



Support

Qlik Sense SaaS editions

To start supporting

18, March 2021

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Technical Support Engineer

Questions? **We have the answers!**



Today's Presenter

- Nobuaki Takishita
- Technical Support Engineer
- Location: Tokyo
- Main focus: Qlik Sense SaaS、
Qlik Sense、 QlikView
- Been with Qlik 2 years

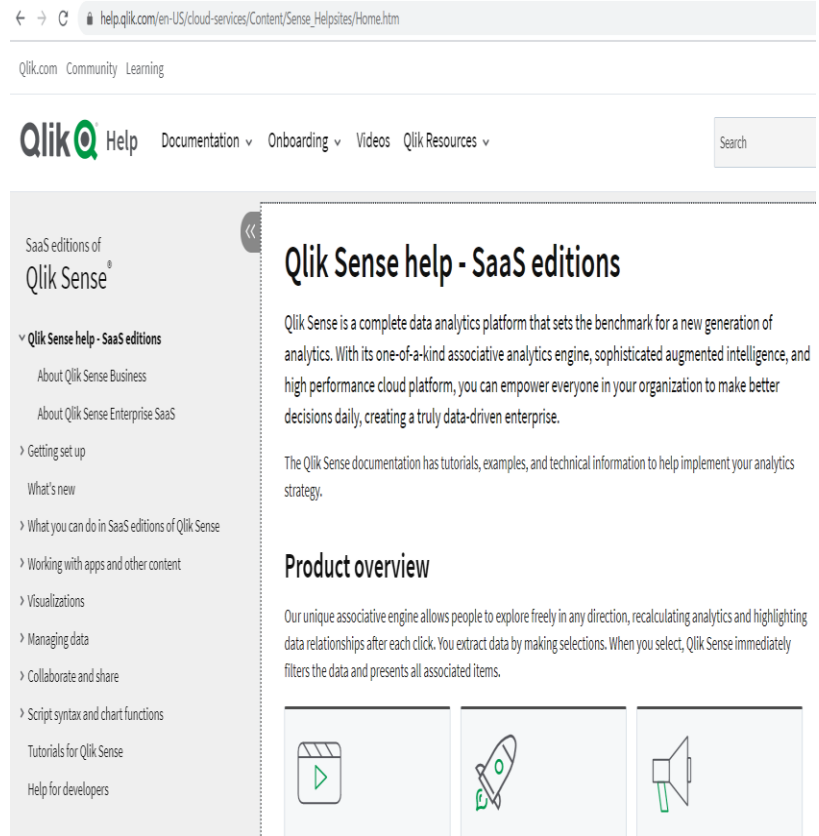


Agenda

1. SaaS editions
2. Status for Qlik Cloud Services
3. Known current issues
4. Information for Qlik Sense SaaS support cases
5. Cases we received
6. Other valuable information
7. Q&A

1. SaaS editions

- Qlik Sense Business
- Qlik Sense Enterprise SaaS
 - https://help.qlik.com/en-US/cloud-services/Content/Sense_Helpsites/Home.htm
- Compare product features
 - <https://www.qlik.com/us/pricing#compareProductFeatures>



The screenshot shows a web browser window displaying the Qlik Sense help page for SaaS editions. The browser's address bar shows the URL: help.qlik.com/en-US/cloud-services/Content/Sense_Helpsites/Home.htm. The page header includes navigation links for "Qlik.com", "Community", and "Learning". The main navigation bar features the "Qlik Help" logo, followed by "Documentation", "Onboarding", "Videos", and "Qlik Resources", along with a search bar. The page content is organized into a sidebar and a main content area. The sidebar, titled "SaaS editions of Qlik Sense", lists various help topics such as "Qlik Sense help - SaaS editions", "About Qlik Sense Business", "About Qlik Sense Enterprise SaaS", "Getting set up", "What's new", "What you can do in SaaS editions of Qlik Sense", "Working with apps and other content", "Visualizations", "Managing data", "Collaborate and share", and "Script syntax and chart functions". The main content area is titled "Qlik Sense help - SaaS editions" and contains introductory text about the platform's capabilities, a section for "Product overview", and three icons representing different help topics: a play button, a rocket, and a speaker.

