

Support Obsolescence Policy

The Act! Support Obsolescence Policy details support for the current version and specific recent releases of Act! products.

The current version will receive all feature enhancements, service packs, hotfixes, security improvements, and compatibility updates, while other supported versions will receive these items exclusively to address issues potentially resulting in data loss or data corruption due to product defect, excluding those deemed third-party caused or due to negligence of the user.

Unsupported versions do not receive updates, so do not benefit from security improvements and compatibility updates, and not eligible for technical support.

For access to technical support for a supported version, an active subscription or active support contract is required.

Act! Premium v24, Act! Growth Suite v24	Through 7/31/24
Act! Pro v24 (available North America only)	Through 7/31/24
Act! Premium v23, Act! Growth Suite v23 Note: Act! Premium Cloud customers (hosted by Act!) that are on v23 will be supported through 12/31/23.	Through 7/31/23
Act! Premium v22, Act! Growth Suite v22	Through 3/31/22
Act! Premium v21, Act! Growth Suite v21	Through 11/30/21
Act! Pro v21, & Act! Pro v22	Through 11/30/21
Act! v20 products	Through 11/30/20
Act! v19 products	Through 11/30/19

Act! v18 products	Through 11/30/18
Act! v17 products	Through 11/30/17
Act! v16 products	Through 11/30/16
Sage ACT! 2013 (15.x) products	Through 11/30/15
Sage ACT! 2012 (14.x) products	Through 11/30/14
Sage ACT! 2011 (13.x) products	Through 11/30/13
ACT! by Sage for Real Estate 2010 (12.x) products and ACT! by Sage for Financial Professionals 2010 (12.x) products	Through 7/31/13
ACT! by Sage 2010 (12.x) products	Through 11/30/12
ACT! by Sage for Real Estate 2009 (11.x) products and ACT! by Sage for Financial Professionals 2009 (11.x) products	Through 7/31/12
ACT! by Sage 2009 (11.x) products, ACT! by Sage for Real Estate 2008 (10.0) products, ACT! by Sage for Financial Professionals 2008 (10.0) products, and ACT! for Palm OS3.0	Through 11/30/11
ACT! by Sage 2008 (10.x) products, ACT! by Sage for Financial Professionals 2007 (9.x) products, and ACT! by Sage for Real Estate 2007 (9.x) products	Through 11/30/10
ACT! by Sage 2007 (9.x) products and ACT! by Sage Premium for Real Estate 2006 (8.x)	Through 11/30/09
ACT! by Sage 2006 (8.x) products and ACT! for Palm OS® 2.0	Through 11/30/08

ACT! by Sage 2005 (7.x) products	Through 11/30/07
ACT! 6.x and prior versions	Support discontinued

Important Note: The Act! 365 and Act! Growth Suite-Starter products will be discontinued on June 1, 2024