

# ACT! by Sage 2009 System Requirements

- [ACT! by Sage 2009 \(11.0\)](#)
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View the ACT! by Sage 2008 system requirements [here](#).

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; ACT! by Sage Premium Solutions are intended for 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!. Your system must meet the minimum requirements to be eligible for Technical Support.

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

### Client Requirements

Windows® XP SP2 <sup>1</sup> (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista <sup>2</sup> (32-bit and 64-bit)	Windows Server 2008 <sup>3</sup> (32-bit and 64-bit)
- Home - Professional - Media Center 2004 - Media Center 2005	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server	- Home Basic - Home Premium - Business - Enterprise - Ultimate	- Web Edition - Standard Edition - Enterprise Edition
- 600 MHz Pentium® III processor (or equivalent) - 512 MB system memory (1 GB recommended)		- 1.8 GHz Pentium IV processor (or equivalent) - 1 GB system memory	
- 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)
- Home - Professional - Media Center 2004 - Media Center 2005	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server	- Home Basic - Home Premium - Business - Enterprise - Ultimate	- 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 <sup>4</sup> )	Windows Server 2008 (32-bit and 64-bit)
- Home - Professional - Media Center 2004 - Media Center 2005		- 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)<sup>5</sup>

### ACT! Link for Pocket PC Requirements

Windows XP SP2 <sup>6</sup>	Windows Server 2003 SP2	Windows Vista <sup>7</sup>	Windows Server 2008
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(32-bit only)	(32-bit and 64-bit)	(32-bit and 64-bit)	(32-bit and 64-bit)
- Home - Professional - Media Center 2004 - Media Center 2005		- 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 SP2<sup>8</sup>
- 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 7.0<sup>9</sup>
- 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

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 Vista.
6. Microsoft ActiveSync 4.5 is recommended for Windows XP platforms.
7. Microsoft Windows Mobile Device Center 6.1 is required for 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.

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

#### Client Requirements

Windows® XP SP2 <sup>10</sup> (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista <sup>11</sup> (32-bit and 64-bit)	Windows Server 2008 <sup>12</sup> (32-bit and 64-bit)
- Home - Professional - Media Center 2004 - Media Center 2005	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server	- Home Basic - Home Premium - Business - Enterprise - Ultimate	- Web Edition - Standard Edition - Enterprise Edition

- 600 MHz Pentium® III processor (or equivalent) - 512 MB system memory (1 GB recommended)	- 1.8 GHz Pentium IV processor (or equivalent) - 1 GB system memory
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- 1 GB available hard disk space - CD-ROM drive - SVGA (800x600) or higher resolution monitor
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**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)
- Home - Professional - Media Center 2004 - Media Center 2005	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server	- Home Basic - Home Premium - Business - Enterprise - Ultimate	- Web Edition - Standard Edition - Enterprise Edition

**Database Server Requirements: Microsoft SQL Server 2005 Standard SP2 (32-bit)<sup>13</sup>**

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)
- Home - Professional - Media Center 2004 - Media Center 2005	- Standard Edition - Enterprise Edition - Small Business Server	- Home Basic - Home Premium - Business - Enterprise - Ultimate	- Web Edition - Standard Edition - Enterprise Edition

**Database Server Requirements: Microsoft SQL Server 2005 Standard SP2 (64-bit)<sup>14</sup>**

Windows XP SP2	Windows Server 2003 SP2 (64-bit only)	Windows Vista (64-bit only)	Windows Server 2008 (64-bit only)
	- Standard Edition - Enterprise Edition	- Home Basic - Home Premium - Business - Enterprise - Ultimate	- Web Edition - Standard Edition - Enterprise Edition

- Requires manual installation of SQL Server 2005 and Service Pack 2 - Requires manual set up of the ACT! database instance
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**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)

- Home - Professional - Media Center 2004 - Media Center 2005	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server	- Home Basic - Home Premium - Business - Enterprise - Ultimate	- Web Edition - Standard Edition - Enterprise Edition
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**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)
- Professional	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server	- Business - Enterprise - Ultimate	- Web Edition - Standard Edition - Enterprise Edition
- IIS 5.1 - ASP.NET	- IIS 6.0 <sup>15</sup> - ASP.NET <sup>16</sup>	- IIS 7.0 <sup>17</sup> - ASP.NET	

**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 <sup>18</sup> )	Windows Server 2008 (32-bit and 64-bit)
- Home - Professional - Media Center 2004 - Media Center 2005		- 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)<sup>19</sup>

**ACT! Link for Pocket PC Requirements**

Windows XP SP2 <sup>20</sup> (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista <sup>21</sup> (32-bit and 64-bit)	Windows Server 2008 (32-bit and 64-bit)
- Home - Professional		- Home Basic - Home Premium	

- Media Center 2004 - Media Center 2005		- Business - Enterprise - Ultimate	
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#### 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 SP2<sup>22</sup>
- 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 7.0<sup>23</sup>
- 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

#### Scalability Recommendations<sup>24</sup>

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

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.

