

## ACT! by Sage 2010

**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 2010 Minimum System Requirements	
<b>System Requirements</b>	<ul style="list-style-type: none"> <li>- 1 GB available hard disk space</li> <li>- DVD drive</li> <li>- SVGA (800x600) or higher resolution monitor, recommended resolution is 1024x768</li> <li><b>Processor speed for Windows® XP</b></li> <li>- 600 MHz Pentium® III processor (or equivalent)</li> <li>- 512 MB system memory (1 GB recommended)</li> <li><b>Processor speed for Windows Vista®</b></li> <li>- 1.8 GHz Pentium IV processor (or equivalent)</li> <li>- 1 GB system memory</li> </ul>
<b>Works With</b>	<ul style="list-style-type: none"> <li>- Microsoft® Outlook® XP, 2003, and 2007 (SP3 recommended for Outlook XP and 2003)</li> <li>- Microsoft Outlook Express 6.0 SP2<sup>1</sup></li> <li>- Lotus Notes® 6.5, 7.0.2, and 8.0</li> <li>- Eudora® 5.2</li> <li>- Internet Mail SMTP/POP3</li> <li>- Microsoft Office XP, 2003, and 2007 (SP3 recommended for Office XP and 2003 and SP2 recommended for Office 2007)</li> <li>- Microsoft Internet Explorer® 6.0 and 7.0<sup>2</sup></li> <li>- Adobe Reader® 6.0, 7.0</li> <li>- QuickBooks® Pro, Premier 2007 and 2008 (requires additional Accounting Link product)</li> <li>- VMware® Workstation 5.x and 6.x; VMware Fusion, VMware Server 1.x, 2.x</li> <li>- Citrix® using Presentation Server 3.0, 4.0 or 4.5</li> <li>- Parallels Desktop for Macintosh® 4.0, and Parallels Workstation 2.2 for Windows</li> <li>- Sun Virtual Box 2.x</li> </ul>

Devices that Sync with ACT! by Sage 2010 Minimum System Requirements	
<b>ACT! Link for Palm OS®</b>	<ul style="list-style-type: none"> <li>- Palm OS 3.5-5.4</li> <li>- 33 MHz device processor</li> <li>- 8 MB system memory; 500 KB free plus 1 KB for each contact</li> <li>- 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>3</sup></li> </ul>

<sup>1</sup> Outlook Express is available on Windows XP and Windows Server 2003.

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

<sup>3</sup> Palm HotSync Manager 7.0.2 is recommended for Windows Vista.

<b>ACT! Link for Pocket PC</b>	<ul style="list-style-type: none"> <li>- Pocket PC 2000, 2002 and Phone Edition (Windows CE 3.0)</li> <li>- Windows Mobile® 2003 (Windows CE 4.0 and 4.20.0)</li> <li>- Windows Mobile 2005, 5.0 and 6.0</li> <li>- 133 MHz device processor</li> <li>- 16 MB system memory; 500 KB free plus 1 KB for each contact</li> <li>- Microsoft ActiveSync® 3.5-4.5 (4.5 recommended for Windows XP)</li> <li>- Microsoft Windows Mobile Device Center 6.1</li> </ul>
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<b>ACT! by Sage 2010 Operating System Compatibility Matrix</b>		
<b>Client</b>	Windows® XP SP2 <sup>4</sup> (32-bit only)	<ul style="list-style-type: none"> <li>- Home</li> <li>- Professional</li> <li>- Media Center 2004</li> <li>- Media Center 2005</li> </ul>
	Windows Server® 2003 SP2 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- Small Business Server</li> </ul>
	Windows Vista® <sup>5</sup> SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Home Basic</li> <li>- Home Premium</li> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> </ul>
	Windows Server 2008 <sup>6</sup> SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> </ul>
<b>Database Server: Microsoft SQL Server® 2005 Express SP3</b>	Windows XP SP2 (32-bit only)	<ul style="list-style-type: none"> <li>- Home</li> <li>- Professional</li> <li>- Media Center 2004</li> <li>- Media Center 2005</li> </ul>
	Windows Server 2003 SP2 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- Small Business Server</li> </ul>
	Windows Vista (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Home Basic</li> <li>- Home Premium</li> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> </ul>
	Windows Server 2008 SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> </ul>
<b>ACT! Link for Palm OS</b>	Windows XP SP2 (32-bit only)	<ul style="list-style-type: none"> <li>- Home</li> <li>- Professional</li> <li>- Media Center 2004</li> <li>- Media Center 2005</li> </ul>
	Windows Vista SP1 (32-bit only <sup>7</sup> )	<ul style="list-style-type: none"> <li>- Home Basic</li> <li>- Home Premium</li> <li>- Business</li> <li>- Enterprise</li> </ul>

