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Act! Knowledgebase > Other

Summary: This article lists Act! compatibility with different operating systems, databases and integration.

November 17, 2021 14:05 • Updated

Act! Compatibility Matrix PDF

PLEASE NOTE: The below article does not reference Act! CRM (SaaS). If you are looking for Act! CRM (SaaS) system requirements, please click here. If you would like to explore the Act! CRM (SaaS) Knowledgebase, please click here.

Features

Windows versions

Premium (access via web):

Important Notes: • All versions of Act! that are compatible with Server 2012 R2 or Server 2016 are also compatible with the Server Essentials editions of those operating

What are the system requirements for Act!? Answer ID What are the system requirements for Act!?

• Due to limitations of Internet Information Services (IIS), installation of Act! Premium (access via web) to any Home Premium version of Windows is not

supported, nor can it be completed. For specific information about applicable versions of Windows, refer to the system requirements for your version of Act!

Server Server Windows Windows Small Server Server Windows Server Server Windows 2008 2008 8 & 8.1 Business 2012 2012 10 R2 Server R2 2011

| ACT! 2007 (v9) | | | Х | X | X | | | | | | | | | | | | |
|---|----------------------|----------|------------------|----------------|----------------|----------------|---|---------|------------|-----------------------|----------------|----------------|----------|---------|----------------|----------------|----------|
| ACT! 2008 (v10) | | | | Х | Х | Х | | | | | | | | | | | |
| ACT! 2009 (v11) | | | | X | X | X | X (not Small Business Server) | | | | | | | | | | |
| ACT! 2010 (v12) | | | | X | Х | Х | X ¹ | | Х | | | | | | | | |
| ACT! 2011(v13) | | | | Х | X | Х | X ¹ | | X | | | | | | | | |
| ACT! 2012 (v14) | | | | X | Х | X | X ¹ | | Х | | | | | | | | |
| ACT! 2013 (v15) | | | | X ² | X | Х | X ¹ | X | Х | X ³ | X ³ | X ³ | | | | | |
| Act! v16 | | | | X ² | Χ | Х | X ¹ | X | Х | X | Х | Х | | | | | |
| Act! v17 | | | | X ² | Χ | X | X ¹ | X | Х | Χ | Х | Х | X | Х | | | |
| Act! v18 | | | | X ² | X ⁴ | X ⁴ | X ¹ | X | Х | X | X ⁴ | Х | Х | Х | | | |
| Act! v19 | | | | | | | | X | Х | Χ | X ⁴ | Х | Χ | Х | X ⁵ | | |
| Act! v20 | | | | | | | | X | Х | X | X ⁴ | Х | Χ | Х | X | | |
| Act! v21 | | | | | | | | X | X | X | X ⁶ | Х | X | Х | Х | X ⁷ | |
| Act! v22 | | | | | | | | | | X | | Х | Χ | X | X | X | |
| Act! v23 | | | | | | | | | | X | | | Χ | X | X | X | |
| Act! v24 | | | | | | | | | | | | | X8 | X | X | Х | Χ |
| Act! Premium (a Act! Premium fo Requires ACT! 2 Upgrade suppor | r Web 20 2013 Ser | 013 and | d abov ack 1. | ve is no | ot compat | | | | ess Server | or Server | 2008 Foui | ndation | edition. | | | | |
| Requires v19.2 | , | | | , | | | | | | | | | | | | | |
| Now incompatib | lo duo to | NET | Erom | owork i | ındata | | | | | | | | | | | | |
| | ie due ic |) .IN⊏ I | гіапів | ework t | ірчате. | | | | | | | | | | | | |
| Requires v21.1 | | | | | | | | | | | | | | | | | |
| Only supported | for upgra | ades as | s Serv | er 2012 | 2 R2 is no | ot comp | atible with S | SQL 201 | 9. Please | see the Da | atabase se | ection be | elow for | SQL cor | npatibili | ty with A | Act! v24 |
| | | | | | | | | | | | | | | | | | |

ACT! 2005 (v7) Χ X 3.0 - 4.2

3.0 - 4.2

3.0 - 6.0

X

X

X

X

X

X

X

X

X

X

X

X

 X^2

Premium Only²

Premium Only

Premium

Only

Subscribers

Only

Premium

Only

Premium

Only

Premium

Only

Subscribers

Only

Partial²

Partial²

SQL Standard

SQL Standard

Express 2019

ACT! 2006 (v8)

