

#QLIKSUPPORT

Upgrading Qlik Sense Enterprise on Windows

Simplifying a Qlik Sense Upgrade.

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Please note that the content of this document has been extracted from the February 2020 release of the [Deploy Qlik Sense Enterprise on Windows](#) guide and improved by Qlik Digital Support to include common issues and useful tips when installing Qlik Sense.

INTRODUCITON

This guide breaks down the Qlik Sense upgrade procedure into a simple step-by-step procedure.

This document includes:

- Instructions for upgrading and updating Qlik Sense
- Links to relevant and related content
- Tips and Tricks as collected by Qlik Support to help tackle challenges

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Upgrading and updating Qlik Sense Enterprise on Windows

The upgrade plan can be different depending on whether Qlik Sense is being upgraded from Qlik Sense 3.1 SR1 or earlier or from Qlik Sense 3.1 SR2 or later. If an upgrade from Qlik Sense 3.1 SR1 or earlier to Qlik Sense June 2017 or later is required, Qlik Sense must first be upgraded to Qlik Sense June 2017. Once the environment is on version June 2017 of Qlik Sense, it can be upgraded to any newer version using the Qlik Sense setup program.



This upgrade guide will focus on upgrading from Qlik Sense November 2019 to Qlik Sense February 2020 with shared persistence. For more information on upgrading from [Qlik Sense 3.1 SR2](#) (or earlier) or [sync persistence](#), please view the Help materials provided.

Updating Qlik Sense

The Qlik Sense deployment may be updated by applying patches. A patch primarily includes software updates and fixes that are applied to the existing Qlik Sense version. For more information, see [Patching Qlik Sense](#).

Upgrades and centralized logging

Upgrading from Qlik Sense June 2017 or earlier provides the option to configure centralized logging through the installer wizard. Upgrading from Qlik Sense September 2017 or later does not provide this option. During the upgrade, centralized logging will be set up only if it was configured in the earlier Qlik Sense version. If centralized logging was not set up, the logging service will still be installed and running but without the database.






 

Links to common deployment issues and tips are found in this box. Please note that information may not fully match the current product release version associated with this [Help.qlik.com](#) page.

- [Qlik Sense - Installation fails with "The centralized logging setup failed" or "Could not validate database user"](#)
- [Qlik Logging Service](#)
- [How to set up the Qlik Sense Logging Service](#)

Preparing to Upgrade Qlik Sense

Qlik Sense can be upgraded using the Qlik Sense setup program. When upgrading, the previous version is completely replaced by the new version.

	<p><i>Do not uninstall Qlik Sense before upgrading to Qlik Sense June 2017 or later. If you are upgrading to Qlik Sense June 2017 or later, and you have uninstalled Qlik Sense, see section 4. Upgrading to Qlik Sense June 2017 or later after uninstalling Qlik Sense 3.1 SR2 or later .</i></p>
	<p><i>When you upgrade to a newer version of Qlik Sense, you will not get the option to configure centralized logging in the installer. Instead, if you want to enable centralized logging, you must configure it using the Qlik Logging service. See: Qlik Logging Service</i></p>
	<p><i>Qlik Sense November 2017 and later versions do not support soft deleted records. Qlik Sense will clean up all soft deleted records on the first startup of the Qlik Sense Repository Service after an upgrade. For troubleshooting, refer to Failed to remove soft deleted records.</i></p>
	<p><i>During upgrade, the <code>Repository.exe.config</code> file located in <code>%ProgramFiles%\Qlik\Sense\Repository</code> is overwritten with default settings. If the file was manually changed in your previous deployment, you must create a backup of the file before upgrading, and use the backup to restore your customized settings. Once the <code>Repository.exe.config</code> is restored, you must restart the Qlik Sense services.</i></p>
	<p><i>Any custom manual configurations that you make to the PostgreSQL database must be manually reproduced after the upgrade.</i></p>

Qlik Sense apps

When upgrading Qlik Sense, all existing apps need to be migrated to ensure compatibility between the versions. App migration is not performed automatically when starting Qlik Sense. An app with an engine version later than 12.0 is migrated on the fly when the hub is opened. On the apps overview page in the QMC, apps that require manual migration can be viewed. The text Migration needed is displayed in the Migration column for apps that need to be migrated. The Migration column is not displayed by default. Use the column selector to display the field. Use the Migrate button to perform manual migration.

