Qlik Support

Qlik Sense SaaS

Qlik DataTransfer and QV publisher

16, Dec 2021

Nobuaki Takishita

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 2.5 years

Qlik | Support

Agenda

1. Qlik DataTransfer
2. QV Publisher to QSE SaaS
3. Others
4. Q&A

1.1 Qlik DataTransfer – Article to check at first

- Installing and Using Qlik DataTransfer - Qlik Community – 1791993

Andre_Sostizzo / Digital Support 2021-03-16 / 03:30 PM

Installing and Using Qlik DataTransfer

Qlik DataTransfer is a lightweight Windows application that lets you upload data from on-premises data sources to a SaaS editions of Qlik Sense tenant without firewall tunneling. The service account owner (SAO) or tenant administrator generates an API key from the tenant, which is then used to authenticate Qlik DataTransfer. Once authenticated, you can schedule automatic data reloads or upload data manually.

Qlik DataTransfer works with the following kinds of data sources:

- App data
- Connection data
- Folders

More documentation:

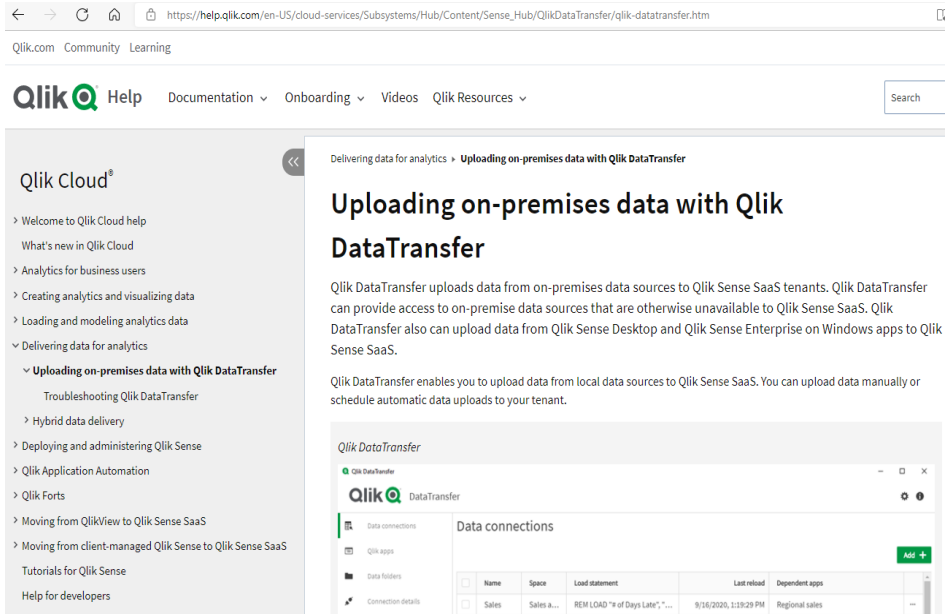
- Installing Qlik DataTransfer - SaaS editions of Qlik Sense
- Uploading on-premises data with Qlik DataTransfer
- Troubleshooting Qlik DataTransfer

Demo Videos:

- Installing Qlik Data Transfer - Brief video installing Qlik Data Transfer for the first time.
- Uploading on-premises data with Qlik Data Transfer - Brief video explaining an example data connections
- Qlik Data Transfer - Quick Demo

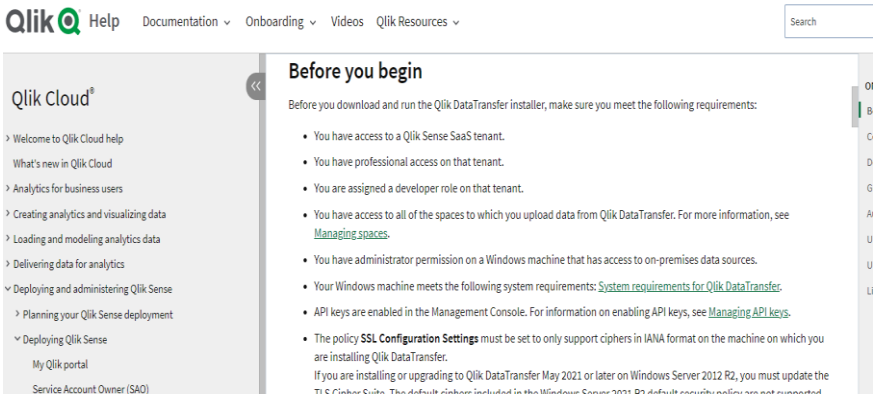
1.2 Qlik DataTransfer – HELP, two pages to check

- Uploading on-premises data with Qlik DataTransfer – Qlik Cloud
- Installing Qlik DataTransfer – Qlik Cloud
  - Limitation is in two pages!
- Troubleshooting Qlik DataTransfer – Qlik Cloud



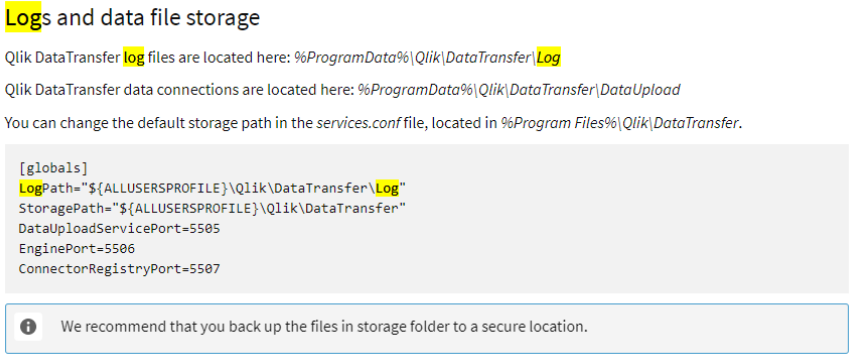
1.3 Qlik DataTransfer – Requirements

- Installing Qlik DataTransfer – Qlik Cloud
  - Requirements
    - Professional access
    - Developer role
    - Enabled API key
    - Windows User account
      - Admin is better to prevent issues
  - Recommendation
    - Dedicated server
  - Others
    - Check HELP for more details



1.4 Qlik DataTransfer – Logs/data file storage

- Installing Qlik DataTransfer – Qlik Cloud
  - Logs
    - %ProgramData%\Qlik\DataTransfer\Log
  - Services.conf location
    - %Program Files%\Qlik\DataTransfer



