



Requirement:

Server files can be installed on the following Operating Systems:

Windows Server 2019 Standard or DataCenter

Windows Server 2016 Standard or DataCenter w/ sp2 or later

Windows 10 **non-home**

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

Windows Server 2019 or SQL 2019 Server Standard or DataCenter

Windows Server 2016 or SQL 2016 Standard or DataCenter w/ sp2 or later

Windows 10 (home, pro, enterprise)

Server 2012, Server 2008, Windows 8 & Windows 7 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

Supports Act! Contact Manager version 18 & version 19 using Act! Connect (desktop version)

Supports Act! WEB version 22+ using Act! Connect (desktop version)

Support for Act! WEB Hosted Database version 22+ using Act! Connect

Support Contact Databases using the ADO/OLE DB driver.

Port 9800 reserved for Total Support HelpDesk communication.