

Sage ACT! | White Paper

Microsoft® Terminal Server and Citrix Presentation Server™
Deployment Environments



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Introduction

Many companies with remote employees use Microsoft® Terminal Services with Citrix®¹ to deploy applications and want to deploy Sage ACT! in the same manner. By implementing Sage ACT! centrally on one or more Microsoft Terminal Servers with Citrix, an organization can reap the benefits of centralized deployment and maintenance, as well as anytime, anywhere access. Sage ACT! can be installed on Microsoft Terminal Servers with or without Citrix.

Although there are some small differences in deployment of Sage ACT! if Citrix is used, the differences are the same for any application deployed on a Terminal Server. In this white paper, statements regarding the use of Citrix also apply to the use of Terminal Services without Citrix, unless a difference is explicitly stated.

Does Sage ACT! run on Citrix? The answer is an emphatic YES, when properly installed, configured and deployed on servers with sufficient resources. With very few exceptions, the features of Sage ACT! Premium are available on Citrix.

Features not supported: Integration with a fax is supported via normal fax integration on Windows® 2003 (i.e., the fax looks like a printer). Integration with an automatic dialer is not supported. The Sage ACT! Scheduler is also not supported.

This white paper explores the benefits of deploying Sage ACT! Premium through Terminal Services, outlines deployment requirements and recommendations, and provides installation and performance tips. It is intended for IT Administrators who are considering deployment of Sage ACT! using Microsoft Terminal Services, with or without Citrix. Please note that Citrix compatibility is available in both Sage ACT! Pro and Sage ACT! Premium. Setup for each is very similar and differs primarily around the feature set differences between Sage ACT! Pro and Sage ACT! Premium. For the purposes of this white paper, we are using Sage ACT! Premium as the example; when Sage ACT! is used for brevity, it refers to Sage ACT! Premium.

Deployment Options

The following sections compare the traditional Sage ACT! Premium desktop deployment and a simple deployment using Terminal Services and/or Citrix. Also outlined are the organizational benefits of deployment using Terminal Services and/or Citrix.

Desktop Deployment of Sage ACT! Premium

In a desktop deployment, Sage ACT! (and any software that Sage ACT! will integrate with, such as Microsoft Office), is installed locally on each user's computer. The database is often centralized, typically using Microsoft SQL Server®, allowing the group to share contact information.

Each user has a personal login. This personal account allows individual email and scheduling and permits the software to track activities associated with a contact to the individual user.

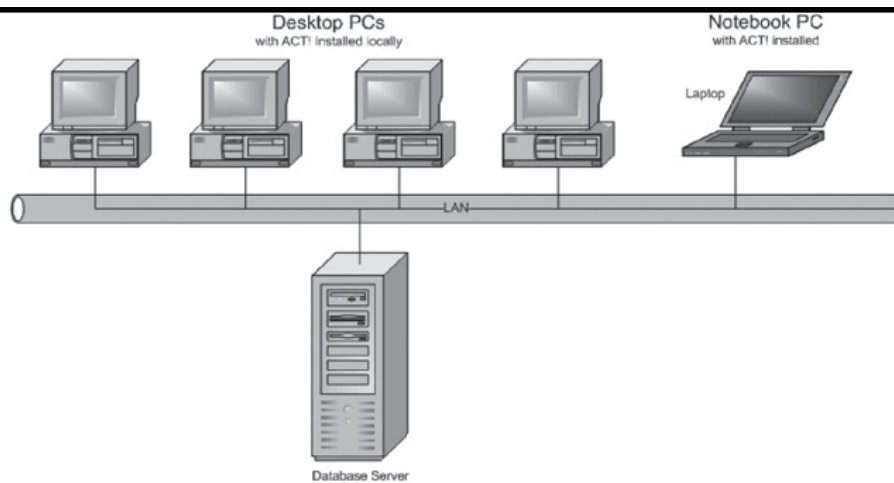


Figure 1 : Desktop Deployment without Terminal Services or Citrix

As with any installed application, each computer with Sage ACT! needs to be individually and physically managed for installation, set-up, and maintenance (other than that which can be handled through the database). This is manageable in small deployments, but becomes more challenging with larger user counts, greater computer variety, and remote users. For remote users, the Sage ACT! Premium database is often centralized with secure access through a Virtual Private Network (VPN). Remote Sage ACT! users can choose real-time database access or periodic synchronization. To simplify remote deployments, provide administration flexibility, and increase security, companies often look to deploy Sage ACT! through Terminal Services and/or Citrix.

