Lifecycle Policy

Sage 200

Overview

November 2026

Important information

Sage 200 Lifecycle Policy

Created for: Customers, Partners and Colleagues

This document is designed to address questions regarding the lifecycle policy for Sage 200. This policy applies with immediate effect and may impact any dates given previously.

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- **Sage Community Hub**
- **Sage Knowledgebase**
- Via your Sage Partner

We encourage you to periodically review all Sage 200 policies and briefing documents relevant to your situation to remain informed.

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This document sets out information relative to the support Lifecycle for Sage 200 that Sage ("Sage", "we", or "our") will provide to you ("you" or "your").

In the event of any conflict between a statement within this policy and a term of the Agreement, the Agreement will take priority.

Sage reserves the right to amend this policy from time to time in its absolute discretion and without prior notice to you.

Introduction

Purpose and objective: The Sage 200 lifecycle policy is designed to provide consistent and predictable guidelines on how long each Sage 200 version is maintained and supported. It explains the support period for each version, helping you plan upgrades, manage your software investment, and avoid gaps in support.

It is standard industry practice for technology companies to withdraw support for older versions of software. Every year we invest in research and development to improve our software and services. We do this in line with regular customer feedback and to take into account new technology and changes in legislation. We believe that using the latest software is the best way for us to help you run your business effectively and by concentrating our resources on looking forward, we can help your business move forward too.

Please contact your business partner if you have any questions.

Product variants

Sage 200 has several product variants and deployment methods, giving customers choice and flexibility.

This lifecycle policy applies to all variants in their current and prior naming conventions.

Product Variant	Deployment
Standard	Available on Sage's Azure subscription. All customers use the latest version of the software because Sage updates the core application. We notify customers about planned maintenance and updates using in-product messages and through our Sage Partner channel.
Professional	Choice of deployment: • **On-premise/ Third-party hosting** The software is provided through the Sage Partner network. The Sage Partner and customer agree on the best deployment method, which may be installed on a physical server or hosted server. • **Sage Provisioning Portal deployment (Sage Partner Cloud)** The software is provided via the Sage Provisioning Portal and is deployed on an Azure subscription which is owned and regulated by the Sage Partner. Sage is responsible for the initial deployment of the Sage 200 application and the Sage Provisioning Portal. This deployment method has been available since July 2021.

Note: Installation and deployment of add-ons or customisations are the responsibility of your business partner and the add-on provider.

Release approach

The first release of a product variant in the calendar year is called the **major** release and sets the naming of the release version for the year ahead, for example **2025 R1**. If the release is only relevant to one variant of Sage 200, such as Standard or Professional, this will be clearly identified in our release communications as well as the **Sage 200 Roadmap.**

Subsequent releases in the same calendar year are called **minor** releases and will follow the naming convention of the major release for the year, for example **2025 R2** follows 2025R1.

Illustrative example:

- June 2025: **Major** release **2025 R1**, for Sage 200 Professional and Sage 200 Standard.
- November 2025: **Minor** release **2025 R2**, for Sage 200 Professional and Sage 200 Standard.

Important: We support the latest major version and the previous two major versions. See the lifecycle date section for more detail about your support cycle.

At the point a new version is released, this is the only version available for new sale.

This support approach does not apply to Sage 200 Standard because it is always on the latest version.

Lifecycle stage activity

Item	Currently supported versions	Extended support	End of support
Version available for sale	✓	×	×
Additional Attributes Sales: Users	✓	✓	✓#
Additional Attribute Sales: Modules	✓	✓	×
Second line technical support to Sage Partners	✓	✓	×
Legislative Updates *	✓	×	×
Defect Resolution **	✓	×	×
Ideas Portal (Is open)	✓	×	×
Software use via Licensing	✓	✓	✓

 # Once a version has been in an end of support status for 24 months, the ability to buy additional users is removed.

Should there be a need to buy a module or user, a customer should be upgraded to the latest version.

* Refer to the **Legislative Updates** section of this guide for further information.

** Refer to the **Defect Resolution** section of this guide for further information.

Where you have additional Sage software that may interact with Sage 200, for example Sage CRM, please also refer to that product's Lifecycle policy.

Release lifecycle dates

Sage 200 Standard

The release lifecycle dates do not apply to the Sage 200 Standard variant, as the product is auto updated and always on the latest version.

Sage 200 Professional

The supported versions apply to both on-premise and Sage Provisioning Portal deployments (Sage Partner Cloud).

See **Release versions and key dates** to check which versions are **currently supported** and in **extended support**.

Sage 200 Professional using Sage Provisioning Portal (Sage Partner Cloud)

The core Sage 200 Professional product is supported in line with the currently supported and extended support versions above. However, as this is deployed onto Microsoft Azure Virtual Images, the Microsoft lifecycle policy also applies. For details of the Azure VM images, see the Microsoft article **Windows 10 and Windows 11 release on Azure Marketplace update history**.