Logs and data file storage

Qlik DataTransfer log files are located here: *%ProgramData%\Qlik\DataTransfer\Log*

Qlik DataTransfer data connections are located here: *%ProgramData%\Qlik\DataTransfer\DataUpload*

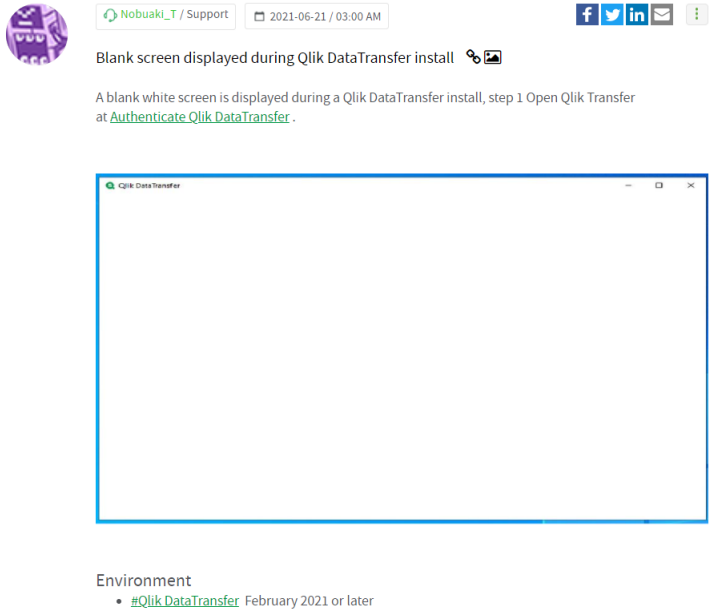
You can change the default storage path in the *services.conf* file, located in *%Program Files%\Qlik\DataTransfer*.

```
[globals]
LogPath="${ALLUSERSPROFILE}\Qlik\DataTransfer\Log"
StoragePath="${ALLUSERSPROFILE}\Qlik\DataTransfer"
DataUploadServicePort=5505
EnginePort=5506
ConnectorRegistryPort=5507
```

We recommend that you back up the files in storage folder to a secure location.

1.5 Qlik DataTransfer – Blank/White screen issues

- Blank screen displayed during Qlik DataTransfer in... - Qlik Community - 1816032

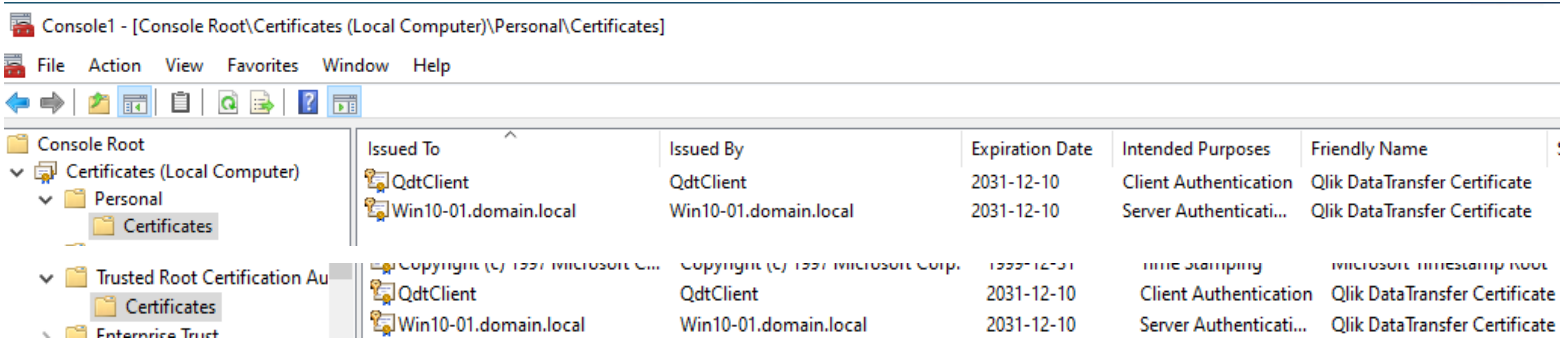


1.5.1 Qlik DataTransfer – First check points

- Installing Qlik DataTransfer – Qlik Cloud
  - Followed the help? (This part was not at first, but help is updated)
  - RemoteSigned is needed!!
  - From Feb 2021, service user can be set during installation.
- Troubleshooting Qlik DataTransfer – Qlik Cloud
  - Certs exist or not at C:\ProgramData\Qlik\DataTransfer\DataUpload\certificate
    - Certificate folder is not created without RemoteSigned
- Qlik DataTransfer service is running?

1.5.2 Qlik DataTransfer – How it starts

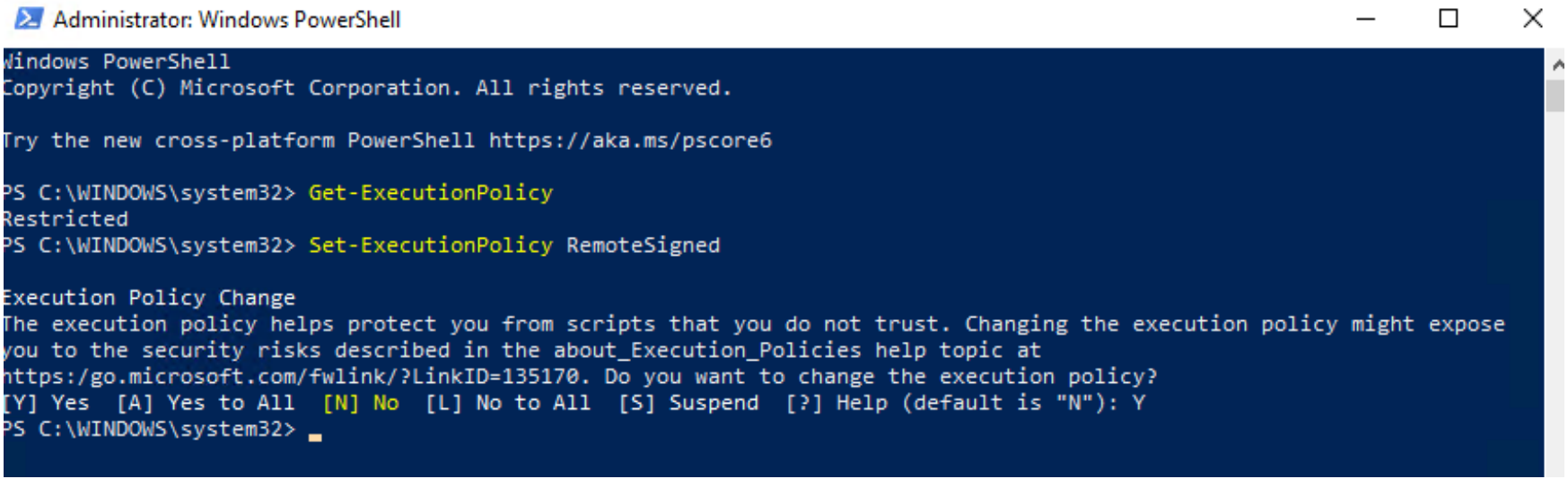
- When Qlik DataTransfer service starts, it tried to create Certification files in the certificate folder, and Certificates in the Windows Certificate Store if there are not.
  - Files
    - C:\ProgramData\Qlik\DataTransfer\DataUpload\certificate\client.pfx
    - C:\ProgramData\Qlik\DataTransfer\DataUpload\certificate\server.pfx
  - Windows Certificate Store