<sup>4</sup> Windows XP Professional limits the number of concurrent network connections to 10 (Home Edition limits concurrent connections to 5).

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

<sup>6</sup> "Core Server Installation" of Server 2008 is not supported.

<sup>7</sup> Palm, Inc. does not support 64-bit or Windows Server versions of Windows.

		- Ultimate
<b>ACT! Link for Pocket PC Requirements</b>	Windows XP SP2 <sup>8</sup> (32-bit only)	- Home - Professional - Media Center 2004 - Media Center 2005
	Windows Vista <sup>9</sup> SP1 (32-bit and 64-bit)	- Home Basic - Home Premium - Business - Enterprise - Ultimate

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<sup>8</sup> Microsoft ActiveSync 4.5 is recommended for Windows XP platforms.

<sup>9</sup> Microsoft Windows Mobile Device Center 6.1 is required for Windows Vista platforms.

## ACT! by Sage Premium 2010

**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	
<b>System Requirements</b>	<ul style="list-style-type: none"> <li>- 1.9 GB available hard disk space</li> <li>- DVD drive</li> <li>- SVGA (800x600) or higher resolution monitor, recommended resolution is 1024x768</li> <li><b>Processor speed for Windows XP</b></li> <li>- 600 MHz Pentium® III processor (or equivalent)</li> <li>- 512 MB system memory (1 GB recommended)</li> <li><b>Processor speed for Windows Vista</b></li> <li>- 1.8 GHz Pentium IV processor (or equivalent)</li> <li>- 1 GB system memory</li> </ul>
<b>Works With</b>	<ul style="list-style-type: none"> <li>- Microsoft Outlook XP, 2003, and 2007 (SP3 recommended for Outlook XP and 2003)</li> <li>- Microsoft Outlook Express 6.0 SP2<sup>10</sup></li> <li>- Lotus Notes 6.5, 7.0.2, and 8.0</li> <li>- Eudora 5.2</li> <li>- Internet Mail SMTP/POP3</li> <li>- Microsoft Office 2002, 2003, and 2007 (SP3 recommended for Office XP and 2003 and SP2 Recommended for Office 2007)</li> <li>- Microsoft Internet Explorer 6.0 and 7.0<sup>11</sup></li> <li>- Adobe Reader 6.0, 7.0</li> <li>- QuickBooks Pro, Premier 2007 and 2008 (requires additional Accounting Link product)</li> <li>- VMware® Workstation 5.x, and 6.x; VMware Fusion, VMware Server 1.x, 2.x</li> <li>- Citrix using Presentation Server 3.0, 4.0 or 4.5</li> <li>- Parallels Desktop for Macintosh 4.0, and Parallels Workstation 2.2 for Windows</li> <li>- Sun Virtual Box 2.x</li> </ul>

ACT! by Sage Premium 2010 Scalability Recommendations <sup>12</sup>				
Users	Processor	Memory	ACT! Version	SQL Server
<b>1-10</b>	1.8 GHz Pentium IV (or equivalent)	1 GB	- ACT! Premium 2010	Express Edition
<b>11-30</b>	2.0 GHz Pentium IV	1 GB	- ACT! Premium 2010	Express Edition

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

<sup>10</sup> Outlook Express is available on Windows XP and Windows Server 2003.

