



# Frequently Asked Questions

## Qlik NPrinting 16 Extended Support

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July 2018

This FAQ contains forward-looking statements, including, but not limited to, statements regarding the value and effectiveness of Qlik's products and Qlik's growth, expansion and market leadership, that involve risks, uncertainties, assumptions and other factors which, if they do not materialize or prove correct, could cause Qlik's results to differ materially from those expressed or implied by such forward-looking statements.

## General Information

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Support for NPrinting 16 is scheduled to end on March 31, 2019. Based on customer feedback, Qlik has decided to make Extended Support available to all NPrinting 16 customers who are current on maintenance, until at least March 31, 2020.

### Is there an additional charge for Extended Support?

There is no additional charge for Extended Support, provided NPrinting 16 customers are current on maintenance.

### Is Extended Support an extension of standard support under Qlik's Maintenance Policy?

No, this is not an extension of standard support under Qlik's Maintenance Policy. It consists only of troubleshooting and fixes that are issued as patches at Qlik's discretion. Only severe, mission critical issues will be considered for resolution in NPrinting 16.

### Will there be product enhancements to NPrinting 16 as part of Extended Support?

There will be no product enhancements to NPrinting 16 as part of Extended Support.

### Should customers remain on NPrinting 16 until support expires?

The availability of Extended Support for NPrinting 16 is to provide customers ample time to migrate to a fully featured and supported NPrinting product. This is *not* an indication that customers should stay on NPrinting 16 indefinitely.

### Does Extended Support for NPrinting 16 impact any QlikView support?

NPrinting 16's QlikView support for QlikView (11.20, 12.x) is unchanged and there is no impact on [QlikView 11.20 extended support](#).

### Will investment continue in NPrinting?

Yes. Significant investment in NPrinting will be made for the foreseeable future. Each new release delivers more gap features from NPrinting 16, increases product quality and performance (E.g. multi-threaded and multi-engine architecture to improve scalability, and adds new features such as support for Qlik Sense and authentication protocols like JWT, SAML, and Kerberos).

### **Will remaining gap features be addressed?**

Over the next year, Qlik will continue to add remaining gap features to NPrinting 18+, such as On-Demand for Qlik Sense, advanced search filters, task notifications, variable filters, select excluded filters, as well as variables in the email subject line and body.

### **How will Qlik help customers with migration?**

Qlik will deliver a migration tool to help customers migrate their reports, connections, filters, and tasks from NPrinting 16.

### **When will Qlik deliver the migration tool and additional gap features?**

For customers' planning purposes, Qlik intends to deliver the majority of these gap features along with the migration tool by the end of 2019.

### **What enablement resources will be available for internal employees, partners, and customers?**

Qlik will provide enablement through online articles, videos, and training courses. Qlik Consulting Services is well versed in the migration process and can assist customers and partners to facilitate this transition.

### **What version of NPrinting should be positioned for new customers?**

New customer opportunities should only be positioned with the latest version of Qlik NPrinting to benefit from numerous architectural, security and quality improvements, as well as to receive ongoing product enhancements and service releases.

### **Where can I find more information on the migration process from NPrinting 16?**

For more information on the migration process from NPrinting 16, access the migration document on Qlik Community.

### **What additional NPrinting resources are available?**

Additional materials and information can be found on the [NPrinting Community site](#).