

How to Download and Apply the ACT! by Sage 2008 Hot Fix 1 (10.0.2.1)

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Question

You would like to find out how to download and apply the ACT! 2008 Hot Fix 1 (10.0.2.1).

Answer

Note: We do not warrant that the functions contained in or that installation of the ACT! "Hot fix" will be error free. THE "HOT FIX" IS PROVIDED "AS IS" WITHOUT WARRANTIES OR IMPLIED TERMS OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. By downloading this file, you agree to these terms. This documentation describes Hot Fix 1 (10.0.2.1) for the following versions. Do not apply this hot fix to any other versions or products: ACT! by Sage 2008 (10.0.2) ACT! by Sage Premium 2008 (10.0.2) ACT! by Sage Premium for Web 2008 (10.0.2) This hot fix applies to all English locales.

Detailed information regarding this hot fix including issues resolved after applying the hot fix can be found on the .pdf located here.

Verify Your Version of ACT!:

Use the following steps to determine your installed version of ACT!:

1. Launch ACT! 2. Click the Help menu, and then click About ACT!.
3. The About ACT! dialog box appears. The version number appears near the top of this box.

Downloading and Applying the 1002Hotfix1.exe File

Download the 1002Hotfix1.exe File: 1. Click here to download the 1002Hotfix1.exe file, and then click Save. A Save As dialog box appears. 2. Browse to your desktop, and then click Save.

Applying the Hotfix: 1. Log onto to your computer as an Administrator. 2. Close ACT! and all Microsoft® Office applications (Word, Excel®, and/or Outlook®). 3. Double-click the 1002HotFix.exe file. The Unpacking ACT! progress indicator briefly appears followed by the Disclaimer dialog box. 4. Review the disclaimer, and then click Apply. 5. The installer verifies your Windows® rights and ensures that no open programs will conflict with the hot fix installation. If any of these conditions exist, the appropriate message will appear. Please follow the on screen instructions. 6. The ACT! - Applying Updates window appears while the Hotfix is being installed. 7. When finished the ACT! - Update complete dialog box appears. 8. Click Ok to complete the installation. 9. For all Windows Vista® users with UAC enabled, you will see a Program Compatibility Assistant dialog box. Click This program installed correctly to complete the installation. Note: If you use Network Sync or Internet Sync Services, you must also apply the Network Sync Service Hot Fix 1 and the Internet Sync Services Hot Fix 1 (as appropriate).

1. Launch ACT! 2. Click the Help menu, and then click About ACT!.
3. The About ACT! dialog box appears. The version number at the top of the dialog box should read "10.0.2.191, Hotfix 1".

Downloading and Applying the 1002NetworkSyncHotfix1.exe File

Caution: Apply this hot fix only after you have applied Hot Fix

(10.0.2.1) for ACT! 2008 (10.0.2), ACT! Premium 2008 (10.0.2), or ACT! Premium for Web (10.0.2). Applying only the 1002NetworkSyncHotfix1.exe file will cause synchronization to fail. Download the 1002NetworkSyncHotfix1.exe File: 1. [Click here](#) to download the 1002NetworkSyncHotfix1.exe file, and then click Save. A Save As dialog box appears. 2. Browse to your desktop, and then click Save. Applying the Hotfix: 1. Log onto to your computer as an Administrator. 2. Close ACT!, all Microsoft Office applications (Word, Excel, and/or Outlook), and stop the Network Sync Service. 3. Double-click the 1002NetworkSyncHotfix1.exe file. The Unpacking ACT! progress indicator briefly appears followed by the Disclaimer dialog box. 4. Review the disclaimer, and then click OK. A message appears indicating that the service will be updated and asking if you would like to continue. 5. Click Yes. The Network Sync Service will be updated. 6. After the update is completed, start the service. If you would like more information regarding the 1002NetworkSyncHotfix1, [click here](#) to view the .pdf.

Downloading and Applying the 1002InternetSyncHotfix1.exe File
Caution: Apply this hot fix only after you have applied Hot Fix (10.0.2.1) for ACT! 2008 (10.0.2), ACT! Premium 2008 (10.0.2), or ACT! Premium for Web (10.0.2). Applying only the 1002InternetSyncHotfix1.exe file will cause synchronization to fail. Download the 1002InternetSyncHotfix1.exe File: 1. [Click here](#) to download the 1002InternetSyncHotfix1.exe, and then click Save. A Save As dialog box appears. 2. Browse to your desktop, and then click Save. Applying the Hotfix: 1. Log onto to your computer as an Administrator. 2. Close ACT!, all Microsoft Office applications (Word, Excel, and/or Outlook), and stop the Network Sync Service. 3. Double-click the 1002InternetSyncHotfix1.exe file. The Unpacking ACT! progress indicator briefly appears followed by the Disclaimer dialog box. 4. Review the disclaimer, and then click OK. A message appears indicating that the service will be updated and asking if you would like to continue. 5. Click Yes. The Internet Sync Service will be updated. 6. After the update is completed, start the service. If you would like more information regarding the 1002InternetSyncHotfix1, [click here](#) to view the .pdf.

<http://kb.actforadvisors.com/questions.php?questionid=103>