

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





Agenda

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

1.1 Qlik DataTransfer – Article to check at first



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



Installing and Using Olik DataTransfer 💊

Olik DataTransfer is a lightweight Windows application that lets you upload data from on-premises data sources to a SaaS editions of Olik 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:

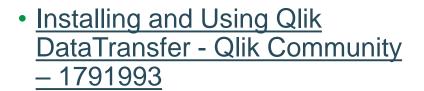
- App data
- Connection data
- Folders

More documentation:

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

Demo Videos:

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





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1.2 Qlik DataTransfer – HELP, two pages to check

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



Qlik Cloud®

- > Welcome to Qlik Cloud help
- What's new in Qlik Cloud
- > Analytics for business users
- Creating analytics and visualizing data
- › Loading and modeling analytics data
- ✓ Delivering data for analytics
- ✓ Uploading on-premises data with Qlik DataTransfer
- Troubleshooting Qlik DataTransfer
 Hybrid data delivery
- > Deploying and administering Olik Sense
- > Qlik Application Automation
- > Qlik Forts
- > Moving from QlikView to Qlik Sense SaaS
- > Moving from client-managed Qlik Sense to Qlik Sense SaaS
- Tutorials for Qlik Sense
- Help for developers

Delivering data for analytics + Uploading on-premises data with Qlik DataTransfer

Uploading on-premises data with Qlik DataTransfer

Qlik DataTransfer uploads data from on-premises data sources to Qlik Sense SaaS tenants. Qlik DataTransfer can provide access to on-premise data sources that are otherwise unavailable to Qlik Sense SaaS. Qlik DataTransfer also can upload data from Qlik Sense Desktop and Qlik Sense Enterprise on Windows apps to Qlik Sense SaaS.

Qlik DataTransfer enables you to upload data from local data sources to Qlik Sense SaaS. You can upload data manually or schedule automatic data uploads to your tenant.

Qlik l	DataTransfer									
	DataTransfer	fer						-	•	× 0
E.	Data connections	Dat	a conne	ctions						
	Qlik apps								Add	4+
	Data folders		Name	Space	Load statement	Last reload	Dependent apps			Â
**	Connection details		Sales	Sales a	REM LOAD "# of Days Late", "	9/16/2020, 1:19:29 PM	Regional sales			-



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

Qlik Q Help Documentation ~ On	boarding v Videos Qlik Resources v
0	Before you begin
Qlik Cloud®	Before you download and run the Qlik DataTransfer installer, make sure you meet the following requirements:
> Welcome to Qlik Cloud help	You have access to a Qlik Sense SaaS tenant.
What's new in Qlik Cloud	You have professional access on that tenant.
> Analytics for business users	You are assigned a developer role on that tenant.
> Creating analytics and visualizing data	You have access to all of the spaces to which you upload data from Qlik DataTransfer. For more information, see
> Loading and modeling analytics data	<u>Managing spaces</u> .
> Delivering data for analytics	You have administrator permission on a Windows machine that has access to on-premises data sources.
Deploying and administering Qlik Sense	 Your Windows machine meets the following system requirements: <u>System requirements for Qlik DataTransfer</u>.
> Planning your Olik Sense deployment	 API keys are enabled in the Management Console. For information on enabling API keys, see Managing API keys.

Deploying Olik Sense

My Olik portal

Service Account Owner (SAC

- The policy SSL Configuration Settings must be set to only support ciphers in IANA format on the machine on which you
 are installing Qlik DataTransfer.
- If you are installing or upgrading to Qlik DataTransfer May 2021 or later on Windows Server 2012 R2, you must update the TLS Cieber Suite: The default ciebers included in the Mindows Server 2021 R2 default country refers are not conserved.

