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ACT! by Sage 2007 Product Family: System Requirements

This document applies to the following versions:

- ACT! 2007 - (10 User Limitation)**
- ACT! 2007 Premium for Workgroups 2007 - (No User Limit)**
- ACT! 2007 Premium for Web 2007 - (No User Limit)**

Important Note: In a shared environment, ACT! by Sage 2007 (9.0) is designed to work with up to 10 users. If you intend to use workgroup functionality or share a database with more than 10 users, you must purchase ACT! by Sage Premium for Workgroups 2007 (9.0) or ACT! Premium for Web 2007 (9.0). You must purchase one license of ACT! per user. All minimum system requirements are based on a single user environment. Please see the Recommended Database Server Hardware, Product & Database Type by User Count tables below (ACT! and ACT! Premium for Web) for environments of more than one user. Customer registration and activation are required in order to use this software. Your system must meet the minimum system requirements. Technical support is not available for users who do not meet the minimum system requirements.

ACT! 2007 Minimum System Requirements:

Client installation

- Microsoft® Windows® XP Home (Service Pack 2), XP Professional (Service Pack 2), 2000 Professional (Service Pack 4), 2000 Server Standard Edition (Service Pack 4), Server 2003 Standard Edition, Server 2003 Enterprise Edition, Server 2003 Web Edition, 2003 Small Business Server operating systems (all Server 2003 need Service Pack 1)
- Minimum 600 MHz Pentium III (or equivalent) processor
- Minimum 512 MB RAM
- Minimum 1000 MB of available hard disk space
- CD-ROM drive
- SVGA (800x600) or higher resolution monitor

Note: Windows XP and Windows 2000 Professional limit the number of concurrent users to 10.

Database Server Installation

- **Using Microsoft SQL Server 2005 Express Edition:** Microsoft® Windows® XP Home (Service Pack 2), XP Professional (Service Pack 2), 2000 Professional (Service Pack 4), 2000 Server Standard Edition (Service Pack 4), Server 2003 Standard Edition, Server 2003 Enterprise Edition, Server 2003 Web Edition, 2003 Small Business Server operating systems (all Server 2003 need Service Pack 1)
- Minimum 600 MHz Pentium III (or equivalent) processor
- Minimum 512 MB RAM
- Minimum 1000 MB of available hard disk space
- CD-ROM drive
- SVGA (800x600) or higher resolution monitor

Palm OS® Minimum Device Requirements

- Palm OS 3.5-5.4
- Minimum 33 MHz or higher processor
- Minimum 8 MB or higher memory
- Minimum 500K free memory plus 1K for each contact
- HotSync® Manager 3.5 and 4.1.0

Pocket PC Minimum Device Requirements

- Pocket PC 2000/2002/Phone Edition (Windows CE 3.0); Windows Mobile 2003 (Windows CE 4.0 and 4.20.0); Windows Mobile 2005 (Excluding Smartphone® Operating Systems)
- Minimum 133 MHz or higher processor
- Minimum 16 MB or higher memory
- Minimum 500K free memory plus 1K for each contact
- Microsoft ActiveSync® versions 3.5 – 4.0

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ACT! Premium for Workgroups 2007 Minimum System Requirements:

Client Installation

- Microsoft® Windows® XP Home (Service Pack 2), XP Professional (Service Pack 2), 2000 Professional (Service Pack 4), 2000 Server Standard Edition (Service Pack 4), Server 2003 Standard Edition, Server 2003 Enterprise Edition, Server 2003 Web Edition, 2003 Small Business Server operating systems (all Server 2003 need Service Pack 1)
- Minimum 600 MHz Pentium III (or equivalent) processor
- Minimum 512 MB RAM
- Minimum 1000 MB of available hard disk space
- CD-ROM drive
- SVGA (800x600) or higher resolution monitor

Note: Windows XP and Windows 2000 Professional limit the number of concurrent users to 10.