<sup>11</sup> On 64-bit versions of Windows, Internet Explorer (32-bit) is recommended.

<sup>12</sup> 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.

Requirements	
<b>ACT! Link for Palm OS</b>	<ul style="list-style-type: none"> <li>- Palm OS 3.5-5.4</li> <li>- 33 MHz device processor</li> <li>- 8 MB system memory; 500 KB free plus 1 KB for each contact</li> <li>- 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>13</sup></li> </ul>
<b>ACT! Link for Pocket PC</b>	<ul style="list-style-type: none"> <li>- Pocket PC 2000, 2002 and Phone Edition (Windows CE 3.0)</li> <li>- Windows Mobile 2003 (Windows CE 4.0 and 4.20.0)</li> <li>- Windows Mobile 2005, 5.0 and 6.0</li> <li>- 133 MHz device processor</li> <li>- 16 MB system memory; 500 KB free plus 1 KB for each contact</li> <li>- Microsoft ActiveSync 3.5-4.5 (4.5 recommended for Windows XP)</li> <li>- Microsoft Windows Mobile Device Center 6.1</li> </ul>

ACT! by Sage Premium 2010 Operating System Compatibility Matrix		
<b>Client</b>	Windows® XP SP2 <sup>14</sup> (32-bit only)	<ul style="list-style-type: none"> <li>- Home</li> <li>- Professional</li> <li>- Media Center 2004</li> <li>- Media Center 2005</li> </ul>
	Windows Server 2003 SP2 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- Small Business Server</li> </ul>
	Windows Vista® <sup>15</sup> SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Home Basic</li> <li>- Home Premium</li> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> </ul>
	Windows Server 2008 <sup>16</sup> SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> </ul>
<b>Database Server: Microsoft SQL Server 2005 Express SP3</b>	Windows XP SP2 (32-bit only)	<ul style="list-style-type: none"> <li>- Home</li> <li>- Professional</li> <li>- Media Center 2004</li> <li>- Media Center 2005</li> </ul>
	Windows Server 2003 SP2 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- Small Business Server</li> </ul>
	Windows Vista SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Home Basic</li> <li>- Home Premium</li> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> </ul>
	Windows Server 2008 SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> </ul>

<sup>13</sup> Palm HotSync Manager 7.0.2 is recommended for Windows Vista.

<sup>14</sup> Windows XP Professional limits the number of concurrent network connections to 10 (Home Edition limits concurrent connections to 5).

<sup>15</sup> Windows Vista limits the number of concurrent network connections to 10 (Home Basic and Home Premium Editions limit concurrent connections to 5).

<sup>16</sup> "Core Server Installation" of Windows Server 2008 is not supported.

<b>Database Server Requirements: Microsoft SQL Express Server 2008 (32-bit)</b> <sup>17</sup>	Windows XP SP1 and 2	
	Windows Server 2003 SP2 (64-bit only)	
	Windows Vista SP1	
	Windows Server 2008 (32-bit and 64-bit)	
<b>Database Server: Microsoft Express SQL 2008 (64-bit)</b>	Windows Server 2003 SP2 (64-bit only)	-Windows Installer Service 4.5 .NET 3.5 Service Pack 1 - Requires manual set up of the ACT! database instance
	Windows Vista SP1	- 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)	- Windows Installer Service 4.5 .NET 3.5 Service Pack 1 - Requires manual set up of the ACT! database instance
<b>Internet Sync Service Requirements</b>	Windows XP SP2 (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 <sup>18</sup> - ASP.NET <sup>19</sup>
	Windows Vista SP1 (32-bit and 64-bit)	- Business - Enterprise - Ultimate - IIS 7.0 <sup>20</sup> - ASP.NET
	Windows Server 2008 SP1 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition - IIS 7.0 <sup>21</sup> - ASP.NET
<b>ACT! Link for Palm OS</b>	Windows XP SP2 (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 <sup>22</sup> )	- Home Basic - Home Premium - Business - Enterprise - Ultimate
	Windows Server 2008 SP1 (32-bit	

<sup>17</sup> 64-bit Microsoft SQL Server 2005 is available for purchase separately from Microsoft.

