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ACT! by Sage

Important Information regarding ACT! by Sage Compatibility with Microsoft® Windows Vista™, Office 2007, and Internet Explorer® v7.0

This Web site contains important information you should consider related to ACT! compatibility, non-compatibility, and known issues related to using ACT! products with Microsoft Windows Vista, Office 2007, and Internet Explorer 7.0. Please note the ACT! 2008 Product Family is compatible with Windows Vista Office 2007, and Internet Explorer 7.0. Learn more about:

- [Compatibility Information for Customers Using the ACT! 2006 \(8.0\) Product Family or Earlier](#)
- [Compatibility Information for Customers Using ACT! 2007 \(9.0\) Product Family](#)
- [Additional System Requirements for Windows Vista Installation](#)
- [Installing ACT! 2007 on Windows Vista](#)
- [Known Issues for Using ACT! 2007 on Windows Vista](#)
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Compatibility Information for Customers Using ACT! 2006 (8.0) Product Family or Earlier:

ACT! 2006 and prior versions of ACT! are not compatible with the Windows Vista Operating System, Office 2007, or Internet Explorer 7.0. These products were developed and tested on prior Operating System versions. They will not be tested, upgraded, or supported for Windows Vista. This includes all versions of ACT!, ACT! Premium for Workgroups, ACT! Premium for Web, ACT! Premium for Real Estate, ACT! for Palm®, and ACT! Accounting Framework/Links (ACT! Link for Peachtree, ACT! Link for use with QuickBooks®, ACT! Link for BusinessWorks, and ACT! Link for Simply Accounting in the US and Canada).

Our current policy provides support for ACT! 2006 products with Windows XP SP2 and Windows 2000 SP4 operating systems. Refer to [ACT! system requirements](#) for more information on supported system requirements. This policy also applies to earlier versions of other ACT! products, including ACT! Premium for Workgroups, ACT! Premium for Web, ACT! Premium for Real Estate, ACT! for Palm, and ACT! Accounting Framework/Links. Current support plans will be honored only for prior ACT! versions that are running on the operating system supported at the time the product was released.

Recommendations: If you are an ACT! Windows or Web user and require Vista support as soon as possible, we recommend you upgrade to ACT! 2008, ACT! Premium 2008, or ACT! Premium for Web 2008. If you are using other products or platforms such as ACT! Premium for Real Estate, ACT! for Palm, and Accounting Framework/Links, you must wait until a Vista compatible release is available.

Compatibility Information for Customers Using ACT! 2007 (9.0) Product Family:

The ACT! 2007 Product Family has been in market since September 2006. The latest operating systems at the time of release were Windows XP SP2 and Windows 2000 SP4. ACT! 2007 (9.0.1 or later) has been tested with the Windows Vista operating system and is supported. To verify you have the latest version of ACT!, select About ACT! from the Help menu and you will see 9.0.1 if you are on the latest version. Through the testing process, we have identified additional known issues when installing ACT! 2007 on Vista. For a list of these known issues, refer to [Known Issues for Using ACT! 2007 on Windows Vista](#).

ACT! Premium for Workgroups 2007, ACT! Premium for Web 2007, ACT! for Palm 2.0 and Accounting Framework/Links are not compatible with Vista. ACT! 2007, ACT! Premium for Workgroups 2007, and ACT! Premium for Web 2007 are not compatible with Office 2007. ACT! Premium for Web 2007 (9.0.1) will support Internet Explorer 7.0 client browsers with identified [Known Issues for using ACT! Premium for Web with Internet Explorer v7.0](#).

Recommendations: If you are an ACT! Windows or Web user and require Vista support as soon as possible, we recommend you upgrade to ACT! 2008, ACT! Premium 2008, or ACT! Premium for Web 2008. If you are using other products or platforms such as ACT! Premium for Real Estate, ACT! for Palm, and Accounting Framework/Links, you must wait until a Vista compatible release is available.

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Additional System Requirements for Windows Vista Installation

The supported ACT! system requirements have changed when using ACT! on a Windows Vista Operating Systems. Please pay close attention to these changes which are listed below. Refer to [ACT! system requirements](#) for more information on supported system requirements.