Database Server Installation

- **Using Microsoft SQL Server 2005 Express Edition:** Microsoft® Windows® XP Home (Service Pack 2), XP Professional (Service Pack 2), 2000 Professional (Service Pack 4), 2000 Server Standard Edition (Service Pack 4), Server 2003 Standard Edition, Server 2003 Enterprise Edition, Server 2003 Web Edition, 2003 Small Business Server operating systems (all Server 2003 need Service Pack 1)
- **Using Microsoft SQL Server 2005 Standard Edition:** Microsoft® Windows® 2000 Server Standard Edition (Service Pack 4), 2000 Advanced Server (Service Pack 4), Server 2003 Standard Edition, Server 2003 Enterprise Edition, 2003 Small Business Server operating systems Enterprise Edition, 2003 Small Business Server operating systems (all Server 2003 need Service Pack 1)
- Minimum 600 MHz Pentium III (or equivalent) processor
- Minimum 512 MB RAM
- Minimum 1000 MB of available hard disk space
- CD-ROM drive
- SVGA (800x600) or higher resolution monitor

The Database Server Installation requirements listed above are for a single user only. Recommended server system requirements for environments of more than one user are listed in the chart below.

Recommended Database Server Hardware, Product, & Database Type by User Count

| Number of Users | Recommended CPU Speed | Memory | Applicable Products | Database Tested |
|------------------------|-----------------------------------|---------------|---|--------------------------|
| 1 – 10 | Intel® Pentium® IV 1.8 GHz Server | 1 GB RAM | ACT! 2007 ACT! Premium for Workgroups 2007 (EX Edition) ACT! Premium for Workgroups 2007 (ST Edition) | SQL Server 2005 Express |
| 11 - 30 | Intel Pentium IV 2.0 GHz Server | 1 GB RAM | ACT! Premium for Workgroups 2007 (EX Edition) ACT! Premium for Workgroups 2007 (ST Edition) | SQL Server 2005 Express |
| 31 – 50 | Intel Pentium IV 3.2 GHz Server | 2 GB RAM | ACT! Premium for Workgroups 2007 (ST Edition) | SQL Server 2005 Standard |

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The foregoing recommendations are based on internal 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, and network traffic.

Palm OS® Minimum Device Requirements

- Palm OS 3.5-5.4
- Minimum 33 MHz or higher processor
- Minimum 8 MB or higher memory
- Minimum 500K free memory plus 1K for each contact
- HotSync® Manager 3.5 and 4.1.0

Pocket PC Minimum Device Requirements

- Pocket PC 2000/2002/Phone Edition (Windows CE 3.0); Windows Mobile 2003 (Windows CE 4.0 and 4.20.0); Windows Mobile 2005 (Excluding Smartphone Operating Systems)
- Minimum 133 MHz or higher processor
- Minimum 16 MB or higher memory
- Minimum 500K free memory plus 1K for each contact
- Microsoft ActiveSync® versions 3.5 – 4.0

ACT! 2007 and ACT! Premium for Workgroups 2007 Works With:

- Microsoft Outlook® 2000/2002/2003
- Microsoft Outlook Express 5.5/6.0
- Lotus Notes® 6.5
- Eudora® 5.2/6.0
- Internet Mail SMTP/POP3
- Microsoft Office 2000/2002/2003
- Microsoft Internet Explorer 6.0
- Adobe® Reader® 5.0/6.0/7.0
- Peachtree Accounting 2007
- QuickBooks® Pro/Premier 2005/2006

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ACT! by Sage Premium for Web 2007 (9.0) Minimum System Requirements:

Web Server Installation

Operating System:

- Windows XP Professional (Service Pack 2)
- Windows 2000 Professional (Service Pack 4)
- Windows 2000 Server (Service Pack 4)
- Windows Small Business Server 2000 (Service Pack 4)
- Windows Server 2003 Standard Edition (Service Pack 1)
- Windows Server 2003 Web Edition (Service Pack 1)
- Windows Server 2003 Enterprise Edition (Service Pack 1)
- Windows Small Business Server 2003 (Service Pack 1)

Note: Windows XP Professional and Windows 2000 Professional limit the number of concurrent users to 10.

