



# Install and upgrade Qlik Sense

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Qlik Sense®

2.1.2

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# 1 What is Qlik Sense?

Qlik Sense is a platform for data analysis. With Qlik Sense you can analyze data and make data discoveries on your own. You can share knowledge and analyze data in groups and across organizations. Qlik Sense lets you ask and answer your own questions and follow your own paths to insight. Qlik Sense enables you and your colleagues to reach decisions collaboratively.

## 1.1 What can you do in Qlik Sense?

Most Business Intelligence (BI) products can help you answer questions that are understood in advance. But what about your follow-up questions? The ones that come after someone reads your report or sees your visualization? With the Qlik Sense associative experience, you can answer question after question after question, moving along your own path to insight. With Qlik Sense you can explore your data freely, with just clicks, learning at each step along the way and coming up with next steps based on earlier findings.

## 1.2 How does Qlik Sense work?

Qlik Sense generates views of information on the fly for you. Qlik Sense does not require predefined and static reports or you being dependent on other users – you just click and learn. Every time you click, Qlik Sense instantly responds, updating every visualization and view in the app with a newly calculated set of data and visualizations specific to your selections.

### The app model

Instead of deploying and managing huge business applications, you can create your own Qlik Sense apps that you can reuse, modify and share with others. The app model helps you ask and answer the next question on your own, without having to go back to an expert for a new report or visualization.

### The associative experience

Qlik Sense automatically manages all the relationships in the data and presents information to you using a **green/white/gray** metaphor. Selections are highlighted in green, associated data is represented in white, and excluded (unassociated) data appears in gray. This instant feedback enables you to think of new questions and continue to explore and discover.

### Collaboration and mobility

Qlik Sense further enables you to collaborate with colleagues no matter when and where they are located. All Qlik Sense capabilities, including the associative experience and collaboration, are available on mobile devices. With Qlik Sense, you can ask and answer your questions and follow-up questions, with your colleagues, wherever you are.

## 1.3 How can you deploy Qlik Sense?

There are two versions of Qlik Sense to deploy, Qlik Sense Desktop and Qlik Sense.

### Qlik Sense Desktop

This is an easy-to-install single user version that is typically installed on a local computer.

### Qlik Sense

This is the enterprise version used to deploy Qlik Sense sites. A site is a collection of one or more server machines connected to a common logical repository or central node.

### Qlik Sense custom connectors

Customized connectors are used to retrieve data from data sources not supported by a generic Qlik Sense installation.

## 1.4 How to manage and monitor Qlik Sense sites

With the Qlik Management Console (QMC) you can configure, manage and monitor Qlik Sense sites in an easy and intuitive way. You can manage licenses, access and security rules, configure nodes and data source connections and synchronize content and users among many other activities and resources.

With Qlik Deployment Console you can create and manage Qlik Sense sites that are deployed in cloud environments.

## 1.5 Extend Qlik Sense and adapt it for your own purposes

Qlik Sense provides you with flexible APIs and SDKs to develop your own extensions and adapt and integrate Qlik Sense for different purposes.

### Building extensions and mashups

Here you can do web development using JavaScript to build extensions that are custom visualization in Qlik Sense apps. You can, for instance, use the Mashup editor to build websites with Qlik Sense content.

### Building clients

You can build clients in .NET and embed Qlik Sense objects in your own applications. You can also build native clients in any programming language that can handle WebSocket communication by using the Qlik Engine API.

### Building server tools

With service and user directory APIs you can build your own tool to administer and manage Qlik Sense sites.

### Connecting to other data sources

Create Qlik Sense connectors to retrieve data from custom data sources.

### Visit Qlik Sense developer help site

Visit the Qlik Sense developer site for help on how to use the SDKs and APIs to develop your own extensions and tools.



## 2 Introducing Qlik Sense Installation Guide

This guide explains how to plan the deployment of a Qlik Sense site, how to set it up and make it operational. It also describes how to perform maintenance on your installation; for example, how to update, repair or modify your installation.

Please review the following before you start installing Qlik Sense:

- *System requirements for Qlik Sense (page 9)*
- *Supported browsers in Qlik Sense (page 10)*
- *Related documentation (page 11)*
- *Support services (page 11)*

### 2.1 System requirements for Qlik Sense

This section lists the requirements that must be fulfilled by the target system in order to successfully install and run Qlik Sense.

|                          |   |
|--------------------------|---|
| <b>Platforms</b>         | <ul style="list-style-type: none"><li>• Microsoft Windows Server 2008 R2 SP1</li><li>• Microsoft Windows Server 2012</li><li>• Microsoft Windows Server 2012 R2</li></ul> <p>For development and testing purposes only:</p> <ul style="list-style-type: none"><li>• Microsoft Windows 7 SP1 (64-bit version only)</li><li>• Microsoft Windows 8.1 (64-bit version only)</li></ul> |
| <b>Processors (CPUs)</b> | Multi-core x64 compatible processors  |
| <b>Memory</b>            | 8 GB minimum (depending on data volumes, more may be required)<br><br>Qlik Sense is an in-memory analysis technology. The memory requirements for the Qlik Sense products are directly related to the amount of data being analyzed.  |
| <b>Disk space</b>        | 1 GB total required to install  |
| <b>Security</b>          | <ul style="list-style-type: none"><li>• Microsoft Active Directory</li><li>• Microsoft Windows Integrated Authentication</li><li>• Third-party security</li></ul> <p>Local admin privileges are needed to run the Qlik Sense services.</p>  |
| <b>WebSockets</b>        | Web browsers and infrastructure components (such as proxies and routers) must support WebSockets  |

|                            |  |
|----------------------------|--|
| <b>.NET framework</b>      | 4.5.2  |
| <b>Repository database</b> | PostgreSQL (included)<br><br>PostgreSQL, often referred to as Postgres, is an open source object-relational database management system. It is released under the PostgreSQL License, which is a free/open source software license. |
| <b>Internet protocol</b>   | IPv4   |

## 2.2 Supported browsers in Qlik Sense

Qlik Sense is designed to work on the platform and web browser combinations described in this section.

### Qlik Management Console (QMC)

Microsoft Windows 7, 8.1; Windows Server 2008 R2, 2012, 2012 R2

- Google Chrome
- Microsoft Internet Explorer 10 or higher
- Mozilla Firefox (requires hardware acceleration, not supported in virtual environments)

### Apple Mac OS X

- Apple Safari version 6.1 or higher
- Google Chrome
- Mozilla Firefox (requires hardware acceleration, not supported in virtual environments)



*Minimum screen resolution for desktops, laptops, and Apple Mac is 1024x768. The QMC does not support tablets or iPads.*

### Qlik Sense (the hub)

Microsoft Windows 7, 8.1; Windows Server 2008 R2, 2012, 2012 R2

- Google Chrome
- Microsoft Internet Explorer 10 or higher
- Mozilla Firefox (requires hardware acceleration, not supported in virtual environments)

### Apple Mac OS X 10.7 and higher

- Apple Safari version 6.1 or higher
- Google Chrome

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- Mozilla Firefox (requires hardware acceleration, not supported in virtual environments).