<sup>18</sup> 64-bit Windows must have IIS configured for 32-bit emulation.

<sup>19</sup> 64-bit Windows Server 2003 must have ASP.NET configured to 32-bit mode.

<sup>20</sup> 64-bit Windows must have IIS configured for 32-bit emulation.

<sup>21</sup> 64-bit Windows must have IIS configured for 32-bit emulation.

<sup>22</sup> Palm, Inc. does not support 64-bit or Windows Server versions of Windows.

	and 64-bit)	
<b>ACT! Link for Pocket PC Requirements</b>	Windows XP SP2 <sup>23</sup> (32-bit only)	- Home - Professional - Media Center 2004 - Media Center 2005
	Windows Server 2003 SP2 (32-bit and 64-bit)	
	Windows Vista <sup>24</sup> SP1 (32-bit and 64-bit)	- Home Basic - Home Premium - Business - Enterprise - Ultimate
	Windows Server 2008 SP1 (32-bit and 64-bit)	

<sup>23</sup> Microsoft ActiveSync 4.5 is recommended for Windows XP platforms.

<sup>24</sup> Microsoft Windows Mobile Device Center 6.1 is required for Windows Vista platforms.

## ACT! by Sage Corporate Edition 2010

(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	
<b>System Requirements</b>	<ul style="list-style-type: none"> <li>- 1.9 GB available hard disk space</li> <li>- DVD drive</li> <li>- SVGA (800x600) or higher resolution monitor, recommended resolution is 1024x768</li> <li><b>Processor speed for Windows XP</b></li> <li>- 600 MHz Pentium® III processor (or equivalent)</li> <li>- 512 MB system memory (1 GB recommended)</li> <li><b>Processor speed for Windows Vista</b></li> <li>- 1.8 GHz Pentium IV processor (or equivalent)</li> <li>- 1 GB system memory</li> </ul>
<b>Works With</b>	<ul style="list-style-type: none"> <li>- Microsoft Outlook XP, 2003, and 2007 (SP3 recommended for Outlook XP and 2003)</li> <li>- Microsoft Outlook Express 6.0 SP2<sup>25</sup></li> <li>- Lotus Notes 6.5, 7.0.2, and 8.0</li> <li>- Eudora 5.2</li> <li>- Internet Mail SMTP/POP3</li> <li>- Microsoft Office 2002, 2003, and 2007 (SP3 recommended for Office XP and 2003 and SP2 Recommended for Office 2007)</li> <li>- Microsoft Internet Explorer 6.0 and 7.0<sup>26</sup></li> <li>- Adobe Reader 6.0, 7.0</li> <li>- QuickBooks Pro, Premier 2007 and 2008 (requires additional Accounting Link product)</li> <li>- VMware® Workstation 5.x, and 6.x; VMware Fusion, VMware Server 1.x, 2.x</li> <li>- Citrix using Presentation Server 3.0, 4.0 or 4.5</li> <li>- Parallels Desktop for Macintosh 4.0, and Parallels Workstation 2.2 for Windows</li> <li>- Sun Virtual Box 2.x</li> </ul>

ACT! by Sage Premium 2010 Scalability Recommendations <sup>27</sup>				
Users	Processor	Memory	ACT! Version	SQL Server
<b>1-10</b>	1.8 GHz Pentium IV (or equivalent)	1 GB	- ACT! Corporate Edition 2010	Express Edition
<b>11-30</b>	2.0 GHz Pentium IV	1 GB	- ACT! Corporate Edition 2010	Express Edition
<b>31-50</b>	3.2 GHz Pentium	3 GB	- ACT! Corporate	Standard Edition

<sup>25</sup> Outlook Express is available on Windows XP and Windows Server 2003.