Additional Web Server Requirements:

- Microsoft Internet Information Services (IIS) 5.0 - 6.0
- Microsoft .NET Framework 2.0
- Microsoft Internet Explorer 5.5 – 6.0
- CD-ROM drive
- Network Interface Card (NIC)
- Static IP address (recommended)
- 1000MB free hard drive space
- VGA or higher monitor resolution
- High speed Internet and/or TCP/IP connection (Internet is optional, but required for ACT! Premium for Web access outside of your company's network)

Database Server Hardware and Software Minimum System Requirements:

Database Server Installation

Using Microsoft SQL Server 2005 Express Edition:

- Windows XP Professional (Service Pack 2)
- Windows 2000 Professional (Service Pack 4)
- Windows 2000 Server (Service Pack 4)
- Windows Small Business Server 2000 (Service Pack 4)
- Windows Server 2003 Standard Edition (Service Pack 1)
- Windows Server 2003 Web Edition (Service Pack 1)
- Windows Server 2003 Enterprise Edition (Service Pack 1)
- Windows Small Business Server 2003 (Service Pack 1)

Using Microsoft SQL Server 2005 Standard Edition

- Windows XP Professional (Service Pack 2)
- Windows 2000 Professional (Service Pack 4)
- Windows 2000 Server (Service Pack 4)
- Windows Small Business Server 2000 (Service Pack 4)
- Windows Server 2003 Standard Edition (Service Pack 1)
- Windows Server 2003 Enterprise Edition (Service Pack 1)
- Windows Small Business Server 2003 (Service Pack 1)

Additional Database Server Requirements:

- Microsoft Internet Information Services (IIS) 5.0 - 6.0
- Microsoft .NET Framework 2.0
- Microsoft Internet Explorer 5.5 – 6.0
- CD-ROM drive
- Network Interface Card (NIC)

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- 1000MB free hard drive space, plus space for ACT! database and datastore
- VGA or higher monitor resolution
- TCP/IP connection

The Web and Database Server Installation requirements listed above are for a single user only. Recommended server system requirements for environments of more than one user are listed in the chart below.

Recommended Web & Database Server Hardware, Product, & Database Type by User Count

| Number of Users | # of Servers | Recommended CPU Speed | Memory | Applicable Product | Database |
|-----------------|--------------|---------------------------------|----------|--|--------------------------|
| 1 – 10 | 1 | Intel Pentium IV 1.8 GHz Server | 1 GB RAM | ACT! Premium for Web 2007 (EX Edition) ACT! Premium for Web 2007 (ST Edition) | SQL Server 2005 Express |
| 11 - 30 | 1 | Intel Pentium IV 2.8 GHz Server | 1 GB RAM | ACT! Premium for Web 2007 (EX Edition) ACT! Premium for Web 2007 (ST Edition) | SQL Server 2005 Express |
| 31 – 50 | 2* | Intel Pentium IV 2.8 GHz Server | 2 GB RAM | ACT! Premium for Web 2007 (ST Edition) | SQL Server 2005 Standard |

These 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, and network traffic.

*Sage Software recommends employing separate Web and Database servers for more than 30 users.

Remote User PC Web Client Requirements:

Operating System:

- Windows 98 or 98SE
- Windows Me
- Windows NT 4.0
- Windows 2000
- Windows XP Home or Professional

Web Browser:

- Internet Explorer 5.5 – 6.0

Outlook Integration:

- Microsoft Outlook 2000, XP, or 2003
- Microsoft .NET Framework 2.0

Hardware

- Intel Pentium 75 MHz processor or higher (or equivalent)
- NIC, 56K analog modem, Cable or DSL modem

Network connection

- Internet and/or TCP/IP connection

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