### iOS

iPad 3rd Generation and above or iPhone 5 and above with latest iOS (Script editing not supported on tablet devices.)

- Apple Safari version 6.1 or higher

### Android

4.1.4 (Jelly Bean) and above (Script editing not supported on tablet devices.)

- Google Chrome (Recommended keyboard on screen: Google Keyboard.)

### Windows Phone 8.1

- Microsoft Internet Explorer 10 or higher



*Minimum screen resolution for desktops, laptops and tablets: 1024x768; for small screens: 320x568.*

## 2.3 Related documentation

The following documentation is also available for Qlik Sense:

- Plan Qlik Sense deployments: Describes Qlik Sense and provides reference information on the architecture, security, logging, and licensing.
- Manage Qlik Sense sites: Describes how to perform common or re-occurring site procedures.
- Qlik Management Console (QMC) help: Provides descriptions of the QMC user interface, including how-to-procedures.

You can download the documentation from [help.qlik.com](http://help.qlik.com).

## 2.4 Support services

Contact Qlik for product support, additional training, or consultation concerning application development. Consult the Qlik website for current information on how to get in touch with the support services:

[www.qlik.com](http://www.qlik.com)

Global headquarters:

Qlik  
150 N. Radnor Chester Road  
Suite E220  
Radnor, PA 19087  
USA

Phone: +1 (888) 828-9768

Fax: +1 (610) 975-5987

For other locations, visit the Qlik homepage (see above).

## 2.5 What is included in a Qlik Sense installation

This topic describes all items that are included in a typical Qlik Sense installation.

### Desktop items and Start menu items

After having installed Qlik Sense, two shortcuts will be available from the desktop as well as from the **Start** button (**Start > All Programs**):

- **Shortcut to Qlik Sense hub**  
The hub is the starting point when you run Qlik Sense. It is where you find all the Qlik Sense apps you have access rights to use.
- **Shortcut to Qlik Management Console**  
The Qlik Management Console (QMC) is a web-based application for configuring and administering your Qlik Sense site.

### Features and services

The Qlik Sense Repository Service (QRS) is always included in a Qlik Sense installation. Other features are selected during the setup process. All features have their executable files installed to *%ProgramFiles%\Qlik*.

### Repository database

In a default Qlik Sense installation, a Qlik Sense Repository Database (QRD) service is created specifically for use by the Qlik Sense Repository Service (QRS). The QRS connects to the QRD to read and write data in the repository database. A PostgreSQL database is used by default.

The QRD spawns the *PostgreSQL* executable that is located in *%ProgramFiles%\Qlik\Sense\Repository\PostgreSQL\[VersionNumber]\bin*.

### Examples, apps and logs

There are some example files included in the Qlik Sense installation. These are installed to *%ProgramData%\Qlik\Examples*. For example, a number of extension code examples are installed to the *Extensions* sub-folder.

The default Qlik Sense installation comes with two example apps that you can use. They are installed to *%ProgramData%\Qlik\Sense\Repository\DefaultApps*, and you can also access them directly through the QMC:

- *License Monitor.qvf*
- *Operations Monitor.qvf*

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Logs for the installed features are found in `%ProgramData%\Qlik\Sense\Log`. Installation logs are found in the `temp` folder which can be accessed with the environment variable `%temp%`.

### Finding help

If you need help deploying, administering, working with or extending Qlik Sense, the Qlik Sense online help portal is the first place you should visit. It contains help topics about all aspects of Qlik Sense as well as basic tutorials.

➦ To access the Qlik Sense online help portal, point your browser to this URL: [help.qlik.com](https://help.qlik.com)

## 3 Installing Qlik Sense

During the Qlik Sense installation process two different installation types are presented:

- **QUICK INSTALL** installs all program features/services to a default location, for both a central node and a rim node (a local repository database instance in a multi-machine setup). This installation option is recommended for single node installation and for rim nodes where all services/features shall be included.
- **CUSTOM INSTALL** allows you to select the installation location for both a central node and a rim node. It also allows you to select which type of rim node to install. This installation option is recommended for advanced users and for nodes where not all services/features shall be included.

### 3.1 Installation prerequisites

Before you start installing Qlik Sense, there are a few requirements to consider:

- Consult *System requirements for Qlik Sense (page 9)* before proceeding with the installation process.
- Consult Planning Qlik Sense deployments before proceeding with the installation process.
- Download the *Qlik\_Sense\_setup.exe* file from the download site.  
See: *Obtaining the Qlik Sense setup file (page 14)*.
- On operating systems with User Account Control (UAC) disabled, make sure you have logged on with Administrator rights using an account that has an actual password defined (not a blank password).

### 3.2 Obtaining the Qlik Sense setup file

The *Qlik\_Sense\_setup.exe* and *Qlik\_Sense\_update.exe* files are obtained from:

 [www.qlik.com](http://www.qlik.com)

Log on with a registered customer or partner account, select **Support > Downloads** and then select the **Sense** tab. Select the required file and save it to a folder on your computer.

### 3.3 Performing a quick installation

Quick installation installs all program features into default locations. This installation type is recommended for single node installation and for rim nodes where all services/features are to be included.

Do the following:

1. Double-click on *Qlik\_Sense\_setup.exe* to start the installation.  
The **Welcome** dialog is displayed.
2. Click **QUICK INSTALL**.  
The **License agreement** dialog is displayed.

3. Read the license agreement and then select the **I accept the license agreement** checkbox (if this is the case) and click **Next**.
4. Select a role for the Qlik Sense Repository Service (QRS).  
Click **CENTRAL** if you want to install as a central node or click **RIM** if you want to install as a rim node.

- **CENTRAL** selected (default):
  - You are installing a single node configuration or
  - your installation is considered to be the master in a multi-machine setup. The master has direct access to the central repository database. The master QRS synchronizes the central repository database with the local repository databases so that they all contain the same information.
- **RIM** : A local QRS instance in a multi-machine setup. The QRS instance on a rim node only has access to the local repository database on the machine where it is running.

The **Repository database superuser password** dialog is displayed.

