

TROUBLESHOOTING MONITORING APPS

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Below is the check list to resolve the monitoring applications

- ❖ Make a copy of the monitoring app that is failing into your "Work Stream" then go to the Hub and run the reload process manually. This will show you if the issue is related to the task or the app reload. If the error is related to app then go to data load editor and check the error. If it is showing connection error check the connection for given below steps no (5) & (6). Also make sure the duplicate monitoring app owner is (sa_repository (INTERNAL\sa_repository)).
- ❖ Go to "C:\ProgramData\Qlik\Sense\Log" and you will see files such as "Operations_Monitor_Reload_Stats_xxx.qvd". Rename these files to .tmp extension then run the reload task to re-create the qvd. This may resolve issues related to corrupt .qvd file.
- ❖ The Rest connector file "QvRestConnector.exe.config" file may be missing from its default location. This rest connector error can be tested and replicated by double clicking on the "QvRestConnector.exe" file directly within the installation folder "C:\Program Files\Common Files\Qlik\Custom Data\QvRestConnector" .
- ❖ In QMC, check if the "Administrator" and "Service User" users have "RootAdmin" Admin roles assigned.
- ❖ In QMC data connections make sure that the "qrs_" data connections exist, there should be:
- ❖ For Qlik Sense June 2017 and later
 - monitor_apps_REST_app –
 - monitor_apps_REST_appobject
 - monitor_apps_REST_event
 - monitor_apps_REST_license_access –

- monitor_apps_REST_license_login –
- monitor_apps_REST_license_user –
- monitor_apps_REST_task –
- monitor_apps_REST_user

- ❖ In the above data connections, check the connection string and append "skipServerCertificateValidation=true" to it. For example: "CUSTOM CONNECT TO
"provider=QvRestConnector.exe;url=https://localhost/qrs/app/full;...;useWindowsAuthentication=true;skipServerCertificateValidation=true;" also make sure that there is only one instance of the connection string defined. If there is more than one, delete them.
- ❖ Make sure the user id and password are correctly set for each above data connection. This user can be dedicated account for above data connections but it needs to have rootadmin role. 8. Ask for a copy of the.QVF file from support for the exact version of Qlik Sense that is installed. Support can send you the application and you can import it in QMC. This will resolve any version mismatch SQL errors.
- ❖ After the Server Upgradation of qliksense the Monitoring apps are generated as per the updated version so simply publish and replace those generated app with old monitoring app.

1.The Monitoring apps have become corrupted

The Monitoring apps have become corrupted and are no longer functional.

Possible cause

Technical failure.

Proposed action

Do the following:

- ❖ In the QMC, open **Apps**.
- ❖ Click **Import** and select License Monitor.qvf from *%ProgramData%\Qlik\Sense\Repository\DefaultApps*.
 - If prompted, do not rename the app.
- ❖ Publish the newly imported License Monitor app to the Monitoring apps stream, replacing the existing, corrupt License Monitor.
- ❖ Repeat step 2 for Operations Monitor.qvf.
- ❖ Publish the newly imported Operations Monitor app to the Monitoring apps stream, replacing the existing, corruptOperations Monitor.

2.Reload of the Monitoring apps failed

There is more than one possible cause when the reload fails.

Insufficient administration rights in the QMC

Possible cause

The service account running the Qlik Sense services does not have the required RootAdmin role in the QMC.

Proposed action

For the Monitoring apps to successfully retrieve all data, the service account running the Qlik Sense services needs sufficient privileges. The easiest way to achieve that is to give the service account the role of RootAdmin in the QMC. Alternatively, you can change the data connections to use a different account/user which is RootAdmin.

Reload is performed on rim nodes

Possible cause

The load balancing rule *ResourcesOnNonCentralNodes* causes the reloads to fail on rim nodes.

Proposed action

Edit the load balancing rule *ResourcesOnNonCentralNodes*.

Do the following:

- ❖ From the QMC start page, open **Load balancing rules**.
- ❖ Select *ResourcesOnNonCentralNodes* and click **Edit**.
- ❖ Under **Advanced**, edit the **Conditions**, so that they read as follows:
((node.iscentral="false"))
- ❖ Click **Apply**.

