



ACT! by Sage Solutions System Requirements

Important Note for all System Requirements: 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 Solutions 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 Solutions. Your system must meet the minimum requirements to be eligible for technical support.

Compatibility: ACT! cannot be used in conjunction with ACT! Premium Solutions. ACT! Premium Solutions are only compatible with their respective same editions. **Add-on Solutions:** Visit www.actsolutions.com or check with your add-on product provider to determine compatibility.

**#1 SELLING
CONTACT AND
CUSTOMER MANAGER**

ACT! by Sage 2009 (11.0) Minimum System Requirements

Client Requirements

Windows® XP SP2 ¹ (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista® ² (32-bit and 64-bit)	Windows Server 2008 ³ (32-bit and 64-bit)
<ul style="list-style-type: none"> • Home • Professional • Media Center 2004 • Media Center 2005 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition • Small Business Server 	<ul style="list-style-type: none"> • Home Basic • Home Premium • Business • Enterprise • Ultimate 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition
<ul style="list-style-type: none"> • 600 MHz Pentium® III processor (or equivalent) • 512 MB system memory (1 GB recommended) 		<ul style="list-style-type: none"> • 1.8 GHz Pentium IV processor (or equivalent) • 1 GB system memory 	
<ul style="list-style-type: none"> • 1 GB available hard disk space • CD-ROM drive • SVGA (800x600) or higher resolution monitor 			

Database Server Requirements: Microsoft® SQL Server® 2005 Express SP2

Windows XP SP2 (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista (32-bit and 64-bit)	Windows Server 2008 (32-bit and 64-bit)
<ul style="list-style-type: none"> • Home • Professional • Media Center 2004 • Media Center 2005 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition • Small Business Server 	<ul style="list-style-type: none"> • Home Basic • Home Premium • Business • Enterprise • Ultimate 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition

ACT! Link for Palm OS® Requirements

Windows XP SP2 (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista (32-bit only ⁴)	Windows Server 2008 (32-bit and 64-bit)
<ul style="list-style-type: none"> • Home • Professional • Media Center 2004 • Media Center 2005 		<ul style="list-style-type: none"> • Home Basic • Home Premium • Business • Enterprise • Ultimate 	

Device Requirements

- 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)⁵

- ¹ Windows XP Professional limits the number of concurrent network connections to 10 (Home Edition limits concurrent connections to 5).
- ² Windows Vista limits the number of concurrent network connections to 10 (Home Basic and Home Premium Editions limit concurrent connections to 5).
- ³ "Core Server Installation" of Server 2008 is not supported.
- ⁴ Palm, Inc. does not support 64-bit or Server versions of Windows.
- ⁵ Palm HotSync Manager 7.0.2 is recommended for Windows Vista.

ACT! by Sage 2009 (11.0) Minimum System Requirements (cont'd.)

ACT! Link for Pocket PC Requirements

Windows XP SP2 ⁶ (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista ⁷ (32-bit and 64-bit)	Windows Server 2008 (32-bit and 64-bit)
<ul style="list-style-type: none"> • Home • Professional • Media Center 2004 • Media Center 2005 		<ul style="list-style-type: none"> • Home Basic • Home Premium • Business • Enterprise • Ultimate 	

Device Requirements

- 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

Works With

- Microsoft Outlook[®] 2002, 2003, and 2007 (SP3 recommended for Outlook 2002 and 2003)
- Microsoft Outlook Express 6.0 SP2⁸
- 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 2002 and 2003)
- Microsoft Internet Explorer[®] 6.0 and 7.0⁹
- Adobe Reader[®] 6.0, 7.0, and 8.0
- Peachtree by Sage 2007, 2008, and 2009
- Simply Accounting by Sage 2008 and 2009
- QuickBooks[®] Pro, Premier 2007 and 2008 (requires additional Accounting Link product)
- VMWare[®] Workstation 5.0, 5.5, and 6.0; VMWare Server 1.0.1

⁶ Microsoft ActiveSync 4.5 is recommended for Windows XP platforms.

⁷ Microsoft Windows Mobile Device Center 6.1 is required for Windows Vista platforms.

⁸ Outlook Express is available on Windows XP and Server 2003.

⁹ On 64-bit versions of Windows, Internet Explorer (32-bit) is recommended.

