



## Qlik Sense 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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### Qlik Sense Release Definitions

Type	Definition	Scope and Testing	Error Correction Eligibility
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 a Patch. All service releases have passed regression testing.	Until the next Service Release or Major Version (whichever is released first) is shipped.
Minor Version	A Minor Version includes new as well as improved features and functionalities.	Full testing including automatic and manual regression testing, function testing.	Until the next Minor or Major Version (whichever is released first) is shipped.
Major Version	A Major Version includes new as well as improved features and functionalities. Point of time when a release track can be chosen for Qlik Support.	Full testing including automatic and manual regression testing, function testing as well as customer and partner beta testing.	One (1) year from release of next Major Version.

## Qlik Sense Release Tracks

Two different release tracks are available for Qlik Sense:

1. **Feature Track.** In this track, Minor Versions (including new features) are provided. Fixes are offered in the next available Service Release, Minor or Major Version.
2. **Service Release Track.** In this track, features will only be introduced in a Major Version. All regular fixes are offered in the next available Service Release or Major Version. Licensees do not receive Minor Versions.

### Track Selection

Licensees select their desired track at the time of initial download by downloading either the then-current Feature Track release or Service Track release. Each Licensee production site may only be on one Track. If the Feature Track is selected for a Licensee production site, it is not possible to switch to the Service Release Track. If the Service Release Track is selected for a Licensee production site, a Licensee may switch to the Feature Release Track by upgrading to the latest Minor Version on the Feature Track.

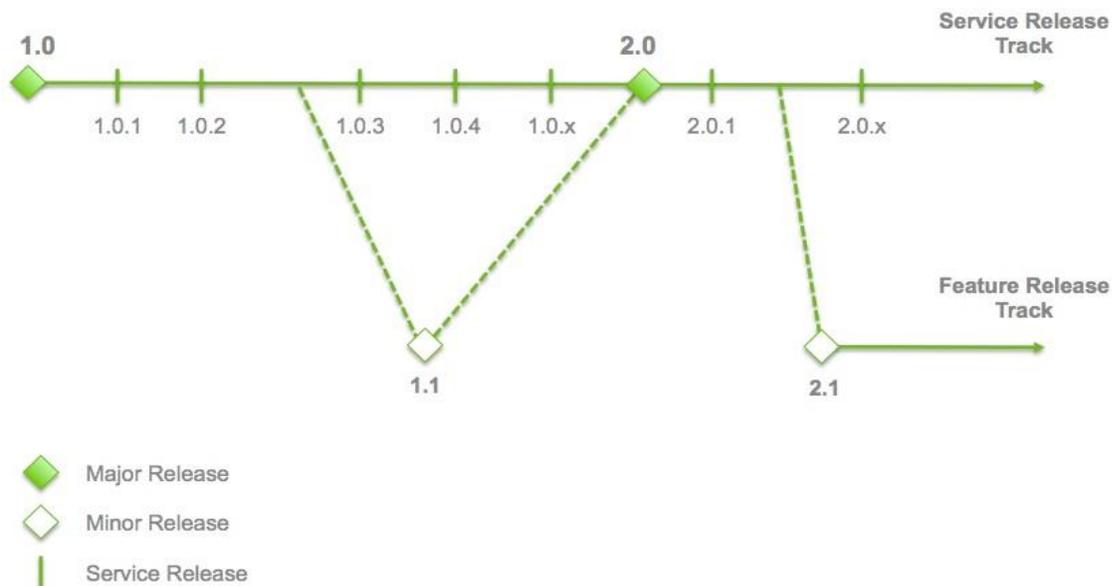
### Bug Fixes

Software fixes apply to both tracks until the first Minor Version of a Major Version. After the initial Minor Version, software fixes will be unique to each track. Licensees are required to be on the then-current release in their Track in order to get new fixes.

## Service Release Management Lifecycle

**Service Release Track.** Within the Service Release track, each new Service Release supersedes the previous Service Release for software fixes. Therefore, the error correction eligibility of any Service Release in the Service Release track is until the next available Service Release or Major Version.

**Feature Release Track.** Within the Feature Release track, each new Minor Version supersedes the previous Minor Version. Therefore, the error correction eligibility of any Feature Release is until the next Minor Version. For example, if a Licensee is on the Feature Track and the latest shipped version is 1.1.0, the Licensee would need to move to 1.2.0 in order to receive bug fixes.



## End of Product Support Policy for Major Versions

Qlik's obligations with respect to Maintenance for Qlik Sense Major Versions 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 12 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 that either represent a security threat to the Licensee's environment or which cause Licensee's production environment to be inoperable, and 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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