Multi-node deployments

In a multi-node deployment, all nodes must run the same version of Qlik Sense to be able to communicate with each other. It is recommended to upgrade with all nodes offline, and to start with the central node.



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.

Qlik Sense Repository Database

Qlik Sense June 2017 and later versions use PostgreSQL version 9.6 for the Qlik Sense Repository Database. If Qlik Sense is upgraded in place without uninstalling, the Qlik Sense Repository Database is upgraded to PostgreSQL version 9.6 and any data as well as standard settings are carried forward. If custom configurations have been made, those must be recreated in the PostgreSQL after upgrade.

PostgreSQL version 9.6 is installed with the latest version of Qlik Sense. If Qlik Sense has been uninstalled but the PostgreSQL database maintained, a database dump must be created and the PostgreSQL database restored manually. Any custom parameters also need to be manually reconfigured.



The Qlik Sense installer cannot use SSL encryption for establishing connection to PostgreSQL. When SSL encryption is enabled, the installer does not recognize any already installed PostgreSQL databases, and consequently, installation cannot be completed. Workaround: temporarily disable SSL during installation or upgrade.



Links to common deployment issues and tips are found in this box. Please note that information may not fully match the current product release version associated with this Help.qlik.com page.

- [Upgrade to Qlik Sense to June 2018 or later fails when using a remote database](#)
- [Unable to upgrade Qlik Sense with missing 'SenseServices', 'QSMQ', and 'Licenses' database for respective capabilities.](#)
- [Qlik Sense Logging Service does not have support for SSL Database traffic encryption](#)
- [Database traffic encryption](#)

The PostgreSQL installation included in the Qlik Sense June 2017 or later setup does not include pgAdmin tools. For information about manually installing the PostgreSQL database, see [Installing and configuring PostgreSQL](#).

Prerequisites

- Review [System requirements for Qlik Sense Enterprise](#)
- Download and review the *Qlik_Sense_Release_Notes.pdf* file.
 - Navigate to <https://qlikid.qlik.com/portal/download>
 - Log in using your Qlik ID and Password
 - Use the filters on the left-hand side to filter the Product on Qlik Sense
 - Select the Release Version if required
 - Find the *Qlik_Sense_version_ReleaseNotes.pdf* and download the file
- Download the *Qlik_Sense_setup.exe* file and launch the setup.
 - Navigate to <https://qlikid.qlik.com/portal/download>
 - Log in using your Qlik ID and Password
 - Use the filters on the left-hand side to filter the Product on Qlik Sense
 - Select the Release Version if required
 - Find the *Qlik_Sense_setup.exe* and download the file
- Log into the server as an administrator using an account that has an actual password defined, that is, not a blank password.
- If running the Qlik Sense services with a Local System account, then a service user account must be used to log into the server before beginning the upgrade. See: [Changing the user account type to run the Qlik Sense services on a central node](#)
- Create a backup of the Qlik Sense deployment before upgrading. See: [Backing up a Qlik Sense site](#)
- Optionally, remove the Root certificate from the central node and all certificates from the non-central nodes. See [Root Certificate](#)

Upgrading Qlik Sense

Proceed with the following steps:

1. Stop the Qlik Sense services on all nodes in the deployment.
2. Navigate to the folder the Qlik_Sense_setup.exe. Please ensure it is on a local drive.
3. Upgrade the central node by right clicking the Qlik_Sense_setup.exe and choose “Run as administrator”
4. Make any adjustments required after the installer checks for setup requirements. Click Next to proceed when the system is ready.
5. If an unsupported Qlik Sense root certificate is detected on the central node, the root certificate must be removed as part of the upgrade. The upgrade cannot proceed if option to remove the root certificate is not selected.
6. Select **Remove certificate(s)** and click **Next**.



