
End of Mainstream Support for Sage Line 100

Sage has informed us that **Sage Line 100 will reach its End of Mainstream Support on 30th September 2012.** The details are as follows.

Currently full Mainstream Support is for Sage Line 100 via SALP or Sagecover, which includes legislative software updates for customers and access to Technical and Developer support. From the effective date of this change, 30th September 2012, the type of support offered for Sage Line 100 will be changing.

At this time there will be a move into a phase of Extended Support meaning whilst technical support, enable strings and the facility for existing customers to add users or modules to their systems will be provided, software updates related to Sage Line 100 will no longer be available. Sage Line 100 will no longer be legislatively compliant and support for Sage Line 100 will not be available through the Mid-Market Developers Programme.

The table below shows the summary of the changes that will be introduced:

	Mainstream Support to 30th Sept 2012	Extended Support from Oct 2012
Product available for sale (additional users/modules only, no new site licences)	Yes	Yes
Enable strings	Yes	Yes
Technical Support	Yes	Yes
Legislative Updates (provided by Sage to maintain legal/fiscal compliance)	Yes	No
Hot fixes/ Bug fixes/ Patches/ Service packs (provided by Sage for recognised defects)	Yes	No
Wish list/defect log (open for the registration of defects)	Yes	No

Sage have made these changes to allow them to concentrate on Research and Development including Support resources on the Sage 200 Suite, which has more advanced software features and customisation tools, which is Sage's primary solution for mid-sized businesses.

We shall be contacting you in due course to look at the options available and help you make any necessary changes.

In the meantime if you have any questions or queries, please do not hesitate to call us.