The screenshot displays the Qlik Sense QMC interface for editing a load balancing rule. The browser address bar shows the URL: <https://ranvijay-9374.tcpl.com/qmc/audit/5c93c857-2b21-4a62-b30b-9d118eba5af4>. The page title is "Edit load balancing rules".

The rule configuration is as follows:

- Name:** ResourcesOnNonCentralNodes
- Description:** All resources need to be accessible on the non-central nodes, except the monitoring
- BASIC:**
 - Resource filter:** App_*
 - Actions:** Load balancing
- ADVANCED:**
 - Conditions:** ((node.iscentral="false" and resource.stream.id="a70ca8a5-1d59-4cc9-b5fa-6e207978dcafa"))
 - Context:** Both in hub and QMC

A warning message states: "This condition cannot be displayed in the rule editor because it is too complex." A "Validate rule" button is present below the conditions field.

The right-hand pane shows the "Audit" configuration with the following options:

- Audit:** [Button]
- Target resource:** Select resource [Dropdown]
- Environment:** Both in hub and QMC [Dropdown]

The bottom of the interface features a "TAGS" section with buttons for "Apply", "Cancel", and "Preview". The right side of the bottom bar contains buttons for "Associated rules", "Edit node", "View resource", and "Edit rule".

3.Message: “Error: HTTP protocol error 403 (Forbidden): The server refused to fulfill the request”

Possible cause

The user configured in *monitor_apps_REST_license_overview* data connection does not have read access to the license and access type entities.

Proposed action

Do the following:

- ❖ Open the **Data connections** overview page in the QMC.
- ❖ Select the *monitor_apps_REST_license_overview* data connection, click **Edit** and enter user ID and password credentials of a user with correct access rights.
- ❖ Save the changes.

The screenshot shows the 'Edit data connection' dialog in the QMC. The dialog is titled 'Edit data connection' and has a 'Data connections' breadcrumb. The main area is divided into two sections: 'IDENTIFICATION' and 'Properties'. The 'IDENTIFICATION' section contains the following fields:

Field	Value
Name	monitor_apps_REST_license_overview
Owner	sa_repository (INTERNAL\sa_repository)
Connection string	CUSTOM CONNECT TO *provider=QvRestConnector.exe;url=https://localhost/qrs/license/acc...
Type	QvRestConnector.exe
User ID	ranvijay-9374\admin
Password

The 'Properties' sidebar on the right shows the following sections:

- Properties**
- Identification
- Tags
- Custom properties
- Associated items**
- User access
- Security rules

At the bottom of the dialog, there are 'Apply' and 'Cancel' buttons.

4.Message: “Error: Field not found...”

Possible cause

Some fields that are used by the Monitoring apps are missing in the log files.

Proposed action

Upgrade to 2.1.1 or later.

5.Message: “Error: Table 'tempDateTimeList' not found...”