“RemoteSigned is needed” for these

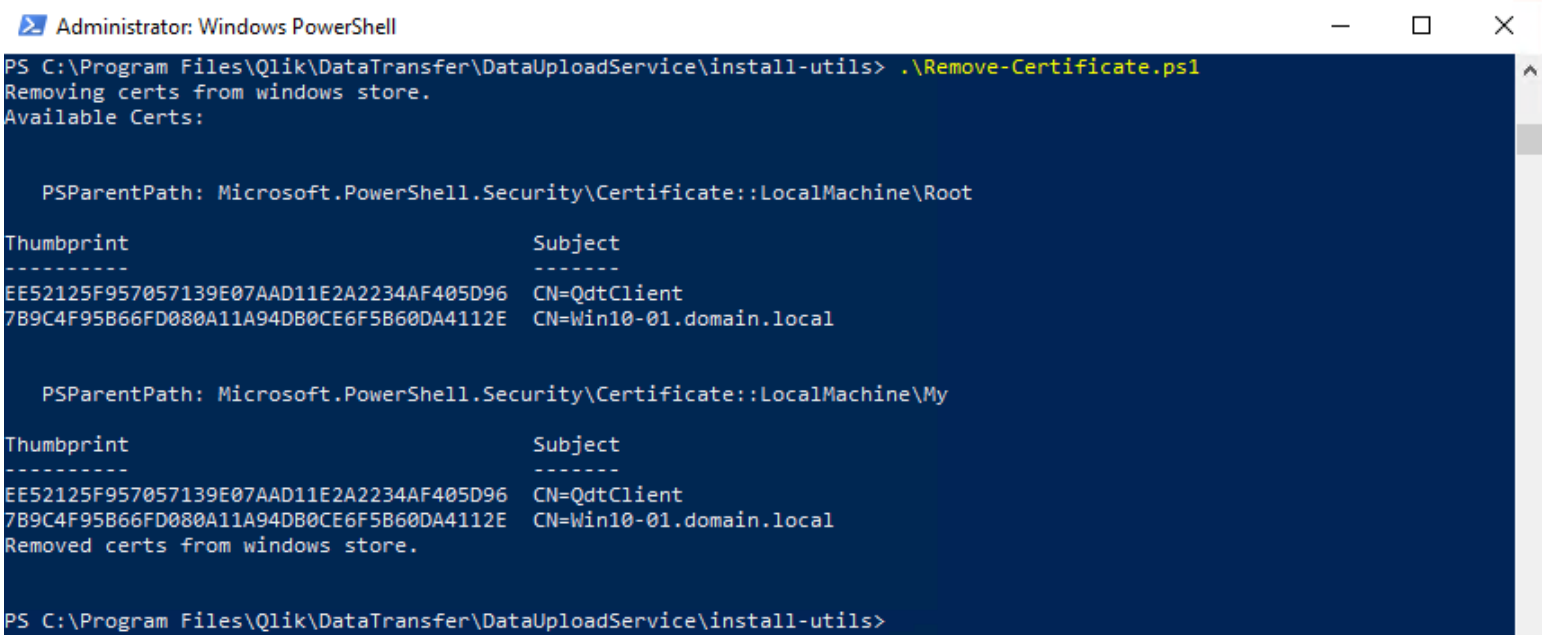
1.5.3 Qlik DataTransfer – RemoteSigned execution policy

- Installing Qlik DataTransfer – Qlik Cloud



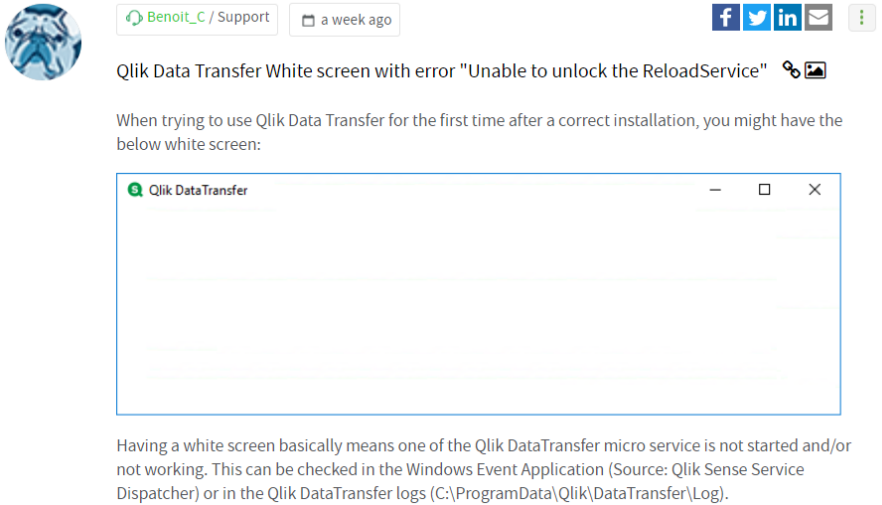
1.5.3 Qlik DataTransfer – Windows Certificate Store remove script

- Troubleshooting Qlik DataTransfer – Qlik Cloud



1.5.4 White screen issue - related

- Qlik Data Transfer White screen with error "Unable... - Qlik Community - 1861075



1.5.5 White screen issue - related

- Qlik DataTransfer shows only white screen - Qlik Communi 1840904

Andrea_Bertazzo / Support | 2021-10-01 / 09:19 AM

Qlik DataTransfer shows only a white screen

Qlik DataTransfer is installed correctly, but it shows only a white screen when it is started.