X Χ ACT! 2007 (v9)

ACT! 2008 (v10) X ACT! 2009 (v11) Χ X

X

ACT! 2013 (v15)

Act! v19

Act! v20

Act! v21

Act! v22

ACT! 2013 (v15)

Act2010_2011_integration_update

ACT! for Line 50 (v6)

ACT! 2005 (v7)

ACT! 2006 (v8)

ACT! 2007 (v9)

ACT! 2008 (v10)

ACT! 2009 (v11)

ACT! for Line 100 (v6)

Sage MMS

ACT! for MMS (v6)

ACT! 2005 (v7)

ACT! 2006 (v8)

ACT! 2007 (v9)

¹ Some features will not work if MMS is below version 2.2.

² Requires **ACT 2007 MMS 3.5 Link Hotfix**:

2000

X

X

X

ACT! 6

(v7)

v8)

(v9)

(v10)

(v11)

(v12)

ACT!

(v14)

(v15)

Act! v16

Act! v17

Act! v18

Act! v19

Act! v20

Act! v21

Act! v22

Act! v23

Act! v24

²Requires Service Pack 1

⁵ Requires v21.1.

ACT! 2005 (v7)

ACT! 2006 (v8)

ACT! 2007 (v9)

ACT! 2008 (v10)

ACT! 2009 (v11)

ACT! 2010 (v12)

ACT! 2011 (v13)

ACT! 2012 (v14)

ACT! 2013 (v15)

Act! v16

Act! v17

Act! v18

Act! v19

Act! v20

Act! v21

Act! v22

Act! v23

Act! v24

¹ Requires Service Pack 1

Miscellaneous

ACT! 2013 (v15)

Act! v16

Act! v17

Act! v18

Act! v19

Act! v20

Act! v21

Act! v22

Act! v23

Act! v24

ACT! 2006 (v8)

ACT! 2007 (v9)

ACT! 2008 (v10)

ACT! 2009 (v11)

ACT! 2010 (v12)

ACT! 2011 (v13)

ACT! 2005

ACT! 2006 (

ACT! 2007

ACT! 2008

ACT! 2009

ACT! 2010

2011(v13)

ACT! 2012

2002 (XP)

X

X

X

X

X

X

X

2003

Word only¹

X

X

X

X

X

X

X

X

X

Note: 64-bit and Click-to-Run versions of Microsoft Office are only supported in Act! v19 and later.

¹Microsoft Word Integration for ACT! v6 requires the ACT 6.0 Hotfix for Word 2003

between the Act! Premium Contact Link and the Act! Outlook Integration?

2007

X

X

X

X

X

X

X

X

³Office, 365, as a web based service, is only supported on Act! v20.1 and later. Act! v16 through v20.0 users can only use the Act! Outlook Integration feature with a locally installed version of Office 365. Alternatively, Act! Premium v18 and later users with an active subscription can utilize the Act! Premium Contact Link

Outlook

2002 (XP)

X

X

X

X

X

X

Note: Outlook Express is not included on Windows 7 or Vista. This was superseded by Windows Mail and Windows Live Mail on these operating systems,

² Office, 365, as a web based service, is only supported on Act! v20.1 and later. Act! v16 through v20.0 users can only use the Act! Outlook Integration feature with a locally installed version of Office 365. Alternatively, Act! Premium v18 and later users with an active subscription can utilize the Act! Premium Contact Link

with Office 365 2013 and later. For more information, refer to Frequently Asked Questions about the Act! Premium Contact Link and What is the difference

⁴ Due to the timing of the v21 release, final certification for Office 2019 has not been completed against Act! v21. This is planned for v21.1. Office 2019 is a

Χ

Χ

Χ

X

X

Χ

X

X

X

Χ

Express

5.5 - 6.0

6.0

6.0

6.0

6.0

6.0

5.2 - 6.0 | 5.5 - 6.0

5.2 - 6.0 5.5 - 6.0

6.5 5.2 - 6.0 5.5 - 6.0

5.2

5.2

6.5

6.5 - 8.0

6.5 - 8.5

6.5 - 8.5

6.5 - 8.5

8.0 - 8.5

Note: 64-bit versions of Microsoft Office are only supported in Act! v19 and newer.

between the Act! Premium Contact Link and the Act! Outlook Integration?

separate product from Office 365, and is an on premise, standalone license.

however ACT! is not compatible with these applications.

