

Cleo Clarify 6.x

Eligibility & Licensing FAQ

CLEO INTEGRATION CLOUD (CIC): PRIVATE CLOUD EDITION

1. Who is eligible to upgrade to Cleo Clarify 6.x?

Cleo Clarify 6.x is available to all customers with active maintenance on their current Cleo Clarify license.

2. Will my current license type change when I upgrade to Cleo Clarify 6.x?

No. Your current license version carries forward. For example, if you are on a Clarify Lite or Clarify Express license, you will remain on that license. There is no change in license tier as part of the upgrade.

3. Does Cleo Clarify 6.x require a subscription license?

Yes. Cleo Clarify 6.x requires a subscription licensing model. Customers currently on a perpetual license will need to convert to a subscription to access Cleo Clarify 6.x. Contact your Cleo representative to discuss conversion options and pricing.

4. I'm currently on Cleo Clarify 4.x. Is there a deadline to upgrade?

Yes. Customers on Cleo Clarify 4.x are encouraged to upgrade prior to October 31, 2026. By upgrading before this date, your current pricing will be grandfathered in, subject to a standard 10% annual increase.

NOTE: Effective October 31, 2026, Cleo will end support for Cleo Clarify 4.x. All later versions will continue to have ongoing product support. After the stated EOS date, Cleo will no longer provide technical support for any issues for Cleo Clarify 4.x.

To ensure ongoing product support, customers must migrate to a supported version of Cleo Clarify (v5.x or later) or to Cleo Integration Cloud ahead of the stated EOS date.

5. What happens if I don't upgrade before October 31, 2026?

Customers who do not upgrade before October 31, 2026 may not be eligible for grandfathered pricing and will be subject to then-current pricing terms. Please contact your Cleo representative to discuss your options.

6. What are my migration options?

Cleo offers two supported paths from 4.x and 5.x to Cleo Clarify 6.x:

- Do-it-yourself migration – For customers wishing to manage the migration from version 4.x or 5.x to Cleo Clarify 6 or Cleo Integration Cloud, Cleo will provide migration guides, documentation, and best practices.
- Cleo Professional Services – To migrate to Cleo Clarify 6 or Cleo Integration Cloud, Cleo is providing a professional services option utilizing a tested and proven migration approach and methodology. To get started with your migration plan, reach out to clarify-migration@cleo.com.

7. Other questions regarding your upgrade or licensing options?

- For migration inquiries, reach out to clarify-migration@cleo.com.
- For licensing and subscription questions, contact your [Cleo representative](#) or [account executive](#).

Additional Resources

For documentation, release notes, and installer downloads, visit the Cleo Solution Center or your account portal.

For support inquiries, contact support@cleo.com or visit support.cleo.com

Contact Cleo

Today