Below is a list of the images used by Sage Provisioning Portal (Sage Partner Cloud) and when they were introduced. Any site created after the maintenance window on the start date will use that image.

Image Name	Date Activated
win10-21h2-avd-g2	2021
win11-22h2-avd	11/09/2023
win11-24h2-avd	20/06/2025

* Refer to the **Release versions and key dates** table for more information.

Release versions and key dates

The table below outlines the dates by which a version will enter each phase of the release Lifecycle, this may represent a change to those dates you have seen previously published.

Item	Type of release	Release date	Extended support starts *	End of support finishes **
2026 R1	Major	November 2026	November 2028	November 2029
2025 R2	Minor	November 2025	June 2027	November 2028
2025 R1	Major	June 2025	June 2027	November 2028
2024 R2	Minor	October 2024	February 2026	November 2027
2024 R1	Major	February 2024	February 2026	June 2027
2023 R2	Minor	August 2023	February 2025	October 2026
2023 R1	Major	February 2023	February 2025	February 2026
2022 R2	Minor	August 2022	February 2024	October 2025
2022 R1	Major	February 2022	February 2024	February 2025
2021 R1	Major	July 2021	January 2023	February 2024
2020 R2	Minor	December 2020	January 2022	August 2023
2020 R1	Major	March 2020	January 2022	February 2023
Summer 2019	Major	September 2019	August 2021	February 2023
Summer 2018 (remastered)	Major	March 2020	August 2021	February 2023
Summer 2017 (remastered)	Major	March 2020	October 2020	January 2022
2016 (Remastered)	Major	March 2020	October 2019	September 2020

* Extended support starts on the **first** day of the month.
** End of support finishes on the **last** day of the month.

Once a software version has reached end of support date, the software licence will still be provided though we make no warrants or guarantees as to the duration or performance of the software. Numerous factors can influence the software use, please note that for technical reasons a software version can have an end of support date changed at any time. By the same token an end-of-life date may also need to be introduced where one was not previously given.

Module and feature specific guidance

Where we have withdrawn a service or module earlier than the overall core product version, it may be linked to this is outlined below.

Sage 200 Manufacturing (Module)

Key decisions for Sage 200 Manufacturing:

- Technical support for the module ceased on 31 December 2025, regardless of the version in use.
- Sage 200 Manufacturing functionality was removed from the product in the 2025 R2 release. The Manufacturing module is not available to activate and use for new customers and no Manufacturing SQL tables will be created. After customers upgrade to 2025 R2 or later, their data in Manufacturing SQL data tables will remain unaffected, but the data is not accessible from the Sage 200 product anymore.

What does this mean for existing Sage 200 customers?

- Existing Sage 200 manufacturing customers in UK and Ireland can continue to use their Sage 200 Manufacturing module. Sage no longer provides extended support which ceased on 31 December 2025.

Sage 200 API

- Sage 200 API using the external facing web server ceased to be supported from 31 March 2021.

Sage 200 CRM

- Sage 200 CRM was withdrawn from sale from 1 April 2021 and Sage CRM is offered in its place.
- From 1 February 2020, Sage 200 CRM has been supported in line with the Sage CRM (Standalone) retirement policy. See **Sage CRM - End of support policy**.
- Sage 200 CRM installation and other components were removed in January 2022 with the release of Sage 200 Professional 2022 R1.
- For any customers who use Sage 200 CRM, there is migration path to move to Sage CRM with a developer-provided integration to Sage 200. See **Sage CRM - Qmulus Qnect Connector**.
- For information on which versions of Sage 200 CRM integrate with which version of Sage 200, see **Sage 200 Professional - Guide to version numbers, compatibility and downloads**.

- For information on the Qnect connector compatibility see **Sage 200 and CRM Supported Version Matrix**.

  Note: No further versions of Sage 200 CRM will be provided.

Sage 200 CRM Connectors

- Sales, Marketing & Service connector – All support for this connector was withdrawn from 31 March 2021.
- Classic Integration - All support on this integration ceased from 30 September 2021.

Defect resolution process

Sage operates under a Quality Management System, which makes every effort to supply defect-free software. However, sometimes the software does not function as designed, which may affect the operation of the product.

It is our aim to address such defects in a timely manner, based on the impact the defect has to customers' businesses. In the first instance we will also discuss a workaround to minimise the impact during any intervening period.

We understand that defects impact on businesses differently which is why each case is assessed individually. It is important that when reporting a defect, we fully understand the business impact.