← → ↻ help.qlik.com/en-US/cloud-services/Content/Sense_Helpsites/Home.htm

Qlik.com Community Learning

Qlik Help Documentation ▾ Onboarding ▾ Videos Qlik Resources ▾

SaaS editions of
Qlik Sense[®]

▾ **Qlik Sense help - SaaS editions**

- About Qlik Sense Business
- About Qlik Sense Enterprise SaaS
- Getting set up
- What's new
- What you can do in SaaS editions of Qlik Sense
- Working with apps and other content
- Visualizations
- Managing data
- Collaborate and share
- Script syntax and chart functions
- Tutorials for Qlik Sense
- Help for developers


Qlik Sense help - SaaS editions

Qlik Sense is a complete data analytics platform that sets the benchmark for a new generation of analytics. With its one-of-a-kind associative analytics engine, sophisticated augmented intelligence, and high performance cloud platform, you can empower everyone in your organization to make better decisions daily, creating a truly data-driven enterprise.

The Qlik Sense documentation has tutorials, examples, and technical information to help implement your analytics strategy.

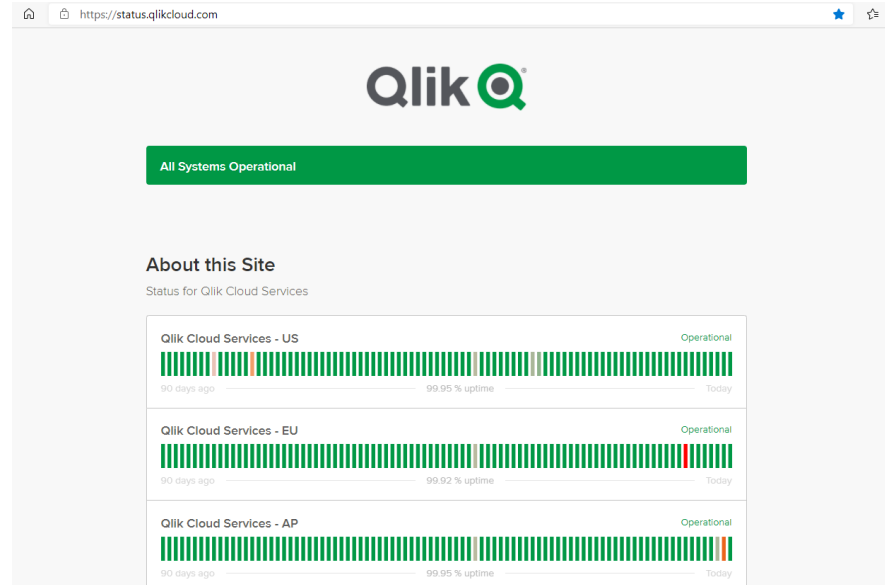
Product overview

Our unique associative engine allows people to explore freely in any direction, recalculating analytics and highlighting data relationships after each click. You extract data by making selections. When you select, Qlik Sense immediately filters the data and presents all associated items.



2. Status for Qlik Cloud Services

- <https://status.qlikcloud.com/>



3. Known current issues

- Known current issues in SaaS editions of Qlik Sense
 - <https://community.qlik.com/t5/Support-Knowledge-Base/Known-current-issues-in-SaaS-editions-of-Qlik-Sense/ta-p/1782327>



Daniele_Purrone / Support

Friday



Known current issues in SaaS editions of Qlik Sense 🔗

WORK IN PROGRESS: this article will be populated and constantly maintained with known SaaS issues, as they come and go. Please, bookmark it and use it as a reference whenever you encounter a problem to see if Qlik is already aware about it.

Environment:

[#Qlik Sense Business](#)

[#Qlik Sense Enterprise SaaS](#)

[#Qlik Data Transfer](#)

- Qlik Sense SaaS REST connector error ". hexadecimal value 0xFFFE, is an invalid character..." when reloading an XML file from a specific REST API

We are currently seeing this error happening when loading an xml file from a specific api site. The issue doesn't happen with on premise versions of Qlik Sense.

