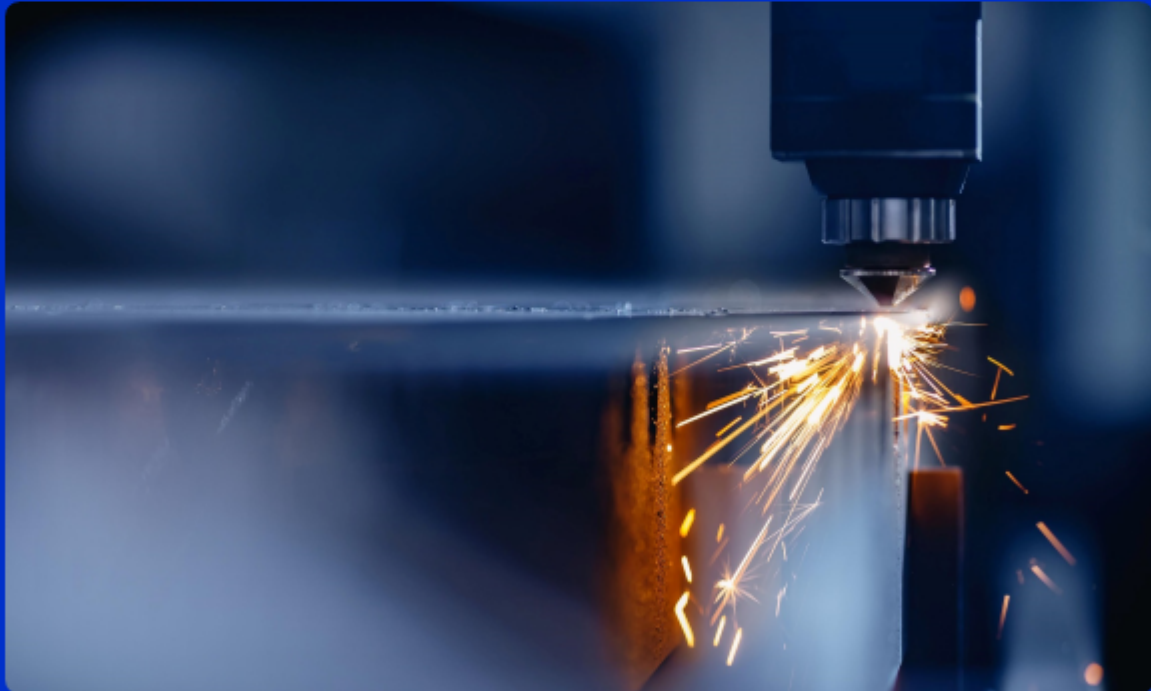


# SYSPRO Release Lifecycle

## Syspro 8

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**syspro**

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## Syspro Release Lifecycle

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# Syspro Release Lifecycle

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

## Release Lifecycle

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

| Product                  | Original Version | Current Version       | Planned Change |
|--------------------------|------------------|-----------------------|----------------|
| Syspro 8 2026 R1         | June 2026        | Mainstream            | 2027           |
| Syspro 8 2025            | September 2025   | Mainstream            | November 2026  |
| Syspro 8 2024            | August 2024      | Extended              | November 2026  |
| Syspro 8 2023            | September 2023   | Legacy                | November 2026  |
| Syspro 8 2022            | February 2023    | Legacy                | September 2025 |
| Syspro 8 2021 R2         | November 2021    | Legacy                | September 2025 |
| Syspro 8 2021 R1         | April 2021       | Legacy                | September 2025 |
| Syspro 8 2020 R2         | September 2020   | Legacy                | September 2025 |
| Syspro 8 2020 R1         | March 2020       | Legacy                | September 2025 |
| Syspro 8 2019 R2         | September 2019   | Retired July 2024     | None           |
| Syspro 8 2019 R1         | March 2019       | Retired July 2024     | None           |
| Syspro 8 2018 R2         | September 2018   | Retired July 2024     | None           |
| Syspro 8 2018 R1         | July 2018        | Retired July 2024     | None           |
| 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           |

| Product                                         | Original Version | Current Version       | Planned Change |
|-------------------------------------------------|------------------|-----------------------|----------------|
| SYSPRO 6.0 Issue 009                            | November 2004    | Retired January 2011  | None           |
| 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<br>(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           |

# Release 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'.
- Hotfixes are only provided in extended-release by exception, usually for critical data or compliance issues, and are subject to the discretion of the SYSPRO engineering 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?<br>(assistance with product usage)                 | Yes            | Yes           | Limited      | Very limited |
| Technical support available?<br>(assistance with technical issues)            | Yes            | Yes           | Limited      | No           |
| Development support available?<br>(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 Release 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.



For more information regarding upgrading your SYSPRO version: [SYSPRO Upgrades](#).

### 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 [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.

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