5. Create a password for the Qlik Sense Repository Service database superuser.



*If the repository database superuser password has already been created, you are asked to enter the password.*



*The Qlik Sense Repository Service database superuser is the person generating the user who administers the Qlik Sense Repository Service database.*



*It is possible, but not recommended, to proceed without creating a password.*

Click **Next**.

The **Service credentials** dialog is displayed.

6. Select the checkbox at the top, then enter the **Username** and the (Windows) **Password** that you want the services to start with.



*The **Password** must not be blank if the checkbox is selected.*

You can also leave the checkbox cleared (default), which means that the services will be started with the local system account.



*The user selected must have local administrator rights.*

If **RIM** was selected the **Ready to install** dialog is displayed (see step 8). If **CENTRAL** was selected the **Host name** dialog is displayed.

7. The central node uses certificates to communicate with other servers securely. Specify the address to this machine in the same format that other machines will use to connect to this machine. This address (host name) will later be used for exporting certificates to other nodes. You can also select one of the pre-defined values in the list.

Then click **Next**.

The **Ready to install** dialog is displayed.

8. **CENTRAL**: Select if you want the installation to create desktop shortcuts and if you want to automatically start the Qlik Sense services when the installation has completed.  
**RIM**: Select if you want to automatically start the Qlik Sense services when the installation has completed.

Then click **Install**.

9. If User Account Control (UAC) is disabled, the installation starts.  
If UAC is enabled, the **User Account Control** dialog is displayed.  
Click **Yes** to start the installation.

The progress is displayed.

During the installation .NET will be installed, if not previously installed. If there is an older installed version of .NET it will be updated.

10. When the installation has completed the **Installation summary** is displayed.  
Click **Finish** to close the **Installation summary**.



*If the installation did not complete successfully, the **Installation failed** dialog is displayed. For more detailed information, see the installation log located in your **temp** folder accessed with the environment variable %temp%.*

You have now successfully installed Qlik Sense on your computer. For information on managing licenses refer to Managing license and tokens in the *Manage Qlik Sense sites* guide.

### 3.4 Performing a custom installation

Custom installation allows you to select the installation location. If you are installing a rim node it also allows you to select which type of Qlik Sense node to install. Custom installation is only recommended for advanced users and for nodes where not all services/features are to be included.

Do the following:

1. Double-click on *Qlik\_Sense\_setup.exe* to start the installation.  
The **Welcome** dialog is displayed.
2. Click **CUSTOM INSTALL**.  
The **License agreement** dialog is displayed.
3. Read the license agreement and then select the **I accept the license agreement** checkbox (if this is the case) and click **Next**.




4. Select a role for the Qlik Sense Repository Service (QRS).

Click **CENTRAL** if you want to install as a central node or click **RIM** if you want to install as a rim node.

- **CENTRAL** selected (default):
  - You are installing a single node configuration or
  - your installation is considered to be the master in a multi-machine setup. The master has direct access to the central repository database. The master QRS synchronizes the central repository database with the local repository databases so that they all contain the same information. All the Qlik Sense services are installed as default.
- **RIM** selected: A local QRS instance in a multi-machine setup. The QRS instance on a rim node only has access to the local repository database on the machine where it is running. Click which Qlik Sense rim node type to install:
  - **COMPLETE**: A complete node containing all the Qlik Sense services.
  - **PROXY**: A node managing Qlik Sense authentication, session handling and load balancing. The Repository and Proxy services are installed.
  - **ENGINE**: A node providing the analytical power of Qlik Sense to the client. The Repository and Engine services are installed
  - **PROXY and ENGINE**: A combined node containing both Proxy and Engine services.
  - **SCHEDULER**: A node managing scheduled reloads of Qlik Sense apps and other types of reload triggering. The Repository, Scheduler and Engine services are installed. In order to perform reloads the Scheduler requires the Engine service to be running on the same node.

The **Installation location** dialog is displayed.

5. Define the **Installation path** either by entering the installation location, or click  to browse for the location or leave it to be installed at the predefined location.



*You cannot install onto a mapped network location.*



*If an invalid installation path is defined, **UNC paths are not allowed** is displayed.*



*Only the following characters can be used in the installation path: a-z, A-Z, and 0-9*

Click **Next**.

The **Repository database superuser password** dialog is displayed.

6. Create a password for the Qlik Sense Repository Service database superuser.



*If the Repository database superuser password has already been created, you are asked to enter the password.*



*The Qlik Sense Repository Service database superuser is the person generating the user who administers the Qlik Sense Repository Service database.*



*It is possible, but not recommended, to proceed without creating a password.*

Click **Next**.

The **Service credentials** dialog is displayed.

7. Select the checkbox at the top, then enter the **Username** and the (Windows) **Password** that you want the services to start with.



*The **Password** must not be blank if the checkbox is selected.*

You can also leave the checkbox cleared (default), which means that the services will be started with the local system account.



*The user selected must have local administrator rights.*

Then click **Next**.

If **RIM** was selected the **Ready to install** dialog is displayed (see step 9). If **CENTRAL** was selected the **Host name** dialog is displayed.

8. The central node uses certificates to communicate with other servers securely. Specify the address to this machine in the same format that other machines will use to connect to this machine. This address (host name) will later be used for exporting certificates to other nodes. You can also select one of the pre-defined values in the list.

Then click **Next**.

The **Ready to install** dialog is displayed.

9. **CENTRAL**: Select if you want the installation to create desktop shortcuts and if you want to automatically start the Qlik Sense services when the installation has completed.  
**RIM**: Select if you want to automatically start the Qlik Sense services when the installation has completed.

Then click **Install**.

10. If User Account Control (UAC) is disabled, the installation starts.  
If UAC is enabled, the **User Account Control** dialog is displayed.  
Click **Yes** to start the installation.

The progress is displayed.

During the installation .NET will be installed, if not previously installed. If there is an older installed version of .NET it will be updated.

11. When the installation has completed the **Installation summary** is displayed.  
Click **Finish** to close the **Installation summary**.



*If the installation did not complete successfully, the **Installation failed** dialog is displayed. For more detailed information, see the installation log located in your **temp** folder accessed with the environment variable %temp%.*

You have now successfully installed Qlik Sense on your computer. For information on managing licenses refer to Managing license and tokens in the *Manage Qlik Sense sites* guide.

## 4 Setup after installation

This section guides you through the process of setting up your Qlik Sense site, including procedures for managing the licenses and user access.

After you have installed Qlik Sense, the next step is to add a license to make the server operational.

See the following sections in the *Manage Qlik Sense sites* guide:

- Managing license and tokens

After that you can configure the server to fit with your organization's particular needs. Below are the common items most deployments will need to configure.

