



Support

Qlik Sense SaaS editions

2021 3Q Update

05, Aug 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

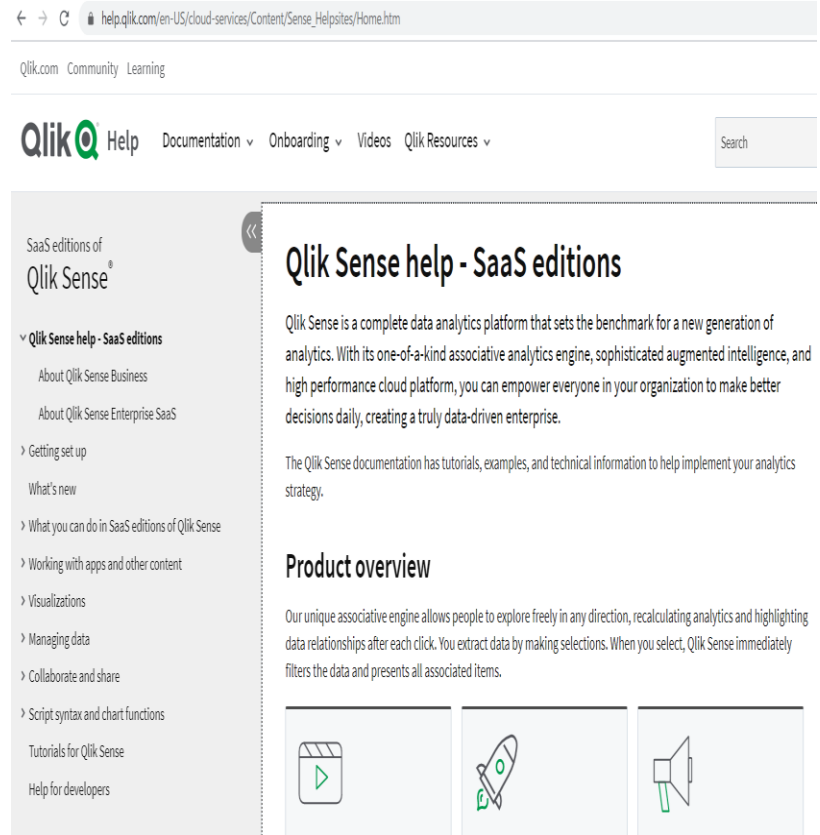


Agenda

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 (Updated)
6. Other valuable information (Updated)
7. Q&A

1. SaaS editions

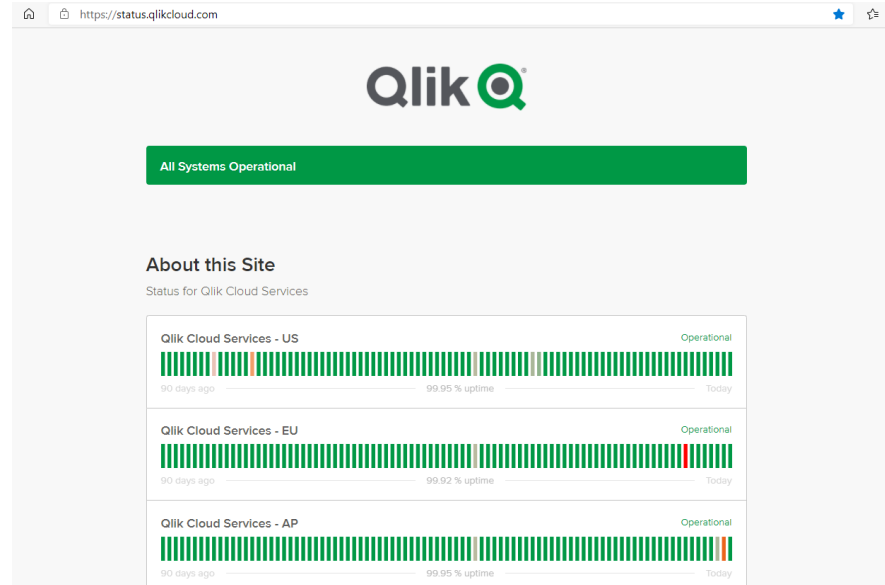
- Qlik Sense Business
- Qlik Sense Enterprise SaaS
 - https://help.qlik.com/en-US/cloud-services/Content/Sense_Helpsites/Home.htm
- Compare product features
 - <https://www.qlik.com/us/pricing#compareProductFeatures>



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 box. The page content is organized into a sidebar and a main content area. The sidebar, titled "SaaS editions of Qlik Sense", lists several categories: "Qlik Sense help - SaaS editions" (with sub-links for "About Qlik Sense Business" and "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". Below these are "Tutorials for Qlik Sense" and "Help for developers". The main content area is titled "Qlik Sense help - SaaS editions" and contains a paragraph describing Qlik Sense as a complete data analytics platform. Below this is a "Product overview" section with a paragraph explaining the associative engine. At the bottom of the main content area, there are three icons: a play button, a rocket, and a speaker.

