windows Server 2003 SP2 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server
	Windows Vista® ⁶ SP1 (32-bit and 64-bit)	- Home Basic - Home Premium - Business - Enterprise - Ultimate
	Windows Server 2008 ⁷ SP1 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition
Database Server: Microsoft SQL Server 2005 Express SP3	Windows XP SP2 (32-bit only)	- Home - Professional - Media Center 2004 - Media Center 2005
	Windows Server 2003 SP2 (32-bit and 64-bit)	- Standard Edition - Enterprise Edition - Small Business Server
	Windows Vista SP1 (32-bit and 64-bit)	- Home Basic - Home Premium - Business - Enterprise - Ultimate
	Windows Server 2008 SP1 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition
Database Server: Microsoft SQL Server 2005 Standard SP3 (32-bit)⁸	Windows XP SP2 (32-bit only)	- Home - Professional - Media Center 2004 - Media Center 2005
	Windows Server 2003 SP2 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server
	Windows Vista SP1 (32-bit and 64-bit)	- Home Basic - Home Premium

		<ul style="list-style-type: none"> - Business - Enterprise - Ultimate
	Windows Server 2008 SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> - Web Edition - Standard Edition - Enterprise Edition
Database Server: Microsoft SQL Server 2005 Standard SP3 (64-bit)	Windows Server 2003 SP2 (64-bit only)	<ul style="list-style-type: none"> - Standard Edition - Enterprise Edition - Requires manual installation of SQL Server 2005 and Service Pack 3 - Requires manual set up of the ACT! database instance
	Windows Vista SP1 (64-bit only)	<ul style="list-style-type: none"> - Home Basic - Home Premium - Business - Enterprise - Ultimate - Requires manual installation of SQL Server 2005 and Service Pack 3 - Requires manual set up of the ACT! database instance
	Windows Server 2008 SP1 (64-bit only)	<ul style="list-style-type: none"> - Web Edition - Standard Edition - Enterprise Edition - Requires manual installation of SQL Server 2005 and Service Pack 3 - Requires manual set up of the ACT! database instance
Database Server Requirements: Microsoft SQL Express Server 2008 (32-bit)⁹	Windows XP SP1 and 2	
	Windows Server 2003 SP2 (64-bit only)	
	Windows Vista SP1	
	Windows Server 2008 (32-bit and 64-bit)	
Database Server: Microsoft Express SQL 2008 (64-bit)	Windows Server 2003 SP2 (64-bit only)	<ul style="list-style-type: none"> - Windows Installer Service 4.5 - .NET 3.5 Service Pack 1 - Requires manual set up of the ACT! database instance
	Windows Vista SP1	<ul style="list-style-type: none"> - Windows Installer Service 4.5 - .NET 3.5 Service Pack 1 - Requires manual set up of the ACT! database instance
	Windows Server 2008 SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> - Windows Installer Service 4.5 - .NET 3.5 Service Pack 1 - Requires manual set up of the ACT! database instance
Database Server: Microsoft SQL Server 2008 Standard (32-bit)	Windows Server 2003 SP2	<ul style="list-style-type: none"> - Small Business Sever R2 Standard

		<ul style="list-style-type: none"> - Small Business Server R2 Premium - Standard - Data Center - 64-bit Standard - 64-bit Data Center - 64-bit Enterprise - Windows Installer Service 4.5 .NET 3.5 Service Pack 1
	Windows Server 2008 SP1	<ul style="list-style-type: none"> - Standard (with and without Hyper-V) - Web - Data Center - Data Center without Hyper-V - Enterprise - Enterprise without Hyper-V - X64 Standard - X64 Standard without Hyper-V - X64 Data Center - X64 Data Center without Hyper-V - X64 Enterprise - X64 Enterprise without Hyper-V - Windows Installer Service 4.5 .NET 3.5 Service Pack 1
Database Server: Microsoft SQL Server 2008 Standard 2008 (64-bit)	Windows Server 2003 SP2 (64-bit only)	<ul style="list-style-type: none"> - Standard - Data Center - Enterprise - Windows Installer Service 4.5 .NET 3.5 -Service Pack 1 - Requires manual set up of the ACT! database instance
	Windows Server 2008 (64-bit only)	<ul style="list-style-type: none"> - Standard - Standard without Hyper-V - Data Center - Data Center without Hyper-V - Enterprise - Enterprise without Hyper-V - Windows Installer Service 4.5 .NET 3.5 Service Pack 1 - Requires manual set up of the ACT! database instance
Internet Sync Service Requirements	Windows XP SP2 (32-bit only)	<ul style="list-style-type: none"> - Professional - IIS 5.1 - ASP.NET
	Windows Server 2003 SP2 (32-bit and 64-bit)	<ul style="list-style-type: none"> - Web Edition - Standard Edition - Enterprise Edition