³ Office 2010 is not supported in Act! v20.1 or later

6.5 - 8.0 5.2

6.5 - 8.0 5.2

6.5 - 8.0 5.2

2000

X

Outlook

2003

Χ

Χ

Χ

X

X

X

X

X

Χ

X

Outlook

X

X

X

X

X

X

X

X

X

.NET

1.1

1.1

2.0

2.0

2.0

3.5

3.5

3.5

4.0

4.0, 4.5, 4.6¹

4.0, 4.5, 4.6

4.0, 4.5, 4.6

4.0, 4.5, 4.6

4.0, 4.5, 4.6

4.0, 4.5, 4.6, 4.7²

4.0, 4.5, 4.6, 4.7²

4.0, 4.5, 4.6, 4.7²

4.0, 4.5, 4.6, 4.7²

Outlook

2010

X

X

Χ

X

X

X

X

 X^3

Outlook

2013

 X^1

X

X

X

X

X

X

X

X

X

 X^2

 X^2

 X^2

 X^2

 X^2

X

X

X

X

X

X

X

X

X

X

Χ

Novell Networking

Netware 3.12 - 5.0

5.0, 6.0

5.0, 6.0

5.1 (XP), 6.0, 7.0

 X^4

X

X

Outlook

Outlook

2016

Outlook

with Office 365 2013 and later. For more information, refer to Frequently Asked Questions about the Act! Premium Contact Link and What is the difference

2010

X

X

X

X

X

X

 X^4

2013

365

 X^3

 X^3

 X^3

 X^3

 X^3

 X^3

 X^3

 X^3

 X^3

X

X

X

X

X

X

X

 X^5

Χ

Χ

X

X

X

Χ

X

Χ

X

Χ

Χ

Χ

2016

2019

See the following article for current known issues.

Act! v16

Act! v17

ACT! 2010 (v12)

ACT! 2011(v13)

ACT! 2012 (v14)

Database

Only Upgrades Upgrades Act! v23 Subscribers Subscribers Subscribers Subscribers Only Subscribers Subscribers Act! v24 Subscribers Only Only Only

ACT! Link Driver for Sage Accounts Note: ACT! Link Driver for Sage Accounts is not compatible with Act! Premium for Web (access via web).

Driver Version

1.0.0.26

1.0.0.27 1.0.0.32

1.0.0.46

1.0.0.48

1.0.0.48

1.0.0.50

1.0.0.50

1.0.0.50

Answer ID: Act! Accounting Integration (SData) compatibility with Sage 50 Accounts 2015

No

No

¹ Requires Sage ACT! 2010.2/2011.1 Integration Update for Accounts 2012 and above

Title: Act! Accounting Integration (SData) compatibility with Sage 50 Accounts 2015

No

No

² Please go through the standard troubleshooting steps. If these do not resolve the issue then we cannot offer any further support.

Yes

Yes

Yes

Yes

Compatible Sage Accounts Versions

v8 - v12

v9 - v12

v9 - v12

v9 - v19

v9 - v19

v9 - v19

Yes

Yes

Compatible Instant Accounts Versions

v8 - v12

v10 - v12

v10 - v12

v10 - v18

v10 - v18

v10 - v18

Compatible Line 100 Versions

v7 - v8

Compatible MMS Versions

v1

v1 - v2.3¹

v2.2 - v3.5

 $v3.5^{2}$

1.0.0.53 v9 - v19 ACT! 2010 (v12) v10 - v18 1.0.0.53 v9 - v19 v10 - v18 ACT! 2011 (v13) ACT! 2012 (v14) 1.0.0.53 v9 - v19 v10 - v18 ACT! 2013 (v15) v9 - v20 v10 - v19 Act! v16¹ 1.0.0.53 v9 - v21 v10 - v20 Act! v17¹ 1.0.0.53 v9 - v21 v10 - v20 Note: ACT! Link Driver for Sage Accounts is not compatible with 64-bit versions of Windows.

