Table of Contents

QlikView Release Management Policies

August 2013

Support and software upgrades are only available to customers & partners with a valid maintenance contract.

Definitions:

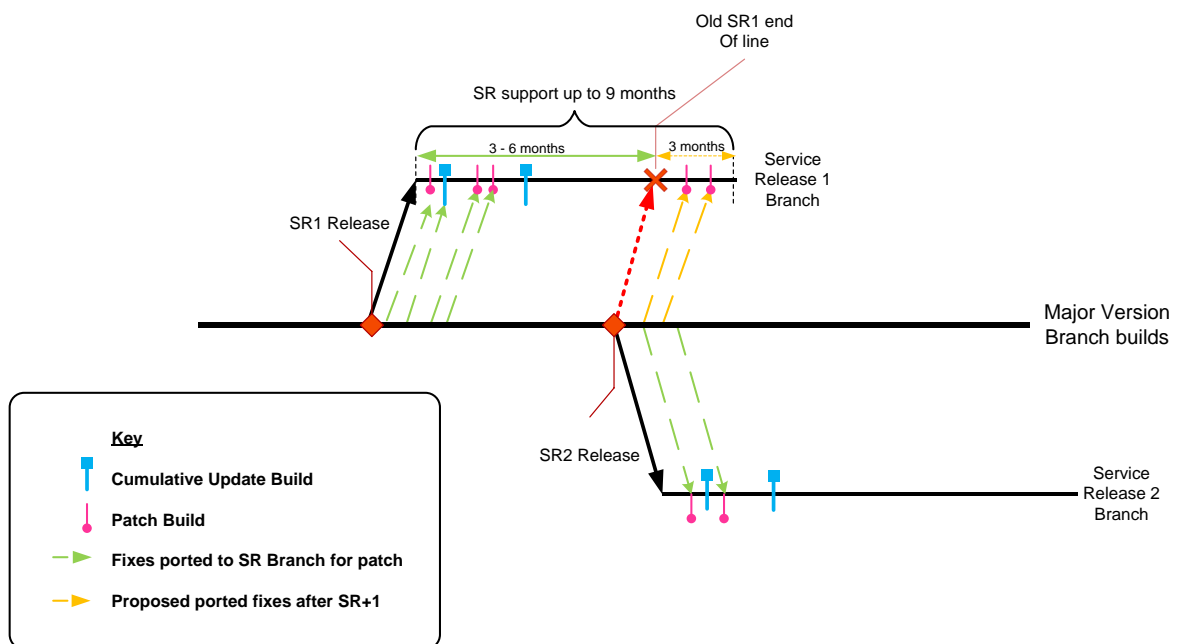| Type	Definition	Scope & testing	Supported life time
Patch	*A patch is a specific fix which addresses a single problem. Patches are cumulative and contain previous fixes built on the current branch.*	Small scope, bug fix verification.	
Service Release	*A service release is cumulative release, including new fixes along with fixes from previously released patches and service releases, since the initial product release.* *Service Releases may also contain changes to supported environments.*	A service release has a significantly larger scope than patches and updates. All service releases have passed extended regression testing.	Up to 9 months
Major Version	A major version includes new as well as improved features and functionalities.	Full testing including automatic and manual regression testing, function testing as well as public beta testing.	2 years from release of new major version.

Service release and update plan

QlikView release plan for service releases is:

- Regular service releases with a cadence of 6 releases/ year.

All service releases are fully regression tested.

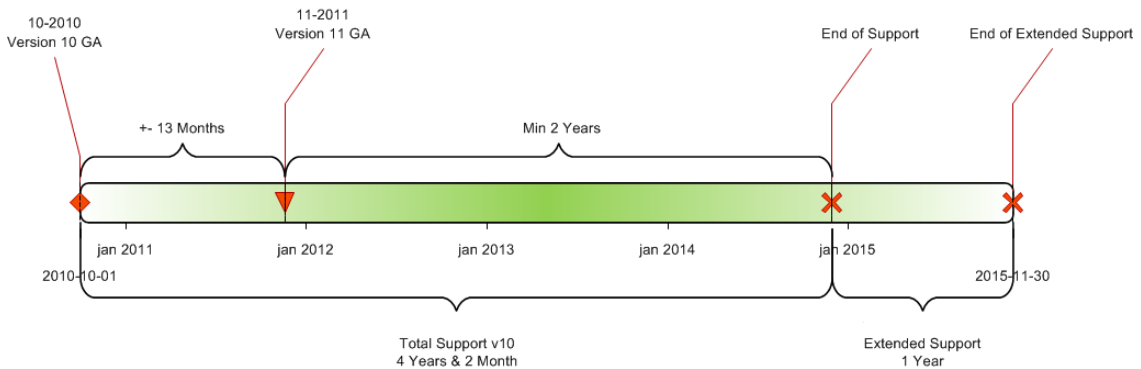## Patch Management Lifecycle:

qlikview.com

End of Product Support Policies for Major Versions

General Policy:

QlikTech's obligations with respect to Maintenance are expressly conditioned upon the installation and use by the End User of either: (i) the most current Version of the Software; or (ii) the immediately preceding Version of the Software for 24 months from the date the most current Version of the Software was made generally available.

QlikView v10

qlikview.com

Customer patch diligence

To be able submit a request for a patch most following diligence be understood and for filled by the customer.

A patch is a customer specific fix with focus on solving anywhere from a single to a few bugs with a small and easy to implement release.

The customer patch is to be used only for business critical defects, where a work around is not possible or applicable, and can only be requested for a verified defect.

All defect corrections are tested and validated, however a patch is not tested to the same extent as a planned service release and therefore also has a higher risk for product degrades and undocumented changes.

All defect fixes are accumulated and built on the latest available service release if nothing else has been decided. QlikTech reserves the right to deny requests based on risks and time restrictions affiliated with code changes or external factors out of QlikTech's control.

As the patch is issued for a business critical defect, the final patch release should be deployed in the customer environment and then provide results and feedback to QlikTech support for quality and verification purposes.

QlikTech support always recommends updating to the next service release and to backup sensitive data before deployment

qlikview.com