

How To Recover Document CALs Assigned To A Deleted QVW

Information

Description

The number of Document CALs assigned does not match the number believed to be assigned. In other words if the user looks at each document and counts the number of Document CALs assigned to each, this number does not match what QlikView is showing in the Management Console.

The user may also notice that under Documents > User Documents there may be a QVW listed all in caps (MYQVW.QVW) that does not appear in the folder indicated. This is a good indicator that this is the culprit.

When deleting a QVW it is best to remove the assigned Document CALs first, then delete the QVW. By doing this the Document CALs are released and put back into the pool.

For example:

Scenario:

You have total 30 Doc Cals available at the beginning. You assign 3 Doc Cals to a file named film.qvw. So you suppose to have 27 doc cals left. When you rename the file name to film_1.qvw or remove to another folder. You will find the doc cals available on the server is still 27. No matter how many times you restart the services or even delete .shared file, .pgo files in the user documents folder.

When you rename the file name back or restore the file to the folder, you will find the file is still contain 3 doc cals.

Resolution

There are 3 ways to resolve this problem, Based on the CALs quantity, you can apply the best possible solution:

Resolution 1:

1. Stop the QlikView Server service.
2. Add PgoAsXmlAlso=1 under [Settings 7] in the Settings.ini file located in %ProgramData%\QlikTech\QlikViewServer (default location)
3. Restart the QlikView Server service
4. Navigate to Root Directory and Open the CalData.pgo.xml file to determine to which document the CALs were assigned
5. Create a new blank QVW file named the same as document listed in CalData.pgo.xml & save it in the Root directory
6. In Management Console, navigate to Documents > User Documents and locate QVW created in the previous step
7. Click Document CALs tab and set Number of CALs allocated to this Document to zero and click Apply

Note: This resolution can be applied where the assigned CALs are HIGH in number.

Resolution 2:

1. Stop QVS and QMS as when you remove files it might still remain in the memory,
2. And then delete both caldata.pgo file under the "user documents" and also

"ProgramData\QlikTech\QlikViewServer"

3. Restart the services

Note:This resolution can be applied where the assigned CALs are in LOW in number.

Resolution 3:

Clear the license information and reapply again

Note:This resolution can be applied where the assigned CALs are in LOW in number.

Cause

Bug ID 56642

Internal Comments

Prior ID

Tags Server management; CALs; Document CALs; deleted; delete

Attachment 1

Attachment 2

Attachment 3

Chat Answer

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