The DataTransfer logs show this error message:

```
ERROR Error generating certificates,Command failed: Import-
PfxCertificate -FilePath
"C:\ProgramData\Qlik\DataTransfer\DataUpload\certificate\temp\server.pfx
" -CertStoreLocation Cert:\LocalMachine\My -Password (ConvertTo-
SecureString -String "password" -Force -AsPlainText) -Exportable Import-
PfxCertificate : Access is denied. (Exception from HRESULT: 0x80070005
(E_ACCESSDENIED))
```

At least one between the `client.pfx` and `server.pfx` certificates may **not** be present in `C:\ProgramData\Qlik\DataTransfer\DataUpload\certificate`.

Environment

- DataTransfer all versions

Resolution

It is possible to fix the problem by following the instructions in this Microsoft article.

1.6.1 Unauthorized – Windows server 2012

- Qlik DataTransfer: Unable to connect to the tenant... - Qlik Community - 1839270

Ayaka_Hanazono / Support 2021-09-27 / 01:22 AM

Qlik DataTransfer: Unable to connect to the tenant with "ERROR Error: Unauthorized"

Qlik DataTransfer won't start with the error: "Unable to connect to the tenant" and the DataUploadService log says: "ERROR Error: Unauthorized."

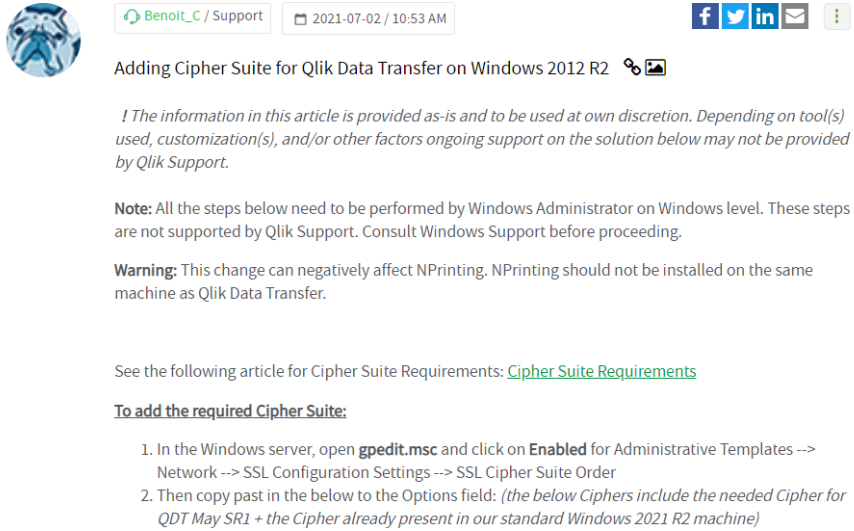
```
33  20210914T110816.320+0900    localhost   4.0.0   Global  ERROR   Error: Unaut
horized.
34  20210914T110816.322+0900    localhost   4.0.0   Global  ERROR   Error: Unaut
horized.
    at verifyTenant (C:\Program Files\Qlik\DataTransfer\DataUploadService\index.
js:214:147466)
    at processTicksAndRejections (internal/process/task_queues.js:97:5)
```

Environment

- Qlik DataTransfer May2021 or later
- Windows 2012R2

1.6.2 How to add Ciper Suite - Windows server 2012

- Adding Cipher Suite for Qlik Data Transfer on Wind... - Qlik Community - 1819406



Benoit_C / Support 2021-07-02 / 10:53 AM

Adding Cipher Suite for Qlik Data Transfer on Windows 2012 R2

I The information in this article is provided as-is and to be used at own discretion. Depending on tool(s) used, customization(s), and/or other factors ongoing support on the solution below may not be provided by Qlik Support.

Note: All the steps below need to be performed by Windows Administrator on Windows level. These steps are not supported by Qlik Support. Consult Windows Support before proceeding.

Warning: This change can negatively affect NPrinting. NPrinting should not be installed on the same machine as Qlik Data Transfer.

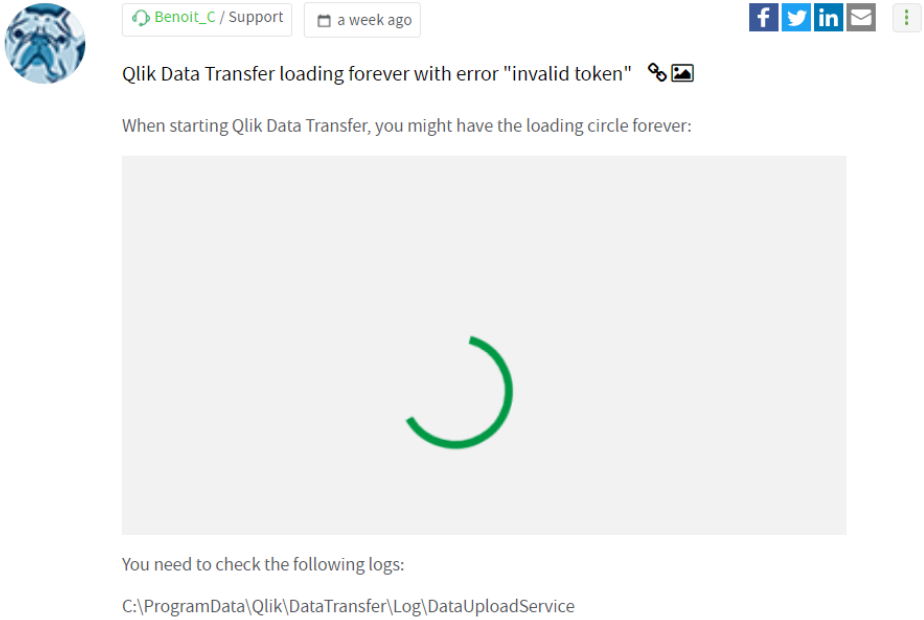
See the following article for Cipher Suite Requirements: Cipher Suite Requirements

To add the required Cipher Suite:

1. In the Windows server, open **gpedit.msc** and click on **Enabled** for Administrative Templates --> Network --> SSL Configuration Settings --> SSL Cipher Suite Order
2. Then copy past in the below to the Options field: *(the below Ciphers include the needed Cipher for QDT May SR1 + the Cipher already present in our standard Windows 2021 R2 machine)*