<sup>26</sup> On 64-bit versions of Windows, Internet Explorer (32-bit) is recommended.

<sup>27</sup> 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.

	IV		Edition 2010 (SQL 2008)	
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**Devices that Sync with ACT! by Sage Premium 2010 Minimum System Requirements**

<b>ACT! Link for Palm OS</b>	<ul style="list-style-type: none"> <li>- Palm OS 3.5-5.4</li> <li>- 33 MHz device processor</li> <li>- 8 MB system memory; 500 KB free plus 1 KB for each contact</li> <li>- 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>28</sup></li> </ul>
<b>ACT! Link for Pocket PC</b>	<ul style="list-style-type: none"> <li>- Pocket PC 2000, 2002 and Phone Edition (Windows CE 3.0)</li> <li>- Windows Mobile 2003 (Windows CE 4.0 and 4.20.0)</li> <li>- Windows Mobile 2005, 5.0 and 6.0</li> <li>- 133 MHz device processor</li> <li>- 16 MB system memory; 500 KB free plus 1 KB for each contact</li> <li>- Microsoft ActiveSync 3.5-4.5 (4.5 recommended for Windows XP)</li> <li>- Microsoft Windows Mobile Device Center 6.1</li> </ul>

**ACT! by Sage Premium 2010 Operating System Compatibility Matrix**

<b>Client</b>	Windows® XP SP2 <sup>29</sup> (32-bit only)	<ul style="list-style-type: none"> <li>- Home</li> <li>- Professional</li> <li>- Media Center 2004</li> <li>- Media Center 2005</li> </ul>
	Windows Server 2003 SP2 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- Small Business Server</li> </ul>
	Windows Vista® <sup>30</sup> SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Home Basic</li> <li>- Home Premium</li> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> </ul>
	Windows Server 2008 <sup>31</sup> SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> </ul>
<b>Database Server: Microsoft SQL Server 2005 Express SP3</b>	Windows XP SP2 (32-bit only)	<ul style="list-style-type: none"> <li>- Home</li> <li>- Professional</li> <li>- Media Center 2004</li> <li>- Media Center 2005</li> </ul>
	Windows Server 2003 SP2 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- Small Business Server</li> </ul>
	Windows Vista SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Home Basic</li> <li>- Home Premium</li> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> </ul>

<sup>28</sup> Palm HotSync Manager 7.0.2 is recommended for Windows Vista.

<sup>29</sup> Windows XP Professional limits the number of concurrent network connections to 10 (Home Edition limits concurrent connections to 5).

<sup>30</sup> Windows Vista limits the number of concurrent network connections to 10 (Home Basic and Home Premium Editions limit concurrent connections to 5).

<sup>31</sup> "Core Server Installation" of Windows Server 2008 is not supported.

	Windows Server 2008 SP1 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition
<b>Database Server: Microsoft SQL Server 2005 Standard SP3 (32-bit)</b> <sup>32</sup>	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
<b>Database Server: Microsoft SQL Server 2005 Standard SP3 (64-bit)</b>	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
<b>Database Server Requirements: Microsoft SQL Express Server 2008 (32-bit)</b> <sup>33</sup>	Windows XP SP1 and 2	
	Windows Server 2003 SP2 (64-bit only)	
	Windows Vista SP1	
	Windows Server 2008 (32-bit and 64-bit)	
<b>Database Server: Microsoft Express SQL 2008 (64-bit)</b>	Windows Server 2003 SP2 (64-bit only)	-Windows Installer Service 4.5 .NET 3.5 Service Pack 1 - Requires manual set up of the ACT! database instance
	Windows Vista SP1	- Windows Installer Service 4.5 .NET 3.5 Service Pack 1

<sup>32</sup> 32-bit Microsoft SQL Server 2005 Standard Edition is included with ACT! Corporate Edition.

<sup>33</sup> 64-bit Microsoft SQL Server 2005 is available for purchase separately from Microsoft.