### 4.1 Connecting Qlik Sense to your user directory

Qlik Sense has a range of methods for authenticating users. Windows authentication is the default method.

When a user connects to Qlik Sense for the first time a user record is created to identify that user. Once this record is created, the administrator can track the user's activity and assign her a license and permissions.

Administrators can also connect to a user directory (for example, Active Directory or LDAP) to obtain further information about that user (such as user groups). The user information can be fetched in advance and then kept in sync with the user directory. This is optional but recommended since it will provide you with the best management experience.

See the following sections in the *Manage Qlik Sense sites* guide:

- Setting up a user directory connector and schedule by task
- Managing users

### 4.2 Assigning licenses to users

Users need a license to open an app. Qlik Sense offers a token-based system that allows the administrator to assign the most suitable license type to each user. Licenses can be allocated on an individual basis or automatically by using rules to define who is allowed to obtain a license, for example, all users in a specific department.

See the following sections in the *Manage Qlik Sense sites* guide:

- Managing license and tokens
- Allocating user access
- Creating new login access

### 4.3 How Qlik Sense uses HTTPS and certificates

Qlik Sense deploys securely by default when it is installed. It uses self-sign certificates to ensure that data is transferred to users in a secure way. When users access the system they by default receive a warning that the certificate used by the site is not trusted. The user can then accept the certificate and proceed to use Qlik Sense securely.

There are two options to prevent the warning; one is to use a trusted certificate from either a trusted provider or an internal corporate source. The other option is to run the site using HTTP only. Both options are available as settings on the Qlik Sense Proxy Service.

Regardless of which option you choose, the services in Qlik Sense always uses encryption when communicating.

See the following sections in the *Manage Qlik Sense sites* guide:

- Changing proxy certificate
- Editing proxies

### 4.4 Creating and opening apps

To create and open apps on the server users must browse to the Qlik Sensehub using their web browser. The hub lists two areas: **My work** contains the apps belonging to the user who has logged in, and **Streams** contains the other apps the user has access to. After the installation the administrators see two built-in monitoring apps, while all other users do not see any apps. Click on an existing app to open it. To create a new app, click **Create new app**.

See the following section in the *Working with Apps* guide: Creating a new app

### 4.5 Working with streams, apps and publishing

A stream is a way to group together apps that have similar permissions. Once an app has been created, an administrator can publish it to a stream. The app then becomes visible to users who have access to that stream. Apps, streams and publishing are managed in the Qlik Management Console (QMC).

See the following sections in the *Manage Qlik Sense sites* guide:

- Managing streams
- Managing apps
- Publishing app

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#### See also:

- The following section in the *Manage Qlik Sense sites* guide: Managing nodes and services

## 5 Maintaining Qlik Sense

After installing Qlik Sense you can perform a number of maintenance tasks from the **Programs and Features** option on the **Control Panel**. This includes modifying, repairing and uninstalling Qlik Sense.

When updates are distributed and applied, they can be maintained from the **Installed Updates** option on the **Control Panel**.

### Example:

If you want to change the default Windows user account that is used to run Qlik Sense, use the Modify option and update in the **Service Credentials** dialog.

See: *Modifying an installation (page 22)*.

### 5.1 Modifying an installation

The **Modify** option allows you to change the rim node type of your Qlik Sense installation. In addition to the rim node being changed, the installed features are repaired with the credentials defined at the time of modifying. The machine role cannot be modified.



*If an update has been applied to Qlik Sense since installation, the Modify option reapplies the update at the end of the process.*

Do the following:

1. To start modifying the installation, open the **Control Panel** and select **Uninstall a program**. Then select **Qlik Sense** from the list of programs and click **Change**.

The **Qlik Sense Setup Maintenance** dialog is displayed.




*You can also perform this action by double-clicking the Qlik\_Sense\_setup.exe file. In that case, you must use the correct version of the setup file when modifying your Qlik Sense installation, that is, the same version used when installing Qlik Sense.*

2. Click **MODIFY** then click which Qlik Sense rim node type is required:
  - **COMPLETE**: A complete node containing all the Qlik Sense services.
  - **PROXY**: A node managing Qlik Sense authentication, session handling and load balancing. The Repository and Proxy services are installed.
  - **ENGINE**: A node providing the analytical power of Qlik Sense to the client. The Repository and Engine services are installed
  - **PROXY** and **ENGINE**: A combined node containing both Proxy and Engine services.

- **SCHEDULER:** A node managing scheduled reloads of Qlik Sense apps and other types of reload triggering. The Repository, Scheduler and Engine services are installed.

In order to perform reloads the Scheduler requires the Engine service to be running on the same node.

The **Installation Location** dialog is displayed.

3. Define the **Installation path** either by entering the installation location, or click  to browse for the location or leave it to be installed at the predefined location.



*You cannot install onto a mapped network location.*



*If an invalid installation path is defined, **UNC paths are not allowed** is displayed.*



*Only the following characters can be used in the installation path: a-z, A-Z, and 0-9*

Click **Next**.

The **Ready to Install** dialog is displayed.

4. Select if you want the installation to automatically start the Qlik Sense services when the installation has completed. Then click **Modify** to start modifying your Qlik Sense installation.

The **User Account Control** dialog is displayed.



*This is only applicable if UAC is enabled.*

5. Click **Yes** to start modifying your Qlik Sense installation.



*This is only applicable if UAC is enabled.*

The progress is displayed.

When finished, the **Modification Summary** dialog is displayed to confirm that Qlik Sense has been modified successfully.

6. Click **Finish**.

You have now successfully modified your Qlik Sense installation.

## 5.2 Repairing an installation

The **Repair** option restores all missing files, shortcuts, registry values and services. All services being restored will have default credentials (logging in with local system account). If a service is not restored, no credentials will be changed.



*If an update has been applied to Qlik Sense since installation, the Repair option also repairs the update.*

Do the following:

1. To start repairing the installation, open the **Control Panel** and select **Uninstall a program**. Then select **Qlik Sense** from the list of programs and click **Change**.

The **Qlik Sense Setup Maintenance** dialog is displayed.



*You can also perform this action by double-clicking the Qlik\_Sense\_setup.exe file. In that case, you must use the correct version of the setup file when modifying your Qlik Sense installation, that is, the same version used when installing Qlik Sense.*

2. Click **REPAIR**.

The **Ready to Repair** dialog is displayed.

3. Click **Repair**.

- If UAC is enabled, the **User Account Control** dialog is displayed.
- If UAC is disabled, the repair process starts.

4. Click **Yes** to start repairing your Qlik Sense installation.



*This is only applicable if UAC is enabled.*

The progress is displayed.

When finished, the **Repair Summary** dialog is displayed to confirm that Qlik Sense has been restored successfully.