This was reported to R&D, and identified as a defect with ID QB-3844.

Current status: In Progress

4. Information for Qlik Sense SaaS support cases

- Collect information for Qlik Sense SaaS support cases
 - <https://community.qlik.com/t5/Support-Knowledge-Base/Collect-information-for-Qlik-Sense-SaaS-support-cases/ta-p/1766922>



Ayaka_Hanazono / Support

2020-12-08 / 03:29 AM



Collect information for Qlik Sense SaaS support cases 📎📷

Collect information for Qlik Sense SaaS support cases

Before submitting a support case regarding a SaaS issue, please make sure you have collected all the necessary information, so Qlik Support is able to assist you right away!

Basic Information

- [Tenant/subscription details](#) (if you cannot login to your tenant, please provide the tenant URL and the license serial number)
- User ID(s): [ABC@qlik.com](#)
- User role (Tenant Admin, Developer or No Role)
- User permission (Analyzer, Professional, or Tenant Admin)
- Subscription Type (Qlik Sense Business, Qlik Sense on Cloud Services, or Qlik Sense Business Trial)

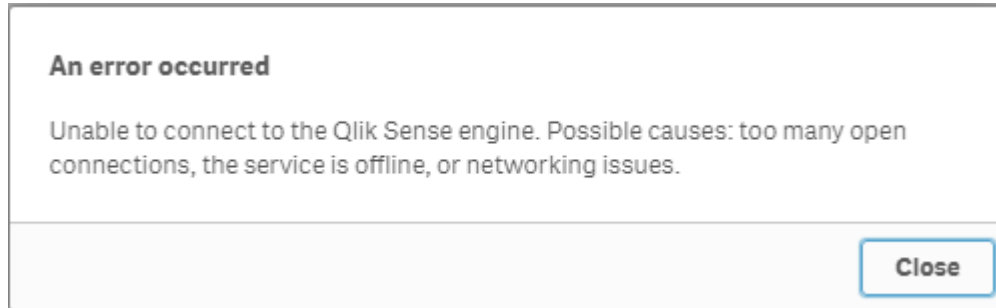
Incident information

- The URL that the issue occurred on (<https://XXX.eu.qlikcloud.com/sense/app/44778bb1-d9fe-49f8-9ba5-6297eb1626cc/sheet/fa3a3fea-3bbf-4d6d...>)
- App ID associated with the error (<https://XXX-saas.eu.qlikcloud.com/dataloadeditor/app/cbf3c491-55f0-460b-a0c4-0e1e73783048>)
- Time/Date when the issue occurred (Local time & Time zone)
- The error message associated with a screenshot or further detail

5-1 Unable to connect to the Qlik Sense engine

- WebSockets

- Proxies must support WebSockets.
- Qlik Sense SaaS - Unable to connect to the Qlik Sense engine
 - <https://community.qlik.com/t5/Support-Knowledge-Base/Qlik-Sense-SaaS-Unable-to-connect-to-the-Qlik-Sense-engine/ta-p/1776665>
- “An error occurred Unable to connect to the Qlik Sense engine. Possible causes: too many connections, the service is offline, or networking issues.”
- “エラーが発生しました。 Qlik Sense Engineに接続できません。考えられる原因：開かれた接続が多すぎるか、サービスがオフラインであるか、またはネットワークの接続の問題があります。”



5-2 Unable to publish QlikView documents

- Unable to publish QlikView documents into Qlik Sense Cloud hub via Proxy
 - <https://community.qlik.com/t5/Knowledge-Base/Unable-to-publish-QlikView-documents-into-Qlik-Sense-Cloud-hub/ta-p/1787374>



Nobuaki_T / Support

Wednesday



Unable to publish QlikView documents into Qlik Sense Cloud hub via Proxy 🔗

QlikView documents can be published into a Qlik Sense Cloud hub, but the task to publish documents might fail.