		- Requires manual set up of the ACT! database instance
	Windows Server 2008 SP1 (32-bit and 64-bit)	- Windows Installer Service 4.5 .NET 3.5 Service Pack 1 - Requires manual set up of the ACT! database instance
<b>Database Server: Microsoft SQL Server 2008 Standard (32-bit)</b>	Windows Server 2003 SP2	- Small Business Sever R2 Standard - 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	- 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
<b>Database Server: Microsoft SQL Server 2008 Standard 2008 (64-bit)</b>	Windows Server 2003 SP2 (64-bit only)	- 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)	- 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
<b>Internet Sync Service Requirements</b>	Windows XP SP2 (32-bit only)	- Professional - IIS 5.1 - ASP.NET
	Windows Server 2003 SP2 (32-bit and 64-bit)	- Web Edition - Standard Edition - Enterprise Edition

		<ul style="list-style-type: none"> <li>- Small Business Server</li> <li>- IIS 6.0<sup>34</sup></li> <li>- ASP.NET<sup>35</sup></li> </ul>
	Windows Vista SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> <li>- IIS 7.0<sup>36</sup></li> <li>- ASP.NET</li> </ul>
	Windows Server 2008 SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- IIS 7.0<sup>37</sup></li> <li>- ASP.NET</li> </ul>
<b>ACT! Link for Palm OS</b>	Windows XP SP2 (32-bit only)	<ul style="list-style-type: none"> <li>- Home</li> <li>- Professional</li> <li>- Media Center 2004</li> <li>- Media Center 2005</li> </ul>
	Windows Server 2003 SP2 (32-bit and 64-bit)	
	Windows Vista SP1 (32-bit only <sup>38</sup> )	<ul style="list-style-type: none"> <li>- Home Basic</li> <li>- Home Premium</li> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> </ul>
	Windows Server 2008 SP1 (32-bit and 64-bit)	
<b>ACT! Link for Pocket PC Requirements</b>	Windows XP SP2 <sup>39</sup> (32-bit only)	<ul style="list-style-type: none"> <li>- Home</li> <li>- Professional</li> <li>- Media Center 2004</li> <li>- Media Center 2005</li> </ul>
	Windows Server 2003 SP2 (32-bit and 64-bit)	
	Windows Vista <sup>40</sup> SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Home Basic</li> <li>- Home Premium</li> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> </ul>
	Windows Server 2008 SP1 (32-bit and 64-bit)	

ACT! by Sage Premium for Web 2010 Minimum System Requirements	
<b>System Requirements</b>	<ul style="list-style-type: none"> <li>- Network Interface Card</li> <li>- 1 GB available hard disk space</li> <li>- DVD drive</li> <li>- SVGA (800x600) or higher resolution monitor. Recommended is 1024x768</li> <li>- Internet Explorer 6.0,7.0 or 8.0</li> </ul> <p><b>Processor speed for Windows XP</b></p>

<sup>34</sup> 64-bit Windows must have IIS configured for 32-bit emulation.

<sup>35</sup> 64-bit Windows Server 2003 must have ASP.NET configured to 32-bit mode.

<sup>36</sup> 64-bit Windows must have IIS configured for 32-bit emulation.

<sup>37</sup> 64-bit Windows must have IIS configured for 32-bit emulation.

<sup>38</sup> Palm, Inc. does not support 64-bit or Windows Server versions of Windows.

<sup>39</sup> Microsoft ActiveSync 4.5 is recommended for Windows XP platforms.

<sup>40</sup> Microsoft Windows Mobile Device Center 6.1 is required for Windows Vista platforms.

