QlikView Server Installation
Trouble Shooting Guide

- When you finish the installation and restart your system, it should work all smooth.
- If it does not work then there are some of the steps which can help you.

- First check that all the services are started . Note that for IIS, Qlikview setting service will be responsible.
- In IIS Manager for QvAjaxZfc windows authentication should be enabled
- Make sure that ASP.NET and active server pages is set to "Allowed" under the Web Service Extensions in IIS
- Make sure that relevant ports are open (4747, 4774, 4780). On QlikView Management console you can see the ports that different services use

Name	Description	Status	Startup Type
QlikView Directory Service Connector	Keeps track ...	Started	Automatic
QlikView Distribution Service	The service ...	Started	Automatic
QlikView Management Service	Hosts the M...	Started	Automatic
QlikView Server	Hosts the Q...	Started	Automatic
QlikView Settings Service	Keeps the w...	Started	Automatic

- Check that the account for installation is a part of Administrators and Qlikview Administrators group and is a domain account
- This account should be used to install all the services
- The password for the account running this service should be set to password never expires and account expires never

- In the web sites folder properties, make sure ASP.NET 4.xxxx is set as default
- In addition to that, reset the security level to "Default" in IE, the same for "Advanced" and add the web server URL to "Trusted Sites"
- All virtual directories for Qlikview in IIS should be set to "Windows Integrated Authentication" and "Anonymous Access" should not be selected
- Make sure that IIS and Qlikview Web Server services are up and running

- Go to IIS Manager and check that **Qlikview IIS** is available there and is using .net 4.0

- Now in IIS manager itself go to **QVAjaxZfc** and check if authentication type is Windows

- Go to http://localhost/qlikview and you should see access point
- Some times one common error is that you will see loading content box but nothing will be shown like this on your access point.

View as:

loading content

- There are a couple of things that will cause this "Loading Content" . The first thing to check is to make sure that the QlikView IIS application pool is set for .net V4. If not, set it and try again. If that doesn't work then run this command **C:\Windows\Microsoft.NET\Framework64\v4.0.xxxx\aspnet_regiis.exe -i …xxxx is the version of .net**

   and go back and check. What happens here is that the framework was installed before IIS was. This command will install the framework components for IIS. This should get you going.

- Check the accesspoint path in qlikview
- Check whether CGI is installed or not from the server manager
- In some environments we need to define the qlikview URLs in trusted sites

- After changing the path run
  C:\Windows\Microsoft.NET\Framework64\v4.0.30319\aspnet_regiis.exe –I
- Register asp.net4 with iis / windows

  Run the below commands

  C:\Windows\Microsoft.NET\Framework\v4.0.30319\aspnet_regiis -i

  C:\Windows\Microsoft.NET\Framework64\v4.0.30319\aspnet_regiis -i

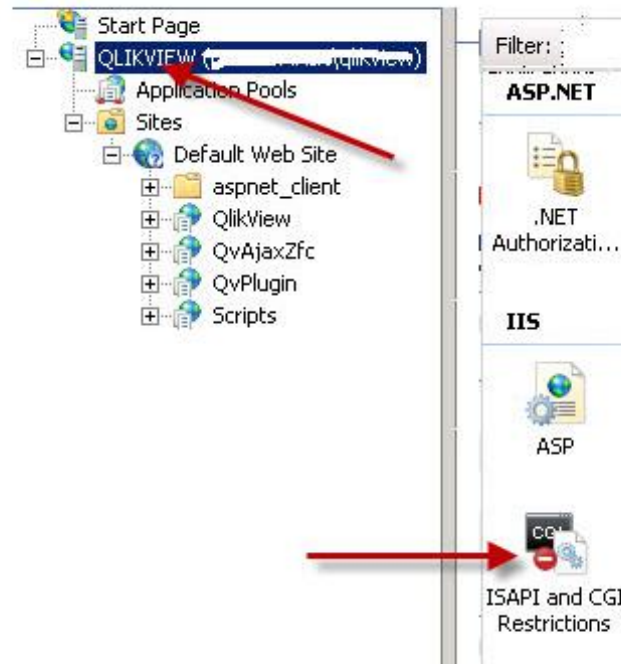- Check if all Qlikview applications are linked to the Qlikview IIS Application pool

- With some installations alphanumeric server names are not supported

- Check the Managed Pipeline Mode of DefaultAppPool and QlikView IIS

Name ▼	Status	.NET Frame...	Managed Pipeline Mode
QlikView IIS	Started	v4.0	Classic ◄
DefaultAppPool	Started	v4.0	Classic ◄

- Go to the ISAPI and CGI restrictions on server level of IIS and change to the allowed the ASP.NET 4.0

Description ▼	Restriction	Path
ASP.NET v4.0.30319 (32-bit)	Allowed ◄	C:\Windows\Microsoft.NET\Framework\v4.0.30319\aspnet_isapi.dll
ASP.NET v4.0.30319 (32-bit)	Allowed ◄	C:\Windows\Microsoft.NET\Framework64\v4.0.30319\aspnet_isapi.dll

- Make sure .NET 4.0 framework is installed on the system
- Install IIS 7 before installing Qlikview server[1]
- Check if All the required ports are not blocked by FIrewall
- To make sure IIS is running go to your browser and type http://localhost
- You should see this

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1. If IIS 7 is installed after .net framework then run **C:\Windows\Microsoft.NET\Framework64\v4.0.30319\aspnet_regiis.exe -i**

Enable windows authentication in IIS Security configuration

Enable ASP and ASP.net also in IIS configuration