5. Click **Finish**.

You have now successfully repaired your Qlik Sense installation.

### 5.3 Uninstalling Qlik Sense



*If any updates have been applied to Qlik Sense since installation, the Uninstall option will also remove all the updates.*

Do the following:

1. To start uninstalling, open the **Control Panel** and select **Uninstall a program**. Then select **Qlik Sense** from the list of programs and click **Uninstall**.



A confirmation dialog is displayed asking if you are sure that you want to uninstall Qlik Sense from your computer. Select the **Remove Qlik Sense certificates and data folders** checkbox to remove all files from the machine ready for a new configuration.



*If the repository of this server is installed as **Central**, you may have other servers on other machines that require this repository to function properly.*



*You can also uninstall Qlik Sense by double-clicking the `Qlik_Sense_setup.exe` file and then selecting **Uninstall** from the **Maintenance** dialog. In that case, you must use the correct version of the setup file when modifying your Qlik Sense installation, that is, the same version used when installing Qlik Sense.*

2. Click **Uninstall** to start uninstalling Qlik Sense.

If User Account Control (UAC) is disabled, the uninstall starts.

If UAC is enabled, the **User Account Control** dialog is displayed.

Click **Yes** to start the uninstall.

The progress of the uninstall process is displayed. When finished the **Uninstall Summary** dialog is displayed to confirm that Qlik Sense has been uninstalled successfully.

3. Click **Finish**.

You have now uninstalled Qlik Sense.

## 6 Upgrading Qlik Sense

The upgrade option is available when Qlik Sense has been previously installed and a major release (version x.x) of the software is available for installation. When upgrading, the previous version is completely replaced by the new version.

There are different upgrade types available:

- **Quick Upgrade:** This upgrade type installs all program features that are currently installed into default locations. New features that would have been installed from a quick installation are also installed. If you have removed features via custom install in the version that already exists on the machine, those will not be installed.
- **Custom Upgrade:** This upgrade type allows you to select which Qlik Sense features to install. It also allows you to select the installation location. This upgrade type is only recommended for advanced users.
- **Upgrade:** This upgrade type is a minor upgrade and no other upgrade options are available if the Qlik Sense installer detects that this upgrade type is preferred.

### 6.1 Migrating your apps

When you upgrade Qlik Sense all existing apps need to be migrated to ensure compatibility between the versions, this happens automatically when the system starts the first time after the upgrade.

If the migration step fails for one or more apps, these apps will not be available in the **Hub** after the upgrade. Apps that are not migrated are indicated in the **Apps** section of Qlik Management Console, where you can also perform a manual migration.

### 6.2 Upgrading a multi-node site

In a multi-node site, all nodes need to run the same version of Qlik Sense to be able to synchronize with each other. It is recommended to perform the upgrade with all nodes offline, starting with the central nodes.



*When upgrading a rim node, ensure that you use the same log-in account as was used for the initial installation of that node. Failure to do so means that the central node will not find the certificates installed on the node and you will need to perform a clean installation of the node.*

Do the following:

1. Take all Qlik Sense nodes offline, that is, stop the Qlik Sense services.
2. Upgrade the central node and start the Qlik Sense services.
3. Check that all apps have been migrated successfully on the central node. If migration has failed for one or more apps, resolve the issues before continuing.
4. Upgrade, start, and synchronize the remaining nodes one by one.

## 6.3 Upgrade prerequisites

Before you start upgrading Qlik Sense, there are a few requirements to consider:

- Consult *System requirements for Qlik Sense* (page 9) before proceeding with the upgrade process.
- Download the **Qlik\_Sense\_setup.exe** file from the download site.
- On Operating Systems with User Account Control (UAC) disabled, make sure you have logged on with Administrator rights using an account that has an actual password defined, that is, not a blank password.



*Consider backing up the Qlik Sense site before performing an upgrade.*

---

### See also:

Backing up and restoring in the *Plan Qlik Sense deployments*.

## 6.4 Performing a quick major upgrade



*This feature is not supported in this version of Qlik Sense.*

This upgrade type upgrades all the program features that are currently installed, into the default locations. New features that would have been installed from a quick installation are also installed. The upgrade does not allow you to change the node type previously installed.



*Make sure that you have located and/or obtained the setup file before starting the installation procedure.*

Do the following:

1. To start the upgrade, double-click on *Qlik Sense\_Server\_setup.exe*.  
The **Welcome** dialog is displayed.
2. Click **Quick Upgrade**.  
The **License agreement** dialog is displayed.
3. Read the license agreement and then tick the **I accept the license agreement** checkbox (if this is the case) and click **Next**.



*You also have the option to print the license agreement.*

The **Ready to upgrade** dialog is displayed.

4. Select if you want the upgrade to create desktop shortcuts and if you want to automatically start the Qlik Sense services when the upgrade has completed.

Click **Upgrade**:

- If UAC is enabled, the **User Account Control** dialog is displayed.
- If UAC is disabled, the upgrade starts.

5. Click **Yes** to start the upgrade.



*This is only applicable if UAC is enabled.*

The upgrade starts.

6. When the installation has completed the **Upgrade Summary** is displayed.

Click **Finish** to close the **Upgrade Summary**.



*If the upgrade did not complete successfully, the **Upgrade failed** dialog is displayed. For more detailed information, see the installation log located in your **temp** folder accessed with environment variable %temp%.*

You have now successfully upgraded to a newer version of Qlik Sense.

### 6.5 Performing a custom major upgrade

This upgrade type allows you to select the installation location. The upgrade does not allow you to change the node type previously installed. This upgrade type is only recommended for advanced users.



*Make sure that you have located and/or obtained the setup file before starting the upgrade procedure.*

Do the following:

1. To start the upgrade, double-click on *Qlik Sense\_Server\_setup.exe*.

The **Welcome** dialog is displayed.

2. Click **Custom Upgrade**.


The **License agreement** dialog is displayed.

3. Read the license agreement and then tick the **I accept the license agreement** checkbox (if this is the case) and click **Next**.



*You also have the option to print the license agreement.*

The **Installation Location** dialog is displayed.

4. Define the **Installation Path** either by entering the installation location, or click  to browse for the location or leave it to be installed at the predefined location.



*You cannot install onto a mapped network location.*



*If an invalid installation path is defined, **UNC paths are not allowed** is displayed.*



*Only the following characters can be used in the installation path: a-z, A-Z, and 0-9*

Click **Next**.

The **Ready to upgrade** dialog is displayed.

5. Select if you want the upgrade to create desktop shortcuts and if you want to automatically start the Qlik Sense services when the upgrade has completed.

