



## ACT! Utilities

ACT! by Sage Solutions provide numerous out-of-the-box data access methods, as well as reporting, extraction, and back-up capabilities. Access to the ACT! instance of the Microsoft® SQL Server® can also be accomplished through Object Link and Embedding (OLE) providers and the ACT! Software Development Kit (SDK). However, there are some situations in which customers have advanced needs that require additional access to the ACT! database for customized reporting, data extraction, and advanced database backup using commercially available third-party tools<sup>1</sup>.

To address these needs, Sage Software has developed ACT! Utilities<sup>2</sup>, which provide direct access to the ACT! instance of the Microsoft SQL Server. Both the ACT! Reader Utility and the ACT! SA Password Utility enable customers using ACT! Solutions to simply and easily meet their reporting, extraction, and back-up needs.

### ACT! Reader Utility

The ACT! Reader Utility is designed to meet the powerful reporting and data extraction needs of some ACT! corporate customers. The ACT! Reader account provides read-only access to most data tables within ACT!. Once a connection is made to the ACT! database, third-party tools such as Crystal Reports® and Microsoft Excel® can be used to query these tables for advanced reporting and data extraction.

The ACT! Reader Utility allows the user to establish and set a user-defined password to log on to the ACT! Reader account on the local machine. The ACT! Reader Utility also provides the ability to establish, change, and reset the password.

### Key Uses

- Reporting/data extraction capabilities
- Local read-only access to the ACT! instance of the Microsoft SQL Server (but once set, the account can be accessed from anywhere)
- Works with Microsoft Excel and Access™, Crystal Reports, and other third-party applications

### Requirements/Restrictions

- Read-only access to the ACT! instance of the Microsoft SQL Server
- Works with ACT! (2009), ACT! Premium for Workgroups (2005, 2006, and 2007), ACT! Premium (2008 and 2009), and ACT! Premium for Web (2005, 2006, 2007, 2008, and 2009)
- Requires valid, activated ACT!, ACT! Premium for Workgroups, ACT! Premium, or ACT! Premium for Web serial number
- Requires .NET 2.0
- Requires specific End User License Agreement (EULA)

## DATABASE ACCESS

ACT! Utilities provide direct access to the ACT! instance of the Microsoft SQL Server so customers can perform customized reporting, data extraction, and advanced database backup using commercially available third-party tools.

## KEY BENEFITS

Enables customized reporting for enhanced insight into your business

Extracts ACT! data for specialized use in your environment

Provides direct, local access to the ACT! instance of the Microsoft SQL Server for third-party advanced back-up support

<sup>1</sup> These products and services are provided by a third-party vendor. Sage Software is in no way liable or responsible for any claims made related to products or services provided by third-party vendors.

<sup>2</sup> ACT! Utilities are available for customers in North America. Please consult Sage in your market regarding availability. The ACT! Reader Utility for ACT! users is available upon request.

**Learn More About ACT! Utilities**

Call 1-866-903-0006

Contact your ACT! Certified Consultant

Visit [www.act.com](http://www.act.com)

**ACT! SA Password Utility**

The ACT! SA Password Utility provides organizations with direct, local access to the ACT! instance of the Microsoft SQL Server by exposing the SA password. This utility is designed for those organizations that need third-party advanced back-up support, which requires an SA password. Customers may also find the SA password useful for querying database tables for custom reporting and data extraction using third-party tools such as Crystal Reports.

**Key Uses**

- Automated backup using third-party products that require the SA password
- Reporting/data extraction capabilities

**Requirements/Restrictions**

- Using the SA password to write or perform any modification of the ACT! database is not supported; database writes must be performed using an existing and supported ACT! SDK or other interfaces
- Works with ACT! Premium for Workgroups (2005, 2006, and 2007), ACT! Premium 2008 and 2009, and ACT! Premium for Web (2005, 2006, 2007, 2008, and 2009)
- Requires .NET 2.0
- Requires valid, activated ACT! Premium for Workgroups, ACT! Premium, or ACT! Premium for Web serial number
- Requires specific End User License Agreement (EULA)

**Important Note:** Sage Software recommends you review ACT! 2009 Solutions system requirements at [www.act.com/2009sysreq](http://www.act.com/2009sysreq) to ensure you meet these requirements.

**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](http://www.actsolutions.com) or check with your add-on product provider to determine compatibility.

**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.

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Your business in mind.

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08-08916