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Simple Deployment using Terminal Services and/or Citrix

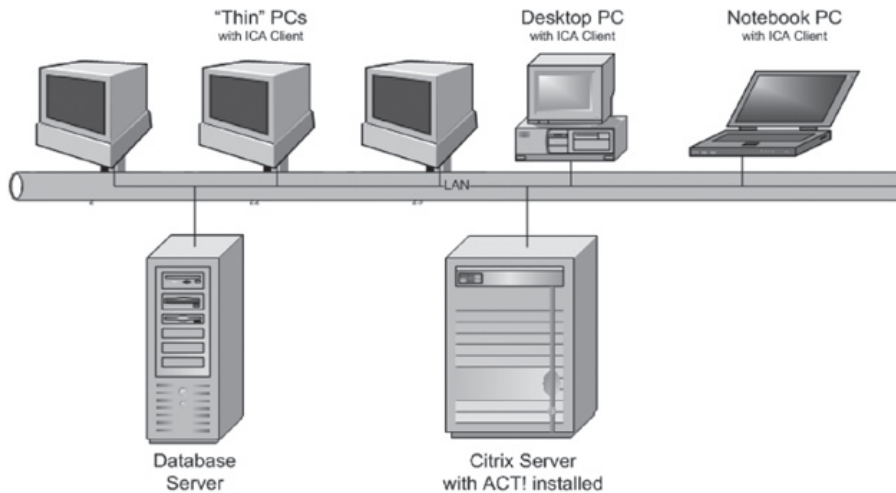


Figure 2: Simple Citrix² Deployment

In this deployment, Sage ACT! (and the software it integrates with) is installed once – on the Citrix Server³. The only software needed on the end user's computer is a Citrix ICA client and, optionally, a web browser⁴.

The administrator performs additional setup activities on the Citrix Server for each user of Sage ACT!; this is faster than installing and configuring each computer. All maintenance activity is also centralized – so the administrator no longer has to visit the users' desks. Tools that come with Citrix, such as session shadowing, allow the administrator to view and/or take control of a user session. This dramatically increases both user and administrator productivity.

Benefits of Deploying Sage ACT! Premium Using Terminal Services and/or Citrix

Deploying Sage ACT! using Terminal Services and/or Citrix has advantages for both users and administrators.

Benefits to Users:

- No need to install, configure, or manage Sage ACT! on user computers. All set-up and administration is performed by others.
- In addition to Windows PCs, Sage ACT! can be available from a range of computers including Macintosh®, Linux PCs, thin clients, etc.
- Anytime, anywhere access to Sage ACT!.
- Due to low bandwidth requirements, Sage ACT! users may experience improved performance on less robust hardware. The same is true for remote users on a high latency WAN.

² A deployment using native Terminal Services without Citrix is logically the same.

Using Terminal Services and/or Citrix, Sage ACT! can be made available on computers other than Windows PCs, including thin clients, Macintosh, Linux PCs, or any device with an RDP or ICA client.

Sage ACT!

Sage ACT! Premium Licensing on Terminal Servers and/or Citrix

Although only one copy of Sage ACT! is installed, each user connecting to Sage ACT! needs a valid license count in Sage ACT!. Therefore, the serial number installed and activated in Sage ACT! must have sufficient licenses to accommodate all users accessing Sage ACT! via Citrix.

Benefits to Administrators:

- Central installation and maintenance of the Sage ACT! application and database.
- Sage ACT! deployed as part of a published desktop or published application (Citrix).
- Easily “shadow” Sage ACT! users for troubleshooting and/or training.
- Enhanced Sage ACT! security using SSL and strong authentication methods.
- Better Sage ACT! performance from a range of different machines, network topologies, and network latency.
- Sage ACT! deployment and administration consistent with other applications.

