





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

The screenshot displays the 'QlikView Service Account' configuration window. The window is divided into two main sections: 'Account' and 'Organization'. The 'Account' section includes fields for 'First name' (QlikView), 'Last name' (Service Account), and 'Full name' (QlikView Service Account). It also features 'User UPN logon' (qservice@domain.local) and 'User SamAccountName' (domain\qservice). A 'Password options' section is highlighted with a green box, showing 'Account expires' set to 'Never' and 'Password never expires' checked. The 'Organization' section includes fields for 'Display name' (QlikView Service Account), 'Job title', 'Department', 'Company', and 'Manager'. There are also buttons for 'Edit...', 'Clear', 'Add...', and 'Remove'.

Account

First name: QlikView
Middle initials:
Last name: Service Account
Full name: QlikView Service Account

User UPN logon: qservice @ domain.local
User SamAccountName L: domain \ qservice

Protect from accidental deletion

Log on hours... Log on to...

Account expires: Never
 End of []

Password options: ^
 User must change password at next log on
 Other password options
 Smart card is required for interactive log on
 Password never expires
 User cannot change password

Encryption options: v
Other options: v

Organization

Display name: QlikView Service Account
Office:
E-mail:
Web page:
Other web pages...

Job title:
Department:
Company:
Manager: [Edit...] [Clear]

Phone numbers:
Main:
Home:
Mobile:
Fax:

Direct reports: [Add...] [Remove]

Address:
Street

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

The screenshot shows the Internet Information Services (IIS) Manager interface. The breadcrumb path is "ASHUTOSH-PC > Application Pools". The left-hand "Connections" pane shows a tree view with "ASHUTOSH-PC (ashutosh-PC)" expanded to "Application Pools", which is further expanded to "Sites", and then "Default Web Site". Under "Default Web Site", several folders are listed: "aspnet_client", "DocCALManager", "QlikView", "QvAjaxZfc", "QvPlugin", and "Scripts".

The main content area is titled "Application Pools" and includes a descriptive paragraph: "This page lets you view and manage the list of application pools on the server. Application pools are associated with worker processes, contain one or more applications, and provide isolation among different applications." Below this text is a control bar with a "Filter:" dropdown, "Go" and "Show All" buttons, and a "Group by:" dropdown set to "No Grouping".

A table displays the configuration for three application pools:

Name	Status	.NET Framework Version	Managed Pipel...	Identity	Applications
Classic .NET AppPool	Started	v2.0	Classic	ApplicationPoolIdentity	0
DefaultAppPool	Started	v2.0	Integrated	ApplicationPoolIdentity	4
QlikView IIS	Started	v4.0	Integrated	ASHUTOSH-PC\ashutosh	1

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

The screenshot shows the Internet Information Services (IIS) Manager interface. The breadcrumb path is: ASHUTOSH-PC > Sites > Default Web Site > QvAjaxZfc. The left-hand 'Connections' pane shows a tree view with 'Default Web Site' expanded to show sub-items: 'aspnet_client', 'DocCALManager', 'QlikView', 'QvAjaxZfc', 'QvPlugin', and 'Scripts'. The main pane displays the 'Authentication' settings for the selected website. A table lists the authentication methods:

Name	Status	Response Type
Anonymous Authentication	Disabled	
Windows Authentication	Enabled	HTTP 401 Challenge

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- 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.



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

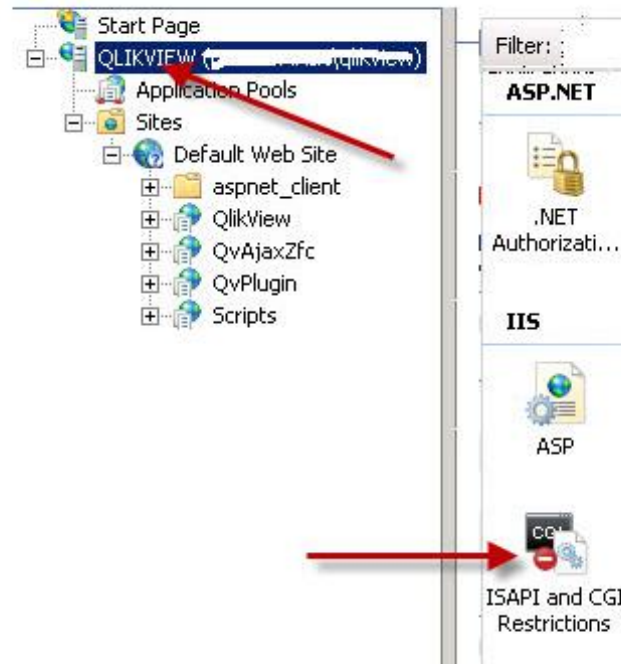


- With some installations alphanumeric server names are not supported
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- Check the Managed Pipeline Mode of DefaultAppPool and QlikView IIS

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\Framework\v4.0.30319\aspnet_isapi.dll

- Make sure .NET 4.0 framework is installed on the system
- Install IIS 7 before installing Qlikview server¹
- 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



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

Enable windows authentication in IIS Security configuration

- Internet Information Services
 - FTP Server
 - Web Management Tools
 - World Wide Web Services
 - Application Development Features
 - Common HTTP Features
 - Health and Diagnostics
 - Performance Features
 - Security
 - Basic Authentication
 - Client Certificate Mapping Authentication
 - Digest Authentication
 - IIS Client Certificate Mapping Authentication
 - IP Security
 - Request Filtering
 - URL Authorization
 - Windows Authentication
 - Internet Information Services Hostable Web Core

Enable ASP and ASP.net also in IIS configuration

- Internet Information Services
 - FTP Server
 - Web Management Tools
 - World Wide Web Services
 - Application Development Features
 - .NET Extensibility
 - ASP
 - ASP.NET
 - CGI
 - ISAPI Extensions
 - ISAPI Filters
 - Server-Side Includes
 - Common HTTP Features
 - Health and Diagnostics
 - Performance Features
 - Security