

# QlikView® 11.2 Extended Support Update

## Frequently Asked Questions

### 1. What is Extended Support?

Extended Support consists only of troubleshooting and fixes that are issued as patches at Qlik's discretion. It is not an extension of the standard support and maintenance that is offered under the Qlik Support Policy. Only severe, mission critical issues will be considered for resolution in QlikView 11.2, and there will be no product enhancements to QlikView 11.2 as part of Extended Support.

### 2. What is the new expiration date for QlikView 11.2 Extended Support?

December 31, 2020

### 3. Why has QlikView Extended Support been extended to December 31, 2020?

We understand it takes time and resources for an organization to plan and complete upgrades. Therefore, we wanted to provide clarity when QlikView 11.2 Extended Support will end to provide ample planning time. Whether you choose to upgrade to the latest release, adopt dual-use licensing, or exercise your remix rights, we are here to support your journey.

### 4. How do I know if I am eligible for Extended Support?

If you are using QlikView 11.2 and are current on maintenance, you are eligible for Extended Support.

### 5. What if I'm not current on maintenance?

You are not eligible for Extended Support if you are not current on maintenance. However, you may renew or true-up on maintenance to receive Extended Support. Contact: [licenseadmin@qlik.com](mailto:licenseadmin@qlik.com) for more information.

### 6. Do I need to order or sign-up for QlikView 11.20 Extended Support?

You do not need to order or sign-up for QlikView 11.2 Extended Support. Eligibility is based on current maintenance status and it is available at no additional charge for customers using QlikView 11.20 and who are current on maintenance.

### 7. If I receive support through a partner, can I obtain Extended Support?

Yes. If you are current on maintenance and your partner is in good standing under the Qlik Partner Program, they may provide Extended Support to you.

### 8. How are fixes provided through Extended Support?

Fixes, if any, are at Qlik's discretion. Any fix will be delivered as a patch on QlikView 11.2 SR 17. Only severe, mission-critical issues will be considered for resolution.

### 9. Should I consider upgrading to the current QlikView release?

Yes. We highly recommend all customers upgrade to the latest release. Recent releases deliver the latest Qlik Associative Engine (the same engine powering Qlik Sense®), advanced analytics integration,

a new shared file structure, a fresh graphics library, improved security, greater support for non-English characters, and more. You may access the current release [here](#).

#### 10. How can I get help with my upgrade to the current QlikView release?

Materials for the upgrade process from QlikView 11.2 can be found on the [Qlik Community](#) and in the Knowledgebase article located [here](#). Qlik® Consulting and our partners are also available to provide you with services to assist in your upgrade.

#### 11. What happens if I don't upgrade from QlikView 11.2?

As of December 31, 2020, if you remain on QlikView 11.2, the product will no longer be subject to extended support.

#### 12. If I don't want to spend time and resources on a QlikView upgrade, what options do I have?

You can take one of two paths – adopt QlikView and Qlik Sense dual-use licensing or execute your remix rights.

Dual-use licensing offers you a cost-effective way to provide Qlik Sense to your existing QlikView user base for a minimal uplift on your annual maintenance cost. We highly recommend upgrading to the current QlikView release when adopting dual use to take advantage of future simplified licensing opportunities. Details on dual-use licensing can be found [here](#).

QlikView-to-Qlik Sense remix provides you with a migration path, if you choose to relinquish QlikView licenses. Remix rights were built into many license agreements. Refer to the [Remix Policy](#) and contact [licenseadmin@qlik.com](mailto:licenseadmin@qlik.com) for more information.

#### 13. Where can I go for more information?

Please visit the [QlikView Help Site](#) or the [QlikView Community Forum](#).



#### About Qlik

Qlik is on a mission to create a data-literate world, where everyone can use data to solve their most challenging problems. Only Qlik's end-to-end data management and analytics platform brings together all of an organization's data from any source, enabling people at any skill level to use their curiosity to uncover new insights. Companies use Qlik to see more deeply into customer behavior, reinvent business processes, discover new revenue streams, and balance risk and reward. Qlik does business in more than 100 countries and serves over 48,000 customers around the world.

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