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

 $Qlik \ DataTransfer \ data \ connections \ are \ located \ here: \ \% \ Program Data\% \ Qlik \ DataTransfer \ Data \ Upload$

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

 <u>Blank screen displayed during</u> <u>Qlik DataTransfer in... - Qlik</u> <u>Community - 1816032</u>



Nobuaki_T / Support 2021-06-21 / 03:00 AM



Blank screen displayed during Qlik DataTransfer install 🛛 🗞 🖬

A blank white screen is displayed during a Qlik DataTransfer install, step 1 Open Qlik Transfer at <u>Authenticate Qlik DataTransfer</u>.

Q Qilik DataTransfer	-	×
		_

Environment

• <u>#Qlik DataTransfer</u> February 2021 or later



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

🖀 Console1 - [Console Root\Certificates	(Local Computer)\Personal\Certificates]	l				
🚟 File Action View Favorites Wir	ndow Help					
🗢 🔿 🙋 📆 📋 🙆 😼 🛛						
Console Root	Issued To	Issued By	Expiration Date	Intended Purposes	Friendly Name	:
 Gertificates (Local Computer) 	🛱 QdtClient	QdtClient	2031-12-10	Client Authentication	Qlik DataTransfer Certificate	
 Personal Certificates 	😰 Win10-01.domain.local	Win10-01.domain.local	2031-12-10	Server Authenticati	Qlik DataTransfer Certificate	
✓ ☐ Trusted Root Certification Au	encopyright (c/ 1557 Milcrosoft c	сорунуна (слазалинстозон согр.	1999-12-31	nine stamping	містозон: піпезіаттр коог	
Certificates	🛱 QdtClient	QdtClient	2031-12-10	Client Authentication	Qlik DataTransfer Certificate	:
Enternrice Truct	🛛 🛱 Win10-01.domain.local	Win10-01.domain.local	2031-12-10	Server Authenticati	Qlik DataTransfer Certificate	1
// চ						

"RemoteSigned is needed" for these

1.5.3 Qlik DataTransfer – RemoteSigned execution policy

Installing Qlik DataTransfer – Qlik Cloud

🔀 Administrator: Windows PowerShell

Windows PowerShell Copyright (C) Microsoft Corporation. All rights reserved.

Try the new cross-platform PowerShell https://aka.ms/pscore6

PS C:\WINDOWS\system32> Get-ExecutionPolicy Restricted PS C:\WINDOWS\system32> Set-ExecutionPolicy RemoteSigned

Execution Policy Change The execution policy helps protect you from scripts that you do not trust. Changing the execution policy might expose you to the security risks described in the about_Execution_Policies help topic at https:/go.microsoft.com/fwlink/?LinkID=135170. Do you want to change the execution policy? [Y] Yes [A] Yes to All [N] No [L] No to All [S] Suspend [?] Help (default is "N"): Y PS C:\WINDOWS\system32> _



×

1.5.3 Qlik DataTransfer – Windows Certificate Store remove script

<u>Troubleshooting Qlik DataTransfer – Qlik Cloud</u>

🔀 Administrator: Windows PowerShell		_	×
PS C:\Program Files\Qlik\DataTransfer\Dat Removing certs from windows store. Available Certs:			
PSParentPath: Microsoft.PowerShell.Sec	urity\Certificate::LocalMachine\Root		
Thumbprint	Subject		
EE52125F957057139E07AAD11E2A2234AF405D96 7B9C4F95B66FD080A11A94DB0CE6F5B60DA4112E	•		
PSParentPath: Microsoft.PowerShell.Sec	urity\Certificate::LocalMachine\My		
Thumbprint	Subject		
E52125F957057139E07AAD11E2A2234AF405D96	CN=QdtClient CN=Win10-01.domain.local		

1.5.4 White screen issue - related

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



Benoit_C / Support a week ago



Qlik Data Transfer White screen with error "Unable to unlock the ReloadService" 🛽 🗞 🖾

When trying to use Qlik Data Transfer for the first time after a correct installation, you might have the below white screen:

Having a white screen basically means one of the Qlik DataTransfer micro service is not started and/or not working. This can be checked in the Windows Event Application (Source: Qlik Sense Service Dispatcher) or in the Qlik DataTransfer logs (C:\ProgramData\Qlik\DataTransfer\Log).