Click **Upgrade**:

- If UAC is enabled, the **User Account Control** dialog is displayed.
- If UAC is disabled, the upgrade starts.

6. Click **Yes** to start the upgrade.



*This is only applicable if UAC is enabled.*

The upgrade starts.

7. When the installation has completed the **Upgrade Summary** is displayed.

Click **Finish** to close the **Upgrade Summary**.



*If the upgrade did not complete successfully, the **Upgrade failed** dialog is displayed.  
For more detailed information, see the installation log located in your **temp** folder  
accessed with environment variable %temp%.*

You have now successfully upgraded to a newer version of Qlik Sense.

## 6.6 Performing a minor upgrade

This upgrade type is a minor upgrade and no other upgrade options are available if the Qlik Sense installer detects that this upgrade type is preferred.

See: *Modifying an installation (page 22)*, if you wish to modify the installation after the upgrade.



*Make sure that you have located and/or obtained the setup file before starting the installation procedure.*

Do the following:

1. To start the upgrade, double-click on *Qlik Sense\_Server\_setup.exe*.  
The **Welcome** dialog is displayed.
2. Click **Upgrade**.



*If **Quick Upgrade** or **Custom Upgrade** is displayed a minor upgrade is not possible.*

The **License agreement** dialog is displayed.

3. Read the license agreement and then tick the **I accept the license agreement** checkbox (if this is the case) and click **Next**.



*You also have the option to print the license agreement.*

The **Repository Database superuser password** dialog is displayed.



*This dialog is only displayed if a superuser password has been set when initially installing Qlik Sense.*

4. Enter the superuser password that was entered when installing Qlik Sense and click **Next**.  
The **Service Credentials** dialog is displayed.



*This dialog is not displayed if you started the services with the local system account when initially installing Qlik Sense.*

5. Type the **Password** and click **Next**.  
The **Ready to install** dialog is displayed.

6. Click **Upgrade**:
  - If UAC is enabled, the **User Account Control** dialog is displayed.
  - If UAC is disabled, the upgrade starts.

7. Click **Yes** to start the upgrade.



*This is only applicable if UAC is enabled.*

The upgrade starts.

8. When the installation has completed the **Upgrade Summary** is displayed.

Click **Finish** to close the **Upgrade Summary**.



*If the upgrade did not complete successfully, the **Upgrade failed** dialog is displayed. For more detailed information, see the installation log located in your **temp** folder accessed with environment variable %temp%.*

You have now successfully upgraded to a newer version of Qlik Sense.

## 7 Updating Qlik Sense

The update option is available when Qlik Sense has been previously installed and a service release (version x.x.x) of the software is available for installation. A service release primarily includes software updates and fixes which are then applied to the existing version. Check the download site for available updates.



*Updates are installed without the need to remove earlier updates or the major release (x.0) itself.*

As well as installing an update, updates can be uninstalled:

- **UPDATE** applies the software updates and fixes to the installed version of Qlik Sense. For example, Qlik Sense version 2.0 would be updated to version 2.0.1.
- **UNINSTALL** removes individual updates from the installed version of Qlik Sense. Updates must be uninstalled sequentially, that is, the latest update must be uninstalled first. It is not possible to uninstall an earlier update without removing the later updates. The apps and database used with service release versions can still be used with the related major release version (backwards compatible).

### 7.1 Updating a multi-node site

In a multi-node site, all nodes need to run the same version of Qlik Sense to be able to synchronize with each other. It is recommended to perform the update with all nodes offline, starting with the central nodes.



*When updating a rim node, ensure that you use the same log-in account as was used for the initial installation of that node. Failure to do so means that the central node will not find the certificates installed on the node and you will need to perform a clean installation of the node.*

Do the following:

1. Take all Qlik Sense nodes offline, that is, stop the Qlik Sense services.
2. Update the central node and start the Qlik Sense services.
3. Update, start, and synchronize the remaining nodes one by one.



*The same procedure should be followed when uninstalling updates.*

### 7.2 Updating prerequisites

Before you start updating Qlik Sense, there are a few requirements to consider:



- The Qlik Sense major release that is referenced by the update must have been installed.
- Download the *Qlik\_Sense\_update.exe* file from the download site.  
See: *Obtaining the Qlik Sense setup file (page 14)*.
- On operating systems with User Account Control (UAC) disabled, make sure you have logged on with Administrator rights using an account that has an actual password defined (not a blank password).

For information on repairing and modifying the installation after updates have been applied see also:

- [Repairing Qlik Sense](#)
- [Modifying Qlik Sense](#)

### 7.3 Performing an update

A service release is provided to update Qlik Sense from one version to another, for example, version 2.0.1 to 2.0.2. When applied, each update will be visible under **Installed Updates** (*Control Panel > Programs > Installed Updates*).

Each new update contains all the previous updates to the installed version of Qlik Sense.



*Make sure that you have located and/or obtained the update file, **Qlik\_Sense\_update.exe**, before starting the update procedure.*

Do the following:

1. Double-click on the update file to start the update.  
The **Welcome** dialog is displayed.
2. Click **Update**.
  - If UAC is enabled, the **User Account Control** dialog is displayed.
  - If UAC is disabled, the update starts.
3. Click **Yes** to start the update.



*This is only applicable if UAC is enabled.*

The update starts.

4. When the installation has completed the **Update Summary** is displayed.  
Click **Finish** to close the **Update Summary**.



*If the update did not complete successfully, the **Update Failed** dialog is displayed and the Qlik Sense version will remain the same as before trying to apply the update. For more detailed information, see the installation log located in your **temp** folder accessed with environment variable %temp%.*

You have now successfully updated to a newer version of Qlik Sense. The update is visible under **Installed Updates** (*Control Panel > Programs > Installed Updates*).

### 7.4 Uninstalling an update

When uninstalling an update, the updated version of Qlik Sense will be reverted back to the previously installed service or major release version of Qlik Sense. Updates must be uninstalled sequentially, that is, the latest update must be uninstalled first. It is not possible to uninstall an earlier update without removing the later updates.

If you want to completely uninstall Qlik Sense, refer to *Uninstalling Qlik Sense (page 24)* instead.

Do the following:

1. To start uninstalling an update, open the **Control Panel** and select **Programs**. Then select **View installed updates**. All the installed updates are shown in the list.
2. Select the most recent Qlik Sense update from the list of updates and click **Uninstall**.

The **Qlik Sense Ready to Remove Update** dialog is displayed.



*You can also perform this action by double-clicking the update file.*

3. Click **Uninstall**.
4. The progress of the uninstall process is displayed. When finished the **Update uninstall summary** dialog is displayed to confirm that the update has been uninstalled successfully.
5. Click **Finish**.