Environment

- QlikView 12.50 all releases
- Qlik Sense Enterprise SaaS

Resolution

The problem can be fixed by upgrading to the 2021 QlikView 12.60 release.

Workaround:

A possible workaround is to upload documents directly with your browser.

Fix Version:

QlikView 12.60.

5-3 Unable to set User ID to set Email Server


- Can't use Amazon Web Services' (AWS) smtp server in Qlik Sense on the Cloud
 - <https://community.qlik.com/t5/Knowledge-Base/Can-t-use-Amazon-Web-Services-AWS-smtp-server-in-Qlik-Sense-on-tap/1764733>



Daniele_Purrone / Support

2020-11-26 / 09:13 AM



Can't use Amazon Web Services' (AWS) smtp server in Qlik Sense on the Cloud. 

In SaaS editions of Qlik Sense, admins will need to setup a mail server so that users can share charts via email or receive alerts.

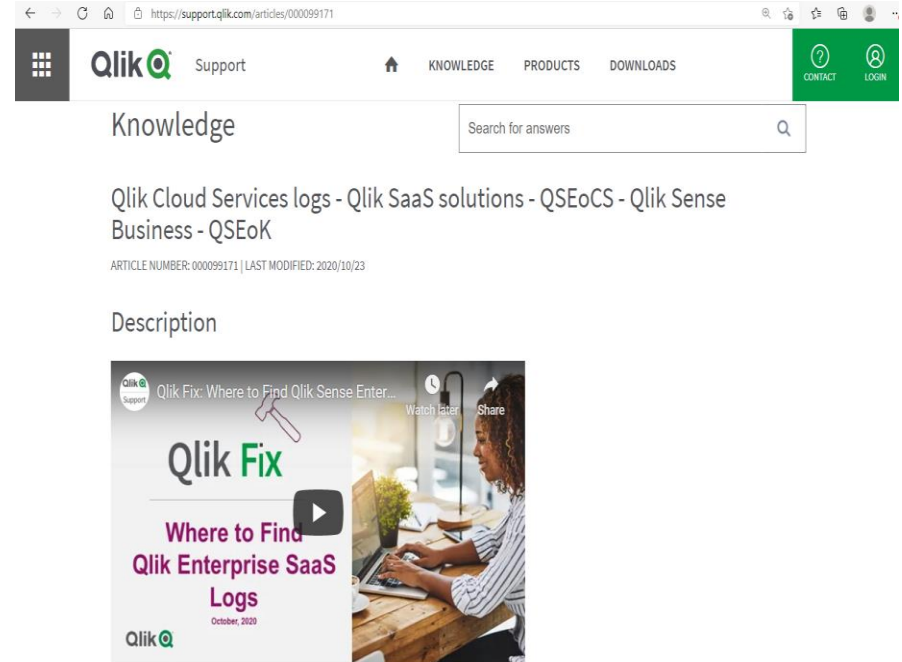
It is however not possible to use Amazon Web Services' smtp server.

Our system requires authentication using an email address, while in AWS the username is in a different format.

- when entering the username, our system does not accept it because it's not a valid email address (error: "the email address is invalid")
- when entering an email address, the sending of the email fails because Amazon Web Services does not accept that.

6-1 Qlik Cloud Services logs

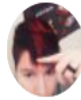
- Qlik Cloud Services logs - Qlik SaaS solutions - QSEoCS - Qlik Sense Business – QSEoK
 - <https://support.qlik.com/articles/00099171>
 - Logs for Reload tasks



The screenshot shows a web browser displaying a Qlik Support article. The URL in the address bar is <https://support.qlik.com/articles/00099171>. The page header includes the Qlik logo, the word "Support", and navigation links for "KNOWLEDGE", "PRODUCTS", and "DOWNLOADS". There are also "CONTACT" and "LOGIN" buttons. The main content area is titled "Knowledge" and features a search bar with the placeholder text "Search for answers". Below the search bar, the article title is "Qlik Cloud Services logs - Qlik SaaS solutions - QSEoCS - Qlik Sense Business - QSEoK". The article number is "ARTICLE NUMBER: 00099171" and the last modified date is "LAST MODIFIED: 2020/10/23". The "Description" section contains a video player with a thumbnail image of a woman working at a desk. The video title is "Qlik Fix: Where to Find Qlik Sense Enter..." and the video content includes the text "Qlik Fix", "Where to Find Qlik Enterprise SaaS Logs", and "October, 2020".