ACT! by Sage Premium 2009 (11.0) Minimum System Requirements

Client Requirements			
Windows XP SP2 ¹⁰ (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista ¹¹ (32-bit and 64-bit)	Windows Server 2008 ¹² (32-bit and 64-bit)
<ul style="list-style-type: none"> • Home • Professional • Media Center 2004 • Media Center 2005 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition • Small Business Server 	<ul style="list-style-type: none"> • Home Basic • Home Premium • Business • Enterprise • Ultimate 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition
<ul style="list-style-type: none"> • 600 MHz Pentium III processor (or equivalent) • 512 MB system memory (1 GB recommended) 		<ul style="list-style-type: none"> • 1.8 GHz Pentium IV processor (or equivalent) • 1 GB system memory 	
<ul style="list-style-type: none"> • 1 GB available hard disk space • CD-ROM drive • SVGA (800x600) or higher resolution monitor 			
Database Server Requirements: Microsoft SQL Server 2005 Express SP2			
Windows XP SP2 (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista (32-bit and 64-bit)	Windows Server 2008 (32-bit and 64-bit)
<ul style="list-style-type: none"> • Home • Professional • Media Center 2004 • Media Center 2005 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition • Small Business Server 	<ul style="list-style-type: none"> • Home Basic • Home Premium • Business • Enterprise • Ultimate 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition
Database Server Requirements: Microsoft SQL Server 2005 Standard SP2 (32-bit)¹³			
Windows XP SP2 (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista (32-bit and 64-bit)	Windows Server 2008 (32-bit and 64-bit)
<ul style="list-style-type: none"> • Home • Professional • Media Center 2004 • Media Center 2005 	<ul style="list-style-type: none"> • Standard Edition • Enterprise Edition • Small Business Server 	<ul style="list-style-type: none"> • Home Basic • Home Premium • Business • Enterprise • Ultimate 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition
Database Server Requirements: Microsoft SQL Server 2005 SP2 (64-bit)¹⁴			
Windows XP SP2	Windows Server 2003 SP2 (64-bit only)	Windows Vista (64-bit only)	Windows Server 2008 (64-bit only)
	<ul style="list-style-type: none"> • Standard Edition • Enterprise Edition 	<ul style="list-style-type: none"> • Home Basic • Home Premium • Business • Enterprise • Ultimate 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition
<ul style="list-style-type: none"> • Requires manual installation of SQL Server 2005 and Service Pack 2 • Requires manual set up of the ACT! database instance 			
Network Sync Service Requirements			
Windows XP SP2 (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista (32-bit and 64-bit)	Windows Server 2008 (32-bit and 64-bit)
<ul style="list-style-type: none"> • Home • Professional • Media Center 2004 • Media Center 2005 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition • Small Business Server 	<ul style="list-style-type: none"> • Home Basic • Home Premium • Business • Enterprise • Ultimate 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition
Internet Sync Service Requirements			
Windows XP SP2 (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista (32-bit and 64-bit)	Windows Server 2008 (32-bit and 64-bit)
<ul style="list-style-type: none"> • Professional 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition • Small Business Server 	<ul style="list-style-type: none"> • Business • Enterprise • Ultimate 	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition
<ul style="list-style-type: none"> • IIS 5.1 • ASP.NET 	<ul style="list-style-type: none"> • IIS 6.0¹⁵ • ASP.NET¹⁶ 	<ul style="list-style-type: none"> • IIS 7.0¹⁷ • ASP.NET 	

¹⁰ Windows XP Professional limits the number of concurrent network connections to 10 (Home Edition limits concurrent connections to 5).

¹¹ Windows Vista limits the number of concurrent network connections to 10 (Home Basic and Home Premium Editions limit concurrent connections to 5).

¹² "Core Server Installation" of Server 2008 is not supported.

¹³ 32-bit Microsoft SQL Server 2005 Standard Edition is included with the ST Editions of ACT! Premium 2009 (11.0) and ACT! Premium for Web 2009 (11.0).

¹⁴ 64-bit Microsoft SQL Server 2005 is available for purchase separately from Microsoft.

¹⁵ 64-bit Windows must have IIS configured for 32-bit emulation.

¹⁶ 64-bit Server 2003 must have ASP.NET configured to 32-bit mode.

¹⁷ 64-bit Windows must have IIS configured for 32-bit emulation.

ACT! by Sage Premium 2009 (11.0) Minimum System Requirements (cont'd.)

ACT! Link for Palm OS Requirements

Windows XP SP2 (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista (32-bit only ¹⁸)	Windows Server 2008 (32-bit and 64-bit)
<ul style="list-style-type: none"> • Home • Professional • Media Center 2004 • Media Center 2005 		<ul style="list-style-type: none"> • Home Basic • Home Premium • Business • Enterprise • Ultimate 	

Device Requirements

- 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)¹⁹

ACT! Link for Pocket PC Requirements

Windows XP SP2 ²⁰ (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista ²¹ (32-bit and 64-bit)	Windows Server 2008 (32-bit and 64-bit)
<ul style="list-style-type: none"> • Home • Professional • Media Center 2004 • Media Center 2005 		<ul style="list-style-type: none"> • Home Basic • Home Premium • Business • Enterprise • Ultimate 	