Using Terminal Services and/or Citrix, Sage ACT! can be made available on computers other than Windows PCs, including thin clients, Macintosh®, Linux PCs, or any device with an RDP or ICA client. Users also benefit from increased Sage ACT! access, since deploying Sage ACT! on the Terminal Server allows user access from any computer. This includes computers elsewhere in the building or outside the office. Sage ACT! users can work from home on their personal computers, on the road in a hotel, at an Internet café, or wherever Wi-Fi is available, without having to install software.

When deployed using Terminal Services and/or Citrix, the memory and CPU requirements on individual user desktops and notebooks are significantly reduced. On the Terminal Server, each user is running a copy of Sage ACT!. While the Terminal Server will be a more robust computer than a typical desktop PC, adding more users erodes a single server’s ability to sustain desired performance. As user counts increase, multiple servers can be deployed, as shown in Figure 3. Adding additional servers and leveraging built-in load balancing make it easy to add additional users and/or enhance performance levels. Please note that due to the resource requirements of a robust application like Sage ACT!, administrators should carefully monitor the number of users per Terminal Server and adjust the number of concurrent users per server to align with performance requirements.

3 The SQL Server Database can be installed on the Citrix Terminal Server.

4 If native Terminal Services is used without Citrix, then the Microsoft Remote Desktop Connection Client is needed. This is part of Windows XP, but can be downloaded for older operating systems.

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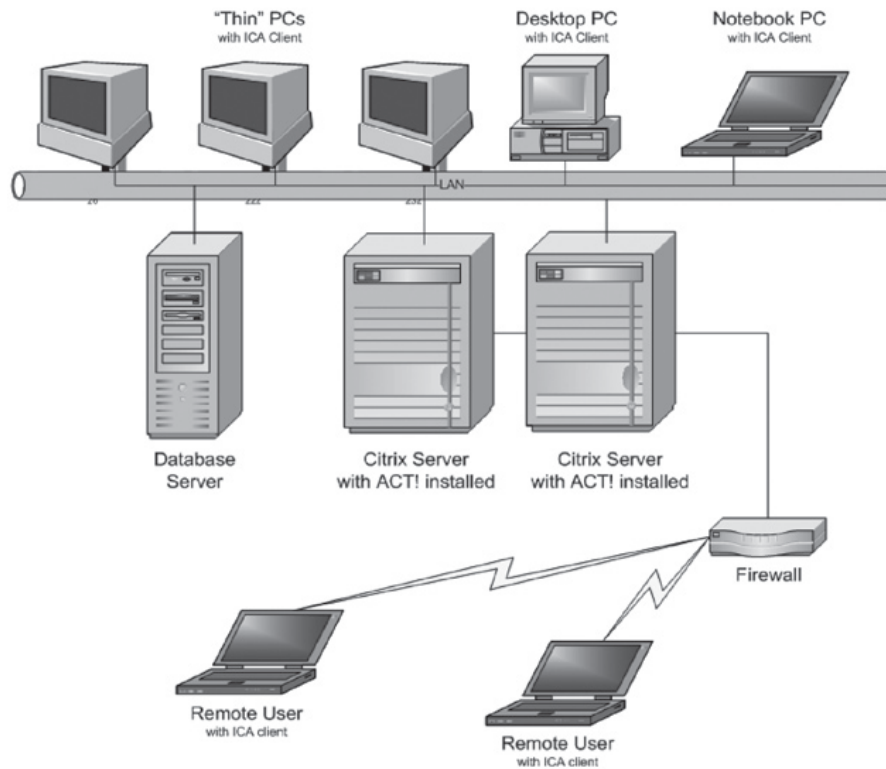


Figure 3: Multiple Citrix Servers and Remote Access

Load Balancing

While individual users may be assigned to specific servers, it is more common to use a load balancer. For Sage ACT!, DNS round-robin load balancing (such as Windows Network Load Balancer, which often is used in a web farm) is sufficient. Citrix also has a load balancer that can be used to monitor the number of concurrent sessions and optimally assign user connections. This is often superior to DNS because it is more intelligent in how it determines which server to access. When users might be assigned to different servers by a load balancer, Roaming Profiles are typically used so that user-specific settings⁵ follow the user, no matter which server they are connected to.

