



QlikView Release Management Policies

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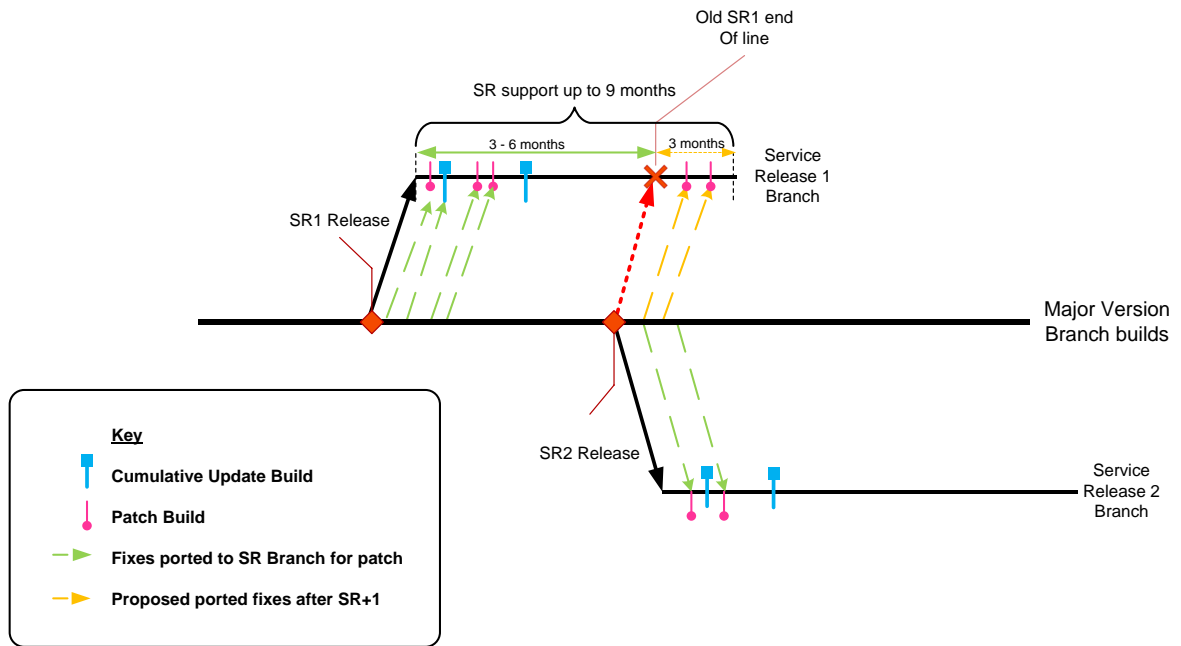
QlikView Release Management Policies

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

Definitions

Type	Definition	Scope & testing	Supported life time
Customer Patch	A patch is a customer specific fix which addresses a single customer problem. Customer patches are cumulative and contain previous fixes built on the current branch.	Small scope, bug fix verification.	
Update	The update is an accumulation of patches intended for general public use.	Collection of released customer patches. Regression tested.	
Service Release	A service release is a collection of all patches, updates and earlier services releases that have been solved 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.

Release Management Lifecycle



Version 9 planned Service Releases *

Service Release	Month
QlikView SR 7	Already released. No further SR planned

Version 10 planned Service Releases *

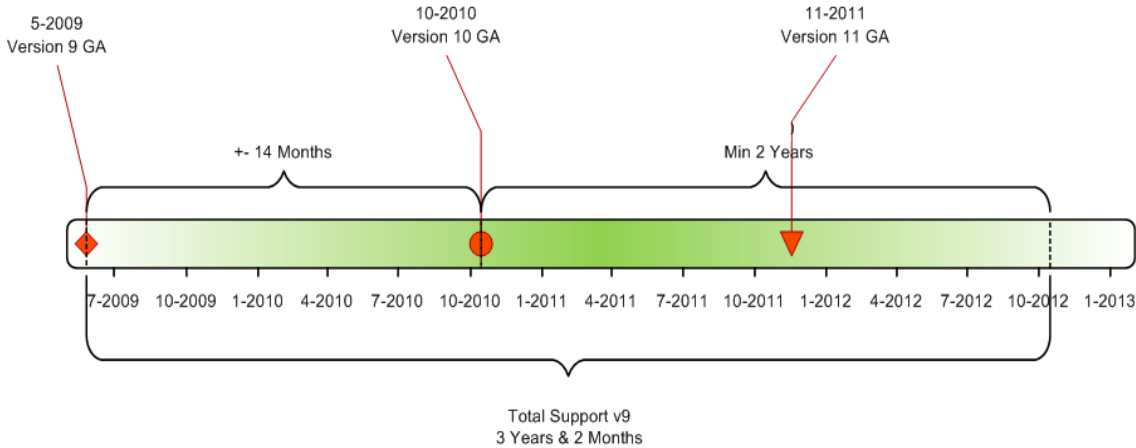
Service Release	Month
QlikView SR 4	November 2011
QlikView SR 5	May 2012
QlikView SR 6	Not planned at present

