



Requirement:

Server files can be installed on the following Operating Systems:

Windows Server 2019 or newer Standard or DataCenter

Windows 10 **non-home**

Windows 11 non-home

Client files can be installed and launched on the full WINDOWS Operating Systems:

****Server 2016 and older Servers, Windows 8 and older Windows are no longer supported. However, you may still be able to install and run; but, you do so at your own risk.**

If you have clients that need access from other devices, such as iOS, Android, Chromebook, MAC, or Ubuntu, we have an add-on product called GO-Global: <https://www.resource-dynamics.com/goglobal.html> that will give you the ability to web-enable your software (and not just HelpDesk!).

Resources:

All operating systems (recommend to be 64-bit).

8 GM MB minimum

500 GB hard drive disk space (recommend an SSD)

Processor Speed 3 GHz minimum (recommend 4 GHz)

Contact Managers:

Supports the built-in Contact Manager referred to as Stand Alone

Support Contact Databases using the ADO/OLE DB driver.

Supports Act! PREM Desktop v18.2+ w/ subscription to Act! Connect Link

Supports Act! PREM Cloud v18.2+ w/ subscription to Act! Connect Link

Support Act! WEB Desktop v18.2+ w/ subscription to Act! Connect Link

Support Act! WEB Hosted v18.2+ w/ subscription to Act! Connect Link

Port 9800 reserved for Total Support HelpDesk communication.