1.7 Loading circle forever

- Qlik Data Transfer loading forever with error "inv... - Qlik Community – 1861094



1.8 No data has been created – Folder permission

- Uploading files with Qlik DataTransfer fails with ... - Qlik Community - 1800804

Sonja_Bauernfeind / Digital Support 2021-04-20 / 03:32 AM

Uploading files with Qlik DataTransfer fails with error - No data has been created for this dataset to upload

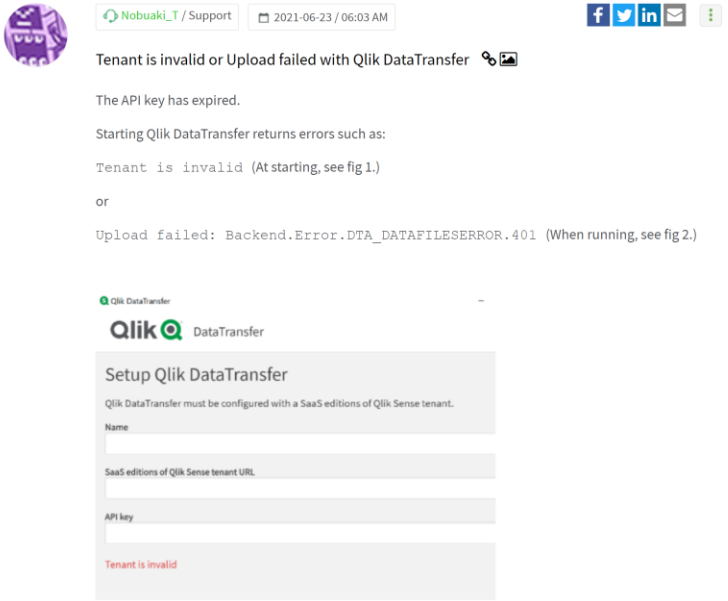
Uploading files from a shared drive with Qlik DataTransfer may fail with the given error: `No data has been created for this dataset to upload.`

The error is logged in: `C:\ProgramData\Qlik\DataTransfer\Log\DataUploadService`

```
localhost 0.1.17 Global ERROR Error: No data has been created for this dataset to upload. at w (C:\Program Files\Qlik\DataTransfer\DataUploadService\index.js:124:14429) at uploadFolder (C:\Program Files\Qlik\DataTransfer\DataUploadService\index.js:124:15269) at processTicksAndRejections (internal/process/task_queues.js:94:5) at async folderUpload (C:\Program Files\Qlik\DataTransfer\DataUploadService\index.js:414:57987)
```

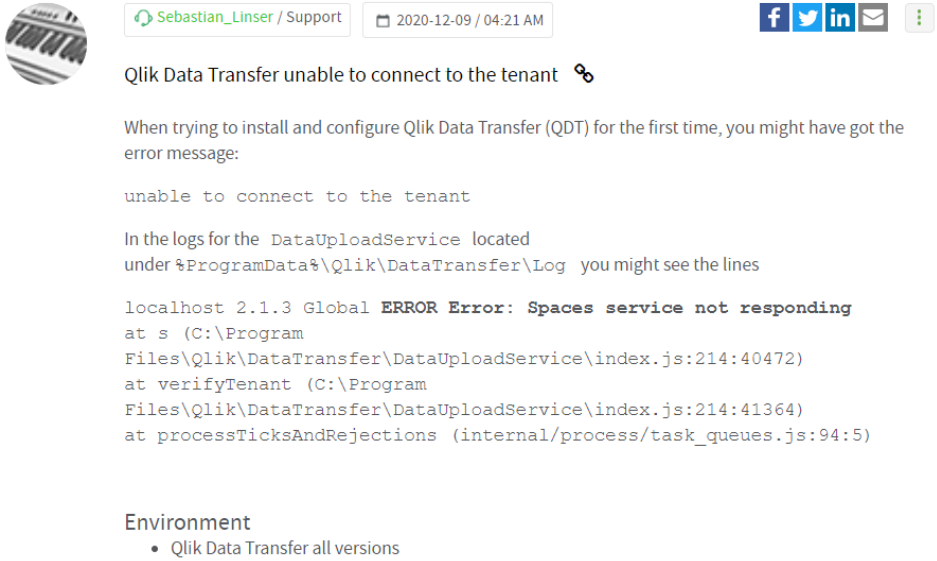
1.9 Tenant is invalid, Upload failed – API expired

- 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



1.10 missconfigured VPN or firewall

- Qlik Data Transfer unable to connect to the tenant - Qlik Community - 1767239



Sebastian_Linser / Support 2020-12-09 / 04:21 AM

Qlik Data Transfer unable to connect to the tenant

When trying to install and configure Qlik Data Transfer (QDT) for the first time, you might have got the error message:

```
unable to connect to the tenant
```

In the logs for the `DataUploadService` located under `%ProgramData%\Qlik\DataTransfer\Log` you might see the lines

```
localhost 2.1.3 Global ERROR Error: Spaces service not responding
at s (C:\Program
Files\Qlik\DataTransfer\DataUploadService\index.js:214:40472)
at verifyTenant (C:\Program
Files\Qlik\DataTransfer\DataUploadService\index.js:214:41364)
at processTicksAndRejections (internal/process/task_queues.js:94:5)
```

Environment

- Qlik Data Transfer all versions

1.11 Known issues (Proxy case)

- Qlik DataTransfer with an internet proxy - Qlik Community - 1777298

Ayaka_Hanazono / Support 2021-01-25 / 09:34 PM

Qlik DataTransfer with an internet proxy

Qlik Data Transfer can't start if it needs to go through an internet proxy.

You can find **Error: Spaces service not responding** in the DataUploadService log.

Environment

- Qlik DataTransfer, all versions

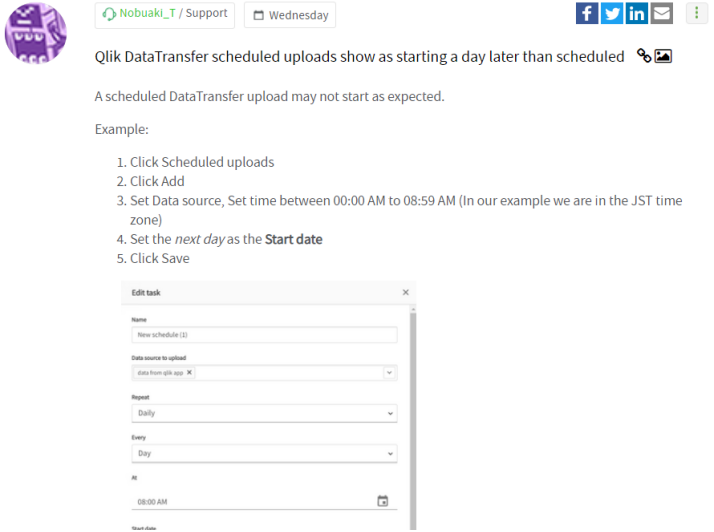
Resolution

You need to verify whether a proxy has a setting to block a connection based on its application.