	<ul style="list-style-type: none"> <li>- 600 MHz Pentium® III processor (or equivalent)</li> <li>- 512 MB system memory (1 GB recommended)</li> <li><b>Processor speed for Windows Vista</b></li> <li>- 1.8 GHz Pentium IV processor (or equivalent)</li> <li>- 1 GB system memory</li> </ul>
<b>Works With</b>	<ul style="list-style-type: none"> <li>- Internet Explorer 6.0</li> <li>- Internet Explorer 7.0<sup>41</sup></li> <li>- Macintosh® Safari® 3.0</li> <li>- Microsoft Outlook XP, 2003 and 2007<sup>42</sup></li> <li>- Microsoft Word XP, 2003, and 2007 (SP3 recommended for Office XP and 2003 and SP2 recommended for Office 2007)</li> </ul>

<b>ACT! by Sage Premium for Web 2010 Scalability Recommendations<sup>43</sup></b>					
<b>Users</b>	<b>Servers</b>	<b>Processor</b>	<b>Memory</b>	<b>ACT! Version</b>	<b>SQL Server</b>
<b>1-10</b>	1	1.8 GHz Pentium IV (or equivalent)	1 GB	- ACT! Corporate Edition 2010	Express Edition
<b>11-30</b>	1	2.8 GHz Pentium IV	1 GB	- ACT! Corporate Edition 2010	Express Edition
<b>31-50</b>	1	3.2 GHz Pentium IV	3 GB	- ACT! Corporate Edition 2010 (SQL 2008)	Standard Edition

<b>ACT! by Sage Premium for Web 2010 Operating System Compatibility Matrix</b>		
<b>Web Server</b>	Windows® XP SP2 <sup>44</sup> (32-bit only)	<ul style="list-style-type: none"> <li>- Professional</li> <li>- IIS 5.1</li> <li>- ASP.NET</li> </ul>
	Windows Server 2003 SP2 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- Small Business Server</li> <li>- IIS 6.0<sup>45</sup></li> <li>- ASP.NET<sup>46</sup></li> </ul>
	Windows Vista® <sup>47</sup> SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> <li>- IIS 7.0<sup>48</sup></li> <li>- ASP.NET</li> </ul>
	Windows Server 2008 <sup>49</sup> SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> </ul>

<sup>41</sup> On 64-bit versions of Windows, Internet Explorer (32-bit) is recommended.

<sup>42</sup> SP3 recommended for both Outlook 2002 and 2003.

<sup>43</sup> 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.

<sup>44</sup> Windows XP Professional limits the number of concurrent network connections to 10 (Home Edition limits concurrent connections to 5).

<sup>45</sup> 64-bit Windows must have IIS configured for 32-bit emulation.

<sup>46</sup> 64-bit Windows Server 2003 must have ASP.NET configured to 32-bit mode.

<sup>47</sup> Windows Vista limits the number of concurrent network connections to 10 (Home Basic and Home Premium Editions limit concurrent connections to 5).

<sup>48</sup> 64-bit Windows must have IIS configured for 32-bit emulation.

<sup>49</sup> "Core Server Installation" of Windows Server 2008 is not supported.

		<ul style="list-style-type: none"> <li>- Enterprise Edition</li> <li>- IIS 7.0<sup>50</sup></li> <li>- ASP.NET</li> </ul>
<b>Database Server Microsoft SQL Server 2005 Express SP3</b>	Windows XP SP2 (32-bit only)	<ul style="list-style-type: none"> <li>- Home</li> <li>- Professional</li> <li>- Media Center 2004</li> <li>- Media Center 2005</li> </ul>
	Windows Server 2003 SP2 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- Small Business Server</li> </ul>
	Windows Vista SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Home Basic</li> <li>- Home Premium</li> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> </ul>
	Windows Server 2008 SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> </ul>
<b>Database Server Requirements: Microsoft SQL Server 2005 SP3 (64-bit)<sup>51</sup></b>	Windows XP SP2	
	Windows Server 2003 SP2 (64-bit only)	<ul style="list-style-type: none"> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- Requires manual installation of SQL Server 2005 and Service Pack 3</li> <li>- Requires manual set up of the ACT! database instance</li> </ul>
	Windows Vista SP1 (64-bit only)	<ul style="list-style-type: none"> <li>- Home Basic</li> <li>- Home Premium</li> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> <li>- Requires manual installation of SQL Server 2005 and Service Pack 3</li> <li>- Requires manual set up of the ACT! database instance</li> </ul>
	Windows Server 2008 SP1 (64-bit only)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- Requires manual installation of SQL Server 2005 and Service Pack 3</li> <li>- Requires manual set up of the ACT! database instance</li> </ul>
<b>Network Sync Service Requirements</b>	Windows XP SP2 <sup>52</sup> (32-bit only)	<ul style="list-style-type: none"> <li>- Home</li> <li>- Professional</li> <li>- Media Center 2004</li> <li>- Media Center 2005</li> </ul>
	Windows Server 2003 SP2 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- Small Business Server</li> </ul>
	Windows Vista <sup>53</sup> SP1	<ul style="list-style-type: none"> <li>- Home Basic</li> </ul>

