



## Act! Premium v20 System Requirements

All minimum system requirements are based on a single-user environment (one computer accessing a local database), and do not represent requirements for optimum performance of your Act! implementation. 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 v20 (access via Windows®)

#### System Requirements<sup>1</sup>

- 4 GB available hard disk space<sup>2</sup>
- 1280 x 768 or higher resolution monitor
- Broadband Internet connection
- 2 GB system memory, 4GB for 64-bit OS
- 1.8 GHz processor
- Microsoft Update Service must be current and running

#### Works With

- Microsoft® Office 2016 and 2013
- Microsoft® Exchange and Office 365 for contact and calendar synchronisation
- Internet Mail SMTP / POP3<sup>3</sup>

NOTE: Office 2010 is no longer supported in Act! v20.1. Further information around Exchange support is available [here](#).

#### Supported Operating Systems<sup>4</sup>

- Windows Server 2016 (64-bit)
- Windows Server 2008 R2 (64-bit)<sup>5</sup>
- Windows Server 2012 (64-bit)
- Windows Server 2012 R2 (64-bit)
- Windows Server 2011 SBS (64-bit)<sup>6</sup>
- Windows 10 (32-bit and 64-bit)
- Windows 8.1 (32-bit and 64-bit)
- Windows 8.1 Pro (32-bit and 64-bit)
- Windows 8.1 Enterprise (32-bit and 64-bit)
- Windows 7 SP1 (32-bit and 64-bit)
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## Database Server

Act! Premium uses SQL Server® 2014 Express or your existing installation of SQL Server 2008 R2 or newer. If you would like to use a different edition of SQL Server other than the one provided, please consult Microsoft documentation for specific hardware and software requirements for that edition.

## Act! Premium v20 (access via web or mobile)

### Server System Requirements<sup>1</sup>

- 4 GB available hard disk space<sup>2</sup>
- 1280 x 768 or higher resolution monitor
- Broadband Internet connection
- 2 GB system memory, 4 GB for 64-bit OS
- 1.8 GHz processor
- Network Interface Card
- Router and/or Firewall that supports IPv4 NAT or IPv6

### Supported Operating Systems<sup>4</sup>

- Windows Server 2016 (64-bit)
- Windows Server 2008 R2 (64-bit)<sup>5</sup>
- Windows Server 2012 (64-bit)
- Windows Server 2012 R2 (64-bit)
- Windows Server 2011 SBS (64-bit)<sup>6</sup>
- Windows 10 (32-bit and 64-bit)
- Windows 8.1 (32-bit and 64-bit)
- Windows 8.1 Pro (32-bit and 64-bit)
- Windows 8.1 Enterprise (32-bit and 64-bit)
- Windows 7 SP1 (32-bit and 64-bit)

### Database Server

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### Supported Browsers

- Microsoft Internet Explorer® 11
- Google Chrome™ Browser for Windows
- Google Chrome™ Browser for Mac

### Supported Office Integrations

- Microsoft® Office 2016 and 2013
- Microsoft® Exchange and Office 365 for contact and calendar synchronisation
- .NET 4.0 (required for integration features only)

NOTE: Office 2010 is no longer supported in Act! v20.1. Further information around Exchange support is available [here](#).

## **Mobile Client System Requirements**

- Safari® for iPad®
- Safari® for iPhone®
- Google Chrome™ Browser for Android
- Internet access to Act! Premium for Web IIS server

## **SQL Server Edition Recommendations**

SQL Express limits processor use to a single CPU but allowing multiple cores, memory used by SQL to 1 GB, and the size of your data file to 10GB. For this reason, we recommend SQL Standard for any deployment over 20 users or 5 GB in size, allowing for growth. Individual performance may vary based on actual database size, hardware variations, and product usage.

1. Higher specification PCs and networks will improve performance, and may be recommended for certain Operating System choices. Consult Microsoft documentation for more details.
2. Additional disk space may be required as local database size increases.
3. SSL Secured Mail Services are not supported.
4. Anti-Virus products are recommended but should be disabled during install and re-enabled afterwards. As with any Anti-Virus product, some configuration may be required for Act! to perform properly.
5. Server Core installations of Windows Server 2008 R2 are not supported.
6. Only for supported for upgrades, not new/clean installations of Act!.

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