		<ul style="list-style-type: none"> - Small Business Server - IIS 6.0¹⁰ - ASP.NET¹¹
	Windows Vista SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> - Business - Enterprise - Ultimate - IIS 7.0¹² - ASP.NET
	Windows Server 2008 SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> - Web Edition - Standard Edition - Enterprise Edition - IIS 7.0¹³ - ASP.NET
ACT! Link for Palm OS	Windows XP SP2 (32-bit only)	<ul style="list-style-type: none"> - Home - Professional - Media Center 2004 - Media Center 2005
	Windows Server 2003 SP2 (32-bit and 64-bit)	
	Windows Vista SP1 (32-bit only ¹⁴)	<ul style="list-style-type: none"> - Home Basic - Home Premium - Business - Enterprise - Ultimate
	Windows Server 2008 SP1 (32-bit and 64-bit)	
ACT! Link for Pocket PC Requirements	Windows XP SP2 ¹⁵ (32-bit only)	<ul style="list-style-type: none"> - Home - Professional - Media Center 2004 - Media Center 2005
	Windows Server 2003 SP2 (32-bit and 64-bit)	
	Windows Vista SP1 ¹⁶ (32-bit and 64-bit)	<ul style="list-style-type: none"> - Home Basic - Home Premium - Business - Enterprise - Ultimate
	Windows Server 2008 SP1 (32-bit and 64-bit)	

ACT! by Sage Premium for Web 2010 Minimum System Requirements

System Requirements	<ul style="list-style-type: none"> - Network Interface Card - 1 GB available hard disk space - DVD drive - SVGA (800x600) or higher resolution monitor. Recommended is 1024x768 - Internet Explorer 6.0,7.0 or 8.0 Processor speed for Windows XP - 600 MHz Pentium® III processor (or equivalent) - 512 MB system memory (1 GB recommended)
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	Processor speed for Windows Vista - 1.8 GHz Pentium IV processor (or equivalent) - 1 GB system memory
Works With	- Internet Explorer 6.0 - Internet Explorer 7.0 ¹⁷ - Macintosh® Safari® 3.0 - Microsoft Outlook XP, 2003 and 2007 ¹⁸ - Microsoft Word XP, 2003, and 2007 (SP3 recommended for Office XP and 2003 and SP2 recommended for Office 2007)

ACT! by Sage Premium for Web 2010 Scalability Recommendations¹⁹					
Users	Servers	Processor	Memory	ACT! Version	SQL Server
1-10	1	1.8 GHz Pentium IV (or equivalent)	1 GB	- ACT! Corporate Edition 2010	Express Edition
11-30	1	2.8 GHz Pentium IV	1 GB	- ACT! Corporate Edition 2010	Express Edition
31-50	1	3.2 GHz Pentium IV	3 GB	- ACT! Corporate Edition 2010 (SQL 2008)	Standard Edition

ACT! by Sage Premium for Web 2010 Operating System Compatibility Matrix		
Web Server	Windows® XP SP2 ²⁰ (32-bit only)	- Professional - IIS 5.1 - ASP.NET
	Windows Server 2003 SP2 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server - IIS 6.0 ²¹ - ASP.NET ²²
	Windows Vista® ²³ SP1 (32-bit and 64-bit)	- Business - Enterprise - Ultimate - IIS 7.0 ²⁴ - ASP.NET
	Windows Server 2008 ²⁵ SP1 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition - IIS 7.0 ²⁶ - ASP.NET
Database Server: Microsoft SQL Server 2005 Express SP3	Windows XP SP2 (32-bit only)	- Home - Professional - Media Center 2004 - Media Center 2005
	Windows Server 2003 SP2 (32-bit and 64-bit)	- Standard Edition - Enterprise Edition - Small Business Server
	Windows Vista SP1 (32-bit and 64-bit)	- Home Basic - Home Premium - Business - Enterprise

		- Ultimate
	Windows Server 2008 SP1 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition
Database Server: Microsoft SQL Server 2005 Standard SP3 (64-bit)²⁷	Windows XP SP2	
	Windows Server 2003 SP2 (64-bit only)	- Standard Edition - Enterprise Edition - Requires manual installation of SQL Server 2005 and Service Pack 3 - Requires manual set up of the ACT! database instance
	Windows Vista SP1 (64-bit only)	- Home Basic - Home Premium - Business - Enterprise - Ultimate - Requires manual installation of SQL Server 2005 and Service Pack 3 - Requires manual set up of the ACT! database instance
	Windows Server 2008 SP1 (64-bit only)	- Web Edition - Standard Edition - Enterprise Edition - Requires manual installation of SQL Server 2005 and Service Pack 3 - Requires manual set up of the ACT! database instance
Network Sync Service Requirements	Windows XP SP2 ²⁸ (32-bit only)	- Home - Professional - Media Center 2004 - Media Center 2005
	Windows Server 2003 SP2 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server
	Windows Vista ²⁹ SP1 (32-bit and 64-bit)	- Home Basic - Home Premium - Business - Enterprise - Ultimate
	Windows Server 2008 SP1 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition
Internet Sync Service Requirements	Windows XP SP2 (32-bit only)	- Professional - IIS 5.1 - ASP.NET
	Windows Vista SP1 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server - IIS 6.0 ³⁰