Note: Load balancing and roaming profiles are not covered further in this white paper because there is nothing specific about deploying Sage ACT! with these components that is different than for any other application. However, they are an important part of deployment considerations.

Deploying Sage ACT! using Terminal Services/Citrix provides secure, remote access to critical contact and customer information.

Secure Remote Access

Secure remote access to Sage ACT! data is a critical requirement for the user, administrator, and company. There are several options to choose from. A VPN access solution for remote users is one option. Typically, the VPN device exists in an organization's network Demilitarized Zone (DMZ), between the outside and inside firewalls. Citrix offers two additional options: the Citrix Secure Gateway (CSG) and the Citrix Access Gateway (CAG).

- CSG is software added to a Microsoft server placed within the DMZ. Remote users access the CSG via a web browser using Secured Sockets Layer (SSL). Once users authenticate within the DMZ, they are granted access to the Citrix Servers inside the firewall.
- CAG is dedicated hardware that acts as a hardened SSL/VPN appliance for use in the DMZ. This provides a more secure access solution.

Though not shown in the deployment illustrations, these products are transparent from within Sage ACT! and are recommended for their security benefits.

Customers without VPN access via Citrix may use an existing VPN (Cisco® or others) for remote access through the firewall. Directly exposing the Microsoft Terminal Server RDP (port 3389) or Citrix ICA (port 1494 or 2598) ports to the outside world is not recommended because of the likelihood of attacks against them. Some enterprises that expose RDP or ICA protocols directly (rather than through SSL) renumber these ports, but port scanners can still find them. More information on securing the access is available from Microsoft and Citrix, as well as many Terminal Server-oriented web sites.

System Requirements

The minimum system requirements for Sage ACT! Premium are all that is required for using Sage ACT! in a Citrix environment. Sage ACT! Premium system requirements can be found at <http://www.act.com/2011/systreq>. For Citrix Presentation Server system requirements, check with your Citrix representative.

In planning the system, the administrator should consider Sage ACT! as a substantial platform to be added to the server(s), since users typically leave Sage ACT! open all day long.

Additional Notes When Considering System Requirements

- Turning on HyperThreading may yield about 1.8 processor equivalents for Sage ACT! (recommended administrators only enable on Windows 2003 systems).
- Two separate drives are preferable to a single drive. This is often referred to as "two spindles." When using two drives, install OS/page file on the first drive, and install Sage ACT! and its database on the second drive.
- The initial database file of 20 MB is included in this number. Administrators should also consider the amount of additional disk space to reserve to accommodate growth. Additional disk space for growth of the database should also be considered. (Keep in mind that if Sage ACT! internal email software is used, those emails will be stored in the database.)
- Sage ACT! Premium installation requires 1000 MB of disk space. Most of this space is used in the installation folder selected by the installer; however, a sizable portion is installed in the Windows GAC (Global Assembly Cache). Each Sage ACT! user will require an additional 30 MB in their profile folder.

⁵ For example, this includes the user's "My Documents" folder, application shortcuts, and registry settings affecting user-specific application customizations.

Sage ACT!

At runtime, each concurrently logged in Sage ACT! user will use 80-95 MB of memory for Sage ACT! itself. If the Sage ACT! internal email is used, the user will require an additional 15-20 MB. If the server has insufficient memory resources, user scalability⁶ is impacted.

Sage ACT! uses significant CPU resources as well. When the user has Sage ACT! open but is not actively working with it, the CPU resources are minimal. When actively using ACT!, the user will consume significant CPU resources in short bursts. The activity level of the users will limit the scalability⁷ on the Terminal Server.

Installing Sage ACT! Using Terminal Services and/or Citrix

This section provides guidance to an administrator who is installing Sage ACT! on a Terminal Server and/or Citrix. Consult the *Installing Sage ACT! for New Users* guide for the most current information on installing Sage ACT!.