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 Blank screen – Install Qlik DataTransfer

- Blank screen displayed during Qlik DataTransfer install
 - <https://community.qlik.com/t5/Knowledge-Base/Blank-screen-displayed-during-Qlik-DataTransfer-install/tab/p/1816032>



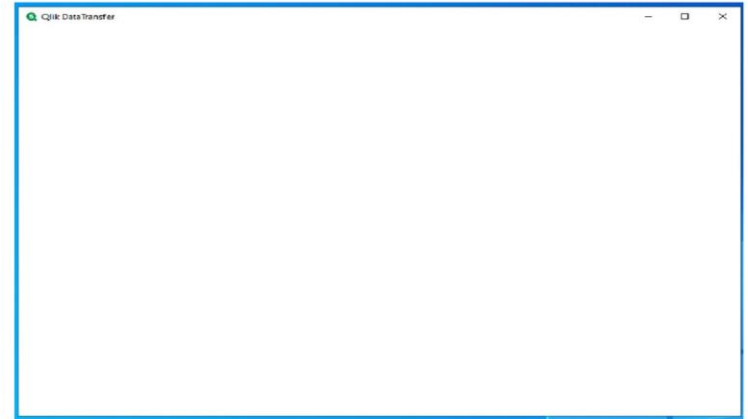
Nobuaki_T / Support

yesterday



Blank screen displayed during Qlik DataTransfer install

A blank white screen is displayed during a Qlik DataTransfer install, step 1 Open Qlik Transfer at [Authenticate Qlik DataTransfer](#).



5-2 Tenant is invalid, Upload failed - Qlik DataTransfer

- Tenant is invalid or Upload failed with Qlik DataTransfer
 - <https://community.qlik.com/t5/Knowledge-Base/Tenant-is-invalid-or-Upload-failed-with-Qlik-DataTransfer/ta-p/1817256>



Nobuaki_T / Support

2021-06-23 / 06:03 AM



Tenant is invalid or Upload failed with Qlik DataTransfer

The API key has expired.

Starting Qlik DataTransfer returns errors such as:

Tenant is invalid (At starting, see fig 1.)

or

Upload failed: Backend.Error.DTA_DATAFILESEERROR.401 (When running, see fig 2.)

Qlik DataTransfer

Qlik DataTransfer

Setup Qlik DataTransfer

Qlik DataTransfer must be configured with a SaaS editions of Qlik Sense tenant.

Name

SaaS editions of Qlik Sense tenant URL

API key

Tenant is invalid

5-3 Unable to access the recovery link

- Qlik Sense SaaS - Unable to access the recovery link
 - <https://community.qlik.com/t5/Knowledge-Base/Qlik-Sense-SaaS-Unable-to-access-the-recovery-link/ta-p/1809382>



Nobuaki_T / Support

a month ago



Qlik Sense SaaS - Unable to access the recovery link  

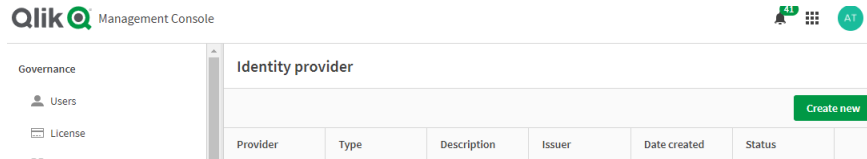
The following message might appear when you try to access the recovery link:

Sorry, but we are having troubles signing you in.



5-4 Does Qlik Sense SaaS support multiple IdPs?

- Does Qlik Sense SaaS support multiple IdPs?
 - <https://community.qlik.com/t5/Knowledge-Base/Does-Qlik-Sense-SaaS-support-multiple-IdPs/tab/1822230>



Ayaka_Hanazono / Support

2 weeks ago



Does Qlik Sense SaaS support multiple IdPs? 🔗

Qlik Sense SaaS only supports a single IdP.

After switching from Qlik Account to your corporate IdP, Qlik Account is no longer validated.

Your subscription needs to enable the external IdP feature, which is disabled by default.

Please contact [Qlik Support](#) to check your subscription details or enable the functionality.

Environment

- Qlik Sense Enterprise SaaS

Resolution

Select either Qlik Account or your choice of external IdP for authentication to a tenant.

It is not possible to enable both Qlik Account and external IdPs.

