



Release Management Policy

Software Releases and Patches are available to customers and partners with a valid and current agreement which includes Maintenance Services. This Release Management Policy describes Qlik’s current release management practices for Qlik Sense, Qlik Sense Desktop, Qlik Sense Mobile (collectively “Qlik Sense”), Qlik Analytics Platform, and Qlik NPrinting,¹ and is subject to change from time to time. Except as otherwise defined in this Policy, capitalized terms shall have the same meaning as set forth in the Maintenance Policy.

A. Qlik Software Release Definitions

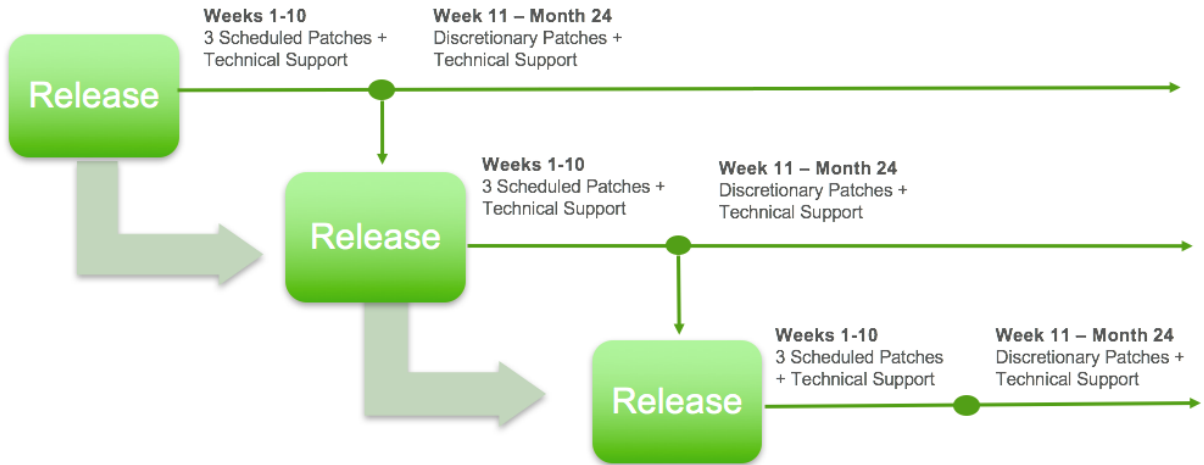
Type	Definition	Scope and Testing	Error Correction Eligibility
Release	A Release may include (a) new as well as enhanced features, (b) new fixes, or (c) changes to supported environments.	All Releases are considered equivalent regarding availability of new features. Full testing including automatic and manual regression testing and function testing.	Patches are scheduled until the next Release is made generally available. Additional discretionary Patches may be made available for up to two years from the Release date.
Service Release	A Service Release is a cumulative release and may include new fixes as well as fixes from previous Service Releases on the current Release. Service Releases may also contain changes to supported environments.	A Service Release has a larger scope than Patches. Service Releases are subject to extended regression testing.	Until the next Release or Service Release (whichever is first) is made generally available.
Patch (Scheduled)	A scheduled Patch may include (a) new fixes to the most recent Release or (b) changes to supported environments.	Small scope. Bug fix verification.	Patches are scheduled until the next Release is made generally available. Additional discretionary Patches may be made available for up to two years from the Release date.
Patch (Licensee)	A Licensee Patch is a customer specific fix for a business-critical defect.	Small scope.	Patches may be issued for up to two years from the Release date.

B. Qlik Sense and Qlik Analytics Platform

1. Releases. Releases are scheduled approximately every ten (10) weeks for Qlik Sense and Qlik Analytics Platform to provide high availability of new features and help reduce risk on implementation. Each new Release supersedes the previous Release.

¹ This policy is applicable to NPrinting version 17.x and later. Earlier versions of NPrinting, which are compatible only with QlikView, are governed by the QlikView release management policy.

2. **Patches.** Patches are scheduled for the current Release approximately every three (3) weeks until the next Release is made generally available. Additional Patches may be made available at Qlik’s sole discretion based on criticality for up to twenty-four (24) months from the date of the current Release.



C. NPrinting

1. **Releases.** One annual Release is scheduled for NPrinting. Each new Release supersedes the previous Release.
2. **Service Releases.** One Service Release may be made available following the current Release of Qlik NPrinting. Additional Service Releases may be developed as needed in Qlik’s sole discretion. Patches are not planned for NPrinting and Service Releases are not planned for Qlik Sense² or Qlik Analytics Platform.

D. Technical Support for Releases

Qlik’s obligations with respect to Support Services for Releases are expressly conditioned upon the installation and use by the Licensee of either (a) the current Release, or (b) a Release made available within twenty-four (24) months from the date that the current Release was made generally available (a “Supported Version”).

E. Licensee Patch Request Diligence

The following applies to Licensee requests for Patches:

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. Qlik is not obligated to provide a Patch in the event of an Error in the Software, but rather Patches will be provided by Qlik in its discretion.

Only business critical, verified defects that either: i) pose a security threat to the user’s environment, or ii) which cause the user’s production environment to be inoperable, are eligible for Licensee Patches if a work around is not possible or applicable. Note that a Licensee Patch is not tested to the same extent as a planned Patch and therefore also has a higher risk for product degradation and undocumented changes.

² Service Releases are not scheduled for Qlik Sense following v3.2.

All defect fixes are accumulated and built on the latest available Release unless otherwise agreed by Qlik. Qlik reserves the right to deny requests based on risks and time restrictions affiliated with code changes or external factors outside of Qlik's control.

As a Patch is issued for a business critical defect, the Patch should be deployed in the user environment and then provide results and feedback to Qlik support for quality and verification purposes. Qlik always recommends updating to the current Release and to backup sensitive data before deployment.

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