The administrator installs Sage ACT! and related software in this order:

1. Install Terminal Services and/or Citrix on the server⁸.
2. Install any software that Sage ACT! integrates with, such as Microsoft Outlook® and Word.
3. Install Sage ACT! Premium.

The administrator performs all installation activities with the Terminal Server in “install mode.” The recommended method to install Sage ACT! in a Terminal Server and/or Citrix setting is listed on the next page.

Order	Action	Where Taken
1	Installing the database server software	On the PC that will house the database
2	Installing Sage ACT!	On each server that will house Sage ACT! users via Citrix or Terminal Server
3	Activating and registering Sage ACT!	
4	Performing site-specific customizations	
5	Deploying Sage ACT! for multi-user access	
6	Publishing Sage ACT! as a Citrix-published application	Once, from any machine with the Citrix Management Console installed
7	Initializing individual user setups	For each user (with roaming profiles, this can be done on any Terminal Server and/or Citrix)

The following sections provide details for each step in the chart above.

Step 1: Installing the Database Server Software

The Sage ACT! installer guides you through the installation of the components necessary, including SQL Server, the Service Pack, and the hot fix, and through the creation of the Sage ACT! database. You install the software only on the machine that will host the database.

6 Scalability will vary based on hardware and size and usage of your database.

Published minimum system requirements found at www.act.com/2011systreq are based on single user environments. You must purchase one license of Sage ACT! per user.

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8 See www.act.com/2011systreq for Service Pack and other requirements, such as for Microsoft .NET Framework.

Using Terminal Services and/or Citrix, the performance requirements of the user's client machine are reduced, since the only software running on the client is a browser and/or ICA/RDP client.

Do the following:

1. If you have installed or uninstalled any version of SQL Server (including SQL Server Express) from the server, reboot the server before starting this installation.
2. First, install the database. Follow the instructions on screen. Be patient, as progress in some cases is not evident for some time.
3. Reboot the system after installation is complete.

Note: You must be a System Administrator to perform this installation and use the “Change user/install” command before installation.

The DVD installs SQL Server and the Service Packs, and it creates and starts the Sage ACT! instance. It also installs a file that users utilize to access the database. This file, called a PAD file, needs to be accessible to Sage ACT! users. When the database is on a separate machine, the PAD file is usually made available via a shared folder or mapped drive.

4. Make the PAD file available (read-only) to all users, via a shared folder or mapped drive.

Step 2: Installing Sage ACT!

Once the database is in place (and the system has been rebooted), you can install Sage ACT! program files on the Terminal Servers. The basic installation, allowing the Administrator to run Sage ACT!, is simple.

Do the following:

1. Log on to the server as an Administrator.
2. *Change user/install.*
3. Launch the installer.
4. Follow the instructions.
5. Near the end of the installation is an option to launch Sage ACT!. Because the server is in install mode, do not select this option.
6. After installation is complete, *Change user/execute.*

Step 3: Activating and Registering Sage ACT!

The Administrator starts Sage ACT! to obtain any available updates from the web, set standard preferences, and create the database.

Each user requires access to the database file. By default, Sage ACT! suggests a location for the PAD file in the profile of the user who creates the database. In the Terminal Server environment, this location should be overridden.

- In a single Terminal Server environment, a new subfolder in the install folder may be appropriate, or the administrator may choose another location.
- If multiple, load-balanced, Terminal Servers are in use, a single machine should be responsible for hosting the database files, and it should be made available via a mounted share. Select the option to “Share this database with other users” when creating the database; the folder selected for the database will be mounted for you as a share. Default permissions for this share are Read/Write for “Everyone”, since Sage ACT! users need full access to this folder. Share this folder only if multiple servers are used, not if multiple users access one server.