1.5.5 White screen issue - related

 <u>Qlik DataTransfer shows only</u> <u>white screen - Qlik Communi</u> 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

 <u>Adding Cipher Suite for Qlik</u> <u>Data Transfer on Wind... - Qlik</u> <u>Community - 1819406</u>



O 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:

- 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

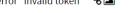
 <u>Qlik Data Transfer loading</u> forever with error "inv... - Qlik Community - 1861094



Benoit_C / Support 🗂 a week ago



Qlik Data Transfer loading forever with error "invalid token" 💊 🞑



When starting Qlik Data Transfer, you might have the loading circle forever:



C:\ProgramData\Qlik\DataTransfer\Log\DataUploadService



1.8 No data has been created – Folder permission

<u>Uploading files with Qlik</u>
 <u>DataTransfer fails with ... - Qlik</u>
 <u>Community - 1800804</u>



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

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





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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_DATAFILESERROR.401 (When running, see fig 2.)





1.10 missconfigured VPN or firewall

 Qlik Data Transfer unable to <u>connect to the tenant - Qlik</u> <u>Community - 1767239</u>



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)

 <u>Qlik DataTransfer with an</u> internet proxy - Qlik Community - 1777298



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

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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



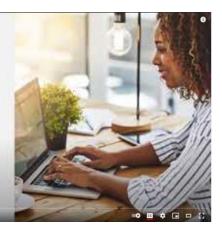


2. QV Publisher to Qlik Sense SaaS

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



How to Configure QlikView Multi-Cloud Deployment and Publish Documents to Qlik Sense Enterprise SaaS



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

- <u>Connecting QlikView Server to</u> <u>a Qlik Sense Enterprise SaaS</u> <u>deployment – Qlik Cloud</u>
 - Error after clicking "Generate configuration"
 - This error happens just after starting setup

Status Documents Users System		Qlik View May 2021 SF
Setup Licenses About Supporting Tasks		Help
(wi) Management Service (wi) Management Service (with the service	Summary General Test	
B	Location Deployment name: CloudDeployment(§ p.qlkdoud.com API endpoint: https://iiii.ap.qlkdoud.com/ Proxy Sarver:	
☐ Cloud Deployments ↓ Cloud Deployment@qtdvbqcs.ap.qlikclo	Part: Glikview Webserver Webserver: QW350-glikserver1 V Distributions Settinga	
	Disable distribution of links Disable distribution of documents Issuer configuration	
e	Qik Goud Services format Generate configuration Unexpected error, plass check QMS log for details.	
		~
		Apply Cancel



2.1.1 Related Certificates in the Windows Certificate Store

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

✓ ☐ Trusted Root Certification Author	1	12.2.3	1	1 - A	
	🛛 🖏 QVCloudCA	QVCloudCA	11/1/2031	<all></all>	QVCloudCA
Certificates		AAA OLIVELA OLIV	10/01/0000	en example e	0 11 7A A AS

- 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"

 <u>"Unexpected error, please</u> <u>check QMS log for detail... - Qlik</u> <u>Community - 1837089</u>



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

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"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

- <u>#QlikView</u> April 2020 (12.50) or higher
- <u>#Qlik Sense Enterprise SaaS</u>

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"

 <u>Cannot get a bearer token</u> <u>issued in QLikView for</u> <u>connection to Qlik Cloud</u>

Qlik Q Support	A	LICENSE INFORMATION	LEGACY CASES	5 DOWNLOADS		
Knowledge			Search	for answers	Q	
Cannot get a bearer tok	en issue	d in OLikView fo	r connecti	on to Olik Cl	oud	

Cannot get a bearer token issued in QLIKVIEW for connection to QIIK (

Description

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

1. follow the article:

 $https://help.qlik.com/en-US/qlikview/April2020/Subsystems/QMC/Content/QV_QMC/QMC_ConnectToCloudDeployment.htm the standard stan$

But can't generate token from Qlikview

2. error log shows:

Error Exception when GenerateCloudDeploymentConfig : Exception=System.Security.Cryptography.CryptographicException: Keyset does not exist || || at



2.2 QV Publisher to Qlik Sense SaaS

- <u>Unable to publish QlikView</u> 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

Qlik Community > Support > Knowledge Base > Qlik Cloud: QlikView document name reads its app i...