<sup>50</sup> 64-bit Windows must have IIS configured for 32-bit emulation.

<sup>51</sup> 64-bit Microsoft SQL Server 2005 is available for purchase separately from Microsoft.

<sup>52</sup> Windows XP Professional limits the number of concurrent network connections to 10 (Home Edition limits concurrent connections to 5).

	(32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Home Premium</li> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> </ul>
	Windows Server 2008 SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> </ul>
<b>Internet Sync Service Requirements</b>	Windows XP SP2 (32-bit only)	<ul style="list-style-type: none"> <li>- Professional</li> <li>- IIS 5.1</li> <li>- ASP.NET</li> </ul>
	Windows Vista SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- Small Business Server</li> <li>- IIS 6.0<sup>54</sup></li> <li>- ASP.NET<sup>55</sup></li> </ul>
	Windows Server 2003 SP2 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> <li>- IIS 7.0<sup>56</sup></li> <li>- ASP.NET</li> </ul>
	Windows Server 2008 SP1 (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> <li>- IIS 7.0<sup>57</sup></li> <li>- ASP.NET</li> </ul>
<b>Web Browser</b>	Internet Explorer 6.0 Internet Explorer 7.0 <sup>58</sup>	Windows XP SP2 <sup>59</sup>
		<ul style="list-style-type: none"> <li>- Home</li> <li>- Professional</li> <li>- Media Center 2004</li> <li>- Media Center 2005</li> </ul>
		Windows Server 2003 SP2 <sup>60</sup>
		<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> </ul>
	Windows Vista <sup>61</sup>	
<ul style="list-style-type: none"> <li>- Home Basic</li> <li>- Home Premium</li> <li>- Business</li> <li>- Enterprise</li> <li>- Ultimate</li> </ul>		
Windows Server 2008 <sup>62</sup>		
<ul style="list-style-type: none"> <li>- Web Edition</li> <li>- Standard Edition</li> <li>- Enterprise Edition</li> </ul>		
	Macintosh® Safari® 3.0	Mac OS® X

<sup>53</sup> Windows Vista limits the number of concurrent network connections to 10 (Home Basic and Home Premium Editions limit concurrent connections to 5).

<sup>54</sup> 64-bit Windows must have IIS configured for 32-bit emulation.

<sup>55</sup> 64-bit Windows Server 2003 must have ASP.NET configured to 32-bit mode.

<sup>56</sup> 64-bit Windows must have IIS configured for 32-bit emulation.

<sup>57</sup> 64-bit Windows must have IIS configured for 32-bit emulation.

<sup>58</sup> On 64-bit versions of Windows, Internet Explorer (32-bit) is recommended.

<sup>59</sup> 32-bit Windows XP is supported.

<sup>60</sup> 32-bit and 64-bit Windows Server 2003 versions are supported.

<sup>61</sup> 32-bit and 64-bit Windows Vista versions are supported.

<sup>62</sup> 32-bit and 64-bit Windows Server 2008 versions are supported.

		- 10.4 - 10.5
<b>Outlook Integration</b>	- Microsoft .NET Framework 2.0 - Microsoft Outlook XP, 2003 and 2007 <sup>63</sup>	

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<sup>63</sup> SP3 recommended for both Outlook 2002 and 2003.