Lifecyle Policy

Sage 200

Overview

August 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.

Table of Contents

Important information 2

General Terms & information 4

Introduction 5

Product Variants 6

Release Approach 7

Lifecycle Stage Activity 8

Release Lifecyle Dates 9

Defect Resolution Process 14

Legislation Approach 16

Exceptions 17

Useful Links 18

Glossary 19

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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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While we have made every effort to ensure this document is accurate, we exclude all liability for errors or inaccuracies which may be contained in it.

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").

This policy is subject to the End User License Agreement (EULA) ("Agreement") that you entered into with Sage. **UK** | **IRL**

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 the availability of maintenance of Sage 200 versions. This policy document outlines how long each version of Sage 200 will be covered by maintenance support, allowing you to effectively plan your software investment and avoid any 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, with different deployment methods allowing choice and flexibility to customers.

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

Product Variant	Deployment
Standard	Available on Sage's Azure subscription. The nature of the solution means that all users are always on the latest version of the software. Sage performs the software updates to the core application; maintenance is notified via our in-product messaging system and via our partner channel.
Professional	Choice of deployment: • **On Premise/ Third Party Hosting** Software is provided via the Sage Partner network. The Sage Partner and customer will work to ascertain the best deployment method be this physically installed on a server or hosted. • **Sage Provisioning Portal Deployment*** Software is provided via the Sage Provisioning Portal and is deployed onto 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.

Please note: Any additions/customisations are the responsibility of your business partner and/or the addition provider.

*Released July 2021

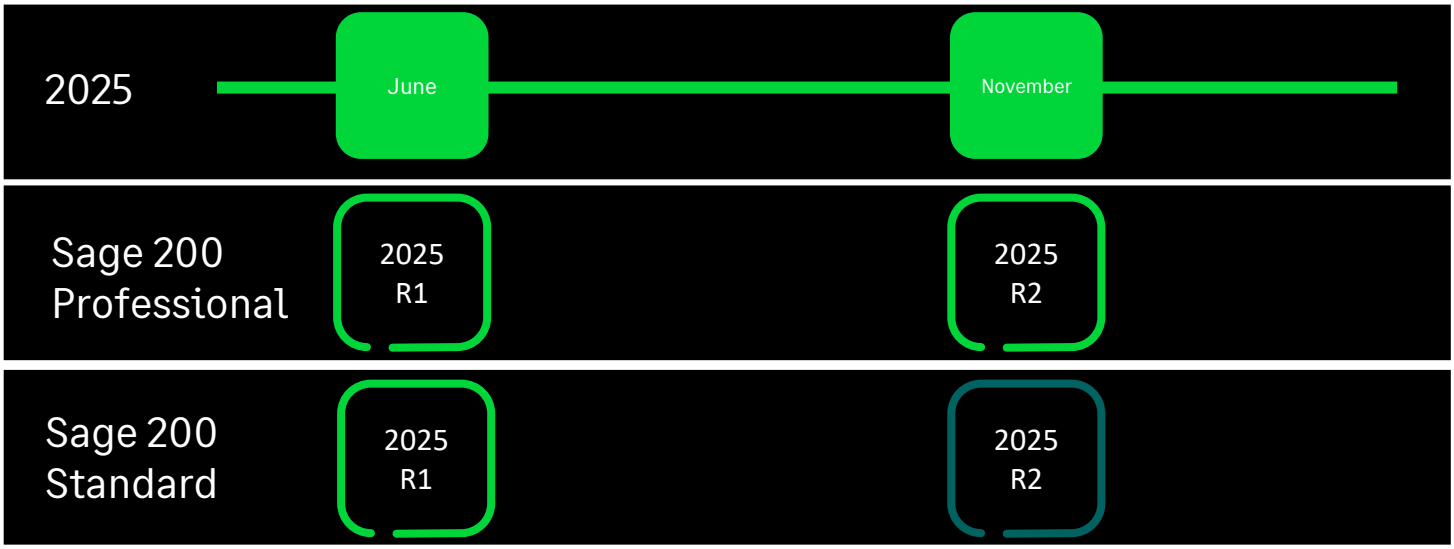
Release Approach

The first release of the calendar year is defined as a major release and sets the initial naming convention for the year ahead e.g., Sage 200 2025 R1. Where the release is only relevant to a variant of Sage 200 this will be clearly identified in our release communications as well as the product **roadmap.**

Subsequent releases in the same calendar year are defined as minor releases and will follow the naming convention set by the major release for the year. Using the above example, the minor release would be Sage 200 2025 R2.