Equally imperative is that an agreement in terms of the severity is reached between all parties involved. Should the severity of the case change from when originally logged, it is important that our Customer Services team is made aware of any change (up or down) so we can review and update the issue accordingly.

In all cases:

- Issues must be reported via the Sage Business Partner.
- Include full replication steps of the issue.
- Establish if the issue can be replicated in the latest version of the software.

Note: It is our policy that we only maintain the current build of the software. At our sole discretion we may provide fixes for prior versions.

The defect priority determines whether we will consider fixing defects for the current release. However this is also dependent on a number of factors including, but not limited to, the technical complexity and associated risk.

- Critical or High priority defects will be considered for current release fix.
- Medium or Low priority defects are not considered for current release fixes.

Defect resolution priorities

Priority	Description	Definition
P1: Critical	Business Critical	Can be one or more of the following: • Issue is affecting multiple customer sites and means that the software is inoperable, and no workaround is immediately available. • All or a substantial portion of customer's mission critical data associated with the software is inaccessible. • Customer is experiencing a substantial loss of service due to the software. • Support may require the customer to have dedicated resources available to work on the issue on an on-going basis until Severity Level is lowered or incident is resolved. • Security of data/site is in question. • Unexpected availability issues for Sage 200 Standard/ Sage for Education for multiple sites
P2: High	Major Impact	• A major piece(s) of functionality within the software are severely impaired. • Customer can continue with restricted processing, although long-term productivity might be adversely affected.
P3: Medium	Limited Impact	• Involves partial, non-critical loss of functionality of the software. • Some software components are affected but allow the user(s) to continue using the software. • Users can reasonably work around such inconsistency or impairment.
P4: Low	Cosmetic/ How Do I?	• The software is functioning consistently, and customer's usage and productivity are not impaired. • Can also refer to general usage questions, cosmetic issues, errors in the documentation, feature suggestions and requests for information.

Legislation approach

Sage Core Legislation - legislative updates may be provided in the form of documentation or as a software update. There are several factors that are considered in determining this best approach. In some cases, the legislation may be added to the next version of the software to be released. Please refer to our **Sage 200 Roadmap** for details of releases.

In all cases where documentation is provided it will only be considered for currently supported versions and only where the functionality to support the guidance exists within the software.

We encourage customers who require particular legislation features to upgrade to a version that contains the changes.

Exceptions

The Sage 200 Lifecycle Policy provides a set of standard Lifecycle practices and timelines so that you can proactively plan for Product Lifecycle management changes. Some circumstances may create an inability for Sage 200 to adhere to the outlined practices and timelines.

In addition, Sage is not responsible for the following:

- If Sage 200 components are deprecated or are made obsolete. In this scenario, Sage may deliver an alternate solution to ensure continuity of functionality.
- If embedded components utilised by the software are retired, example of embedded components include but are not limited to: TLS, XML VAT submissions.
- Where underlying technology is retired or altered. Examples of such technology included but are not limited to: Microsoft SQL database or runtime, Microsoft Windows Operating systems, Browsers including but not limited to Microsoft Edge, Google Chrome, Safari, etc.
- Following industry standard practices, the compatibility of corrections and fixes with releases older than the current release is not guaranteed.
- Sage is not responsible for any support or maintenance commitments made by Sage Business Partners or other service providers.
- The Sage 200 Lifecycle Policy does not apply to third party products. Original manufacturer's policies will apply to third party products when resold by Sage.
- The Sage 200 Lifecycle Policy does not govern any customisations or changes made to the code by customers, Sage Channel Partners or other service providers.

Useful links

- **Supported Software (Sage 200 Professional)**
- **Thin client environments (Sage 200 Professional)**
- **System requirements (Sage 200 Standard)**
- **Sage CRM Lifecycle**
- **Sage 200 Ideas portal**
- **Sage 200 Community Hub**

Glossary

- **Lifecycle**: Defines the period of time that a particular release of Sage 200 is considered for maintenance. Please refer to the Lifecycle section in this document for details on the lifecycle dates, and the level of maintenance delivered during the lifecycle of a release. You are entitled to maintenance as long as you stay current as outlined in the servicing and licensing requirements published for Sage 200, and have the rights to use the product or service.

- **Release Date**: The date from which a new version of Sage 200 is released and generally available for purchase.

- **Defect Resolution**: This refers to resolving a Product Defect, which is any characteristic of a product which hinders its usability for the purpose for which it was designed.

- **Ideas Portal** (also known as Request for Change, Product Enhancement, or Ideas Hub): This is where customers can request changes to any element of the product which is not already defined as an included feature or intended function. These should be requested or voted on in the **Ideas Portal**. Every voice and business type must be heard, so votes and comments on the Ideas Portal are consulted.

- **Sage Core Legislation**: Legislation developed and maintained by Sage for its target markets in UK and Ireland.

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