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Qlik Sense April 2018 - Service account getting "You cannot access Qlik Sense because you have no access pass"

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Description

After installation of or upgrade to Qlik Sense April 2018, you experience randomly an issue to access the Qlik Sense Hub as the service account running the Qlik Sense services and get the error message "You cannot access Qlik Sense because you have no access pass".

In the Qlik Sense Repository Audit logs (by default under C:\Programdata\Qlik\Sense\Log\Repository\Audit\AuditSecurity_Repository.txt) you can observe the following entries at the time you experience this problem:

```
User access granted for User: 'Domain\QVService' with UsageID: 'ed3875d3-624a-424d-b624-0d596e2f9a05', SessionID: 'dddc6d06-e01f-44fb-8c0d-d0289c79abc1', SessionCount: '1', Hostname: '::ffff:192.168.1.100', OperationType: 'UsageGranted'

User access granted for User: 'Domain\QVService' with UsageID: '4782d0b6-a2c2-483e-bc40-79537011ba04', SessionID: '5d52c4dc-3f1e-4bc1-b718-023be9a8226c', SessionCount: '2', Hostname: '::1', OperationType: 'UsageGranted'

User access granted for User: 'Domain\QVService' with UsageID: '908ffcc7-e4bb-4bba-a93c-0fdc12073f4d', SessionID: '439caa86-ec49-450c-9f9f-c3f69eb7fde8', SessionCount: '3', Hostname: '::1', OperationType: 'UsageGranted'

User access granted for User: 'Domain\QVService' with UsageID: '6b62c560-0ae1-4e31-a56a-18b713ab3ae4', SessionID: 'e93f7257-9728-4d46-a296-47a17f60ed03', SessionCount: '4', Hostname: '::1', OperationType: 'UsageGranted'

User access granted for User: 'Domain\QVService' with UsageID: '16cd5ab1-8950-48d9-bcbb-f9e11fdc2077', SessionID: '0d1d7749-79ab-4603-9536-b451327f90ba', SessionCount: '5', Hostname: '::1', OperationType: 'UsageGranted'

Access was denied for User: 'Domain\QVService', with AccessID '264ff070-6306-4f1b-85db-21a8468939b5', SessionID: 'e3cd957b-a501-4bec-a3f8-d35170a73efa', SessionCount: '5', Hostname: '::1', OperationType: 'UsageDenied'
```

What we can see in those logs is the amount of session going up to 5 very quickly before getting Usage Denied.

Environment:
Qlik Sense April 2018

Cause

In Qlik Sense there is a limit of 5 simultaneous session you can open with the same user having a User Access Pass.
So what we see in the logs makes sense since we apparently reach the amount of 5 concurrent session with the same user.

The question is how do we reach those 5 simultaneous sessions.
Well, starting from Qlik Sense April 2018, when reloading the monitoring application, there are several call against the Qlik Sense Proxy API.
The difference with the behavior prior to Qlik Sense April 2018 is that now, the user doing those API calls (By default the Qlik Sense Service account) is now opening parallel active sessions.
So you are likely to experience this issue if you try to access the Qlik Sense Hub with the Qlik Sense Service account after a reload of the monitoring application.

This behavior has an impact on User Access Pass Allocation only and was introduced as a consequence of the introduction of analyzer users in the Qlik Sense April release.

Resolution

Fix/Workaround:
The recommendation as of Qlik Sense April 2018 is to **not allocate a token to the Qlik Sense Service account** or to *create a dedicated user (without a token) and modify the Monitoring Apps Data Connector (monitor_*) to run with this new user (*Note, the user running those data connections needs to be

RootAdmin).

There will be no fix issued at this time, for two reasons:
1. Prior to the April 2018 release, it was never necessary to allocate tokens to the service account or REST connector user
2. With the introduction of analyzer users in April 2018, the only resolution available would incur a performance penalty for *all* user logins in *all* systems at *all* times.

Information provided on this defect is given as is at the time of documenting. For up to date information, please review the most recent Release Notes, or contact support at support.qlik.com with the ID QLIK-88038 for reference.

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