You have now successfully uninstalled your Qlik Sense update. You must repeat the procedure to uninstall further updates.

## 8 Installing Qlik Sense in silent mode



*The operations described below should only be performed by advanced users.*

This section describes the unattended silent operations that can be performed. All setup options that are available in the user interface of the installer can be performed with silent operations.



*The silent feature names are case sensitive. For example this command will not start the installation: `-s -a engine`. The correct command is: `-s -a Engine`.*

### 8.1 Silent installation

When running a silent installation, Qlik Sense is installed with no dialogs at all. This means all features, properties and user selections have to be known before performing a silent installation. All setup options that are available in the user interface of the installer can be performed with silent operations.

#### Performing a silent installation

Do the following:

1. Select **Start > All Programs > Accessories > Command Prompt**.  
The **Command Prompt** window is displayed.
2. In the **Command Prompt** window, navigate to the folder containing the *Qlik\_Sense\_setup.exe* file.
3. Enter *Qlik\_Sense\_setup.exe* followed by the silent installation syntax preferred.  
See: *Syntax (page 35)*.

#### Syntax

```
Qlik_Sense_setup.exe [-silent] {-log "path\filename"} {-rimnodetype "NodeTypename"} {-addfeatures "FeatureSetName1" "FeatureSetName2" "FeatureSetNameN"} {-syncnode} {-desktopshortcut} {-skipstartservices} {-installdir "path"} {-userwithdomain "domain\user"} {-password} {-dbpassword} {-hostname "www.hosturlofyourmachine.com"} {-layout "path"}
```

#### Options

- |                        |                                       |
|------------------------|---------------------------------------|
| <b>-silent (or -s)</b> | Install the product silently.         |
| <b>-log (or -l)</b>    | Log file directory and log file name. |



*The user must have access to this directory.*

## 8 Installing Qlik Sense in silent mode

**-rimnodetype (or -rnt)** Installs all the features required for the rim node type selected. The node type can be any one of:

Complete, Proxy, Engine, Scheduler.

This option is to be preferred to **-addfeatures**.

**-addfeatures (or -a)** Install the named features. Can be all or any of:

Engine, Proxy, Scheduler, PostgreSQL



*The silent feature names are case sensitive. For example this command will not start the installation: `-s -a engine`. The correct command is: `-s -a Engine`.*



*`-a Engine Scheduler` will also install mandatory features, such as repository.*

The use of the option **-rimnodetype** is preferred.

**-syncnode**

If you want to run the repository as a sync node. Default is central.

**-desktopshortcut**

To add a desktop shortcut.

**-skipstartservices**

To skip starting services after the installation has finished.

**-installdir (or -i)**

Path to custom install directory. Need only be defined if the default install directory will not be used (`%ProgramFiles%\Qlik\Sense`).

**-dbpassword (or -dbp)**

Password for the Repository database superuser that creates the user that runs the database.



*Use carefully! The actual password will be visible in the log file. To mitigate this limitation please remove the log files after installation.*

**-hostname (or -h)**

Host name of the central node.

**-layout**

Extracts files to the destination directory. Should not be combined with other command line arguments.

**-userwithdomain (or -u)**

Dictates the account that runs the services. `Domain\User`

**-password (or -p)**

Password for the account that runs the services.



*Use carefully! The actual password will be visible in the log file. To mitigate this limitation please remove the log files after installation.*

### Example 1:

```
Qlik_Sense_setup.exe -s -rnt Scheduler
```

### Example 2:

```
Qlik_Sense_setup.exe -s -userwithdomain mydomain\myUser -password  
myPassword
```

### Example 3:

```
Qlik_Sense_setup.exe -s -u mydomain\myUser -p myPassword
```

## 8.2 Silent modify

You can silently modify the current Qlik Sense installation. All setup options that are available in the user interface of the installer can be performed with silent operations.

### Performing a silent modification

Do the following:

1. Select **Start > All Programs > Accessories > Command Prompt**.  
The **Command Prompt** window is displayed.
2. In the **Command Prompt** window, navigate to the folder containing the *Qlik\_Sense\_setup.exe* file.
3. Enter *Qlik\_Sense\_setup.exe* followed by the silent installation syntax preferred.  
See: *Syntax (page 37)*.

### Syntax

```
Qlik_Sense_setup.exe [-silent] [-modify] {-log "path\filename"} {-  
rimnodetype "NodeTypename"} {-addfeatures "FeatureSetName1"  
"FeatureSetName2" "FeatureSetNameN"} {-removefeature "FeatureSetName1"  
"FeatureSetName2" "FeatureSetNameN"} {-syncnode} {-desktopshortcut} {-  
skipstartservices} {-dbpassword} {-hostname "www.hosturlofyourmachine.com"}
```

### Options

|                        |                              |
|------------------------|------------------------------|
| <b>-silent (or -s)</b> | Trigger the silent mode.     |
| <b>-modify</b>         | Modify the product silently. |

## 8 Installing Qlik Sense in silent mode

**-log (or -l)**

Log file directory and log file name.



*The user must have access to this directory.*

If this option is not defined, the log file will be stored with the default name in the default location.

**-rimnodetype (or -rnt)**

Installs all the features required for the rim node type selected. The node type can be any one of:

Complete, Proxy, Engine, Scheduler.

This option is to be preferred to **-addfeatures** or **-removefeatures**.

**-addfeatures (or -a)**

Install the named features. Can be all or any of:

Engine, Proxy, Scheduler, PostgreSQL



*The silent feature names are case sensitive. For example this command will not start the installation: `-s -a engine`. The correct command is: `-s -a Engine`.*



*`-a Engine Scheduler` will also install mandatory features, such as repository.*

The use of the option **-rimnodetype** is preferred.

**-removefeature (or -r)**

Remove the named features. Can be all or any of:

Engine, Proxy, Scheduler, PostgreSQL

The use of the option **-rimnodetype** is preferred.

**-syncnode**

If you want to run the repository as a sync node. Default is central.

**-desktopshortcut**

To add a desktop shortcut.

**-skipstartservices**

To skip starting services after the installation has finished.

**-dbpassword or -dbp**

Password for the Repository database superuser that creates the user that runs the database.

**-hostname or -h**

Host name of the central node.

### Example: Changing installation to a Proxy node type

This example shows how to change the installation node type to a Proxy node.

```
Qlik_Sense_setup.exe -s -modify -rnt Proxy
```

### 8.3 Silent repair

You can silently repair the current Qlik Sense installation. All setup options that are available in the user interface of the installer can be performed with silent operations.