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

19. Palm HotSync Manager 7.0.2 is recommended for Vista.

20. Microsoft ActiveSync 4.5 is recommended for Windows XP platforms.

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

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## 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)
- Professional	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server	- Business - Enterprise - Ultimate	- Web Edition - Standard Edition - Enterprise Edition
- IIS 5.1 - ASP.NET	- IIS 6.0 <sup>25</sup> - ASP.NET <sup>26</sup>	- IIS 7.0 <sup>27</sup> - ASP.NET	
- 600 MHz Pentium III processor (or equivalent)	- 1.8 GHz Pentium IV processor (or equivalent)		
- 512 MB system memory (1 GB recommended)	- 1 GB system memory		
- Network Interface Card			
- 1 GB available hard disk space			
- CD-ROM drive			
- 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 <sup>28</sup> (32-bit and 64-bit)
- Home - Professional - Media Center 2004 - Media Center 2005	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server	- Home Basic - Home Premium - Business - Enterprise - Ultimate	- Web Edition - Standard Edition - Enterprise Edition

### Database Server Requirements: Microsoft SQL Server 2005 Standard SP2 (32-bit)<sup>29</sup>

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)
- Home - Professional - Media Center 2004 - Media Center 2005	- Standard Edition - Enterprise Edition - Small Business Server	- Home Basic - Home Premium - Business - Enterprise - Ultimate	- Web Edition - Standard Edition - Enterprise Edition

### Database Server Requirements: Microsoft SQL Server 2005 SP2 (64-bit)<sup>30</sup>

Windows XP SP2	Windows Server 2003 SP2 (64-bit only)	Windows Vista (64-bit only)	Windows Server 2008 (64-bit only)
	- Standard Edition - Enterprise Edition	- Home Basic - Home Premium - Business - Enterprise - Ultimate	- Web Edition - Standard Edition - Enterprise Edition
- 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 <sup>31</sup> (32-bit only)	Windows Server 2003 SP2 (32-bit and 64-bit)	Windows Vista <sup>32</sup> (32-bit and 64-bit)	Windows Server 2008 (32-bit and 64-bit)
- Home - Professional - Media Center 2004 - Media Center 2005	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server	- Home Basic - Home Premium - Business - Enterprise - Ultimate	- 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)
- Professional	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server	- Business - Enterprise - Ultimate	- Web Edition - Standard Edition - Enterprise Edition
- IIS 5.1 - ASP.NET	- IIS 6.0 <sup>33</sup> - ASP.NET <sup>34</sup>	- IIS 7.0 <sup>35</sup> - ASP.NET	

#### Web Browser

Internet Explorer 6.0 Internet Explorer 7.0 <sup>36</sup>		Macintosh® Safari™ 3.0	
Windows XP SP2 <sup>37</sup>	- Home - Professional - Media Center 2004 - Media Center 2005	>	
Server 2003 SP2 <sup>38</sup>	- Web Edition - Standard Edition - Enterprise Edition - Small Business Server		
Windows Vista <sup>39</sup>	- Home Basic - Home Premium - Business - Enterprise - Ultimate		
Server 2008 <sup>40</sup>	- Web Edition - Standard Edition - Enterprise Edition		
		Mac OS X	- 10.4 - 10.5

#### Outlook Integration

- Microsoft .NET Framework 2.0 - Microsoft Outlook 2002, 2003 and 2007 <sup>41</sup>	
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#### Scalability Recommendations<sup>42</sup>

Users	Servers	Processor	Memory	ACT! Version	SQL Server 2005
<b>1-10</b>	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
<b>11-30</b>	1	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
<b>31-50</b>	1	3.2 GHz Pentium IV	2 GB	- ACT! Premium for Web 2009 (11.0) (ST Edition)	Standard Edition

25. 64-bit Windows must have IIS configured for 32-bit emulation.

26. 64-bit Server 2003 must have ASP.NET configured to 32-bit mode.

27. 64-bit Windows must have IIS configured for 32-bit emulation.

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

29. 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)..

30. 64-bit Microsoft SQL Server 2005 is available for purchase separately from Microsoft.

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

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

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.

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.