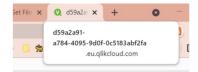


🗘 Ayaka_Hanazono / Support 📄 2 weeks ago

f У in 🖂 🗄

Qlik Cloud: QlikView document name reads its app id instead of the document name

You may find a QlikView document name in a browser tab is its app id instead of its document name. The title needs to be specified for QlikView documents to show the supplied name.

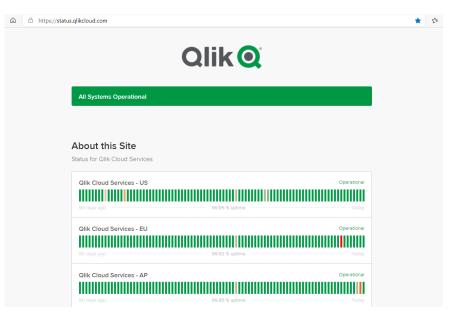


Environment
Qlik Cloud, QlikView documents



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



🗛 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

- <u>Tenant/subscription details</u> (if you cannot login to your tenant, please provide the tenant URL and the license serial number)
- User ID(s): <u>ABC@qlik.com</u>
- 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)

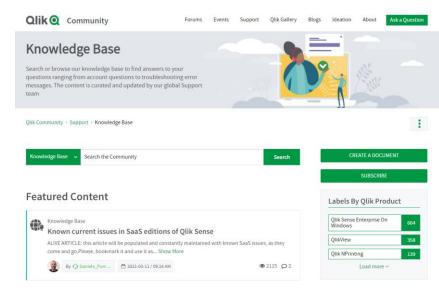
Incident information

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



3.3 Qlik Community

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

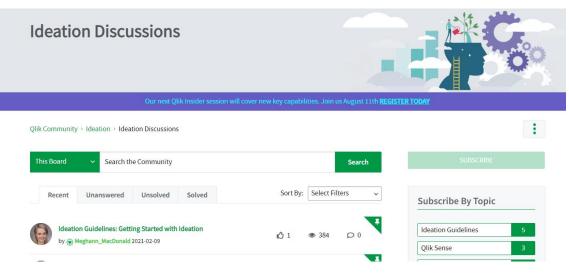


С	Ŵ	Ô	$https://community.qlik.com/t5/Search-the-Community/bd-p/qlikSearchUnify {\text{#1}} % 2Fsearch {\text{3}} Fsearch {\text{5}} rig = SaaS {\text{5}} rig = SaaS {\text{4}} rig = SaaS {\text{5}} rig =$	00	ŝ	£≡
Qlik	Commu	nity	> Search the Community		:	

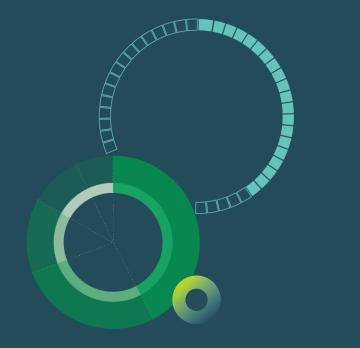
SaaS								X Sea	rch
Advanced Searc	h					*	Relevan	ice 🔹 🔳	
All Content	Knowledge	Qlik Help	Community	Ideas	YouTube	Qlik Gallery	Users	Private Mes	sages
Date Created	~	Showing page 1	of 4 of 36 results (0.447 set	conds).					
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3.4 Ideation Discussions

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



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。







-Qlik Support Team

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