Sage 200 **Compatible Sage 200 Versions Driver Version** 10.0.0.7 ACT! 2007 (v9.0.1) v4 **Driver Version Compatible TAS Versions** v7.12 - 8.0 ACT! 2008 (v10) v7.12 - 8.0 ACT! 2009 (v11) 3.0.250 ACT! 2010 (v12) v7.12 - 8.0 3.0.251 ACT! 2011 (v13) v7.12 - 8.0 3.0.252 v7.12 - 8.0 ACT! 2012 (v14) ACT! 2013 (v15) Driver currently in development Driver currently in development Drivers are available from http://support.tassoftware.co.uk Microsoft Office integration

Adobe Reader **Terminal Server** ACT! 6 ACT! 2005 (v7) 5.0, 6.0 ACT! 2006 (v8) 5.0, 6.0 X ACT! 2007 (v9) 5.0, 6.0 X 6.0, 7.0, 8.0 ACT! 2008 (v10) Χ ACT! 2009 (v11) 6.0, 7.0, 8.0 X ACT! 2010 (v12) Χ 6.0, 7.0, 8.0

| ACT! 2012 (v14) | 7.0, 8.0, 9.0 | |
|-----------------|--|--|
| ACT! 2013 (v15) | 7.0, 8.0, 9.0, 10.0 ² | |
| Act! v16 | 7.0, 8.0, 9.0, 10.0, 11.0 ⁴ | |
| Act! v17 | 7.0, 8.0, 9.0, 10.0, 11.0 ⁴ | |
| Act! v18 | 11.0.1 ⁶ | |

Web Browsers Note: From v21.1 onwards both Internet Explorer and Google Chrome can be used for Outlook or Google integration. For version 21.0 and earlier, the only browser that Act! Premium (access via web) Outlook or Google synchronization can be initiated from is Internet Explorer, however if you use a different browser after the integration has been installed, you can still configure the preferences and initiate sync by right-clicking the icon in the Windows system tray, then selecting the desired option. Safari (iOS) Chrome¹ IIS (for Web editions) Internet Explorer Microsoft Edge **Firefox Chrome for Mac** 5.5, 6.0 4.0, 5.0 ACT! 6 5.5, 6.0 5.0, 6.0 ACT! 2005 (v7)

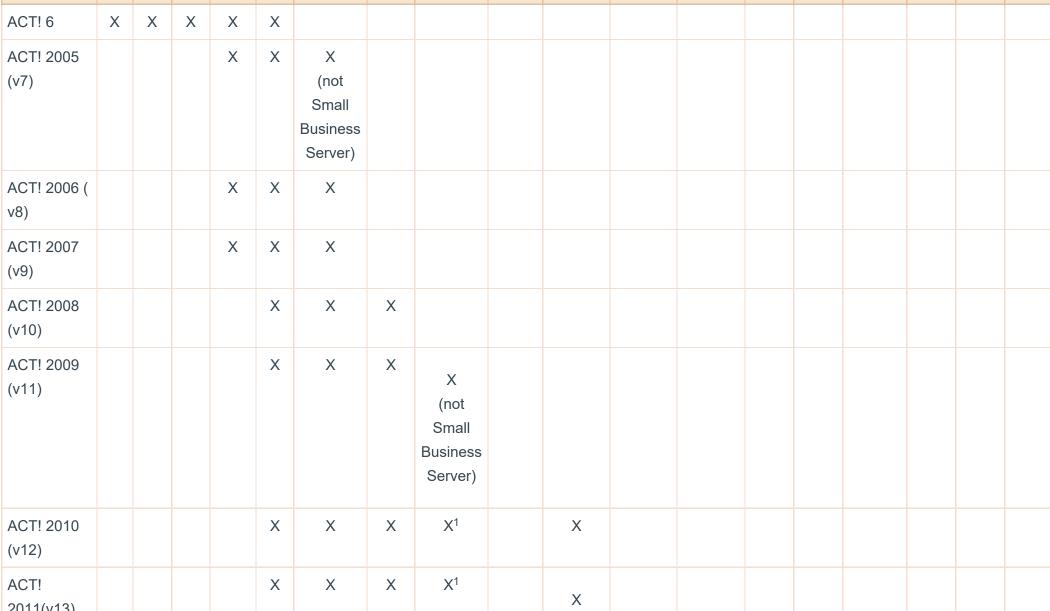
3.0

3.0

3.5 - 3.6

3.5 - 6.0

11.0.1⁶ Act! v20 iOS8 - Latest v44.0 - latest Yes 6.0 - 8.0 11.0.1⁶ v44.0 - latest Yes 6.0 - 8.0 Act! v21 iOS8 - Latest 11.0.1⁶ No longer supported⁷ v44.0 - latest 6.0 - 8.0 Act! v22 Yes No longer supported⁷ Act! v23 6.0 - 8.0 v79 - latest v44.0 - latest Yes No longer supported⁷ Act! v24 v44.0 - latest Yes 6.0 - 8.0 v79 - latest ¹ Chrome for iPad is not supported. ² Requires ACT! 2013 Service Pack 1. ³ Safari support when accessing Act! Premium Mobile via an iPhone or iPad. ⁴ Requires Act! for Web to be added to Compatibility View. ⁵ Due to changes in the Chrome browser, support for Chrome requires a workaround for some versions of Act!. More information <u>here</u>. ⁶ Compatibility View not required or recommended.



