

# Details on QlikView Server Offline Service & Offline Client

**Description** A short guide related to QlikView Server Offline Service & Offline Client.

## Good to know:

- iPad is required for offline mode
- Offline Service is not visible in QlikView Management Console (QMC), it will be visible in Windows' Services list
- The Offline Client supports all SRs for QlikView 11.00, however **offline** mode is only supported on QlikView 11 SR2 servers and up.
- The Offline mode supports clustered servers, since the prerequisite for Offline Service is to be installed on the same machine as the web server, this will basically work automatically.
- The Offline Service works with both QlikView Webserver and IIS, but ensure that Anonymous authentication is not enabled for Authenticate.aspx file if you use IIS.
  1. Go to IIS manager
  2. Go to Default Web site( or where ever you implement the QlikView apps folders)
  3. Select QvAjaxZfc
  4. Open the Authentication
  5. Have Anonymous = Enable and Windows Authentication = disable.
  6. On the bottom, go to "content view"
  7. Find the "authenticate.aspx" and right click on it and select "switch to feature view"
  8. Feature view for the Authentication.aspx, select / open Authentication
  9. Disable "anonymous authentication" and enable " Windows Authentication"
  10. Verify that under QvAjaxZfc\htc is Anonymous = enable and Windows Authentication = disable.
  11. Select QlikView virtual folder
  12. Repeat steps 4 and 5
  13. Do a IIS reset and try again with the Ipad.

## Limitations and other Useful Information:

- Can select several bookmarks
- Can only select one listbox
  - Must have caption set (must not be "Active")
  - Multiboxes not included
- Only the first 40 rows in the listbox will be available in order of appearance, due to iPad memory and network constraints
  - Default value can be changed to 50,100 or 200
  - Go to the iPad Settings then go to QlikView in the menu. There you can change the Listbox Values.
- Only 64Bit server is supported.
- Kerberos support available since 2.4
- Forms authentication supported since 2.0

## Locations:

- Mobile Client reference manual : Is installed with the Offline Service at C:\ProgramData\QlikTech\QlikView Server Documentation (and as an attachment) and it is only available in English at the moment.
- iOS "QlikView Mobile" is available on the Apple AppStore and will replace the old native client.
- The Offline service installer is located at our download site :

File Name	Version No	Release Num...	Build	Operati System
QlikViewOfflineService.exe	11.00	SR2	11414	Any
QlikViewServer_x64Setup.exe	11.00	SR2	11414	Window: x64 (64t
QlikViewServer_x86Setup.exe	11.00	SR2	11414	Window: x86 (32t

Version change logs (make sure to check the installed version on the iPad):

- Version 2.4
  - Better Support for EMM (MDM and MAM) soltuions
  - Support for deployment in Aitwatch EMM environments
  - Support for Kerberos and SAML authentication (SAML authentication requires development in QlikView)

- Version 2.0

Updated with a completely reworked user interface optimized for iOS 7 as well as overall stability and performance improvements plus a bunch of new features:

- Manage your downloads with the new offline queue.
- Improved user experience when downloading offline views.
- Continue to use the app while waiting for downloads to finish.
- Improved loading and scrolling performance in the document list.
- Access settings from inside the application.
- Always have access to offline views (not only when connection is offline).
- Filter based on your favourites.
- Access document information such as file size and document description.

#### Resolution **Functional flow:**

1. Client opens document in iOS client
2. Client requests offline mode for the document
3. Offline Service tells QVS to prepare Offline View (bundle)
4. Offline View (bundle) is saved on the server and sent to client

When an offline document is viewed by the client, only the Offline View (bundle) is used, so there is no actual calculations done on the iPad.

#### **Log Files and Bundles**

##### *Offline Service log*

Will show entries showing start, end and result of bundle creation

##### *Bundle archive:*

Bundle kept on server 1 hour (configurable), then moved to archive  
Archived for 1 day (configurable), then removed

You will find the logs and bundles in c:\ProgramData\QlikTech\Offline

##### *Configuration:*

The current version of the Offline service cannot be configured via the QlikView Management Console. The configuration for the service is stored in a config file (QVOfflineService.exe.config) that can be found in the installation folder of the service (<Your Installation Drive>:\Program Files\QlikView\Offline Service\QVOfflineService.exe.config).

The values are stored in textual format as follows: <add key="archiveDays" value="1"></add>

An administrator can configure concurrent sessions as well as the duration for which cache files (offline views) are archived on the server. The following table gives a more detailed description.

Parameter: "archiveDays" *Default Value: 1 Accepted Values : 0 or above*

The number of days that the cache files are stored in the archive on the server. Archived cache files are required when you need support from QlikTech.

*Parameter: "concurrentCacheLimit" Default Value: 50 Accepted Values: 1 or above*

The number of clients that can simultaneously request offline views. Once the queue is full, any subsequent clients are queued in order of appearance.

Do as follows to update the configuration:

1. Back up the existing configuration file (\Program Files\QlikView\Offline Service\QVOfflineService.exe.config), in case you need to fall back on default values.
2. Open the configuration file in a text editor.
3. When you have changed the desired parameters, save the file.
4. Stop and start the offline service to apply the configuration.

**Cause**

**Bug ID**

**Internal  
Comments**

**Prior ID**

**Tags** Offline Client, Mobile, Offline Service

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Chat Answer**