The proxy often filters a connection based on the application's port and URL, but sometimes, it may detect an application automatically. In order to utilize Qlik DataTransfer, you may need to disable this auto-detected filtering rule.

1.12 Unexpected scheduled upload

- Qlik DataTransfer scheduled uploads show as starti... - Qlik Community - 1862983



Nobuaki_T / Support Wednesday

Qlik DataTransfer scheduled uploads show as starting a day later than scheduled

A scheduled DataTransfer upload may not start as expected.

Example:

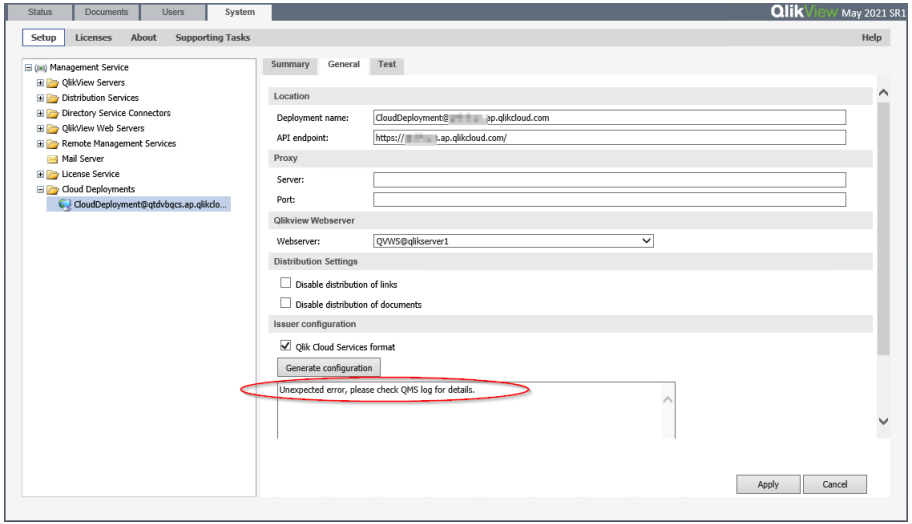
1. Click Scheduled uploads
2. Click Add
3. Set Data source, Set time between 00:00 AM to 08:59 AM (In our example we are in the JST time zone)
4. Set the *next day* as the **Start date**
5. Click Save

2. QV Publisher to Qlik Sense SaaS

- Qlik Fix: How to configure QlikView Cloud Deployment and publish a document to Qlik Sense SaaS – YouTube
- Publishing QlikView documents and links in a Qlik Sense cloud hub – Qlik Cloud

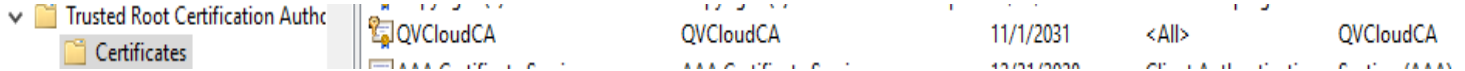
2.1 "Unexpected error, please check QMS log for details"

- Connecting QlikView Server to a Qlik Sense Enterprise SaaS deployment – Qlik Cloud
  - Error after clicking “Generate configuration”
  - This error happens just after starting setup



2.1.1 Related Certificates in the Windows Certificate Store

- When Generation button is selected, Certificate below is created.



- Action to solve
  - Delete QVCloudCA, confirm it was deleted by refresh icon in MMC
  - Restart QlikView Management Service
  - Login QMC
  - Select “Generate configuration”

2.1.2 "Unexpected error, please check QMS log for details"

- "Unexpected error, please check QMS log for detail... - Qlik Community - 1837089

Daniele_Purrone / Support 2021-09-17 / 10:58 AM

"Unexpected error, please check QMS log for details" when generating Cloud Deployment key in QlikView

Attempting to generate a configuration for a QlikView Cloud deployment, results in a "unexpected error, please check QMS log for details"

The QlikView Management Service logs show an exception:
Exception=System.Security.Cryptography.CryptographicException

Environment

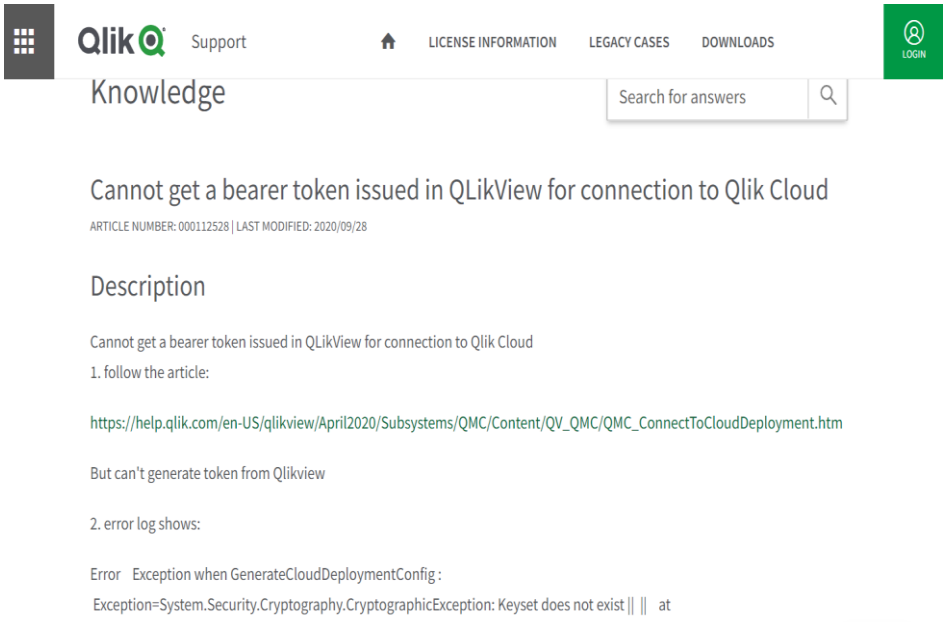
- #QlikView April 2020 (12.50) or higher
- #Qlik Sense Enterprise SaaS

