QlikView Server - "No Server" in Access Point, DNS resolution fails

Information

Description

Symptoms

- Users receive a message "No Server" when they attempt to open the Access Point
- QlikView Server Service is running in Windows service console
- QlikView Server Service is disconnected in QlikView Management Console
- Restart of QlikView Server service may resolve the problem but the problem may repeat randomly, i.e. once a month.
- DNS resolution of host name indicates DNS resolution issues

Resolution

To resolve the issue use IP address instead of host name in QlikView Management Console.

- In QlikView Management Console, navigate to System -> Setup -> QlikView servers -> Url
- Change qvp://servername/ to qvp://IP address/
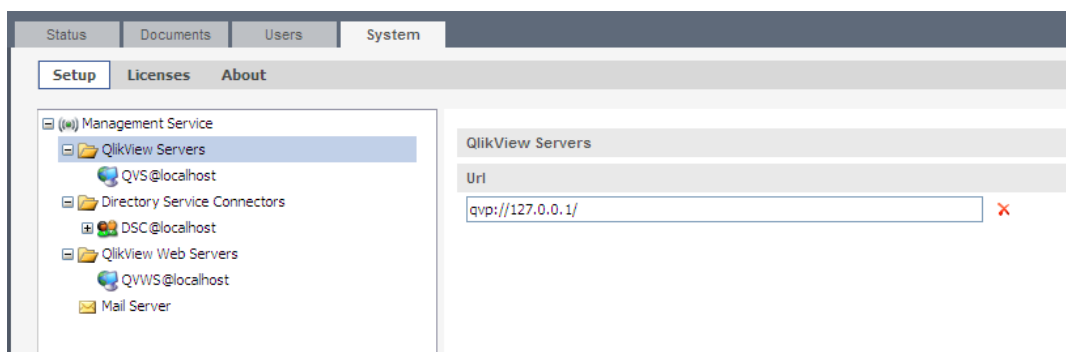
- Navigate to System -> Setup -> QVS@servername -> General tab -> Name
- Change QVS@servername to QVS@IP address
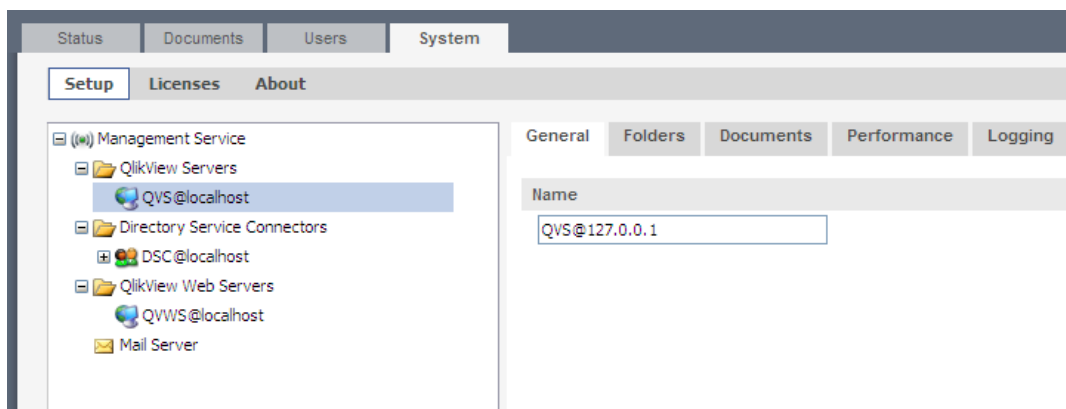
- Navigate to System -> Setup -> Directory Services Connectors -> Url
- Change http://servername:4730/qtds.asmx to http://IP address:4730/qtds.asmx
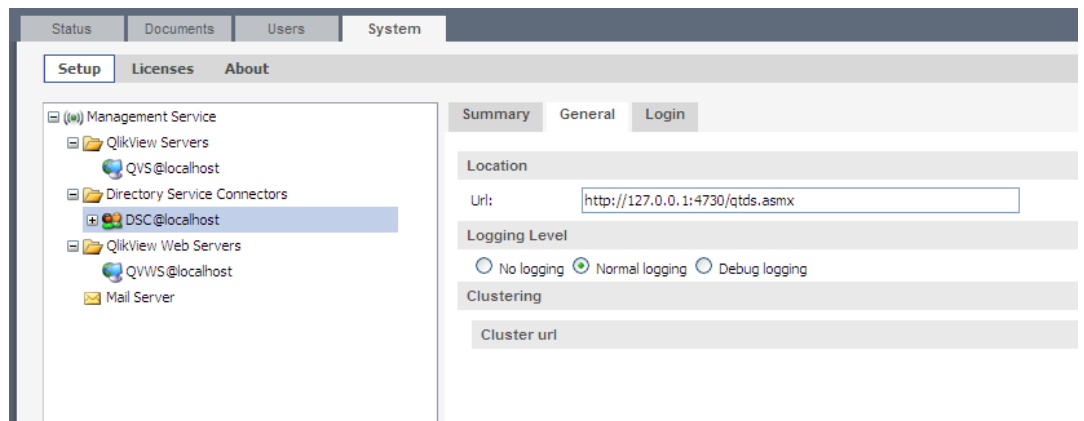
- Navigate to System -> Setup -> -> QlikView Web Servers - Url
- Change http://servername:4750/qwws.asmx to http://IP address:4750/qwws.asmx
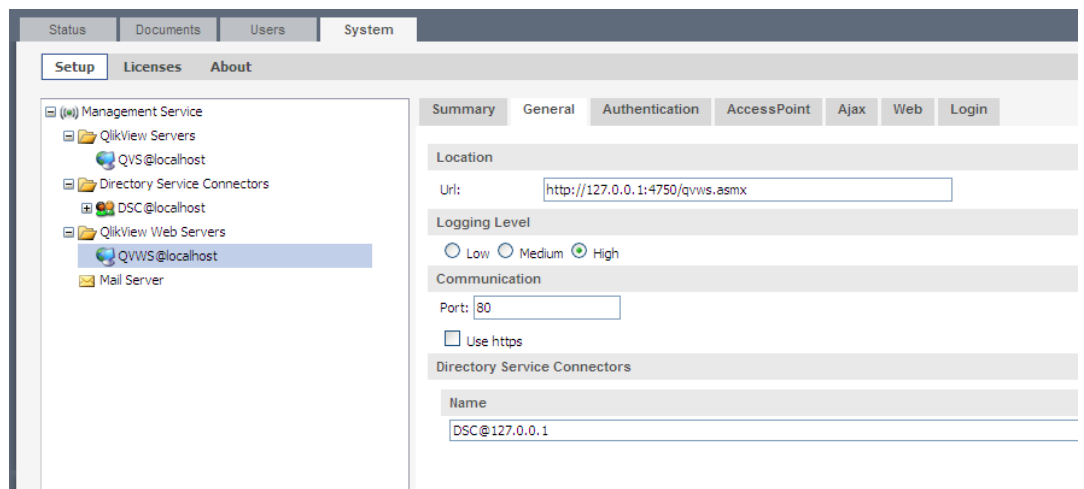
Cause   DNS or Security related issues in network environment may prevent name resolution and the use of host name in QlikView Server

Tags   Server management, No Server, Access Point, DNS, Qlikview server service

Attachment 1

Attachment 2

Attachment 3

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