#### Performing a silent repair

Do the following:

1. Select **Start > All Programs > Accessories > Command Prompt**.  
The **Command Prompt** window is displayed.
2. In the **Command Prompt** window, navigate to the folder containing the *Qlik\_Sense\_setup.exe* file.
3. Enter *Qlik\_Sense\_setup.exe* followed by the silent installation syntax preferred,  
See: *Syntax (page 39)*.

#### Syntax

```
Qlik_Sense_setup.exe [-silent] [-repair] {-log "path\filename"}
```

#### Options

|                        |                                       |
|------------------------|---------------------------------------|
| <b>-silent (or -s)</b> | Trigger the silent mode.              |
| <b>-repair</b>         | Repair the product silently.          |
| <b>-log (or -l)</b>    | Log file directory and log file name. |



*The user must have access to this directory.*

If this option is not defined, the log file will be stored with the default name in the default location.

#### Example:

This example shows how to silently repair the Qlik Sense installation.

```
Qlik_Sense_setup.exe -s -repair
```

### 8.4 Silent uninstall

You can silently uninstall the current Qlik Sense installation. All setup options that are available in the user interface of the installer can be performed with silent operations.

#### Performing a silent uninstall

Do the following:

1. Select **Start > All Programs > Accessories > Command Prompt**.  
The **Command Prompt** window is displayed.
2. In the **Command Prompt** window, navigate to the folder containing the *Qlik\_Sense\_setup.exe* file.
3. Enter *Qlik\_Sense\_setup.exe* followed by the silent installation syntax preferred.  
See: *Syntax (page 40)*.

### Syntax

```
Qlik_Sense_setup.exe [-silent] [-uninstall] {-log "path\filename"} {-cleanup} {-password}
```

### Options

|                        |                                       |
|------------------------|---------------------------------------|
| <b>-silent (or -s)</b> | Trigger the silent mode.              |
| <b>-uninstall</b>      | Uninstall the product silently.       |
| <b>-log (or -l)</b>    | Log file directory and log file name. |



*The user must have access to this directory.*

If this option is not defined, the log file will be stored with the default name in the default location.

|                          |  |
|--------------------------|--|
| <b>-cleanup</b>          | All files, including certificates, residing in the Qlik Sense data folder and its sub-folders will be removed. |
| <b>-password (or -p)</b> | Password for the account that runs the services.   |

Only required if the **-cleanup** option is used and the services account is different to the local system user account.



*Use carefully! The actual password will be visible in the log file.*

### Example:

This example shows how to silently uninstall Qlik Sense and remove all files.

```
Qlik_Sense_setup.exe -s -uninstall -cleanup
```

## 8.5 Silent major upgrade

You can silently upgrade the current Qlik Sense installation. All setup options that are available in the user interface of the installer can be performed with silent operations.

### Performing a silent modification

Do the following:



1. Select **Start > All Programs > Accessories > Command Prompt**.  
The **Command Prompt** window is displayed.
2. In the **Command Prompt** window, navigate to the folder containing the *Qlik\_Sense\_setup.exe* file.
3. Enter *Qlik\_Sense\_setup.exe* followed by the silent installation syntax preferred.  
See: *Syntax (page 41)*.

### Syntax

```
Qlik_Sense_setup.exe [-silent] {-log "path\filename"} {-desktopshortcut} {-skipstartservices} {-installdir} {-dbpassword}
```

### Options

**-silent (or -s)**

Trigger the silent mode.

**-log (or -l)**

Log file directory and log file name.



*The user must have access to this directory.*

If this option is not defined, the log file will be stored with the default name in the default location.

**-desktopshortcut**

To add a desktop shortcut.

**-skipstartservices**

To skip starting services after the installation has finished.

**-installdir (or -i)**

Path to custom install directory. Need only be defined if the default install directory should not be used (*%ProgramFiles%\Qlik\Sense*).

**-dbpassword or -dbp**

Password for the Repository database superuser that creates the user that runs the database.

### Example: Upgrading the installation

This example shows how to silently upgrade an installation and add desktop shortcuts.

```
Qlik_Sense_setup.exe -s -desktopshortcut
```

## 8.6 Silent minor upgrade

You can silently perform a minor upgrade to the current Qlik Sense installation.

### Performing a minor upgrade

Do the following:

1. Select **Start > All Programs > Accessories > Command Prompt**.  
The **Command Prompt** window is displayed.
2. In the **Command Prompt** window, navigate to the folder containing the *Qlik\_Sense\_setup.exe* file.

---

## 8 Installing Qlik Sense in silent mode

3. Enter *Qlik\_Sense\_setup.exe* followed by the silent installation syntax preferred.  
See: *Syntax (page 42)*.

### Syntax

```
Qlik_Sense_setup.exe [-silent] {-log "path\filename"}
```

### Options

- |                        |                                       |
|------------------------|---------------------------------------|
| <b>-silent (or -s)</b> | Trigger the silent mode.              |
| <b>-log (or -l)</b>    | Log file directory and log file name. |



*The user must have access to this directory.*

If this option is not defined, the log file will be stored with the default name in the default location.

### Example 1: Upgrading the installation

```
Qlik_Sense_setup.exe -silent
```

### Example 2: Upgrading the installation

```
Qlik_Sense_setup.exe -s
```

## 9 Troubleshooting an installation

This section describes problems that can occur related to installation of Qlik Sense. The possible causes are described and you are presented with actions to solve the problems.

### 9.1 One or more Qlik Sense services did not start after installation

#### Possible cause

If the repository service is not running, none of the other services can start, and the repository service cannot start if there is no database.



*The services are started automatically delayed. This means it can take a while for them all to start after the installation.*

#### Proposed action

Restart the services or modify the installation.

Do the following:

1. Stop the service and start it again.
2. If the service is not started, repair the installation.
3. If the service is still not starting, modify the installation and change the service credentials user information.
4. If the actions above cannot remedy the problem you need to uninstall and reinstall Qlik Sense.



*Check the log files at this location: %ProgramData%\Qlik\Sense\Log\<Service>.*

### 9.2 Changing user account

I want to change the default Windows user account, that is used to run Qlik Sense.

#### Proposed action

Modify the Qlik Sense installation.

Do the following:

1. Open the **Control Panel** and select **Uninstall a program**.
2. Select Qlik Sense from the list of programs and click **Change**.

3. Select **Modify** in the Qlik Sense setup dialog.

The Windows user account can also be changed manually. This is done by modifying the user account that is used to run the Qlik Sense services and the user account that is used to access the folder where the Qlik Sense logs are stored. The default path to the Qlik Sense log folder is *%ProgramData%\Qlik\Sense\Log\<Service>*.