

NiceLabel Product Lifecycle Policy

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1. Release Types

Major Release

Example: NiceLabel **2019**

Major release of a product includes major feature updates, performance improvements, and bug fixes. Upgrade is recommended for all users. Upgrade is free of charge for users with Software Maintenance Agreement (SMA). 50% upgrade discount is available for users of previous major versions.

Minor Release

Example: NiceLabel 2019.1

Minor release includes feature updates, performance improvements, and bug fixes. Upgrade is recommended for all users. Upgrade is free of charge for all users of current major version.

Service Release

Example: NiceLabel 2019.1.1

Service release includes bug fixes. Upgrade is recommended for users with performance issues. Upgrade is free of charge for all users of current major version.

Patch Release

Example: NiceLabel 2019.1.1 **Patch (build 2655)**

In case of critical issues without a workaround, NiceLabel might provide a patch release to affected customers even before the next Service Release is available. Patch releases are built on top of the latest official release. They are tested using thorough automatic testing procedures at NiceLabel, but not as extensively as other release types. Testing in real customer environments is required before a patch release can be used in production. NiceLabel Technical Support advises and provides patch releases to customers when applicable.

2. Product Lifecycle

Release Interval

Major releases occur on a 2 to 3-year interval. Between two major releases, minor releases typically occur twice per year. Service releases can become available ahead of schedule if needed.

End of Sale

General end of sale status for a major version occurs after it is superseded by a new major version. After this date, licenses for such version are sold only to support the existing users.

End of Support

General support is available for current and previous major versions. Effectively, this means that support for a major version is available up to 3 years after reaching its general end of sale status. After reaching the end of support status, the product also ceases to be eligible for upgrade pricing promotions.

Customers using Label Cloud SaaS platform get continuous software updates as they become available. They benefit from an always up-to-date and fully supported platform.

Support for Out of Service Software Versions

NiceLabel advises customers to keep up with software upgrades that are released according to the schedule from section 3. SMA customers with LMS software editions are entitled to receive limited best effort support even after general support for their version of NiceLabel products discontinues. NiceLabel support department continues to advise the customers on the issues and possible resolutions which might include advising to upgrade to a newer version of NiceLabel products as no changes to potential defects of the software are no longer possible at this point.

3. Schedule

	VERSION	INITIAL RELEASE	END OF SALE	END OF SUPPORT
LABEL CLOUD	2019.x (SaaS)	November 14, 2018	N/A (SaaS)	N/A (SaaS)
NICELABEL 2019	2019.x	November 14, 2018	TBA	TBA
NICELABEL 2017	2017.x	July 12, 2016	November 14, 2018	December 31, 2021
NICELABEL EXPRESS, PRO	5.x	March 22, 2007	October 25, 2012	December 31, 2015
NICELABEL SUITE	5.x	March 22, 2007	December 31, 2014	July 1, 2017
NICEWATCH ENTERPRISE	5.x	March 22, 2007	December 31, 2014	July 1, 2017
NICEWATCH ENTERPRISE BUSINESS CONNECTOR	5.x	March 22, 2007	December 31, 2014	July 1, 2017
PRINT CENTER	5.x	October 16, 2006	April 3, 2013	December 31, 2016
PORTAL	5.x	October 20, 2010	April 3, 2013	December 31, 2016
DESIGNERS (EXPRESS, STANDARD, PRO, POWERFORMS)	6.x	October 25, 2012	July 1, 2017	December 31, 2018
DESKTOP SUITE	6.x	April 3, 2013	July 1, 2017	December 31, 2018
AUTOMATION (EASY, PRO, ENTERPRISE)	1.x	April 3, 2013	December 31, 2016	December 31, 2018
CONTROL CENTER (PRO, ENTERPRISE)	6.x	April 3, 2013	December 31, 2016	December 31, 2018
POWERFORMS WEB	6.x	April 3, 2013	December 31, 2016	December 31, 2018

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