| | | | | (not Small Business Server) | | | | | | | | | | |
|--|-----------------------------------|------------------------|-------------------------------|--------------------------------------|-----|---------|----------------|----------------|----------------|-----|-----------|----------------|----------------|--------|
| ACT! 2010 (v12) | | X | Х | X ¹ | | Х | | | | | | | | |
| ACT! 2011(v13) | | X | X X | X ¹ | | Х | | | | | | | | |
| ACT! 2012 (v14) | | X | Х | X ¹ | | Х | | | | | | | | |
| ACT! 2013 (v15) | | X ² | X X | X ¹ | Х | Х | X ³ | X ³ | X ³ | | | | | |
| Act! v16 | | X ² | х х | X ¹ | X | X | X | Х | X | | | | | |
| Act! v17 | | X ² | x x | X ¹ | X | X | X | Х | X | Х | Х | | | |
| Act! v18 | | X ² | X ⁴ X ⁴ | X ¹ | X | X | X | X ⁴ | X | Х | Х | | | |
| Act! v19 | | | | | X | X | X | X ⁴ | X | Х | X | X ⁵ | | |
| Act! v20 | | | | | X | X | X | X ⁴ | X | Х | X | X | | |
| Act! v21 | | | | | X | X | X | X ⁶ | X | Х | X | Χ | X ⁷ | |
| Act! v22 | | | | | | | X | | X | Х | X | Χ | Х | |
| Act! v23 | | | | | | | X | | | Х | X | Χ | Х | |
| Act! v24 | | | | | | | | | | X8 | X | Х | Х |) |
| Act! Premium for Work Requires ACT! 2013 Upgrade support on Requires v19.2 Now incompatible d Requires v21.1 | 3 Service Pack ly. Clean insta | t 1. Ills not suppo | orted. | th Windows 2 | XP. | | | | | | | | | |
| Note: Sage ACT! Co | | | | | | | | | | | | | | Act! v |
| | Palm | OS 3.5 - 5.4 | Pocket P | C 2000/2002 | | Android | Wi | ndows Mobile | 9 | Nok | ia Symbia | n | Blac | kberry |
| ACT! 6 | | X | | X | | | | 3.0 - 4.2 | | | | | | |
| | | | | | | | | | | | | | | |

X Χ 3.0 - 5.0 Χ 3.0 - 5.0

Χ

Χ

Χ

Χ

X

| | FoxPro | MSDE | MS SQL Server 2000 | SQL Express 2005 | SQL Standard 2005 | SQL Express 2008 | SQL Standard 2008 | SQL Express 2008 (R2) | SQL Standard 2008 (R2) | SQL Express 2012 | SQL Standard 2012 | SQL Express 2014 | SQL Standard 2014 | SQL Express 2016 | |
|-----------------------|--------|------|-----------------------|------------------------|-------------------------|------------------------|-------------------------|-----------------------------|---------------------------------|------------------------|------------------------------|------------------------|-------------------------|------------------------|---|
| ACT! 6 | Х | | | | | | | | | | | | | | Ī |
| ACT! 2005 (v7) | | X | Workgroups only | | | | | | | | | | | | |
| ACT! 2006 (v8) | | Х | Workgroups only | | | | | | | | | | | | |
| ACT! 2007 (v9) | | | | Х | Premium Only | | | | | | | | | | |
| ACT! 2008 (v10) | | | | Х | Premium Only | | | | | | | | | | |
| ACT! 2009 (v11) | | | | Х | Premium Only | | | | | | | | | | |
| ACT! 2010 (v12) | | | | X | Premium Only | X | Premium Only | | | | | | | | |
| ACT! 2011(v13) | | | | | | | | X | Premium Only | | | | | | |
| ACT! 2012 (v14) | | | | | | | | Х | Premium Only | | | | | | |
| ACT! 2013 (v15) | | | | | | | | Х | Premium Only | | | | | | |
| Act! v16 | | | | | | | | Х | Premium Only | X ¹ | Premium Only ¹ | | | | |
| Act! v17 | | | | | | | | X | Premium Only | X | Premium Only | Х | Premium Only | | |
| Act! v18 | | | | | | | | X | Premium Only | X | Premium Only | Х | Premium Only | | |
| A - #1 4 O | | | | | | | | V | Duamaious | V | Duamairus | V | Duamairus | V2 | |

