

## Act! Premium v17 System Requirements

All minimum system requirements are based on a single-user environment (one computer accessing a local database). In a shared environment, Act! Pro is designed to work with up to 10 users and Act! Premium is 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 and you must purchase one license of Act! per user. Your system must meet the minimum requirements to be eligible for technical support.

### Act! Premium v17 (access via Windows®)

#### System Requirements

- 2 GB available hard disk space (4 GB if product is downloaded)
- SVGA (1024x768) or higher resolution monitor
- Internet connection
- 1 GB system memory
- 1.8 GHz processor

#### Works With

- Microsoft® Office 2007, 2010, and 2013 (32-bit version only) (Latest Service Packs Recommended)
- Lotus Notes® 8.0 and 8.5
- Internet Mail SMTP/POP3
- Microsoft Internet Explorer® 7.0, 8.0<sup>1</sup>, 9.0<sup>1</sup>, 10.0<sup>1</sup>
- Citrix® software using Citrix XenApp® 5.0 and 6.0

#### Supported Operating Systems

- Windows® XP SP3<sup>2</sup> (32-bit only)
- Windows Server® 2003 SP2 (32-bit and 64-bit)
- Windows Vista®<sup>3</sup> SP2 (32-bit and 64-bit)
- Windows Server 2008<sup>4</sup> SP2 (32-bit and 64-bit)
- Windows Server 2008<sup>4</sup> R2 (64-bit)
- Windows Server 2011 SBS (64-bit)
- Windows Server 2012 (64-bit)
- Windows Server 2012 R2 (64-bit)
- Windows 7 SP1 (32-bit and 64-bit)
- Windows 8 (32-bit and 64-bit)
- Windows 8 Pro (32-bit and 64-bit)
- Windows 8 Enterprise (32-bit and 64-bit)

#### Database Server:

Act! Premium uses SQL Server® 2008 R2 SP1 Express or your existing installation of SQL Server 2008 R2. Act! has also been certified against existing installations of SQL Server 2012 and 2014. If you would like to use a different edition of SQL Server other than the one provided, please consult Microsoft documentation for specific requirements for that edition.

### Act! Premium v17 (access via web or mobile)<sup>5</sup>

#### Server System Requirements

- Network Interface Card
- 2 GB available hard disk space (4 GB if product is downloaded)
- SVGA (1024x768) or higher resolution monitor
- Internet connection
- 1 GB system memory
- 1.8 GHz processor

#### Supported Operating Systems

- Windows Vista®<sup>3</sup> SP2 Business and Ultimate (32-bit and 64-bit)
- Windows Server® 2003 SP2 (32-bit and 64-bit)
- Windows Server 2008<sup>4</sup> SP2 (32-bit and 64-bit)

- Windows Server 2008<sup>4</sup> R2 (64-bit)
- Windows Server 2011 SBS (64-bit)
- Windows Server 2012 (64-bit)
- Windows 7 SP1 Professional, Enterprise, and Ultimate (32-bit and 64-bit)
- Windows 8 Pro (32-bit and 64-bit)
- Windows 8 Enterprise (32-bit and 64-bit)

**Database Server**

Act! Premium uses SQL Server® 2008 R2 SP1 Express or your existing installation of SQL Server 2008 R2. Act! has also been certified against existing installations of SQL Server 2012 and 2014. If you would like to use a different edition of SQL Server other than the one provided, please consult Microsoft documentation for specific requirements for that edition.

**Supported Browsers**

- Internet Explorer® 8.01, 9.01, 10.01 and 11.01
- Firefox® 3.6
- Chrome™ Browser – Due to recent changes in the Chrome browser, support for Chrome currently requires a workaround. See instructions [here](#).

**Supported Office Integrations**

- Microsoft® Outlook® 2007, 2010, and 2013 (32-bit version only) (Latest Service Packs Recommended)
- Microsoft Word 2007, 2010, and 2013 (required for integration features only) (Latest Service Packs Recommended)
- .NET 4.0 (required for integration features only)

**Mobile Client System Requirements**

- Safari® for iPad® and iOS6 and iOS7
- Safari for iPhone® and iOS6 and iOS7
- Android™ Device Browsers 2.2, 2.3, 3.0, 4.0
- Internet Access

## SQL Server Edition Recommendations

SQL Express limits CPU cores/sockets, memory used by SQL and the size of your data file to 10GB. For this reason, we recommend SQL Standard for any deployment over 20 users or 2GB in size. Individual performance may vary based on actual database size, hardware variations, and product usage.

1. On 64-bit versions of Windows, Internet Explorer (32-bit) is recommended.
2. Windows XP Professional limits the number of concurrent network connections to 10 (Home Edition limits concurrent connections to 5).
3. Windows Vista limits the number of concurrent network connections to 10 (Home Basic and Home Premium Editions limit concurrent connections to 5).
4. "Core Server Installation" of Windows Server 2008 is not supported.
5. IIS needs to be enabled.