Where the first release of the calendar year was only for one product variant. The first release of any other variants shall be defined as a major release.

Illustrative example:



Key: Major Release
Minor Release

Important: In accordance with our overall company strategy, we support the latest major release minus 2 major versions. Please refer to the lifecycle date section to understand your support cycle in more detail.

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

In all cases as Sage 200 Standard is always on the latest version, this support approach does not apply.

Lifecycle Stage Activity

Item	Current	Extended Support	End of Support	Product/ Version Retirement
Version available for sale	✓	×	×	×
Additional Attributes Sales: Users	✓	✓	✓	×
Additional Attribute Sales: Modules	✓	✓	×	×
2nd 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 users is also removed. Should there be a need to buy a module or user, a customer should be upgraded to the latest version.

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.

Please note: should a version be entered into a Retirement state, this overrides any ability to purchase additional users.

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

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

Release Lifecyle Dates

Sage 200 Standard

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

Sage 200 Professional

Note: Regardless of deployment method

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.

Currently Supported Versions:

- Sage 200 2025 R1/ 2025 R2
- Sage 200 2024 R1/ 2024 R2

Extended Support Versions:

- Sage 200 2023 R1/ 2023 R2

Sage 200 Professional (SPC – Sage Partner Cloud)

The core Sage 200 Professional product is supported in line with the currently, and extended versions above, however, as this is deployed onto Microsoft Azure Virtual Images, the Microsoft lifecycle policy also applies. Details of the Azure VM images are available **here**.

Below is a list of the images used by SPC 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

*Please refer to the **version matrix table** for more information.

Matrix of versions and key dates

Item	Type of Release	Release Date	Extended Support Start	End of Support	Product Retirement
2025 R2	Minor	Nov 2025	01/06/2027	November 2028	
2025 R1	Major	June 2025		June 2028	
2024 R2	Minor	Oct 2024	01/02/2026	October 2027	
2024 R1	Major	Feb 2024		June 2027	
2023 R2	Minor	August 2023	01/02/2025	October 2026	
2023 R1	Major	Feb 2023		February 2026	
2022 R2	Minor	August 2022	01/02/2024	October 2025	n/a
2022 R1	Major	Feb 2022		February 2025	
2021 R1	Major	July 2021	01/01/2023**	February 2024	
2020 R2	Minor	22/12/2020	01/01/2022**	August 2023	
2020 R1	Major	03/03/2020		February 2023	
Summer 2019	Major	21/09/2019	01/08/2021**	February 2023##	
Spring 2019#	Minor	01/05/2019			30/09/2022##
Winter 2018#	Minor	05/02/2019			30/09/2022##
Summer 2018 (remastered)	Major	03/03/2020			n/a
Summer 2018#	Major	11/09/2018			30/09/2022##
Spring 2018#	Minor	24/04/2018	01/10/2020	January 2022	30/09/2022##
Winter 2017#	Minor	08/01/2018			30/09/2022##
Summer 2017 (remastered)	Major	03/03/2020			n/a
Summer 2017#	Major	10/08/2017			30/09/2022##
2016 (Remastered)	Major	03/03/2020	01/10/2019	30/09/2020	n/a
2016#	Major	23/05/2016			30/09/2022##
2015#	Major	23/02/2015	01/10/2018	30/09/2019	30/09/2022##
2013 (R2) #	Minor	04/04/2014	01/11/2017	31/10/2018	30/09/2022##
2013 (R1) #	Major	06/08/2013	-		30/09/2022##
2011~	Major	18/05/2011	-	30/09/2018	31/07/2025###

