

# Patch Management Policy: QlikView

## Availability of QlikView Patches

Customers and Partners with a valid maintenance contract have access to technical support and new Service Releases. Qlik may, at its discretion, issue a special Patch build if a critical software degrade is found in a Service Release which is within the Patch Window. The Patch Window of a Service Release is a period of 9 months from the release date of that Service Release.

## Software Releases

QlikView software releases are made available in the following forms:

Type	Definition & Scope	Testing	Support Period
<b>Major Version – Initial Release [IR]</b>	A major version includes new as well as improved features and functionality.	Full testing including automated and manual testing, regression testing, Alpha and public Beta phases.	Technical Support: up to 2 years from the release date of the next Major Version. An IR is not eligible for a patch.
<b>Service Release [SR]</b>	A Service Release contains bug fixes and may contain a small number of new features or new functionality.	Full release cycle, including automated and manual testing, regression testing and a short Beta phase.	Technical Support: During life of parent Major Version. Patch Support: Only degrade bugs up to 9 months from SR release date.
<b>Update</b>	An Update is a minor Service Release and contains only bug or security fixes.	Shortened release cycle, automated and manual testing, limited regression testing, no Beta phase.	Technical Support: During life of parent Major Version.
<b>Patch</b>	A patch is a specific fix which addresses a software bug. A patch build is cumulative of all previous patches released on the parent SR branch.	Testing is focused only upon the issue(s) being fixed. No regression testing.	Technical support only during life of parent SR.

## Release Cadence

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QlikView Service Releases are made available on average, every 2 to 4 months. This time period may vary and the time period between Service Releases will increase as a major version approaches end of life.

## End of Life for Major Versions

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Qlik'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.

## Conditions of Patch creation and usage

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Qlik will consider issuing a software patch for QlikView provided the following conditions have been read and agreed to by the patch requestor:

- A patch will only be considered for a business critical degrade. A bug is considered a degrade by Qlik if the issue involves functionality which worked in an earlier SR but which is broken in a subsequent SR.
- A patch request on a non-degrade bug will be escalated upon special request to the VP Engineering Operations (R&D) and the VP of Global Support for approval.
- A patch release is not regression tested. Testing is limited to verifying that the proposed fix works correctly.
- By requesting a patch for a degrade, the requestor agrees to install and verify the patch fix in their QlikView environment and to provide Qlik with confirmation of the installation and fix when requested.
- Qlik reserves the right to decline a patch request.
- Patches are cumulative of all bug fixes already patched on that particular SR branch. We regret that Customer Branches cannot be considered.