5-5 LOGIN_DURING_RESTRICTED_DOMAIN - Salesforce connection

- LOGIN_DURING_RESTRICTED_DOMAIN during creating Salesforce connection
 - <https://community.qlik.com/t5/Knowledge-Base/Qlik-Sense-SaaS-LOGIN-DURING-RESTRICTED-DOMAIN-during-creating/ta-p/1825380>



Nobuaki_T / Support

2 hours ago



Qlik Sense SaaS - LOGIN_DURING_RESTRICTED_DOMAIN during creating Salesforce connection

Testing a connection to Salesforce from Qlik Sense fails with:

```
LOGIN_DURING_RESTRICTED_DOMAIN: cannot log in from current domain
```

Create new connection (Salesforce)

Account properties

Environment

Production Sandbox

API Version (optional)

5-6 No tables listed - Salesforce connection

- Qlik Sense SaaS shows no tables listed in the Salesforce connection
 - <https://community.qlik.com/t5/Knowledge-Base/Qlik-Sense-SaaS-shows-no-tables-listed-in-the-Salesforce/ta-p/1825386>



Nobuaki_T / Support

2 hours ago



Qlik Sense SaaS shows no tables listed in the Salesforce connection 📎🖼️

Tables for Salesforce connection might not be listed.

Select tables to continue is displayed instead (See Img 1)



5-7 Unable to set a default bookmark

- Qlik Sense SaaS - Unable to set a default bookmark or a sheet action
 - <https://community.qlik.com/t5/Knowledge-Base/Qlik-Sense-SaaS-Unable-to-set-a-default-bookmark-or-a-sheet/tab/1783684>



Nobuaki_T / Support

2021-03-10 / 01:48 AM



Qlik Sense SaaS - Unable to set a default bookmark or a sheet action 🔗

You can select a sheet to the landing page of the app by setting a default bookmark.

When you open the app, the expected landing page may not be displayed.

As well, when you open a sheet with a sheet action, the action might not get triggered.

Environment

- Qlik Sense Enterprise SaaS
- Qlik Sense Business

Resolution

The session needs to be terminated.

1. Close the browser or all opened tabs.
2. Wait for 30 minutes.
3. Log in to the tenant and open the app.

5-8 Sheet title in exported PDF files corrupted

- Qlik Sense SaaS - Sheet title in exported PDF files might be corrupted
 - <https://community.qlik.com/t5/Knowledge-Base/Qlik-Sense-SaaS-Sheet-title-in-exported-PDF-files-might-be/ta-p/1815710>



Nobuaki_T / Support

2 weeks ago



Qlik Sense SaaS - Sheet title in exported PDF files might be corrupted

Exported PDF files should show expected titles, but it might need to set app locale.

Steps:

1. Open an app with Sheet title in a specific language
2. Open a sheet with the title in a specific language
3. Select Download the Sheet as PDF
4. Open the pdf file

Sheet image:



6-1 How to get logs - Qlik Sense Mobile for SaaS app

- How to get logs from Qlik Sense Mobile for SaaS app
 - <https://community.qlik.com/t5/Knowledge-Base/How-to-get-logs-from-Qlik-Sense-Mobile-for-SaaS-app/ta-p/1815430>

[Qlik Sense Mobile for SaaS or Qlik Sense Mobile? W... - Qlik Community - 1808322](#)

[Qlik Sense Mobile for SaaS FAQ - Qlik Community - 1805641](#)



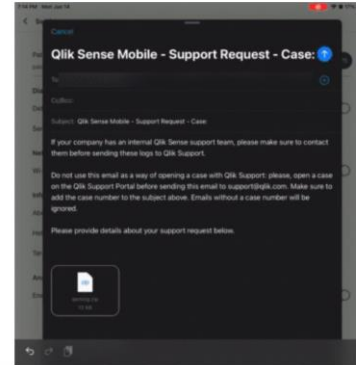
Patricia_Silva / Support

2021-06-16 / 05:57 AM



How to get logs from Qlik Sense Mobile for SaaS app

When logging a case to our Technical Support team about any issue you could be experiencing with Qlik Sense Mobile for SaaS app, you might be asked to provide the logs from the mobile app, so here are the steps on how to get them:



6-2 Qlik Sense SaaS SMTP configuration

- "There was a problem sending your email. Please review your settings" when sending test email in Qlik Sense SaaS SMTP configuration
 - <https://community.qlik.com/t5/Knowledge-Base/quot-There-was-a-problem-sending-your-email-Please-review-your/ta-p/1814531>



Daniele_Purrone / Support

2021-06-11 / 10:28 AM



"There was a problem sending your email. Please review your settings" when sending test email in Qlik Sense SaaS SMTP configuration 📎📎

When setting up an email server in SaaS edition of Sense under Management Console --> Settings, sending of test emails fail with "There was a problem sending your email. Please review your settings"

Environment

- [#Qlik Sense Business](#)
- [#Qlik Sense Enterprise SaaS](#)

Resolution

This might be due to a series of factors, like incorrect Security setting, requirements on the SMTP server side and more.

