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## **Qlik NPrinting® 16 – Important Support Update**

### ***Commitment to our NPrinting customers***

Support for Qlik NPrinting version 16 is scheduled to end on March 31, 2019. However, based on customer feedback, Qlik has decided to continue Extended Support for all NPrinting 16 customers, who are current on maintenance, at no additional charge. Extended Support for NPrinting 16 will be available until March 31, 2020.

The availability of Extended Support for NPrinting 16 is to provide our valued customers with ample time to migrate to a fully featured and supported Qlik NPrinting product and is not an indication that customers should stay on NPrinting 16 indefinitely. Over the next year, Qlik will focus on adding remaining gap features from NPrinting 16 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. Additionally, Qlik is working to provide a migration tool to help customers migrate their reports, connections, filters and tasks from NPrinting 16.

Further, Extended Support is not an extension of standard support and maintenance under the Qlik Maintenance Policy. It consists only of end user technical support and discretionary patches for severe, mission critical issues. Extended Support does not include product enhancements or other bug fixes.

Some of the new features along with a migration tool are targeted for end of 2019. Qlik will also provide customer NPrinting migration and usage enablement through online articles, videos and training courses. Qlik Consulting Services is well versed in the migration process and can assist you to facilitate this transition.

Our customers are passionate about the transformative difference made by Qlik NPrinting and we're inspired by the insights and discoveries they make every day. To ensure their success, we remain fully committed to support their reporting needs. With each [new release](#), we deliver more gap features from NPrinting 16, increase product performance (e.g. multi-threaded and multi-engine architecture to improve scalability), and add new features such as support for Qlik Sense and authentication protocols like JWT, SAML and Kerberos.

For more information on the migration process from NPrinting 16, access the [migration document on Qlik Community](#). For more information on our product roadmap for NPrinting, please refer to our [statement of direction](#).



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