

ACT! by Sage Premium 2010 System Requirements

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](#)
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- [ACT! by Sage Premium 2010 Operating System Compatibility Matrix](#)

| 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 <p>Processor speed for Windows® XP</p> <ul style="list-style-type: none"> - 600 MHz Pentium® III processor (or equivalent) PIV or better recommended - 512 MB system memory (2 GB recommended) <p>Processor speed for Windows Vista®</p> <ul style="list-style-type: none"> - 1.8 GHz Pentium IV processor (or equivalent) - 2 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, 7.0², and 8.0 - 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) | 2 GB | - ACT! Premium 2010 | Express Edition |
| 11-30 | 2.0 GHz Pentium IV | 4 GB | - ACT! Premium 2010 | Express Edition |

| Devices that Sync with ACT! by Sage Premium 2010 Minimum System Requirements | |
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| 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 |

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| | - 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 SP3 ⁵ (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® ⁶ SP1 (32-bit and 64-bit) | - Home Basic - Home Premium - Business - Enterprise - Ultimate |
| | Windows® 7 (32-bit and 64-bit) | - Home Premium - Professional - Ultimate - Enterprise |
| | Windows Server 2008 ⁷ SP1 (32-bit and 64-bit) | - Standard Edition - Enterprise Edition - Small Business Server |
| | Windows Server 2008 R2 | - Standard Edition - Enterprise Edition - Datacenter Edition |
| Database Server: Microsoft SQL Server 2005 Express SP3 | Windows XP SP3 (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® 7 (32-bit and 64-bit) | - Home Premium - Professional - Ultimate - Enterprise |
| | Windows Server 2008 SP1 (32-bit and 64-bit) | - Standard Edition - Enterprise Edition - Small Business Server (64-bit only) |
| | Windows Server 2008 R2 | - Standard Edition |

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|---|---|---|
| | | <ul style="list-style-type: none"> - Enterprise Edition - Datacenter Edition |
| Database Server Requirements: Microsoft SQL Express Server 2008 (32-bit)⁸ | Windows XP SP3 | |
| | Windows Server 2003 SP2 (64-bit only) | |
| | Windows Vista SP1 | |
| | Windows® 7 (32-bit and 64-bit) | |
| | Windows Server 2008 SP1 (32-bit and 64-bit) | |
| | Windows Server 2008 R2 | <ul style="list-style-type: none"> - Standard Edition - Enterprise Edition - Datacenter Edition |
| 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® 7 (32-bit and 64-bit) | <ul style="list-style-type: none"> - Home Premium - Professional - Ultimate - Enterprise |
| | 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 |
| | Windows Server 2008 R2 | <ul style="list-style-type: none"> - Standard Edition - Enterprise Edition - Datacenter Edition |
| Internet Sync Service Requirements | Windows XP SP3 (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"> - Standard Edition - Enterprise Edition - Small Business Server - IIS 6.0⁹ - ASP.NET¹⁰ |
| | Windows Vista SP1 (32-bit and 64-bit) | <ul style="list-style-type: none"> - Business - Enterprise - Ultimate - IIS 6.0 compatibility within IIS 7.0¹¹ - ASP.NET |
| | Windows® 7 (32-bit and 64-bit) | <ul style="list-style-type: none"> - Professional - Ultimate - Enterprise |
| | Windows Server 2008 SP1 (32-bit and 64-bit) | <ul style="list-style-type: none"> - Standard Edition - Enterprise Edition - IIS 6.0 compatibility within IIS 7.0¹² - ASP.NET - Small Business Server (64-bit only) |
| | Windows Server 2008 R2 | <ul style="list-style-type: none"> - Standard Edition - Enterprise Edition |

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| | | - Datacenter Edition |
| ACT! Link for Palm OS | Windows XP SP3 (32-bit only) | - Home - Professional - Media Center 2004 - Media Center 2005 |
| | Windows Server 2003 SP2 (32-bit and 64-bit) | |
| | Windows Vista SP1 (32-bit only ¹³) | - Home Basic - Home Premium - Business - Enterprise - Ultimate |
| | Windows® 7 (32-bit and 64-bit) | - Home Premium - Professional - Ultimate - Enterprise |
| | Windows Server 2008 SP1 (32-bit and 64-bit) | |
| ACT! Link for Pocket PC Requirements | Windows XP SP3 ¹⁴ (32-bit only) | - Home - Professional - Media Center 2004 - Media Center 2005 |
| | Windows Server 2003 SP2 (32-bit and 64-bit) | |
| | Windows Vista ¹⁵ SP1 (32-bit and 64-bit) | - Home Basic - Home Premium - Business - Enterprise - Ultimate |
| | Windows® 7 (32-bit and 64-bit) | - Home Premium - Professional - Ultimate - Enterprise |
| | Windows Server 2008 SP1 (32-bit and 64-bit) | |

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](#).

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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 Server 2008 is not supported.
8. 64-bit Microsoft SQL Server 2005 is available for purchase separately from Microsoft.
9. 64-bit Windows must have IIS configured for 32-bit emulation.
10. 64-bit Windows Server 2003 must have ASP.NET configured to 32-bit mode.
11. 64-bit Windows must have IIS configured for 32-bit emulation.
12. 64-bit Windows must have IIS configured for 32-bit emulation.
13. Palm, Inc. does not support 64-bit or Windows Server versions of Windows.
14. Microsoft ActiveSync 4.5 is recommended for Windows XP platforms.
15. Microsoft Windows Mobile Device Center 6.1 is required for Windows Vista platforms.