

## Act! System Requirements v26 January 2025

All minimum system requirements are based on a single-user environment (one Windows client user accessing a local database or one web client user accessing a hosted 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 Cloud \\*Also applicable for Act! CRM Classic](#)
- [Act! Premium \(v26\) – Access via Windows®](#)
- [Act! Premium \(v26\) – Access via Web](#)

Act! Premium Cloud \*Also applicable for Act! CRM Classic

### System Hardware Requirements

- 1024 x 768 or higher resolution monitor
- Broadband Internet connection
- 4 GB system memory
- 1.8 GHz processor
- Network Interface Card
- Router and/or Firewall that supports IPv4 NAT or IPv6

### Supported Office Integrations

- Microsoft® Office 2021 (32-bit and 64-bit)
- Microsoft® Office 2019 (32-bit and 64-bit)
- Microsoft® Office 2016 (32-bit and 64-bit)
- Microsoft® Exchange and Office 365 for contact and calendar synchronization (Further information around Exchange support is available [here](#))
- .NET 4.8

### Mobile Client System Requirements

- Apple iOS
- Google Android

### Supported Browsers

- Google Chrome™ Browser for Windows
- Google Chrome™ Browser for Mac
- Microsoft Edge™ v79 and above
- Apple macOS Safari® v17.6 and above

Act! Premium (v26) - Access via Windows®

## System Hardware Requirements

- 4 GB available hard disk space
- 1024 x 768 or higher resolution monitor
- Broadband Internet connection
- 4 GB system memory
- 1.8 GHz processor
- .NET 4.8

## Supported Operating Systems

- Windows Server 2022
- Windows Server 2019
- Windows Server 2016
- Windows 10 (64-bit)
- Windows 11 (64-bit)

## Database Server

- Act! uses SQL Server® 2019 Express
- Act! requires that Microsoft SQL Server run on Intel or AMD-based devices with x64 processors (excludes all ARM-based processors) [Learn more](#)

## Supported Office Integrations

- Microsoft® Office 2021 (32-bit and 64-bit)
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## Mobile Client System Requirements

- Apple iOS
- Google Android

## Act! Premium (v26) – Access via Web

### Server Hardware Requirements

- 4 GB available hard disk space
- 1024 x 768 or higher resolution monitor
- Broadband Internet connection
- 4 GB system memory

- 1.8 GHz processor
- Network Interface Card
- Router and/or Firewall that supports IPv4 NAT or IPv6
- .NET 4.8

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**Summary:** This article lists **Act! Premium desktop** compatibility with different operating systems, databases and integration **from v20 onwards**.

If you wish to view a PDF matrix for older versions, please download it from the attachments section at the bottom of this article.

**Disclaimer:** Whilst we strive to keep the below article up to date, if you are using the most up to date version of Act! Premium we recommend referring to the online system requirements as the first point of call. You can find our system requirements by following this link: <https://www.act.com/system-requirements/>.

Windows versions

**Important Notes:**

	Server 2008 R2	Windows 7	Windows 8 & 8.1	Small Business Server 2011	Server 2012	Server 2012 R2	Windows 10	Server 2016	Server 2019	Windows 11	Server 2022
Act! v20	X	X	X	X <sup>1</sup>	X	X	X	X			
Act! v21	X	X	X	X <sup>2</sup>	X	X	X	X	X <sup>3</sup>		
Act! v22			X		X	X	X	X	X		
Act! v23			X			X	X	X	X		
Act! v24						X <sup>4</sup>	X	X	X	X <sup>5</sup>	

	Server 2008 R2	Windows 7	Windows 8 & 8.1	Small Business Server 2011	Server 2012	Server 2012 R2	Windows 10	Server 2016	Server 2019	Windows 11	Server 2022
Act! v25						X <sup>4</sup>	X	X	X	X <sup>5</sup>	X <sup>5</sup>
Act! v26							X	X	X	X <sup>5</sup>	X <sup>5</sup>

• 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 systems

- 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! Premium (access via web):

[What are the system requirements for Act!?](#)

<sup>1</sup> Upgrade support only. Clean installs not supported.

<sup>2</sup> Now incompatible due to .NET Framework update.

<sup>3</sup> Requires v21.1

<sup>4</sup> Only supported for upgrades as Server 2012 R2 is not compatible with SQL 2019. Please see the Database section below for SQL compatibility with Act! v24

<sup>5</sup> If you make use of an NVMe storage device, please see the following knowledgebase article: [Unable to Install Microsoft SQL on some NVMe storage devices with Windows 11 or Server 2022.](#)

Database

	SQL Express 2008 (R2)	SQL Standard 2008 (R2)	SQL Express 2012	SQL Standard 2012	SQL Express 2014	SQL Standard 2014	SQL Express 2016	SQL Standard 2016	SQL Express 2019	SQL Standard 2019
Act! v2.0	X	Premium Only	X	Premium Only	X	Premium Only	X	Premium Only		
Act! v2.1	X	Premium Only	X	Premium Only	X	Premium Only	X	Premium Only		
Act! v2.2	Upgrades Only	Upgrades for Subscribers Only	X	Subscribers Only	X	Subscribers Only	X	Subscribers Only		
Act! v2.3	Upgrades Only	Upgrades for Subscribers Only	X	Subscribers Only	X	Subscribers Only	X	Subscribers Only		
Act! v2.4					X	Subscribers Only	X	Subscribers Only	X	Subscribers Only
Act! v2.5					X	Subscribers Only	X	Subscribers Only	X	Subscribers Only
Act! v2.6							X	Subscribers Only	X	Subscribers Only

**Note 1:** Microsoft SQL Server is currently not supported on ARM-based processors. For more information, see the following knowledgebase article: [Understanding Microsoft SQL Server's Compatibility with ARM Processors and its Impact on Act! Database Deployment](#).

**Note 2:** If you make use of an NVMe storage device with Windows 11 installed, please see

the following knowledgebase article: [Unable to Install Microsoft SQL on some NVMe storage devices with Windows 11 or Server 2022.](#)

#### Microsoft Office integration

	2010	2013	365	2016	2019	2021
Act! v20	X <sup>2</sup>	X	X <sup>1</sup>	X		
Act! v21		X	X <sup>1</sup>	X	X <sup>3</sup>	
Act! v22		X	X <sup>1</sup>	X	X	
Act! v23		X	X <sup>1</sup>	X	X	
Act! v24		X	X <sup>1</sup>	X	X	X
Act! v25			X <sup>1</sup>	X	X	X
Act! v26			X <sup>1</sup>	X	X	X

**Note 1:** 64-bit and Click-to-Run versions of Microsoft Office are only supported in Act! v19 and later.

**Note 2:** The New Outlook for Windows view does not support COM or VSTO add-ins. To use Act! integration users will need to revert back to Classic Outlook for Windows view as per the following knowledgebase article: [How do I revert the New Outlook for Windows back to Classic Outlook for Windows](#)

<sup>1</sup> 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 between the Act! Premium Contact Link and the Act! Outlook Integration?](#)

<sup>2</sup> Office 2010 is not supported in Act! v20.1 or later

<sup>3</sup> Requires v21.1.