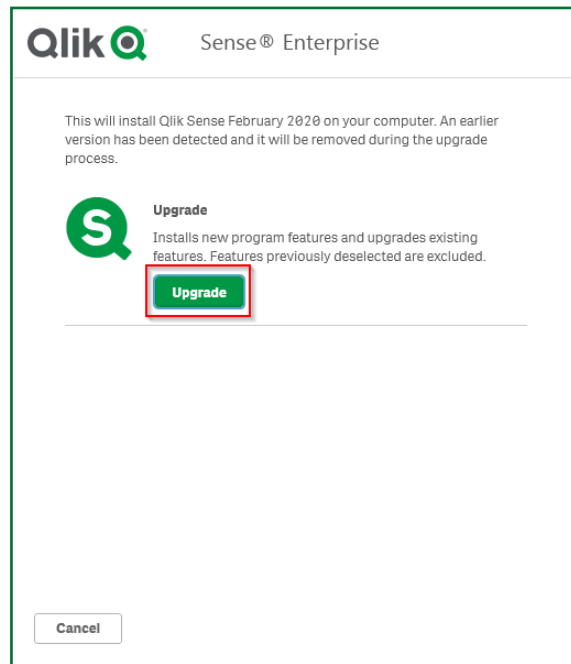
Selecting Remove certificate(s) and clicking Next will delete the Qlik Sense root certificate from this node. The certificate is automatically recreated after the upgrade. Make sure that you have backed up your Qlik Sense deployment before you continue



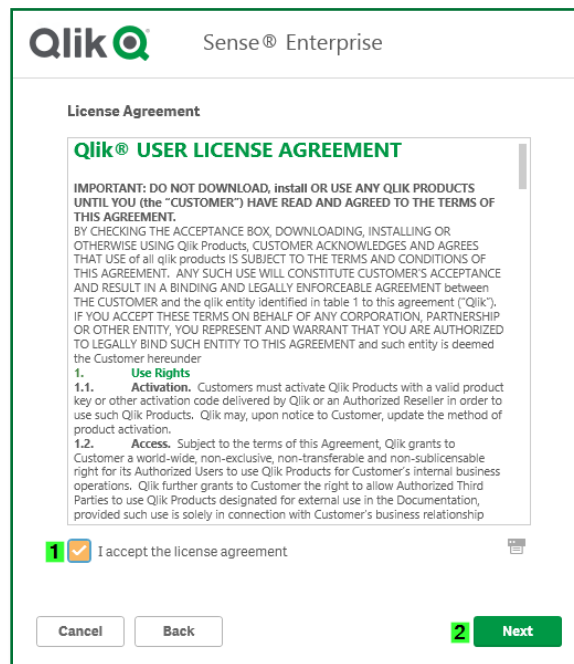
Links to common deployment issues and tips are found in this box. Please note that information may not fully match the current product release version associated with this Help.qlik.com page.

- [Rim node not communicating with central node - certificates not installed correctly](#)
- [Node offline - GET /v1/licenses/overview StatusCode: InternalServerError Response Could not connect to the license service](#)

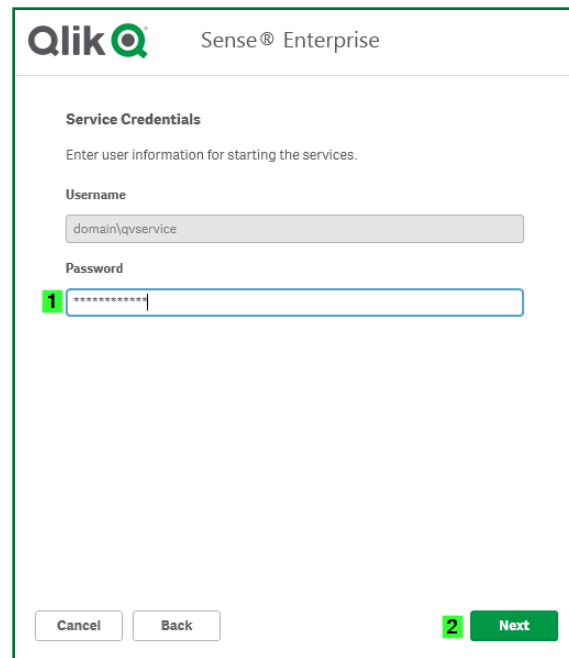
7. Select **Upgrade** to upgrade your existing shared persistence deployment.



8. Accept the license agreement and click **Next**.



9. On the **Service Credentials** page, enter the **Username** and **Password** for your Windows Qlik Sense service user account.



If the user is member of a domain, enter the service account as `<domain>\<username>`. For more information, see [User accounts](#).



Links to common deployment issues and tips are found in this box. Please note that information may not fully match the current product release version associated with this Help.qlik.com page.