6-2 Aliasing the Qlik Sense SaaS Tenant Name



- Aliasing the Qlik Sense SaaS Tenant Name
 - <https://community.qlik.com/t5/Support-Knowledge-Base/Aliasing-the-Qlik-Sense-SaaS-Tenant-Name/tap/1768842>
 - https://help.qlik.com/en-US/cloud-services/Subsystems/Hub/Content/Sense_Hub/Introduction/qcs-tenant-alias.htm



 Sonja_Bauernfeind / Digital Support

 2020-12-16 / 03:14 AM



Aliasing the Qlik Sense SaaS Tenant Name  

Aliasing a Tenant Name to your Qlik Sense Enterprise SaaS Tenant can be very helpful if you were to make a mistake in creating the original tenant URL or if your company name was to change and you wanted it to reflect in your QCS environment. Note: The master hostname created during onboarding can not be changed at this time.

NOTE: Alias Host Name change can only be done with paid subscriptions. Display Name can be changed on Trials or Evals Tenant

Prior to May 2020: If you purchased your license before May 2020 please contact customer support ([How to create a case](#)) and request that `TENANT_ALIAS=YES` is added to your current license to allow the option to change a tenant hostname. Once confirmed from customer support that your license has been updated you can continue.

After May 2020: If you purchased you licenses after May 2020 please continue as documented below.

6-3 How to authenticate Qlik Sense Desktop

- How to authenticate Qlik Sense Desktop against SaaS editions
 - <https://community.qlik.com/t5/Support-Knowledge-Base/How-to-authenticate-Qlik-Sense-Desktop-against-SaaS-editions/ta-p/1723170>



Andre_Sostizzo / Digital Support

2020-06-29 / 12:02 PM



How to authenticate Qlik Sense Desktop against SaaS editions



Starting with the June 2020 release Qlik Sense Desktop can be authenticated against Qlik SaaS editions QSB and QSEoCS.

6-4 Qlik Sense Business Account FAQ

- Qlik Sense Business Account FAQ

- <https://community.qlik.com/t5/Knowledge-Base/Qlik-Sense-Business-Account-FAQ/tap/1721383>

Qlik Community > Support > Knowledge Base > Qlik Sense Business Account FAQ



Jamie_Gregory / Digital Support

2020-06-23 / 01:56 PM



Qlik Sense Business Account FAQ 🔗

This is a list of frequently asked account related questions for Qlik Sense Business. The information provided is the latest at the time of documenting and will be updated periodically with new questions.

FAQ

Q: What is Qlik Sense Business, and how to get started?

A: Qlik Sense Business is our SaaS solution. The focus of Qlik Sense Business is to give you, the end user, the ability to collaborate with your teammates to make faster data-driven decisions using our enhanced and redesigned user interface, which happens to match Qlik Sense Enterprise on Qlik Cloud Services. For information on getting started, please see [How to get started with Qlik Sense Business](#).

6-5 License usage

- Qlik Sense Business

Qlik Management Console

User allocation

Overview Assigned users

User allocation information

Your subscription is valid until: 12/04/2023

Allocations

8%

4 Consumed 50 Total

Quotas

Shared spaces

80%

1 Consumed 5 Total

Standard capacity

1.25 GB Per app

- Qlik Sense Enterprise SaaS

Qlik Management Console

License

Overview Assigned users License key

License information

Your license is valid until: 05/18/2024

Professional

2%

2 Consumed 100 Total

Analyzer

2%

2 Consumed 100 Total

Analyzer capacity (minutes)