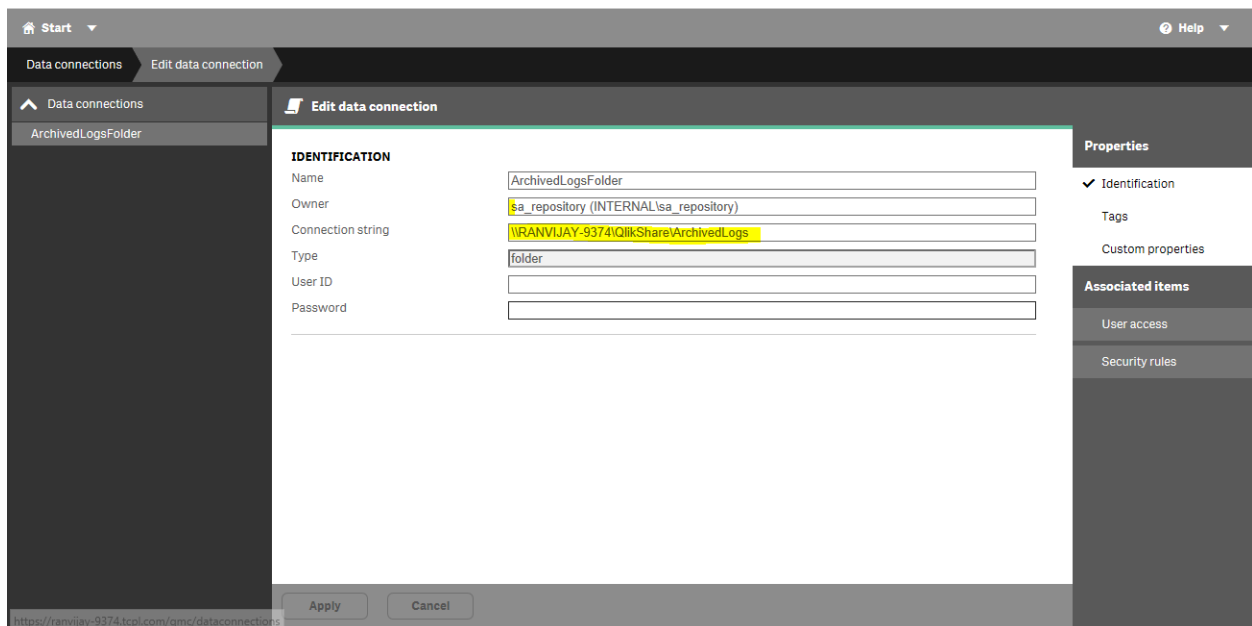
This error can occur after an upgrade, especially if the environment changes from synchronized persistence to shared persistence, or if the Qlik Sense cluster share where Archived Logs are stored is changed.

Possible cause

The app cannot find license history data in the log files because the *ArchivedLogsFolder* data connection is incorrect.

Proposed action

Fix the *ArchivedLogsFolder* data connection to point to the correct folder location.



6.Message: "Error: QVX UNEXPECTED END OF DATA..."

This error can have different causes.

Customized proxy port

Possible cause

The proxy's HTTPS port has been customized.

Proposed action

Change all the monitor_apps_REST_ data connections to use the customized port.

Example:

CUSTOM CONNECT

TO"*provider=QvRestConnector.exe;url=https://localhost:4443/qrs...*".

Data connections affected include the following:

- monitor_apps_REST_app
- monitor_apps_REST_appobject
- monitor_apps_REST_event
- monitor_apps_REST_license_access
- monitor_apps_REST_license_login
- monitor_apps_REST_task
- monitor_apps_REST_user
- monitor_apps_REST_license_user

Changes made to the user account under which the Qlik Sense services are running

7. Error message: Error: QVX_UNEXPECTED_END_OF_DATA: HTTP protocol error 401 (Unauthorized): Requested resource requires authentication.