X

X

Upgrades

Only

Premium

Only

Premium

Only

Premium

Only

Upgrades

for

Subscribers

Premium

Only

Premium

Only

Premium

Only

Subscribers

Only

| ¹ The SQL 2008 Express (R2) in | stance must be config | gured first and then m | anually upgraded to S | SQL 2012. | | | | | | | | |
|---|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|--|--|--|--|--|--|
| ² Requires v19.2 | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| Accounting Links (UK editions only) | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| Act! Link for Accounting | | | | | | | | | | | | |
| To view the current compatibility list for Act Link for Accounting, places refer to the following knowledgebase critical | | | | | | | | | | | | |
| To view the current compatibility list for Act! Link for Accounting, please refer to the following knowledgebase article: | | | | | | | | | | | | |
| What is the compatibility for Act! Link for Accounting? (UK Only) | | | | | | | | | | | | |
| Disclaimer: Act! no longer develops or supports the accounting integrations listed below. Therefore, the information in the subsections below is offered "as is" and will no longer be updated. If you need assistance with issues pertaining the integrations listed below, please refer your questions to an Act! Certified Consultant For more information around obsolescence of this feature, please refer to KB 38556, or visit our web site for details of supported accounting integration products. Accounting Integration (SData) Note: Accounting Integration is not compatible with Act! Premium for Web (access via web). | | | | | | | | | | | | |
| | Sage Accounts 2010 (v16) | Sage Accounts 2011 (v17) | Sage Accounts 2012 (v18) | Sage Accounts 2013 (v19) | Sage Accounts 2014 (v20) | Sage Accounts 2015 (v21) | | | | | | |
| ACT! 2010 (v12.2) ¹ | Yes | Yes | Yes | Yes | Yes | Partial ² | | | | | | |
| ACT! 2011 (v13) ¹ | Yes | Yes | Yes | Yes | Yes | Partial ² | | | | | | |
| ACT! 2012 (v14) | No | No | Yes | Yes | Yes | Partial ² | | | | | | |

¹ Partial Compatibility - Accounts data in the Sage Accounting Program tab does not display correctly in these versions Sage Line 100

Driver Version

1.0.0.12

1.0.0.14

Driver Version

9.0.0.1

9.0.0.2

10.0.0.6

10.0.0.6

10.0.0.1

http://support.sage.co.uk/default.aspx?page=22&did=68bcad1d-6731-4458-a0bd-b40d86a00682

Email integration CC:Mail Lotus Eudora Outlook Outlook Notes ACT! 6 6.0 5.0 5.2 5.5 - 6.0

⁴ Office 2010 is not supported in Act! v20.1 or later

ACT! 2011(v13) 6.0, 7.0, 8.0 X ACT! 2012 (v14) 6.0, 7.0, 8.0 X

6.0, 7.0, 8.0

6.0 - 11.0

6.0 - 11.0

6.0 - 11.0

6.0 - 11.0

6.0 - 11.0

6.0 - 11.0

6.0 - 11.0

6.0 - 11.0

6.0 - 11.0

¹ Act! v16 requires all program updates to be installed in order to be compatible with .NET 4.6

² Required for computers running web client Office integration

5.5, 6.0

5.5, 6.0

6.0, 7.0

6.0, 7.0

6.0, 7.0, 8.0

6.0, 7.0, 8.0

iOS4, iOS5³, iOS6² 6.0, 7.0 3.6 Yes⁵ iOS4 - iOS8 3.6 6.0 - 8.0 iOS4 - iOS8 Yes⁵ 6.0 - 8.0 3.6 iOS8 - iOS9 3.6 v44.0 6.0 - 8.011.0.1⁶ Act! v19 6.0 - 8.0 iOS8 - Latest v44.0 - latest



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⁷ To make use of a mobile solution for Act!, please use the Act! Companion app. More information can be found <u>here</u>.

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