Do the following:

1. Log on as an Administrator to the server that has Sage ACT! installed and that will house the database.
2. *Change user/install.*
3. Create any folders or mapping needed for the database.
4. Launch Sage ACT!.
5. When prompted to check for updates, click *Yes*. Follow the instructions that appear.
6. When the Registration and Activation Wizard appears, follow the instructions.
7. When the Getting Started Wizard appears:
 - Step 1: Selecting the “In the future, hide this page” option only affects this user. Click *Next*.
 - Step 2: Select a word processor (Sage ACT! or other, if detected), and then click *Next*.
 - Step 3: Select *Skip email Setup*, and then click *Next* (if the administrator is not a regular user of Sage ACT!).
 - Step 4: If a database has not been created, select *Create new database*, and then click *Next*.
 - Step 5: Select a database name. Change the location to the shared folder where the database file will reside. Select the *Share this database with other users* checkbox.
 - Enter a user name and password, and then click *Next*.
 - **Note:** This is a user name and password for this Administrator to open the Sage ACT! database. This name/password will have full Administrator rights to the database.
 - Step 6: Click *Finish*.
8. Sage ACT! opens. You may be prompted to import Outlook contacts, even if email was not set up, and Outlook is not installed. Click *No* (if the Administrator does not normally use Sage ACT! from this account).
9. If user teams are desired, from the menu bar, select *Tools > Manage Teams*. For each Sage ACT! team, select *Create Team*.
10. From the menu bar, select *Tools > Manage Users*. For each Sage ACT! user licensed, select *Create New User*.
11. Continue with any other site/tenant-specific customizations (such as in *Tools > Preferences*).
12. Exit Sage ACT!.
13. *Change user/execute.*
14. On additional servers, follow the same steps, except in step 4, skip database creation and open the shared database mounted from another server via the “PAD” file.

Step 4: Performing Site-Specific Customizations

Sage ACT! can be customized by end users. Generally, these customizations are stored in XML-formatted files under the user profile folder. The preferred method of customization is to use Sage ACT! to modify these preferences. The Administrator should make company-specific customizations before deploying to users (see “Multi-User Deployment,” which follows this section).

Do the following:

1. Log on as the Administrator who installed the software.
2. *Change user/execute.*
3. Launch Sage ACT!.
4. Change settings and preferences as desired. These settings should be site-specific, not user-specific. Although these settings will be the default, users can override them.
5. Exit Sage ACT!.

Step 5: Deploying for Multi-User

The Administrator needs to copy shortcuts and files from the Administrator's profile to the All Users profile. After this is done, when users run Sage ACT! and change their profiles, the changed files are copied to the users' profiles. The Sage ACT! XML files are stored in a Sage ACT! folder in the user's hidden "Application Data" folder.

Note: After deploying Sage ACT! to multiple users, the Administrator could make company-wide customizations by manually editing the XML files for each user. If users have not modified their profiles, the Administrator can manually edit the file copy in the All Users profile.

Do the following:

1. Log on as a system administrator.
2. Open Windows Explorer.
 - Note:** You must be able to view hidden files and folders. To set this option, in Windows Explorer: *Tools > Folder Options > View Tab.*
3. For a full desktop deployment:
 - In the folder: C:\Documents and Settings\All users\Start Menu\Programs\ACT! Premium, remove the *Uninstall* shortcut and any others desired.
 - Note:** If only a subset of the server users will use Sage ACT!, you might want to remove all the shortcut entries from the All users start menu.
 - Browse to C:\Documents and Settings\All Users\Start Menu\Programs\Startup.
 - If desired, delete the *Service Manager* shortcut. This puts an SQL Server manager shortcut into the tray icon area of the desktop, which is probably not appropriate for most users.
 - Note:** The desktop shortcut to Sage ACT! is only added to the desktop of the user that did the installation. For a full desktop deployment, you might move that shortcut to the All Users desktop instead.
4. Go to the C:\Documents and Settings\All Users\Application Data\ folder. Copy the Sage ACT! folder from the Administrator's account (C:\Documents and Settings\name-of-administrator\

Step 6: Publishing Sage ACT! as a Citrix Application

This step is taken once Sage ACT! is installed on all servers in a farm or silo.