Device Requirements

- 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

Works With

- Microsoft Outlook 2002, 2003, and 2007 (SP3 recommended for Outlook 2002 and 2003)
- Microsoft Outlook Express 6.0 SP2²²
- 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 2002 and 2003)
- Microsoft Internet Explorer 6.0 and 7.0²³
- Adobe Reader 6.0, 7.0, and 8.0
- Peachtree by Sage 2007, 2008, and 2009
- Simply Accounting by Sage 2008 and 2009
- QuickBooks Pro and Premier 2007 and 2008 (requires additional Accounting Link product)
- VMWare Workstation 5.0, 5.5, and 6.0; VMWare Server 1.0.1

Scalability Recommendations²⁴

Users	Processor	Memory	ACT! Version	SQL Server 2005
1-10	1.8 GHz Pentium IV (or equivalent)	1 GB	ACT! Premium 2009 (11.0) (EX Edition) ACT! Premium 2009 (11.0) (ST Edition)	Express Edition
11-30	2.0 GHz Pentium IV	1 GB	ACT! Premium 2009 (11.0) (EX Edition) ACT! Premium 2009 (11.0) (ST Edition)	Express Edition
31-50	3.2 GHz Pentium IV	2 GB	ACT! Premium 2009 (11.0) (ST Edition)	Standard Edition

¹⁸ Palm, Inc. does not support 64-bit or Server versions of Windows.

¹⁹ Palm HotSync Manager 7.0.2 is recommended for Windows Vista.

²⁰ Microsoft ActiveSync 4.5 is recommended for Windows XP platforms.

²¹ Microsoft Windows Mobile Device Center 6.1 is required for Windows Vista platforms.

²² Outlook Express is available on Windows XP and Server 2003.

²³ On 64-bit versions of Windows, Internet Explorer (32-bit) is recommended.

²⁴ 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.

ACT! by Sage Premium for Web 2009 (11.0) Minimum System Requirements

Note: The web server and the database server can be the same machine depending on the number of users. Please see the ACT! Premium for Web Administrator's Guide for more information.

Web Server

Windows XP SP2 (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista (32-bit and 64-bit)	Windows Server 2008 (32-bit and 64-bit)
<ul style="list-style-type: none"> Professional 	<ul style="list-style-type: none"> Web Edition Standard Edition Enterprise Edition Small Business Server 	<ul style="list-style-type: none"> Business Enterprise Ultimate 	<ul style="list-style-type: none"> Web Edition Standard Edition Enterprise Edition
<ul style="list-style-type: none"> IIS 5.1 ASP.NET 	<ul style="list-style-type: none"> IIS 6.0³³ ASP.NET³⁴ 	<ul style="list-style-type: none"> IIS 7.0³⁵ ASP.NET 	
<ul style="list-style-type: none"> 600 MHz Pentium III processor (or equivalent) 512 MB system memory (1 GB recommended) 		<ul style="list-style-type: none"> 1.8 GHz Pentium IV processor (or equivalent) 1 GB system memory 	
<ul style="list-style-type: none"> Network Interface Card 1 GB available hard disk space CD-ROM drive 		<ul style="list-style-type: none"> SVGA (800x600) or higher resolution monitor Internet Explorer 6.0 and 7.0 	

Database Server Requirements: Microsoft SQL Server 2005 Express SP2

Windows XP SP2 (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista (32-bit and 64-bit)	Windows Server 2008 ²⁵ (32-bit and 64-bit)
<ul style="list-style-type: none"> Home Professional Media Center 2004 Media Center 2005 	<ul style="list-style-type: none"> Web Edition Standard Edition Enterprise Edition Small Business Server 	<ul style="list-style-type: none"> Home Basic Home Premium Business Enterprise Ultimate 	<ul style="list-style-type: none"> Web Edition Standard Edition Enterprise Edition

Database Server Requirements: Microsoft SQL Server 2005 Standard SP2 (32-bit)²⁶

Windows XP SP2 (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista (32-bit and 64-bit)	Windows Server 2008 (32-bit and 64-bit)
<ul style="list-style-type: none"> Home Professional Media Center 2004 Media Center 2005 	<ul style="list-style-type: none"> Standard Edition Enterprise Edition Small Business Server 	<ul style="list-style-type: none"> Home Basic Home Premium Business Enterprise Ultimate 	<ul style="list-style-type: none"> Web Edition Standard Edition Enterprise Edition

Database Server Requirements: Microsoft SQL Server 2005 SP2 (64-bit)²⁷

Windows XP SP2	Windows Server 2003 SP2 (64-bit only)	Windows Vista (64-bit only)	Windows Server 2008 (64-bit only)
	<ul style="list-style-type: none"> Standard Edition Enterprise Edition 	<ul style="list-style-type: none"> Home Basic Home Premium Business Enterprise Ultimate 	<ul style="list-style-type: none"> Web Edition Standard Edition Enterprise Edition
<ul style="list-style-type: none"> Requires manual installation of SQL Server 2005 and Service Pack 2 Requires manual set up of the ACT! database instance 			

