



QlikView Release Management Policies

Maintenance and software Upgrades are only available to customers and partners with a valid and current maintenance contract

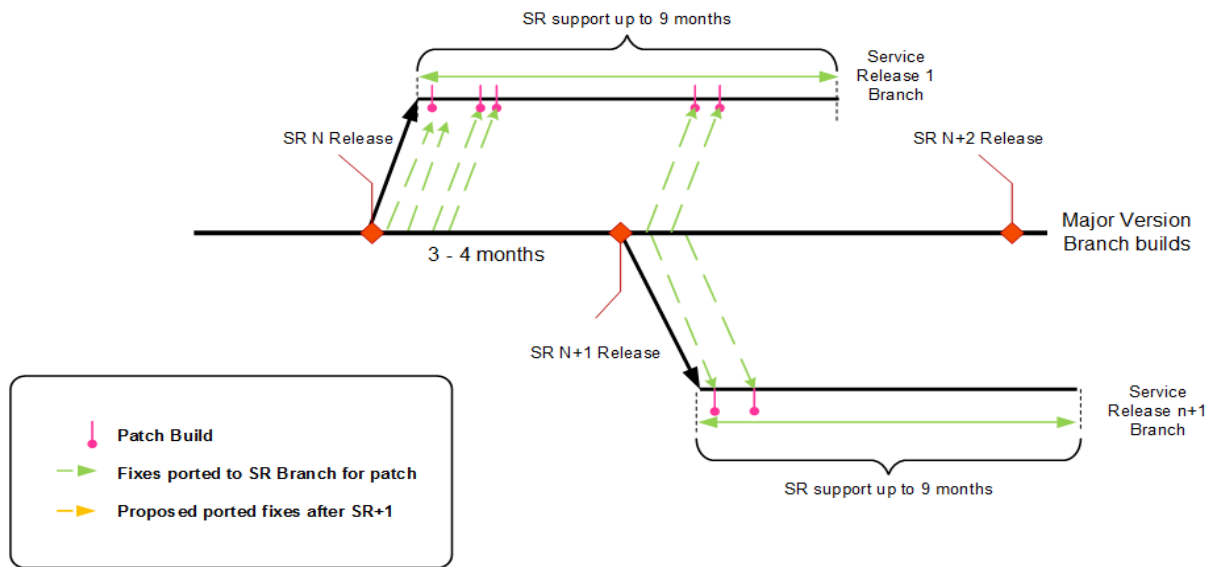
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QlikView Release Definitions

Type	Definition	Scope and Testing	Error Correction Eligibility
Patch	A Patch is a customer specific fix which addresses a single problem. Patches are cumulative and contain previous fixes built on the current branch	Small scope, bug fix verification.	Not Applicable, licensees are required to move to next available Service Release
Service Release	A Service Release is a 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. 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 customer and partner beta testing.	2 years from release of next Major Version

Patch Management Lifecycle



End of Product Support Policy for Major Versions

Qlik’s obligations with respect to Maintenance are expressly conditioned upon the installation and use by the Licensee of either: (i) the most current Major Version of the Software; or (ii) the immediately preceding Major Version of the Software for 24 months from the date the most current Major Version of the Software was made generally available (each, a “Supported Version”).

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, where a work around is not possible or applicable, are eligible for Licensee Patches.

Note that 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 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 out of Qlik’s control.

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

Qlik support always recommends updating to the next Service Release and to backup sensitive data before deployment.

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