Resolution

A combination of these actions will solve the problem (it might be worth doing all of them right away):

2.1.3 "Unexpected error, please check QMS log for details"

- Cannot get a bearer token issued in QLikView for connection to Qlik Cloud



2.2 QV Publisher to Qlik Sense SaaS

- Unable to publish QlikView documents into Qlik Sen... - Qlik Community - 1787374
  - QV 12.50 issue with Proxy
  - QV 12.60 works with Proxy
    - Set at General tab

Nobuaki_T / Support 2021-03-10 / 06:22 AM

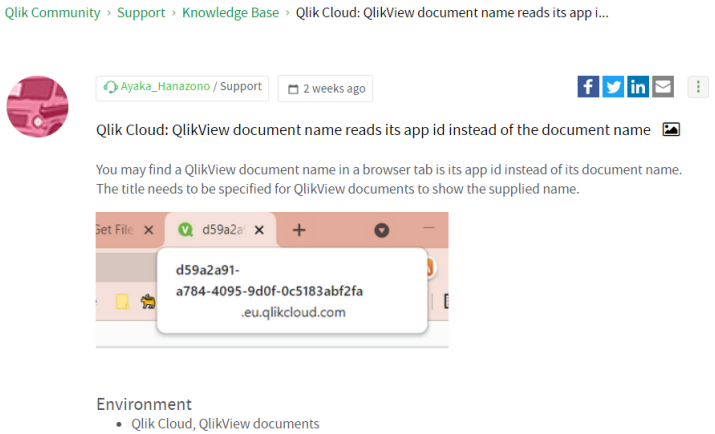
Unable to publish QlikView documents into Qlik Sense Cloud hub via Proxy: "Distribute to resource failed - Distribute to cloud exception failed"

QlikView documents can be published into a Qlik Sense Cloud hub, but the task to publish documents might fail.
The task logs show this error: "The logs show "Error The task "..." failed. Exception: ||
QDSMain.Exceptions.TaskFailedException: Task execution failed with errors to follow. --->
QDSMain.Exceptions.DistributeToResourcesFailedException: Distribute to resource failed. --->
System.Exception: Distribute to cloud exception failed"

Environment
- QlikView 12.50 all releases
- Qlik Sense Enterprise SaaS

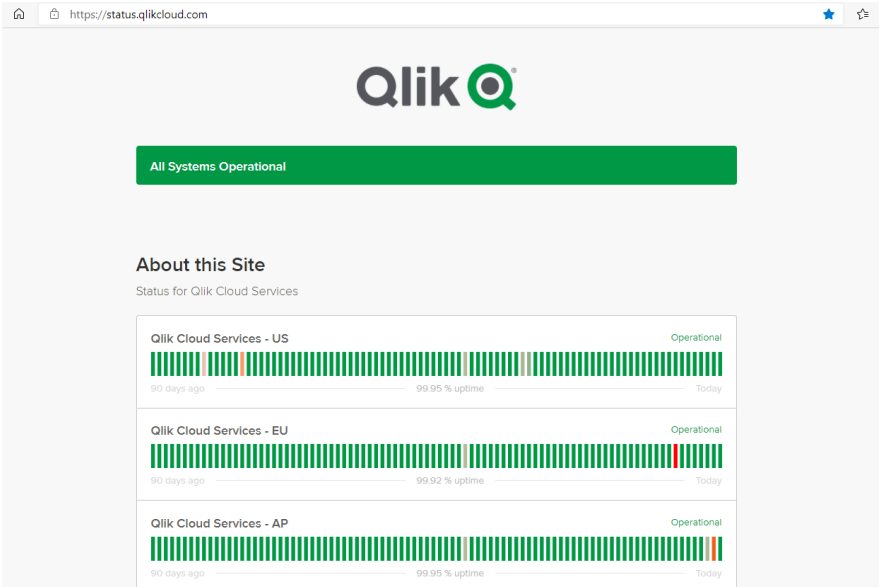
2.3 QlikView document name

- Qlik Cloud: QlikView document name reads its app i... - Qlik Community - 1861838