Network Sync Service Requirements

Windows XP SP2 ²⁸ (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista ²⁹ (32-bit and 64-bit)	Windows Server 2008 (32-bit and 64-bit)
<ul style="list-style-type: none"> Home Professional Media Center 2004 Media Center 2005 	<ul style="list-style-type: none"> Web Edition Standard Edition Enterprise Edition Small Business Server 	<ul style="list-style-type: none"> Home Basic Home Premium Business Enterprise Ultimate 	<ul style="list-style-type: none"> Web Edition Standard Edition Enterprise Edition

Internet Sync Service Requirements

Windows XP SP2 (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista (32-bit and 64-bit)	Windows Server 2008 (32-bit and 64-bit)
<ul style="list-style-type: none"> Professional 	<ul style="list-style-type: none"> Web Edition Standard Edition Enterprise Edition Small Business Server 	<ul style="list-style-type: none"> Business Enterprise Ultimate 	<ul style="list-style-type: none"> Web Edition Standard Edition Enterprise Edition
<ul style="list-style-type: none"> IIS 5.1 ASP.NET 	<ul style="list-style-type: none"> IIS 6.0³⁰ ASP.NET³¹ 	<ul style="list-style-type: none"> IIS 7.0³² ASP.NET 	

25 "Core Server Installation" of Server 2008 is not supported.

26 32-bit Microsoft SQL Server 2005 Standard Edition is included with the ST Editions of ACT! Premium 2009 (11.0) and ACT! Premium for Web 2009 (11.0).

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 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 64-bit Server 2003 must have ASP.NET configured to 32-bit mode.

35 64-bit Windows must have IIS configured for 32-bit emulation.

ACT! by Sage Premium for Web 2009 (11.0) Minimum System Requirements (cont'd.)

Web Browser					
Internet Explorer 6.0 Internet Explorer 7.0 ³⁶			Safari® 3.0		
Windows XP SP2 ³⁷	<ul style="list-style-type: none"> • Home • Professional • Media Center 2004 • Media Center 2005 				
Server 2003 SP2 ³⁸	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition • Small Business Server 				
Windows Vista ³⁹	<ul style="list-style-type: none"> • Home Basic • Home Premium • Business • Enterprise • Ultimate 				
Server 2008 ⁴⁰	<ul style="list-style-type: none"> • Web Edition • Standard Edition • Enterprise Edition 				
			Mac OS X	<ul style="list-style-type: none"> • 10.4 • 10.5 	
Outlook Integration					
<ul style="list-style-type: none"> • Microsoft .NET Framework 2.0 • Microsoft Outlook 2002, 2003, and 2007⁴¹ 					
Scalability Recommendations ⁴²					
Users	Servers	Processor	Memory	ACT! Version	SQL Server 2005
1-10	1	1.8 GHz Pentium IV (or equivalent)	1 GB	ACT! Premium for Web 2009 (11.0) (EX Edition) ACT! Premium for Web 2009 (11.0) (ST Edition)	Express Edition
11-30		2.8 GHz Pentium IV	1 GB	ACT! Premium for Web 2009 (11.0) (EX Edition) ACT! Premium for Web 2009 (11.0) (ST Edition)	Express Edition
31-50	1	3.2 GHz Pentium IV	2 GB	ACT! Premium for Web 2009 (11.0) (ST Edition)	Standard Edition

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

37 32-bit Windows XP is supported.

38 32-bit and 64-bit Windows Server 2003 versions are supported.

39 32-bit and 64-bit Windows Vista versions are supported.

40 32-bit and 64-bit Windows Server 2008 versions are supported.

41 SP3 recommended for both Outlook 2002 and 2003.

42 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.

About ACT!

The #1 selling contact and customer management solution for over 20 years, ACT! by Sage continues to bring the latest, most intuitive technology to businesses across the globe. ACT! solutions have more than 2.8 million individual users and 43,000 corporate customers in 25 countries, including individuals, small businesses, selling professionals, and corporate teams. Because ACT! solutions support an “anywhere” workforce with seamless online, offline, and mobile access solutions, they work for any business environment. With ACT!, you can achieve maximum productivity so you have time to focus your attention on business-critical activities, provide a better customer experience because you understand the intricate needs of your contacts, and make informed decisions to advance your business.



End-to-end solutions. Expert advice. Premium support. That's Sage 360°.

Sage Software supports the needs, challenges, and dreams of 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable and customizable software and services. Sage Software is a subsidiary of The Sage Group plc, a leading international supplier of business management software and services formed in 1981 and listed on the London Stock Exchange since 1989.

To order:

- Call 1-866-903-0006
- Contact your ACT! Certified Consultant
- Visit www.act.com

