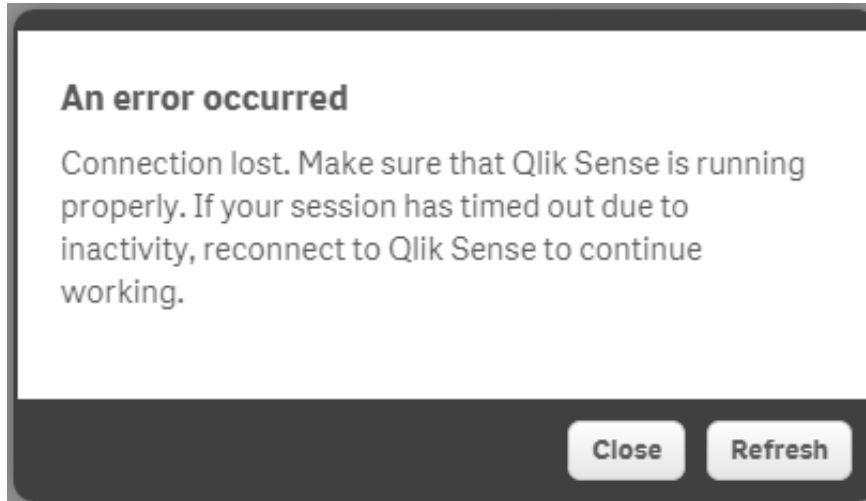


## Qlik Sense Hub stating "Connection lost..." when connecting using IP address

### Information

**Description** When opening Qlik Sense Hub, the below error message stating "Connection lost...", is shown. Clicking on the Refresh button does not resolve the issue.



This may occur if:

- Qlik Sense Hub is accessed using the IP address (example: <https://192.168.0.25/hub>) instead of the Hostname (<https://myhost/hub>) or FQN (<https://myhost.company.com/hub>)
- Qlik Sense Hub is accessed using a different address than the one registered as the default DNS name / Fully Qualified Name of the machine. As an example, when using AWS or similar environments, the internal registered DNS name is not the same as the external facing address

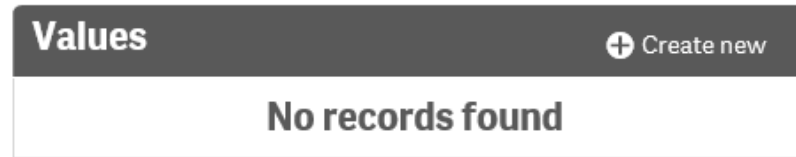
**Resolution** To solve this issue, the address being used when accessing Qlik Sense Hub must be added to the Websocket Origin White List in the proxy.

To add an address to the White List, perform the following steps:

1. In Qlik Management Console, go to CONFIGURE SYSTEM -> Proxies

2. Select the proxy and Click Edit
3. In the section Default Proxy, locate "Websocket origin white list"

Websocket origin  
white list



4. Click Create new and add the address being used when connecting to Qlik Sense Hub from a client
  - IP address: 192.168.0.10
  - FQN: myqlikserver.company.com

Note: You can whitelist a full domain by simply adding company.com into the whitelist. This will whitelist all other addresses within that domain (such as myqlikserver1.company.com, myqlikserver2.company.com ...).

**Cause** Websocket Origin White Listing is introduced in Qlik Sense to prevent Cross-site WebSocket Hijacking (CSWSH). The servers hostname and Fully Qualified Domain name is automatically added to the white list by default. Requests originating from any other addresses must be approved by adding the address to the white list.

**Tags** Connection lost, Hub, White list, Websocket

**Attachment 1**

**Attachment 2**

**Attachment 3**

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