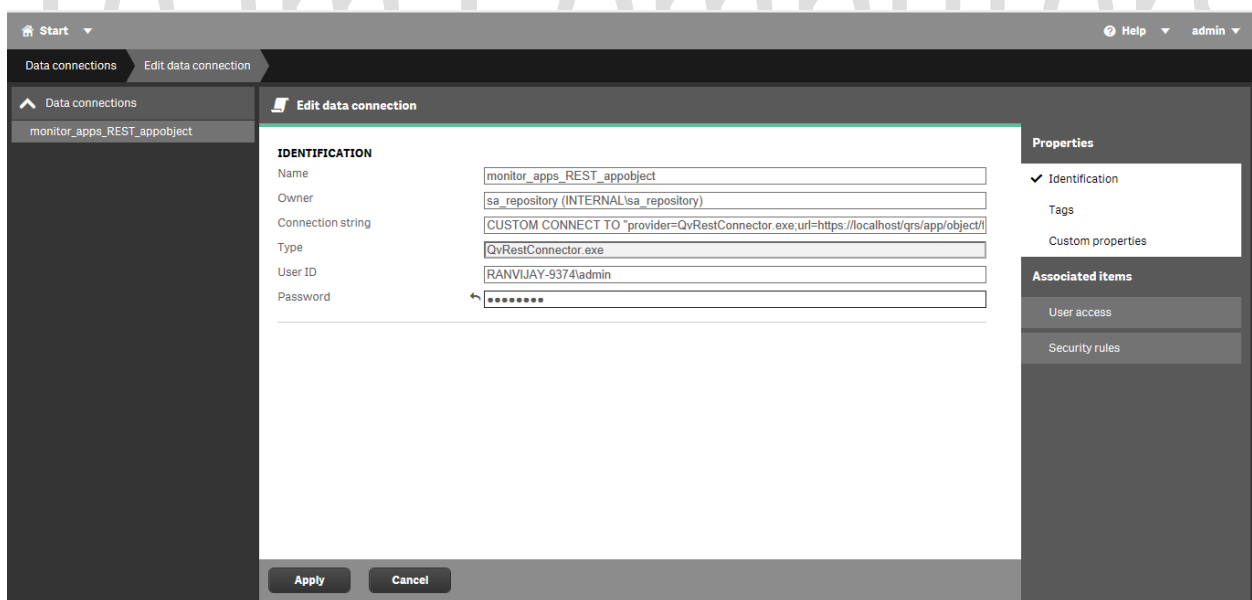
Possible cause

During installation, a user account is created under which the Qlik Sense services run. If the credentials for that account changes, or a different account is selected for the Qlik Sense services to run under, the data connections must be updated accordingly.

Proposed action

Do the following:

- ❖ Open the **Data connections** overview page in the QMC.
- ❖ For each monitor_apps_REST_data connection, click **Edit** and enter the new **User ID** and **Password** credentials.
- ❖ Save the changes.



Reloads of License Monitor, Operations Monitor, or Session Monitor fail

8. Error message: Error: QVX UNEXPECTED END OF DATA: HTTP protocol error 500 (Internal Server Error): Exception of type 'System.OutOfMemoryException' was thrown.

Possible cause

The number of users and user attributes is too big.

Proposed action

Do the following:

- ❖ Clean your user list to reduce its size.
- ❖ In the QMC, in the user directory connectors settings, keep **Sync user data for existing users** selected to avoid syncing a large number of users and user attributes.

9. The Monitoring apps fail to reload in a multi-node environment

There is more than one possible cause when the reload fails.

The central node is not a reload node

The Monitoring apps with default `monitor_apps_REST_data` connection strings fail to reload in a multi-node environment where the central node is not a reload node.

Possible cause

The reload node where the Monitoring apps are reloaded does not have any proxy set up.

Proposed action

Change all the `monitor_apps_REST_data` connections to point to the fully qualified domain name (FQDN) of the central node. This is accomplished by replacing `localhost` in the connection strings URL and `trustedLocation` parameters with FQDN of the central node.

Example:

CUSTOM CONNECT

TO *"provider=QvRestConnector.exe;url=https://centralnodeserver.company.com/qrs..."*.

Data connections affected include the following:

- monitor_apps_REST_app
- monitor_apps_REST_appobject
- monitor_apps_REST_event
- monitor_apps_REST_license_access
- monitor_apps_REST_license_login
- monitor_apps_REST_task
- monitor_apps_REST_user
- monitor_apps_REST_license_user

The repository database is on a separate machine

Possible cause

The REST data connections point to the FQDN of the Qlik Sense Repository Database and not the Qlik Sense Repository Service.

Proposed action

In any multi-node or “remote” Qlik Sense Repository Database situation, you need to update the REST data connections to point to the FQDN of the Qlik Sense Repository Service, regardless of where the actual Qlik Sense Repository Database resides.

10. Operations Monitor App fails to reload after turning off database logging

The Operations Monitor reload task fails after the database logging is turned off.

The following error message is displayed:

Error: Table 'time_range_working' not found

Possible cause

The Monitoring apps continue to check for recent logs in the database and use these logs for approximately ten hours after the last log message is written in the database. If the database logging is turned off, no new log entries for the load script can be found, and this can cause the reload process to fail.