0%

0 Consumed 10 000 Total 0 Overage

Quotas

Shared spaces

1 Consumed Unlimited Quota limit

Standard capacity

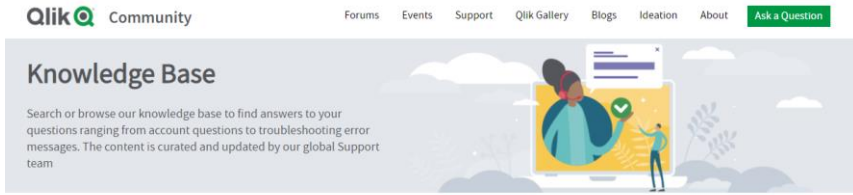
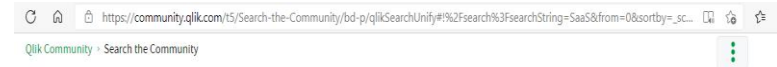
2.5 GB Per app

Managed spaces

2 Consumed Unlimited Quota limit

6-6 Qlik Community

- <https://community.qlik.com/t5/Knowledge-Base/tkb-p/qlik-support-knowledge-base>



Qlik Community > Support > Knowledge Base

Knowledge Base Search the Community Search

CREATE A DOCUMENT

SUBSCRIBE

Featured Content

Knowledge Base

Known current issues in SaaS editions of Qlik Sense

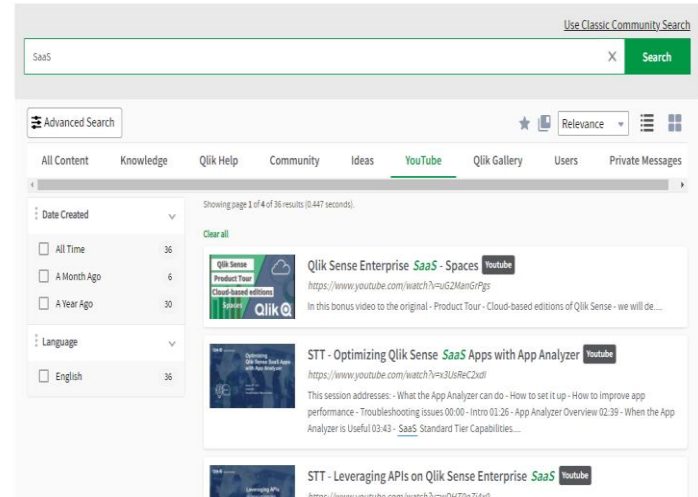
ALIVE ARTICLE: this article will be populated and constantly maintained with known SaaS issues, as they come and go. Please, bookmark it and use it as... [Show More](#)

By [Daniela_Purt...](#) 2021-03-11 / 09:24 AM 2115 2

Labels By Qlik Product

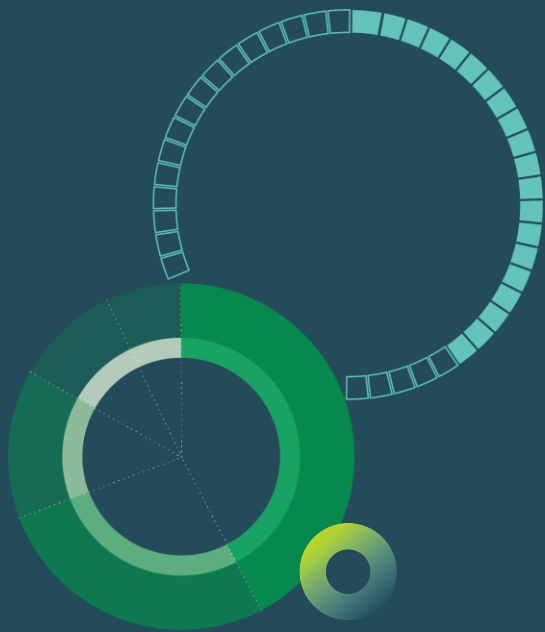
Qlik Sense Enterprise On Windows	664
QlikView	358
Qlik NPrinting	139

Load more



Q & A

ご質問等ございましたら、Q&A
パネルに投稿をお願いします。





LEAD WITH DATA™

Thank you!

-Qlik Support Team

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