

NiceLabel Product Lifecycle Policy

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NiceLabel Product Lifecycle Policy

With the release of version 2017 NiceLabel is introducing a clear and more formalized Product Lifecycle Policy.

1. NiceLabel Release Types

Major Release

Example: NiceLabel **2017**

Includes major feature updates, performance improvements and bug fixes. Upgrade recommended for all users. Upgrade free for users with Software Maintenance Agreement (SMA). 50% upgrade discount available for users of previous major version.

Minor Release

NiceLabel 2017.1

Includes feature updates, performance improvements and bug fixes. Upgrade recommended for all users. Upgrade free for all users of current major version.

Service Release

NiceLabel 2017.1.1

Includes bug fixes. Upgrade recommended for users with issues. Upgrade free for all users of current major version.

2. Product Lifecycle

Release Interval

Major releases occur on a 2-year interval. Between two major releases, minor releases will typically occur twice per year. Service releases can be made available outside of the schedule if needed.

End of Sale

General end of sale for a major version occurs 3 months after it has been superseded with a new major version. After this date licenses for such version are sold only to support existing users.

End of Support

General support is available for current and previous major version. Effectively this means that support for a major version is available for 2 years after its general end of sale. When end of support is reached, the product is no longer eligible for upgrade pricing promotions.

Schedule

	VERSION	INITIAL RELEASE	END OF SALE	END OF SUPPORT
NICELABEL 2017	2017.x	July 12, 2016	TBA	TBA

3. Old Product Sale and Support Schedule

	VERSION	INITIAL RELEASE	END OF SALE	END OF SUPPORT
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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