In a Citrix installation, some enterprises use published applications rather than published desktops. The administrator can add Sage ACT! as a published application as described in the following procedure. (The procedure example uses Citrix Presentation Server 4.5; however, the steps are similar for other Citrix versions.)

Do the following:

1. Start the Citrix Management Console and log on to the farm.
2. Right-click on *Applications*, and then select *Publish Application*.
3. Enter *Display Name* and a description ("ACT!").
4. For the Application Type, select *Application*. Browse for the command line, selecting *ACT8.exe* from the installation folder (generally, under Program Files). Click *Next*.
5. Specify servers: Add each server Sage ACT! was installed on.
6. Specify users: Because personalization files are stored in each user's profile, do not select *Allow Anonymous Connections*.

Web Browser Redirection⁷, if used, will work for online Help and requests for maps. Product registration and updates require the use of the browser on the server.

Step 7: Initializing Individual User Setups**For integration with email, the Administrator can:**

- Log on as each user to perform per-user customizations; or
- Provide information to users and ask them to perform these steps.

Setting up email integration can be done either by using the Setup Assistant or through Preferences (*Tools > Preferences > Email Tab > Email System Setup*). For the purposes of this white paper, we have documented setup using the Setup Assistant.

Integration with Internet Mail

The Internet Mail feature of Sage ACT! is an email client that stores mail in a single email database that all users share. This client uses folders much like Outlook does and is capable of handling all user email needs. The client integrates with SMTP/POP3 servers to deliver and receive email. The email address for the SMTP server should be set up before performing this step.

1. Launch Sage ACT! as a user.
2. The *upgrade* option appears. Ignore.
3. The *register* option appears if the application has not been registered. This is another item the Administrator can move to the console. Ignore.
4. *Getting started* appears (even though we checked it before). Select the checkbox *In the future, hide this page*, and then click *Next*.
5. Select the appropriate word processor. Click *Next*.
6. Select *Set up email*, Internet Mail. Click *Next*.
7. Select *Default Account*: Enter the user name for the email account, and then click *Next*.
8. On the User Information tab, fill in the Account name and other fields, as appropriate. Also fill in information on other tabs, as appropriate. Test the account connection, and then click *OK*.
9. Click *Next* twice.
10. Database Setup: Select *Skip database setup*. Click *Next*.
11. Click *Finish*.

12. Select *Open Database*, and then select the PAD file in the shared folder.
13. Enter the user name and password, and then click *OK*.
14. In the Contact Detail view for the user, enter the email address.
15. Exit Sage ACT!.

Repeat these steps for each user.

Integration with other email programs

Integration with other email programs, such as Outlook or Outlook Express, follows the same strategy as for the Sage ACT! Internet Mail. Simply complete steps 1-5. In Step 6, instead of selecting Internet Mail, select the supported Sage ACT! email program you want to integrate with and follow the Wizard from there.

Multi-Tenancy Setup

Multi-Tenancy refers to an Application Service Provider (ASP), where multiple, independent customers are supported by the same server. It also applies to an Enterprise where distinct groups want to use different databases. There are set-up issues to consider for multi-tenancy.

Sage ACT! can work in a multi-tenant setup if self-provisioning is not a desired feature. Each tenant will have a unique database. The Administrator should create each database in a different folder and put appropriate Access Control List (ACL) protections in place to prevent other tenants from accessing them.

With Multi-Tenancy, the Administrator does not copy files into the All Users profile. The easiest approach is for the Administrator to use a different Windows administrator account for each tenant. The Administrator logs into each Windows administrator account and completes the steps under *Deploying for Multi-Users*, except for copying the Sage ACT! folder into the All Users folder. Instead, the Administrator copies these files into each user's profile for that tenant.

