

# SYSPRO Product Lifecycle

SYSPRO 8

Published: October 2023



 **SYSPRO™**

# CONTENTS

## SYSPRO Product Lifecycle

Product Lifecycle .....	1
Lifecycle Phases .....	3
FAQs .....	5



# SYSPRO Product Lifecycle

This article covers everything you need to know about the lifecycles of each SYSPRO version, including the different levels of product support.

## Product Lifecycle

The following indicates the current status of each SYSPRO product and the date on which this status is expected to change:

Product	Original Version	Current Version	Planned Change
SYSPRO 8 2023	September 2023	Mainstream	July 2025
SYSPRO 8 2022	February 2023	Mainstream	July 2024
SYSPRO 8 2021 R2	November 2021	Extended	July 2025
SYSPRO 8 2021 R1	April 2021	Extended	July 2025
SYSPRO 8 2020 R2	September 2020	Extended	July 2024
SYSPRO 8 2020 R1	March 2020	Extended	July 2024
SYSPRO 8 2019 R2	September 2019	Legacy	July 2024
SYSPRO 8 2019 R1	March 2019	Legacy	July 2024
SYSPRO 8 2018 R2	September 2018	Legacy	July 2024
SYSPRO 8 2018 R1	July 2018	Legacy	July 2024
SYSPRO 7 Update 1	April 2015	Retired July 2023	None
SYSPRO 7	May 2014	Retired July 2023	None
SYSPRO 6.1 SP1	June 2012	Retired December 2015	None
SYSPRO 6.1	August 2010	Retired December 2014	None
SYSPRO 6.0 Issue 010 SP2	March 2008	Retired December 2014	None
SYSPRO 6.0 Issue 010 SP1	May 2007	Retired January 2011	None
SYSPRO 6.0 Issue 010	August 2006	Retired January 2011	None
SYSPRO 6.0 Issue 009	November 2004	Retired January 2011	None



Product	Original Version	Current Version	Planned Change
SYSPRO 6.0 Issue 008	March 2004	Retired January 2011	None
SYSPRO 6.0 Issue 007	November 2003	Retired January 2011	None
SYSPRO 6.0 Issue 006 (re-branded Encore 5.1)	October 2002	Retired January 2011	None
IMPACT Encore 5.1	October 2001	Retired March 2006	None
IMPACT Encore 5.0	November 2000	Retired March 2006	None
Encore 4.0	January 1999	Retired November 2003	None
Encore 3.2	November 1997	Retired November 2003	None
Award 3.2	November 1997	Retired November 2003	None



## Lifecycle Phases

Each product will cycle through the phases described below:

### Mainstream phase (current product)

- This is the currently released product line with the latest features and technology available.
- It includes support for the most recent versions of **Microsoft Windows**, **Microsoft SQL Server** and **Microsoft Office**.
- This version is intended for installation by new customers.
- We recommend that existing customers migrate to this version when appropriate.

### Extended phase

- These are generally previous Versions of the current product.
- As soon as a new Version of the product is shipped, the previous Mainstream product is marked as being in the 'Extended phase'.
- Generally only minor changes and fixes will be made to this version of software and even then, only at the discretion of the SYSPRO development team.
- We recommend that existing customers migrate to the Mainstream version when appropriate.

### Legacy phase

- These are older versions of software where no development work is being applied.
- These are typically at least a generation of products older than the Mainstream one.
- We recommend that existing customers migrate to the Mainstream version when appropriate.

There is a risk that the latest technologies may cause this software not to run appropriately.

### Retired phase

- These are older versions of software where no development work is being applied.
- These are products older than the Mainstream one and use older technology or architectures.
- We recommend that existing customers migrate to the Mainstream version when appropriate.

There is a fairly high risk that the latest technologies may cause this software not to run appropriately.



The following summarizes the different levels of product support for each lifecycle phase:

Product support level	Mainstream	Extended	Legacy	Retired
Enhancements are made to this version of software?	Yes	Rarely	No	No
Corrections to reported problems will be made to this version of the product?	Yes	Discretionary	No	No
Product support available? (assistance with product usage)	Yes	Yes	Limited	Very limited
Technical support available? (assistance with technical issues)	Yes	Yes	Limited	No
Development support available? (assistance for 3rd party developers)	Yes	Limited	Very limited	No
Annual licenses are issued?	Yes	Yes	Yes	Yes
Customers can upgrade to the mainstream product?	Not applicable	Yes	Yes	Yes



## FAQs

### **Why is SYSPRO providing customers and partners with these Product Lifecycle Guidelines?**

Feedback from customers and partners indicated that it was important for SYSPRO to provide a planning horizon and to provide them with advance notice of any change to version availability and support.

### **Do these guidelines affect how long I can legally use a SYSPRO product?**

No, these guidelines only impact on new license availability and certain product support policies. This in no way affects your license to use our products.

It should be noted that the longer you use a product after it ceases to be Mainstream, the less likely you will be able to take advantage of new product features, new technology issues and new hardware devices and operating systems.

### **Will SYSPRO work when new technology versions (e.g. Microsoft Windows, Microsoft SQL Server, etc.) are released?**

We are continually working with many technology partners to ensure that as new versions of their software are released, we are aware of any issues and make changes to SYSPRO when relevant.

It should be noted that any software changes to SYSPRO are generally only made to the Mainstream version. This may mean that remaining on one of the older versions of SYSPRO means you cannot use that technology.

#### **FOR EXAMPLE:**

When **Microsoft** release a new version of Windows or SQL, we may need to change or enhance SYSPRO to run successfully. However, if you are currently using a Legacy or Retired version of SYSPRO, then these changes will not be made available and therefore you may not be able to run SYSPRO (or certain SYSPRO features may not work correctly) on that operating system or database.

### **What should I do if I use a product that is in the Legacy or Retired phase?**

You do not have to do anything.

As long as you are still licensed to use this product you can continue to do so. However, you should always be aware of the advancement of technology which, over time, can make it more difficult to run the product on the latest operating systems or hardware.



## Will my software work when new operating systems are released?

The simple answer is to access the list of supported operating systems on the SYSPRO Support Zone web site or view the **SYSPRO 8 - Supported Platforms** topic on the [SYSPRO Help](#) website.

If the operating system you are interested in is not mentioned, then please contact your Value Added Reseller or your local SYSPRO office.

## What does product support mean to me?

Product support indicates the ability to report product issues and have SYSPRO provide assistance in resolving them.



If product changes are required to resolve the problem, these will always be made available in the Mainstream product. This is one of the key reasons we recommend that customers migrate to the Mainstream product when appropriate.

## Will I continue to receive Ports and fixes if I use a product that is in the Extended phase?

It is possible that a version of SYSPRO in the Extended phase may be changed at the discretion of the development team, but you will be encouraged to migrate to the mainstream version to receive updates or fixes.

## What notice will I be given of changes in product status?

It is SYSPRO's intention to give a minimum of 6 months notice of change in product lifecycle status.

These changes will reflect within this topic on the [SYSPRO Help](#) website.



If you have any further questions or concerns regarding the content of this document, please contact your local SYSPRO Office.





[www.syspro.com](http://www.syspro.com)

Copyright © SYSPRO. All rights reserved.  
All brand and product names are trademarks or  
registered trademarks of their respective holders.