To troubleshoot this:


1. [enable the browser's developer tools](#)
2. send the test email again.
3. go to the **Network** tab of the developer tools
4. open the **Response** to the **send-test-email** item
5. investigate the resulting error message with your mail server vendor support

6-3 Compatibility - SaaS and On Premise


- Compatibility between SaaS and client-managed versions of Qlik Sense
 - <https://community.qlik.com/t5/Knowledge-Base/Compatibility-between-SaaS-and-client-managed-versions-of-Qlik/tap/1812711>



 Daniele_Purrone / Support

 3 weeks ago



Compatibility between SaaS and client-managed versions of Qlik Sense 

Which versions of Qlik Sense for Windows are supported for Qlik Cloud Services multi-cloud deployments?

Environment:

- [#Qlik Sense Enterprise SaaS](#)
- [#Qlik Sense Enterprise on Windows](#)

Answer:

As specified [on the help site](#):

*When distributing to SaaS editions of Qlik Sense, your Qlik Sense Enterprise on Windows deployment must be either the **current version** or **one of the previous two releases** (starting from the June 2018 release).*

So, for instance, as of May 2021, the only on-premise versions of Qlik Sense for Windows supported for multicloud hybrid deployments are May 2021, February 2021 and November 2020.

6-4 Quotas with expanded capacity

- Where to check the current quotas of your tenant with expanded apps and dedicated capacity
 - <https://community.qlik.com/t5/Knowledge-Base/Where-to-check-the-current-quotas-of-your-tenant-with-expanded/ta-p/1803347>



Ayaka_Hanazono / Support

2021-04-28 / 01:18 AM



Where to check the current quotas of your tenant with expanded apps and dedicated capacity 📄📷

After enabling expanded apps and dedicated capacity, additional resources will be assigned to a tenant.

You can verify it under *Licenses>Overview>Quotas* in the management console.

Please note that the assigned resource will be shown under the box of Standard capacity.

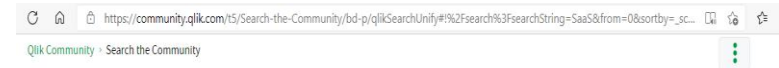
Due to the current limitation, there is no separate indicator for either standard or dedicated capacity.

Quotas

<p>Shared spaces</p> <p>31 Consumed</p>	<p>Unlimited Quota limit</p>	<p>Standard capacity</p> <p>50 GB Per app</p>
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6-5 Qlik Community

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




Qlik Product	Count
Qlik Sense Enterprise On Windows	664
QlikView	358
Qlik NPrinting	139

Date Created	Count
All Time	36
A Month Ago	6
A Year Ago	30

Language	Count
English	36

6-6 Ideation Discussions

- <https://community.qlik.com/t5/Ideation-Discussions/bd-p/qlik-ideation-discussions>




Ideation Discussions


Our next Qlik Insider session will cover new key capabilities. Join us August 11th [REGISTER TODAY](#)

Qlik Community > Ideation > Ideation Discussions

This Board

Recent | Unanswered | Unsolved | Solved Sort By:

 **Ideation Guidelines: Getting Started with Ideation** 1 384 0

by  Meghann_MacDonald 2021-02-09

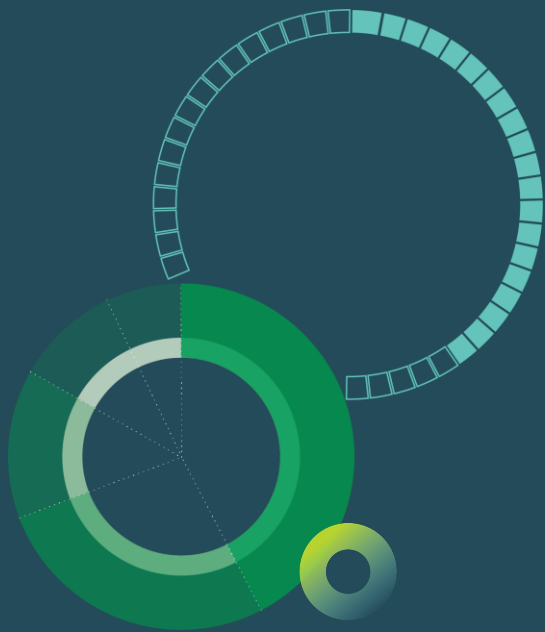
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Q & A

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。



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Thank you!

-Qlik Support Team

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