

Summary

- Sage 300 and Sage CRM Support Matrix for current versions.
- This KB explains the supported versions and installation process.
- Sage CRM is supported for two versions while Sage 300 supported for three versions. Customers are encouraged to upgrade their product to resolve outstanding issues. Currently the supported version are Sage CRM 2018, 2019, and 2020 to integrate with Sage 300 2019, 2020, or 2021.

Disclaimer

Upgrade Warning

If you use third-party products that integrate with your Sage product, check with the vendor of your third-party product to ensure their product is fully compatible with this release. If you integrate with other Sage products, check with your business partner or Sage to ensure that these components are compatible.

Resolution

Sage CRM with Sage 300 integration has two components.

One is called **Integration Component for Sage CRM**, this component is installed on **CRM server**.

The other is **Integration Component for Sage 300**, this component is installed on **Sage 300 server**.

1. For Sage 300 ERP server which is running Sage 300 ERP:
On Sage CRM server: Download and install the matching integration component from table below.
On Sage 300 server: Install or modify Sage 300 ERP installation, select **Sage CRM Integration** feature.
2. It is suggested to apply Sage 300 Product Updates to avoid known issues related to integration.

The following chart is the Support Matrix between Sage CRM and Sage 300 ERP. All the KB's are Integration component on CRM server.

	Sage 300 2019.4	Sage 300 2019.5	Sage 300 2019.6	Sage 300 2020.0	Sage 300 2020.1	Sage 300 2020.2	Sage 300 2020.3
Sage CRM 2018 R3	Yes KB92848	No	No	No	No	No	No
Sage CRM 2019 R1	Yes KB95589	No	No	Yes KB95589	Yes KB102326	No	No
Sage CRM 2019 R2	Yes KB101192	Yes KB104414	Yes KB104414	Yes KB101193	Yes KB102326	Yes KB104415	Yes KB104415
Sage CRM 2020 R1	Yes KB103929	Yes KB 104414	No	No	Yes KB103928	Yes KB104415	No
Sage CRM 2020 R2	No	No	Yes KB106711*	No	No	No	Yes KB106710*

* The Sage CRM integration component for Sage 300 is now included in the download file for each Sage 300 product update, starting with 2019.6, 2020.3 & 2021.0.

Note 1: Please use the **Related Resources** link to download CRM integration component and CRM patches.