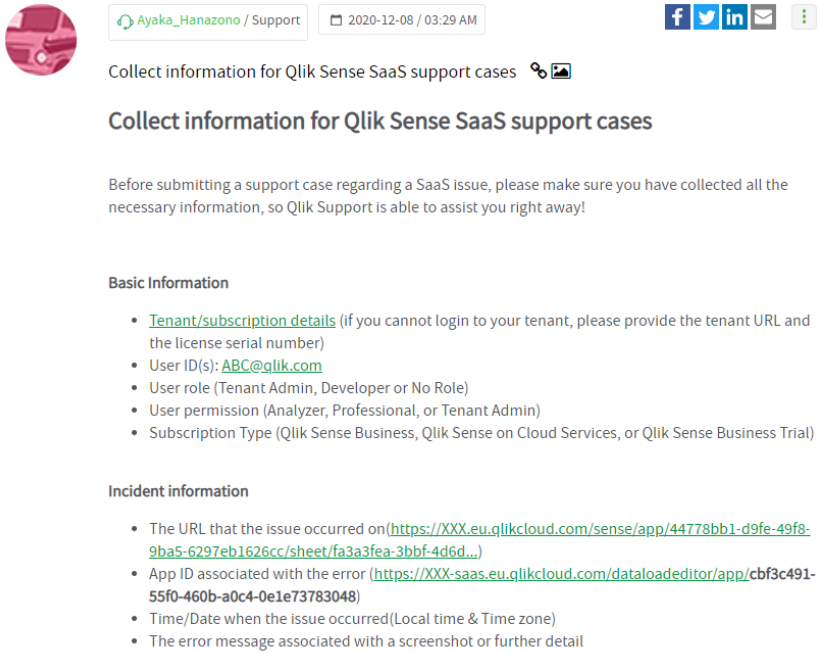
3.1 Status for Qlik Cloud Services

- https://status.qlikcloud.com/



3.2 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

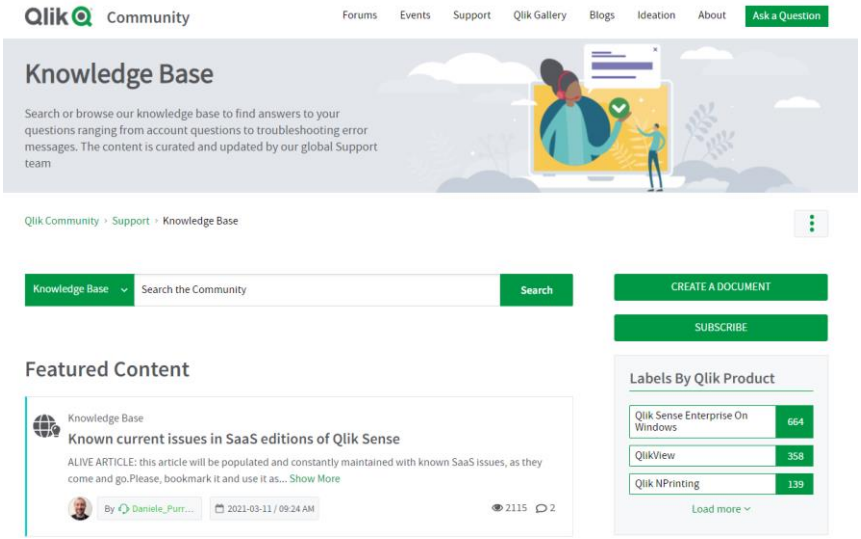
- Tenant/subscription details (if you cannot login to your tenant, please provide the tenant URL and the license serial number)
- User ID(s): ABC@qlik.com
- User role (Tenant Admin, Developer or No Role)
- User permission (Analyzer, Professional, or Tenant Admin)
- Subscription Type (Qlik Sense Business,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

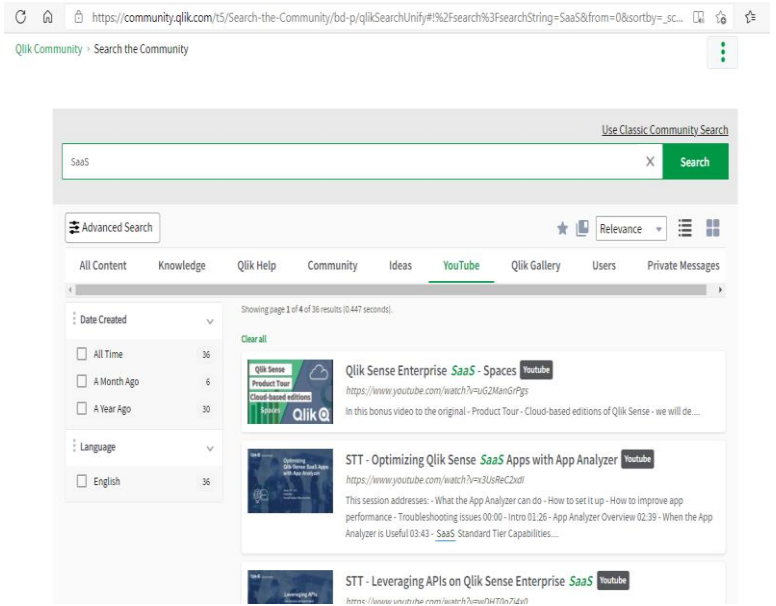
Incident information

- 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

3.3 Qlik Community

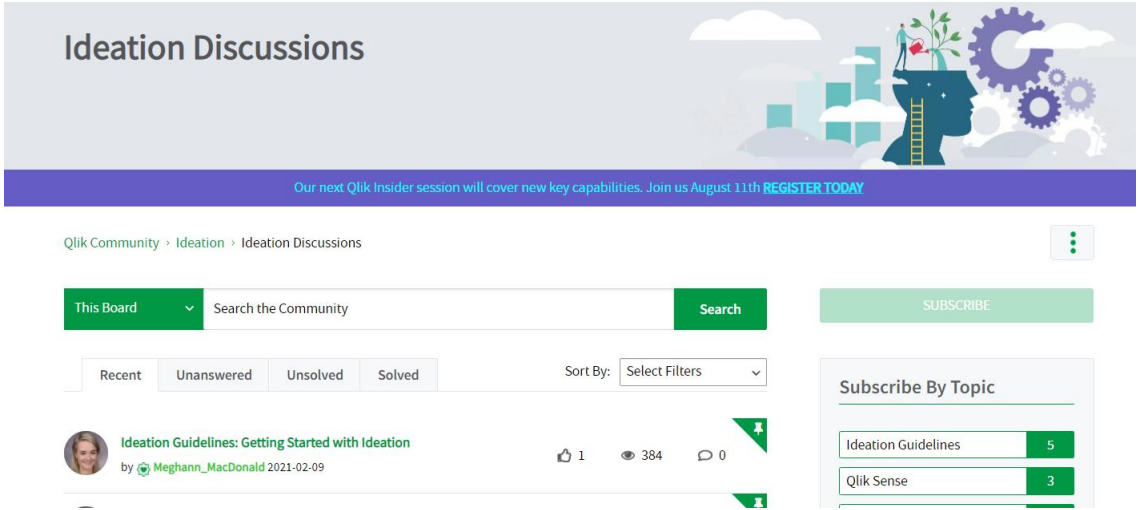
- https://community.qlik.com/t5/Knowledge-Base/tkb-p/qlik-support-knowledge-base





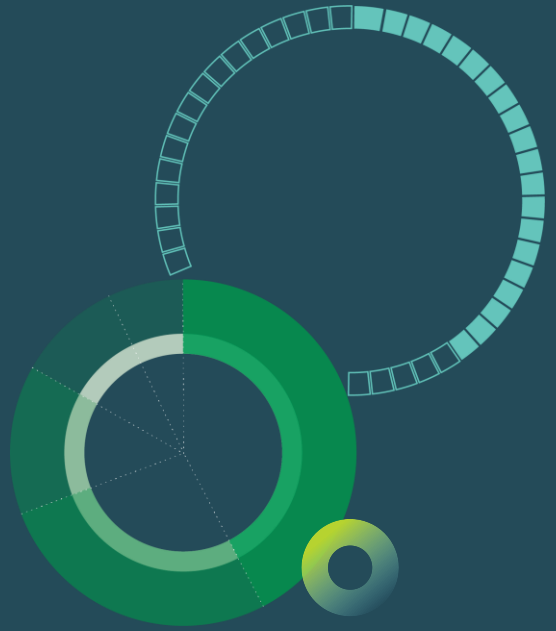
3.4 Ideation Discussions

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



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。



Thank you!

-Qlik Support Team

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