Supported Versions:

- Microsoft® Windows® Vista Home Basic, Vista Home Premium, Vista Business, Vista Ultimate, Vista Enterprise

Client Hardware Requirements

- P IV 1.8 GHz processor
- 1 GB system memory
- SVGA (800x600)
- 1 GB free hard drive space
- CD-ROM drive

Palm OS® Minimum Device Requirements

- Currently not supported

Pocket PC Minimum Device Requirements

- Currently not supported

Works With:

- Microsoft Outlook® 2002/2003
- Eudora® 5.2/6.0
- Internet Mail SMTP/POP3
- Microsoft Office 2002/2003
- Adobe® Reader® 5.0/6.0/7.0

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Installing ACT! 2007 on Windows Vista

ACT! 2007 (9.0.1) will install if your system meets [Additional System Requirements for Windows Vista Installation](#). There are known issues when using ACT! 2007 on Vista, and users should carefully review [Known Issues for Using ACT! 2007 on Windows Vista](#) before proceeding.

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Known Issues for using ACT! 2007 on Windows Vista

ACT! 2007 (9.0.0.557 or later) will be supported on Windows Vista with an applied hotfix. Refer to [Installing ACT! 2007 on Windows Vista](#) for more information on the hotfix. Through the testing process, we have identified areas of the product with known issues and summarized their user impact and any known workaround. The below items are specific to the Vista Operating System.

Product Area	Known Issue	ACT! User Impact	Workaround
Install/ Uninstall ACT! Update	When installing ACT! over an existing version of ACT!, the install will fail.	User cannot install ACT! over an existing version.	Uninstall existing version of ACT! and then proceed to install updated version.
	ACT! Update does not function.	Users will not be able to apply a 9.0 inline release using ACT! update.	Updates must be downloaded and installed from the Support section at www.act.com/support/updates/index.cfm . Refer to itdomino.act.com/act.nsf/docid/20180 for more instructions on how to apply the Vista hotfix.
	User will see Vista messages notifying them that Microsoft SQL Server™ 2005 requires SP2. There is no need to download and install SQL 2005 Express SP2. ACT! supports the SQL 2005	User will see a message during installation.	Pressing OK through these messages dismisses the message.

	version that is installed with ACT!.		
Compatibility with Microsoft Products	ACT! on Windows Vista is not compatible with Office 2007 or Office 2000.	Users of ACT! cannot utilize any Office 2007 or Office 2000 Word, Excel, Outlook integration features.	None. User must use Office 2002 or Office 2003.
	Outlook Express has been replaced with Windows Mail. Windows Mail cannot be integrated with the ACT! E-mail client.	User who had Outlook Express or who currently use Windows Mail cannot use ACT! e-mail features.	Connect ACT! e-mail using other e-mail systems. Refer to Additional System Requirements for Windows Vista Installation for Vista for compatible e-mail systems.
	In Internet Explorer 7.0, attaching a url to ACT! does not work.	User will not be able to attach web pages to ACT! using Internet Explorer 7.0.	None
Compatibility with ACT! Products	ACT! Premium for Workgroups 2007 is not compatible with Vista.	User will not be able to use ACT! Premium for Workgroups 2007 on a Vista Operating System.	None. Users must wait until a Vista compatible version is released.
	ACT! Premium for Real Estate 2006 is not compatible with Vista.	User will not be able to use ACT! Premium for Real Estate 2006 on a Vista Operating System.	None. Users must wait until a Vista compatible version is released.
	ACT! Premium for Web 2007 is not compatible with Vista.	User will not be able to use ACT! Premium for Web on a Vista Operating System.	None. Users must wait until a Vista compatible version is released.
	ACT! Accounting Links such as ACT! Link for Peachtree and ACT! Link for Use with QuickBooks are not compatible with Vista.	User will not be able to use ACT! Accounting Links on a Vista Operating System.	None. Users must wait until a Vista compatible version is released.
	ACT! for Palm v2.0 is not compatible with Vista.	User will not be able to use ACT! for Palm on a Vista Operating System.	None. Users must wait until a Vista compatible version is released.
	ACT! Link for Palm and ACT! Link for PocketPC is not compatible with Vista.	User will not be able to use ACT! Link for Palm and ACT! Link for PocketPC on a Vista Operating System.	None. Users must wait until a Vista compatible version is released.
Compatibility with Other Products	Lotus Notes® does not have a Vista compatible version.	User who is using Lotus Notes cannot use ACT! e-mail features.	There is not a known workaround to this issue other than integrating other forms of e-mail. Reference system requirements with Vista above.
	ACT! e-mail client integration with Eudora requires users to run as an Administrator.	User must run Eudora and ACT! as an Administrator.	Promote the user to a machine administrator and perform the following steps: 1. Close ACT! and Eudora applications and right click on Eudora and ACT! shortcut and choose "Run as Administrator". 2. Repeat task and user will be warned that the task is an administrator task. Click OK to proceed.
Database and Synchronization Setup	ACT! cannot import Tab Delimited .TXT files.	User cannot import Tab Delimited .TXT files.	User can use CSV or comma delimited format instead.
	ACT! database is not connected when opening ADF file.	User receive "Access is denied" message when opening an ADF file.	Open a database using a PAD file or promote the user to a machine administrator and perform the following steps: 1. Close ACT! application and right click on ACT! shortcut or act.exe file and choose "Run as Administrator". 2. Repeat task and user will be warned that the task is an administrator task. Click OK to proceed.
	Option to share database	User will not be able to share a	Promote the user to a machine