- [How to Change the Qlik Sense Service Account - Considerations when changing the Sense Service account](#)
- [How to: Change the Qlik Sense Proxy certificate if the service account does not have local administrative permissions](#)

10. If a Repository Database is detected, enter in the superuser password and click Next.

The screenshot shows a dialog box titled "Qlik Sense® Enterprise". The main heading is "Repository Database Superuser Password". Below this, it states "A Repository database was detected." and "Enter the superuser password" with a help icon. A text input field contains a series of asterisks, with a green "1" to its left. At the bottom, there are three buttons: "Cancel", "Back", and "Next". The "Next" button is highlighted with a green "2" to its left.

11. On the **Ready to upgrade** page, select the appropriate check boxes if you want the setup to create desktop shortcuts, automatically start the Qlik Sense services when the setup is complete, install the latest supported object bundles, allow the system to collect systems and usage data and click **Next**.

Qlik Sense® Enterprise

Ready to upgrade

- Create desktop shortcuts ?
- Start the Qlik Sense services when the setup is complete. ?

Supported object bundles

- Install supported object bundles ?
 - Dashboard bundle
 - Visualization bundle

Help Us Improve

- Qlik Sense collects systems data and usage data to optimize, support and improve our products and services. This data is anonymized. If you would prefer to not send this data, please untick this box. Learn more about the data we collect [here](#).

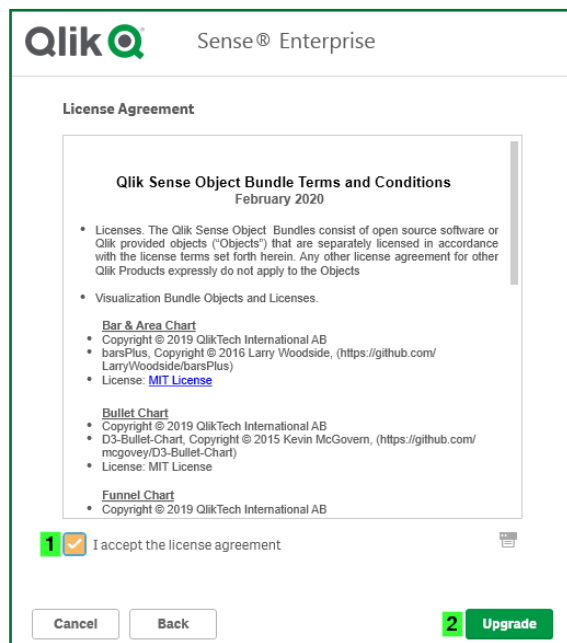
Cancel Back Next



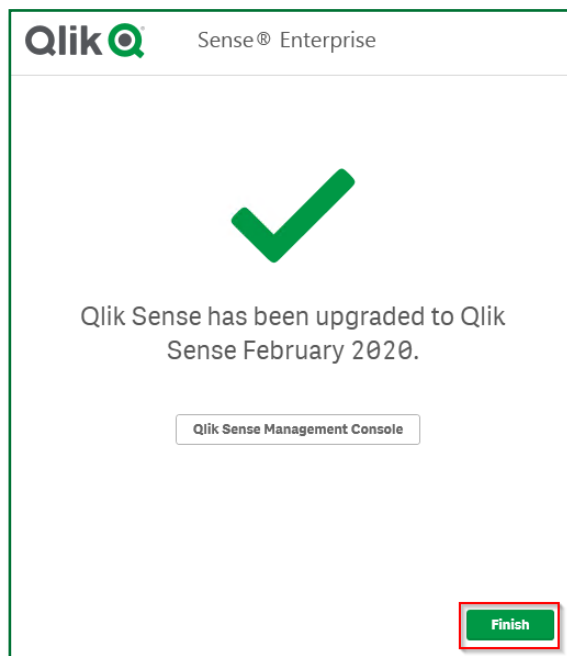
Links to common deployment issues and tips are found in this box. Please note that information may not fully match the current product release version associated with this [Help.qlik.com](#) page.

- [Qlik Sense Folder And Files To Exclude From AntiVirus Scanning](#)
- [Qlik Sense June 2017 and later - Unable to Upgrade/Patch - Patch was uninstalled with exit code: -1](#)

12. Check the box to accept the license agreement and click Upgrade.



13. Once the upgrade has completed, click Finish.



14. Check that all the Qlik Sense services have started successfully.



Links to common deployment issues and tips are found in this box. Please note that information may not fully match the current product release version associated with this Help.qlik.com page.