Summary

Sage ACT! Premium can be effectively deployed using Microsoft Terminal Services and Citrix. There are numerous benefits:

- Lower maintenance costs resulting from component centralization. Sage ACT! components are installed centrally on a few servers. The Sage ACT! Administrator no longer has to go to individual computers to perform maintenance tasks.
- Secure remote access for those on the road. This configuration provides access to the data without it ever leaving the building or campus. Sage ACT! users can access the data wherever they are as long as they have an active network connection.
- Fewer ports exposed through the firewall.
- Typically, less WAN traffic for a remote user than with a traditional remote desktop installation with VPN access.
- Sage ACT! can be deployed to a user base of various computers such as Macintosh, thin clients, Linux PCs, etc.
- Performance requirements of the user's client machine are reduced since the only software running on the client is a browser and/or ICA/RDP client.
- Enhanced training opportunities that allow an Administrator to "shadow" a user's session to either walk the user through using the software or take control of the session and perform a task.

Appendix

Knowledgebase Articles

Knowledgebase articles related to Sage ACT! deployment on Citrix or Terminal Services.

Sage ACT! Version	Knowledgebase	Knowledgebase Article Title	Comments
ACT! by Sage 2010 & 2009 Product Family	24086	How to Integrate ACT! by Sage and Microsoft® Outlook® in the Citrix® Environment	
ACT! by Sage 2010, 2009, 2008, & 2007 Product Family	23701	Email History Fails to be Recorded Using Outlook® Integration in a Citrix® Environment	
ACT! by Sage 2010, 2009, 2008, 2007, & 2006 Product Family	25672	Clipboard Operations Not Functioning in Citrix® Environment	
ACT! by Sage 2010, 2009, 2008, 2007, & 2006 Product Family	18046	Cannot Attach a Web Page to ACT! Contacts in a Citrix® Environment	
ACT! by Sage 2010, 2009, 2008, 2007, & 2006 Product Family	15275	Using ACT! with Citrix® or Terminal Server	Inquire with Citrix® regarding Citrix® system requirements
ACT! by Sage 2006 Product Family	17444	How to Download and Apply the Citrix® Email Hotfix	
ACT! by Sage 2006 Product Family	17449	Unable to Attach Emails to Contacts When Using ACT! in a Multi-User Citrix Environment	
ACT! by Sage 2006 Product Family	17446	You See Another ACT! Users Email Inbox	
ACT! by Sage 2006 Product Family	17447	You See Another Users Signature When Using ACT! Email	
ACT! by Sage 2006 Product Family	17448	You See Another Users Address Book When Using ACT! Email	
ACT! by Sage 2006 Product Family	18061	Mail Merge Fields From Another Database are Available to Add to Your Template	

ACT! by Sage 2006 Product Family	17450	You See Another ACT! Users Contact List When Attempting to Attach an Email	
ACT! by Sage 2006 Product Family	16493	Only One User Can Open ACT! When Using Through Terminal Services	
ACT! by Sage 2006 Product Family	16761	Multiple ACT! Processes Create in Terminal Server/Citrix® Environment	
ACT! by Sage 2006 Solutions Family	18405	When More Than One User is Connected via Citrix® to ACT! User is Unable to Create New Database	
ACT! by Sage 2006 Product Family	17973	Export to Excel® Not Active and Cannot Select Microsoft Word® as the Default Word Processor When Using the Database Through Terminal Services	
ACT! by Sage 2006 Product Family	16688	Error: "Exception has been thrown by the Target of an Invocation." Or "Error Number: 0x80040000" When Installing ACT! Link for QuickBooks®.	Only local installations of the ACT! Link for QuickBooks application are supported.
ACT! by Sage 2006 Product Family	16687	Error: "Failure to configure server" When Attempting to Install SQL Server 2000 or MSDE	This error will result if you attempt to install SQL Server 2000 or MSDE across a network connection or on any machine using a remote desktop application, including Citrix or Terminal Services.

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About Sage ACT!

Sage ACT! makes it easy for you to have meaningful conversations with customers by giving you an organized view of the people you do business with. Like the millions of small businesses and sales teams who use Sage ACT!, you'll always be prepared with recent emails, meeting notes, task reminders, and social media profiles, because all of these details live in one place.

Important Note: Review Sage ACT! system requirements at www.act.com/2011systreq. You must purchase one license of Sage ACT! per user. Scalability varies based on hardware, size, and usage of your database. **Compatibility:** Visit www.actolutions.com or contact your add-on product provider to help determine compatibility.