Drake Download Center - Prior-Year Access

This document discusses the changes to the Drake Download center, and provides answers to some frequently asked questions about the change for the Sales team.

Summary of Program Availability, Support, and Updates

The following charts are for Tax Year 2024.

Drake Tax

Program Year	Software Download Available?	Customer Support Available? *	Software Product Updates Available? *
2017 and Prior	Not Available	Not Available	Not Available
2018	Available	Not Available	Not Available
2019	Available	Not Available	Not Available
2020	Available	Not Available	Not Available
2021	Available	Not Available	Not Available
2022	Available	Available	Available
2023	Available	Available	Available
2024	Available	Available	Available

Conversions

Program Year	Software Download Available?	Customer Support Available? *	Software Product Updates Available? *
2017 and Prior	Not Available	Not Available	Not Available
2018	Available	Not Available	Not Available
2019	Available	Not Available	Not Available
2020	Available	Not Available	Not Available

Program Year	Software Download Available?	Customer Support Available? *	Software Product Updates Available? *
2021	Available	Not Available	Not Available
2022	Available	Not Available	Not Available
2023	Available	Available	Not Available
2024	Available	Available	Available

Drake Accounting

Program Year	Software Download Available?	Customer Support Available? *	Software Product Updates Available? *
2018 and Prior	Not Available	Not Available	Not Available
2019	Available	Not Available	Not Available
2020	Available	Not Available	Not Available
2021	Available	Not Available	Not Available
2022	Available	Not Available	Not Available
2023	Available	Not Available	Not Available
2024	Available	Available	Not Available
2025	Available	Available	Available

* Drake Software's customer support services and software updates are governed by each software product's End User License Agreement. Drake Software generally offers customer support and software updates for prior-year products on a commercially reasonable basis.

Frequently Asked Questions

What types of Drake Software will follow this new policy?

Drake Tax, Conversions, and Drake Accounting software

When does this change take effect?

Per customer communication, this new policy will go into effect August 1, 2025.

To what years will New Sales have access?

New Sales will be able to download 2018 – 2023 as unlimited with their purchase of Drake Tax 2025.

Drake Tax 2024 is provisioned in PPR mode with 0 returns in the bank by default with their purchase. This will generate a PPR serial number, but they will have to purchase returns before they can create/file. They can upgrade to unlimited for $300.

ONLY UPON REQUEST: If a New Sale requests software prior to 2018 (e.g., they specialize in tax resolution work), we can provide them a link to download 2016 and 2017. Corresponding serial numbers will be available in their online account. **It is important that software prior to the most recent seven years is only provided upon request.**

To what years do existing customers have access?

Existing customers will be able to download Drake Tax 2018-2024 from the support website. Availability in the download center has no impact on their ability to access and use older versions of the desktop software.

Is it possible for a customer to get access to prior years of Drake Tax that aren't available online (download outside 7-year window)?

The download center will only include the most current seven years. 2017 and prior are not available online.

If they specifically request access to an older year and have a serial number for that year, an exception may be possible on a case-by-case basis (e.g., someone requesting prior software for tax resolution work). If the customer insists that they need a version of the software that is no longer available in the download center, escalate the request to the CServices team (CRMT).

Can we provide prior-year software or serial numbers upon request?

Generally, customers will only be able to download the programs that are available online (see above for details). In addition, they will need to retrieve their assigned serial numbers by logging into the support site.