- [QMC and Hub are not accessible and connection to QRS Database times out after 90 seconds](#)
- [No Hub or QMC access after upgrade to Sense November 2017 or higher - recursive script](#)
- [Qlik Sense: "Error 1053: The service did not respond to the start control request in a timely fashion when trying to start the services"](#)
- [Repository service does not start after patch removal or repair installation - Fatal exception password authentication failed for user "postgres"](#)
- [Qlik Sense repository service fails to start due to error " 'SeSecurityPrivilege " error](#)
- [Manual Start and Stop order of Qlik Sense services](#)

15. Check the **Apps** overview page in the Qlik Management Console. The text *Migration needed* is displayed in the **Migration** column for apps that require migration. See [Migrating Apps](#).

16. Upgrade the remaining nodes by following the applicable steps above for all nodes in the Qlik Sense cluster. If an unsupported Qlik Sense root certificate is detected on a non-central node, all Qlik Sense certificates must be removed on that node as part of the upgrade.



Selecting *Remove certificate(s)* and clicking *Next* will delete all Qlik Sense certificates from this node. The certificates must be manually redistributed as described in the next step.

Make sure that you have already upgraded the Central node.



Links to common deployment issues and tips are found in this box. Please note that information may not fully match the current product release version associated with this Help.qlik.com page.

- [Rim node not communicating with central node - certificates not installed correctly](#)
- [Node offline - GET /v1/licenses/overview StatusCode: InternalServerError Response Could not connect to the license service](#)

17. If you removed the Qlik Sense certificates as described in the previous step, perform one of the following two steps depending on your setup.

a. Account running the Qlik Sense services has administrator privileges:

- i. Open the Qlik Management Console (QMC) and redistribute the certificates according to [Redistributing a certificate](#).

- ii. Restart all the services on the node and make sure they are using the newly distributed certificates.
- b. Account running the Qlik Sense service does not have administrator privileges:
- i. In the command prompt, navigate to the install location, for example *Program Files\Qlik\Sense\Repository*, and run `Repository.exe -bootstrap`.
 - ii. When the **Waiting for certificates to be installed.** message is displayed, redistribute the certificates according to [Redistributing a certificate](#).
 - iii. Once the bootstrap mode has terminated, start the Qlik Sense Service Dispatcher, then start the Qlik Sense Repository Service (QRS), and finally the remaining Qlik Sense services.

Upgrading Qlik Sense after uninstalling Qlik Sense

If Qlik Sense has been uninstalled but the PostgreSQL database has been maintained, a data dump file must be created and the PostgreSQL database restored manually to upgrade to a newer version. Any custom parameters will also need to be manually reconfigured.

Proceed with the following:

1. Review section [Prerequisites](#)
2. Copy the PostgreSQL folder from `%ProgramData%\Qlik\Sense\Repository\PostgreSQL` to a temporary location outside of the `%ProgramData%` folder.
3. Download and install PostgreSQL version 9.6 from the [PostgreSQL](#) website. For more information, see [Installing and configuring PostgreSQL](#).
4. Open a Command Prompt in Microsoft Windows.



The pg_ctl.exe command should not be run as an administrator.

5. Navigate to the location where the PostgreSQL repository database is installed, `%ProgramFiles%\PostgreSQL<database version>\bin`, and run the following commands:

- a. `pg_ctl.exe start -w -D "C:\SenseDB\9.6"`
- b. `set PGUSER=postgres`
- c. `set PGPASSWORD=password`
- d. `pg_dumpall.exe > [<path to dump file>]`
- e. `pg_ctl.exe stop -w -D "C:\SenseDB\9.6"`



Links to common deployment issues and tips are found in this box.

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- [Regarding Creating a PostgreSQL database dump file after uninstalling Qlik Sense](#)

6. In the **Command Prompt** window, navigate to the folder containing the `Qlik_Sense_setup.exe` file.
7. Run the following command to install Qlik Sense and restore your Qlik Sense Repository Database:

```
qlik_sense_setup.exe databasedumpfile=<path_to_dump_file>
```



The path to the dump file must be entered as an absolute path, using a relative path will result in an installation failure.

8. Follow the setup to complete the installation.



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