2010~	Major	30/01/2010	-	30/09/2016	31/07/2025###
2009~	Major	30/01/2009	-	30/09/2015	31/07/2025###
Version 5~	Major	19/12/2007	-	30/09/2014	31/07/2025###
Version 4~	Major	07/03/2007	-		31/07/2025###

#Please note: in line with a variety of technology changes, these versions can no longer be licensed after the date indicated and will cease to operate. Not all versions are impacted and those without a date will continue to function. These dates could change at any time, so please check regularly. We encourage upgrades to the latest version to ensure you get the most value from your subscription. Please speak to your business partner if you require additional information.

For items marked with ## for the retirement date, a licence update has been released as an alternative to a full version upgrade. This retirement date only applies if the update is not installed and in these cases the retirement date overrides the displayed end of support date.

For items marked with ### for the retirement date customers have the option to upgrade to a later version. The version of their software using an old licencing approach which Sage are retiring on 31 July 2025. Customers via their partners can apply for a licence run beyond this date. Please refer to details in our **communication** for more information.

Once a software version has reached end of support status, 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.

**Developer Support will still be provided for these versions during extended support.

~ In line with deprecation of Sages licence systems, from 01 July 2025, licences for these versions can no longer be generated.

Module/ 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

- The module is withdrawn from sale effective 01 November 2020.
- The manufacturing module will be placed into extended support effective 01 January 2021.
- Technical support for the module will cease effective 31 December 2025, regardless of the version in use.
- Sage 200 Manufacturing functionality was removed from the product in the 2025 R2 release. This means, it's not available to activate & use for new customers and no Manufacturing SQL tables will be created. For upgrading customers the data, in tables, will remain but is not accessible in the product anymore

What does this mean for existing Sage 200 customers?

- Existing Sage 200 manufacturing customers can continue to use their Sage 200 Manufacturing module. Sage will provide extended support effective from 01 January 2021. Support, from Sage, will cease as of 31 December 2025.
- This applies to UK & Ireland.

Sage 200 API

- Sage 200 API using the external facing web server, ceased to be supported as at 31/03/2021.

Sage 200 CRM

- Sage 200 CRM was withdrawn from new sale as of 01 April 2021 and Sage CRM is offered in its place.
- Effective from 01 February 2020, Sage 200 CRM will be supported in line with the Sage CRM (Standalone) retirement policy which can be found here.
- With the release of Sage 200 Professional 2022 R1 (January 2022) all installation and other components relating to Sage 200 CRM were removed.
- 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. This give a number of key benefits.
- Information on which versions of Sage 200 CRM integrate with which version of Sage 200 can be found here.

- Information on the Qnect connector compatibility can be found **here**.

  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 - was placed into extended support from 25 November 2020, all support on this integration will cease as of 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 & update the issue accordingly.

In all cases issues must be reported:

- via the Sage Business Partner;
- with full replication steps; and
- 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.

Defects of a Severity 3 – 5 are not considered for current release fixes, only for future versions. Severity 1 & 2 defects will be considered for current release fix, however this is also dependent on a number of factors including, but not limited to, the technical complexity and associated risk.

Defect Resolution Process – Severity Table

Severity	Description	Definition
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
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.
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.
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 **roadmap** and compliance **help centre** for details.

In all cases where documentation is provided it will only be considered for 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)**
- **Supported Software (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, or a Sage 200 is generally available for purchase.

- **Defect Resolution** – this is a Product Defect – 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 Idea – any element of a product which is not defined as an included feature or intended function that a customer requests. 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** – developed and maintained by Sage for its target markets UK and Ireland, this is determined by several factors including the target market at which Sage 200 is aimed.

- **Retirement** - this is the status that determined that the software will no longer function. This could be for several reasons which may include that a technical change or that a licence cannot be provided.

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