		- ASP.NET ³¹
	Windows Server 2003 SP2 (32-bit and 64-bit)	- Business - Enterprise - Ultimate - IIS 7.0 ³² - ASP.NET
	Windows Server 2008 SP1 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition - IIS 7.0 ³³ - ASP.NET
Web Browser	Internet Explorer 6.0 Internet Explorer 7.0 ³⁴	Windows XP SP2 ³⁵ - Home - Professional - Media Center 2004 - Media Center 2005
		Windows Server 2003 SP2 ³⁶ - Web Edition - Standard Edition - Enterprise Edition
	Windows Vista ³⁷ - Home Basic - Home Premium - Business - Enterprise - Ultimate	
	Windows Server 2008 ³⁸ - Web Edition - Standard Edition - Enterprise Edition	
	Macintosh® Safari® 3.0	Mac OS® X - 10.4 - 10.5
Outlook Integration	- Microsoft .NET Framework 2.0 - Microsoft Outlook XP, 2003 and 2007 ³⁹	

PLEASE NOTE: If you want to host ACT! 2010 databases on the same SQL server as ACT! 2008 or 2009 databases, you must apply a hotfix to each ACT! 2008 or ACT! 2009 client machine. Reference the below Knowledgebase articles for more information and download instructions.

For information on applying the hotfix to ACT! 2008 (10.0.3) client machines, [click here](#).

For information on applying the hotfix to ACT! 2009 (11.1) client machines, [click here](#).

1. Outlook Express is available on Windows XP and Windows Server 2003.

2. On 64-bit versions of Windows, Internet Explorer (32-bit) is recommended.

3. Recommendations are based on in-house performance and scalability tests wherein, using simulated user loads, product performance was within 20% or 2 seconds (whichever was longer) of single-user product performance. Databases used in the tests averaged 1000 contacts per user. Individual customer performance may vary based on actual database size, hardware variations, network traffic, and product usage.

4. Palm HotSync Manager 7.0.2 is recommended for Windows Vista.
5. Windows XP Professional limits the number of concurrent network connections to 10 (Home Edition limits concurrent connections to 5).
6. Windows Vista limits the number of concurrent network connections to 10 (Home Basic and Home Premium Editions limit concurrent connections to 5).
7. "Core Server Installation" of Windows Server 2008 is not supported.
8. 32-bit Microsoft SQL Server 2005 Standard Edition is included with ACT! Corporate Edition.
9. 64-bit Microsoft SQL Server 2005 is available for purchase separately from Microsoft.
10. 64-bit Windows must have IIS configured for 32-bit emulation.
11. 64-bit Windows Server 2003 must have ASP.NET configured to 32-bit mode.
12. 64-bit Windows must have IIS configured for 32-bit emulation.
13. 64-bit Windows must have IIS configured for 32-bit emulation.
14. Palm, Inc. does not support 64-bit or Windows Server versions of Windows.
15. Microsoft ActiveSync 4.5 is recommended for Windows XP platforms.
16. Microsoft Windows Mobile Device Center 6.1 is required for Windows Vista platforms.
17. On 64-bit versions of Windows, Internet Explorer (32-bit) is recommended.
18. SP3 recommended for both Outlook 2002 and 2003.
19. Recommendations are based on in-house performance and scalability tests wherein, using simulated user loads, product performance was within 20% or 2 seconds (whichever was longer) of single-user product performance. Databases used in the tests averaged 1000 contacts per user. Individual customer performance may vary based on actual database size, hardware variations, network traffic, and product usage.
20. Windows XP Professional limits the number of concurrent network connections to 10 (Home Edition limits concurrent connections to 5).
21. 64-bit Windows must have IIS configured for 32-bit emulation.
22. 64-bit Windows Server 2003 must have ASP.NET configured to 32-bit mode.
23. Windows Vista limits the number of concurrent network connections to 10 (Home Basic and Home Premium Editions limit concurrent connections to 5).
24. 64-bit Windows must have IIS configured for 32-bit emulation.
25. "Core Server Installation" of Windows Server 2008 is not supported.
26. 64-bit Windows must have IIS configured for 32-bit emulation.
27. 64-bit Microsoft SQL Server 2005 is available for purchase separately from Microsoft.
28. Windows XP Professional limits the number of concurrent network connections to 10 (Home Edition limits concurrent connections to 5).
29. Windows Vista limits the number of concurrent network connections to 10 (Home Basic and Home Premium Editions limit concurrent connections to 5).
30. 64-bit Windows must have IIS configured for 32-bit emulation.
31. 64-bit Windows Server 2003 must have ASP.NET configured to 32-bit mode.
32. 64-bit Windows must have IIS configured for 32-bit emulation.
33. 64-bit Windows must have IIS configured for 32-bit emulation.
34. On 64-bit versions of Windows, Internet Explorer (32-bit) is recommended.
35. 32-bit Windows XP is supported.
36. 32-bit and 64-bit Windows Server 2003 versions are supported.
37. 32-bit and 64-bit Windows Vista versions are supported.
38. 32-bit and 64-bit Windows Server 2008 versions are supported.
39. SP3 recommended for both Outlook 2002 and 2003.