Proposed action

The reload fail can be prevented by manually updating the Operations Monitor app's load script.

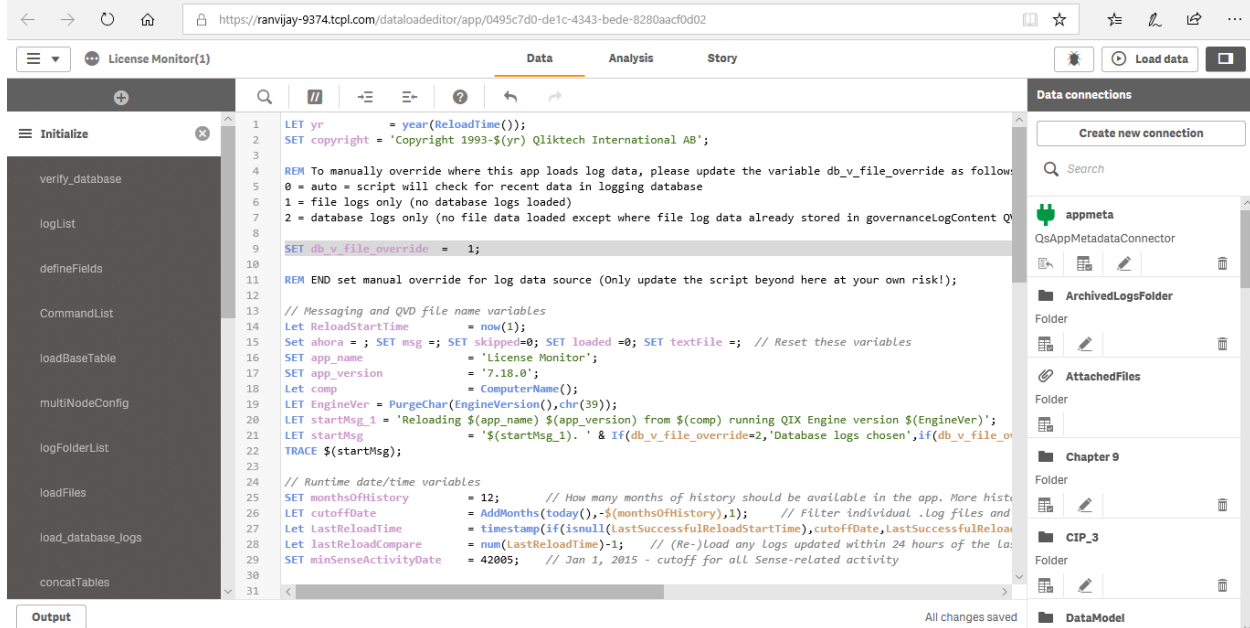
❖ Make sure file logging is enabled.

❖ Update the Operations Monitor load script. Because this is a published app, you need to duplicate it first.

Do the following:

1. Duplicate the Operations Monitor app in the QMC.
2. Open the duplicate app in the Qlik Sense hub.
3. Update the load script at line 9 by changing the variable `db_v_file_override` from 0 (default value) to 1 as follows:
 1. `SET db_v_file_override = 1`
 2. By setting this variable to 1, the script will not check for log entries in the database logging.
4. Save the app.
5. Replace the existing Operations Monitor app by publishing the duplicate app to the Monitoring apps stream and selecting **Replace existing app**.

- ❖ Launch the Operations Monitor reload task again. If it does not work immediately, wait a few minutes and reload again.
- ❖ By following this procedure, the database logging can be turned off safely.



11. Failed to connect to the QRS via the Qlik REST Connector

Note: This problem will only occur when you have apps that work with the Qlik REST Connector.

An error message is displayed that there is a problem connecting to the QRS via the Qlik REST Connector.

Possible cause

The Qlik REST Connector is unavailable, because it has been uninstalled or corrupted.

Proposed action

If the error message appears during a reload, you need to verify that the Qlik Sense installation is working properly. Consider repairing or upgrading Qlik Sense.