	is grayed out.	database with multiple users.	administrator and perform steps below: 1. Close ACT! application and right click on ACT! shortcut or act.exe file and choose "Run as Administrator". 2. Repeat task and user will be warned that the task is an administrator task. Click OK to proceed.
Reporting	Print Preview returns an "Object reference not set to an instance of an object" error and does not function.	User will not be able to preview reports before they are printed.	None
	OLE DB Provider views are not accessible.	User will not be able to access information through OLE DB Provider.	No workaround exists. User can use built-in ACT! Report Designer for reporting.
Other	An error appears when trying to modify the phone formatting of phone numbers.	User cannot edit phone formatting and country codes however, phone number can be edited.	There is not a known workaround to this issue.
	Launching feature tours gives users a Vista compatibility warning.	User will receive warning when opening feature tours but the tours are still operational.	Select OK on warning dialog.

[\[top\]](#)**FAQs****What does Sage Software recommend I do?**

We encourage all users to upgrade to our latest releases of ACT! 2008 products that do work with Windows Vista, Office 2007, and Internet Explorer 7.0.

Do you plan to make previous versions of ACT! run on Windows Vista?

No. There are no plans to conduct testing with ACT! 2006 or prior products with Windows Vista. This also affects earlier versions of other ACT! products, including ACT!, ACT! Premium for Workgroups, ACT! Premium for Web, ACT! Premium for Real Estate, ACT! for Palm, and ACT! Accounting Framework/Links.

Does ACT! 2008 work with Windows Vista?

Yes. ACT! 2008 products work with Windows Vista.

Does ACT! for Palm work with Vista?

No. ACT! for Palm is not compatible with the Windows Vista Operating System. Sage Software is actively working on a compatible version and will have more information on this Web site when it is available.

Does ACT! Premium for Real Estate Support Windows Vista?

No. ACT! Premium for Real Estate is not compatible with the Windows Vista Operating System. Sage Software is actively working on a compatible version and will have more information on this Web site when it is available.

Does ACT! Accounting Links Support Windows Vista?

No. ACT! Accounting Links are not compatible with the Windows Vista Operating System. Sage Software is actively working on a compatible version and will have more information on this Web site when it is available.

Will ACT! work with Internet Explorer 7.0?

Yes. ACT! 2008 products work with Internet Explorer 7.0.

Will ACT! work with Office 2007?

Yes. ACT! 2008 products work with Office 2007.