* Service Releases dates are provided as target dates only, and QlikTech reserves the right to change those dates as deemed necessary.

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.



FAQ

Q – What should I do before I deploy a Customer Patch?

A- Before deploying a Customer Patch to a production environment, confirm that the patch fixes the specified bug by testing in a non-production environment. Do not forget to backup your configuration and QlikView document(s).

Q - How long is a Customer Patch/Update/Service Release supported?

A - Up to 9 months after the Service Release is released, even if a subsequent Service Release has been made available. If no new Service Release is available, support will end with the end of life of that major version.

Q – I use patch x, how long will it be supported for?

A – A Customer Patch is supported for as long as the Service Release it is based on is supported. Check with QlikView Support if you are unsure if your build is supported or not.

Q – How do I request a Customer Patch?

A - A Customer Patch is always requested and provided through QlikView Support.

Q - Where can I find/download a Patch?

A – All download information and links are provided by QlikView support. Patches are not available on the download site.

Q – When can I ask for a Patch?

A – A Patch may be requested by a technical contact by the usual process of raising a technical case for a bug.

Q – How long does it take to get a Patch?

A – A Patch will take up to 30 days from the date the Patch is requested.

Q – Will all Patch requests be approved?

A – No. All requests are individually evaluated. QlikTech will consider the business impact, risk and complexity of code changes required before agreeing to and issuing a Patch.

Q – What is included in a Patch?

A – The updated parts of the QlikView suite that are required to solve the bug(s) the patch is requested for. All patches are cumulative of code changes made since the last Update/Service Release.

Q – Can we get a customer patch without previous fixes included?

A – No. Patches are cumulative and include previous fixes.

Q – How does an Update work?

A – All updates are release in MSP format where no full reinstallation is required. Updated files will automatically replace the old files and only update the part of the previous installation that has been fixed.

Q – I Have problem with my Patch, what shall I do?

A – Please contact QlikView Support for guidance and help.

Q –I'm on a Patch but a newer Update/Service Release is available. What do you recommend?

A – Updates & Service Releases are cumulative of Patches therefore we recommend that you move to the latest Update/Service Release as soon as possible.

Q – I read about a patch on the QlikView community site that sounds like one of the bugs I'm experiencing, what do I do?

A – Please contact QlikView support for more information. QlikView support will verify that your symptoms are aligned with those for the patched bug and if appropriate, issue you with the Patch.

Q – I am running a Customer Patch and have found a new bug. Can I get a new patch based on my current Patch?

A – No.

Q – What is included in an Update?

A – An Update is a collection of patches issued since the last Update/Service Release rolled in to one. Updates are regression tested, whereas a patch only receives minimal levels of testing.

Q – When is an Update released?

A - The release of an Update is controlled and initiated by QlikView Support as and when required. For example, if an issue is discovered which may affect many customers then it is more appropriate to issue an Update which is generally available than a customer patch, which is not.

Q - Where can I download an Update?

A – The latest update for each major version is always available on the download page.

Q – How often is a new Service Release made available?

A – Approximately every 3 to 6 months.

Q - I have problem with a release that is older than 9 months. What do I do?

A – Please update to a newer release.

Q – I'm on major version x, how long will it be supported?

A – All major versions are always supported for a minimum of 2 years after the release of the next major version.