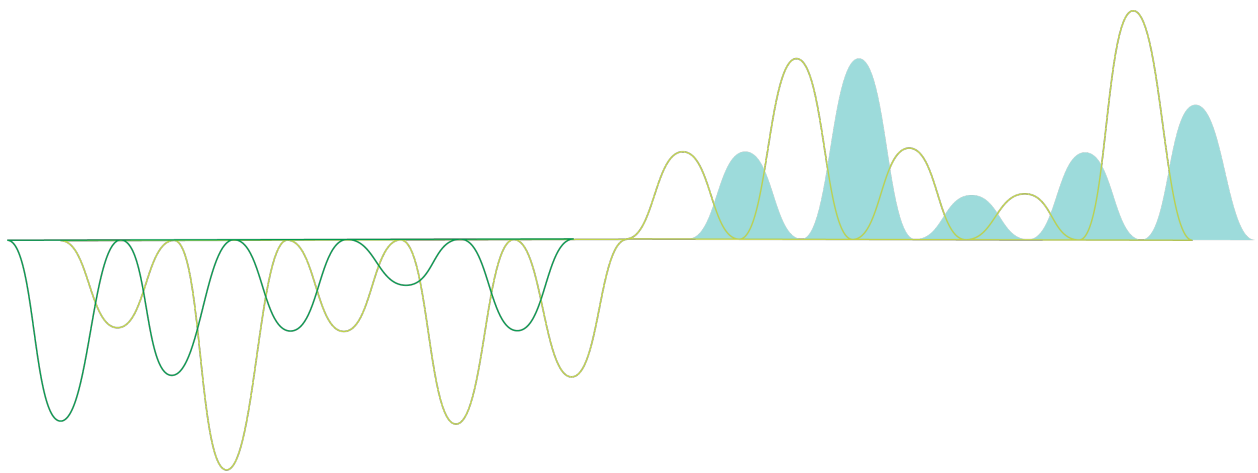


Qlik Insight Bot Backup and Recovery

Qlik Insight Bot®

February 2020

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1. Introduction

This document is intended for backup and recovery process of Qlik Insight Bot for migration from one server to another or for production failure recovery. This can only be performed for Qlik Insight Bot Feb 2020 and Qlik Sense Enterprise Feb 2020 environment. Please make sure the Qlik Insight Bot is in stable state (application deployment process should not be run) when backup is performing.

2. Backup

1. Make a copy of **Qlik Insight Bot** folder located at `C:\ProgramData`.
2. Make a backup of the **qlikinsightbot** and **nlu_db** databases by creating a database dump file:
 - a. Open a Command Prompt with administrator permission in Microsoft Windows
 - b. Navigate to location where PostgreSQL repository database is installed for Qlik Insight Bot. Default location would be: `%ProgramFiles%\PostgreSQL\<database version>\bin`
 - c. Run the following commands. It will ask for password of PostgreSQL:
 - i. `pg_dump.exe -h localhost -p 5432 -U postgres -b -F t -f "c:\qlikinsightbot_backup.tar" qlikinsightbot`
 - ii. `pg_dump.exe -h localhost -p 5432 -U postgres -b -F t -f "c:\nlu_db_backup.tar" nlu_db`
3. If you have configured Qlik Insight Bot Webchat on Qlik Sense Enterprise November 2019, make a copy of **config.json** file located at `C:\Program Files(X86)\Qlik Insight Bot\Qlik Insight Bot Webchat Service`.
4. Take backup of user group "Qlik Insight Bot Administrators" using below command.


```
net localgroup "Qlik Insight Bot Administrators" > C:\usergroup.txt
```

3. Restoring all Qlik Insight Bot components

Perform below steps to install, restore and configure all Qlik Insight Bot components.

1. Perform the below prerequisites before installation as mentioned in *Qlik Insight Bot Deployment Guide*.
 - a. Configure Internet Information Services
 - b. Validate if .Net Framework 4.7.1 or later
 - c. Open required ports in the firewall.
2. Install Qlik Insight Bot Applications.
3. Install Qlik Insight Bot Services.
4. Install Qlik Insight Bot Narrative Services.
5. Install Qlik Insight Bot NLU.
6. Install Qlik Insight Bot Duckling.
7. Install Qlik Insight Bot Slack Engine Service (if it was installed earlier).
8. Install Qlik Insight Bot Webchat Service (if it is QSEFW Nov 2019).
9. Export and install certificates:
 - a. Export Qlik Sense certificates from QMC in PEM format
 - b. Copy root.cer to the machine where Qlik Insight Bot is installed.
 - c. Install root.cer under Trusted Root Certificates.

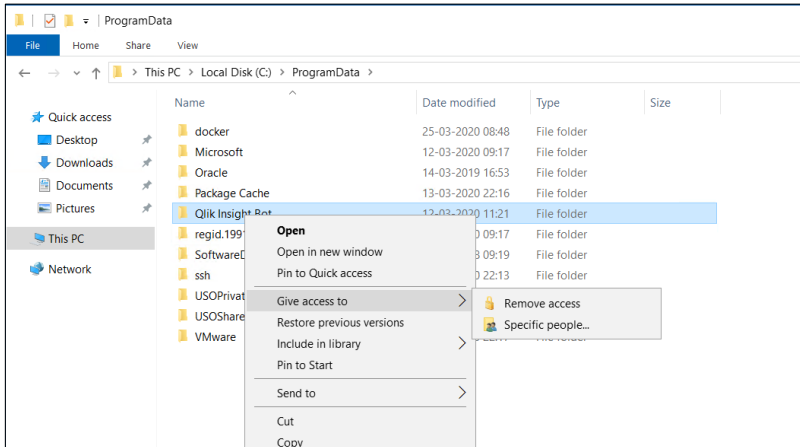
Restoring all Qlik Insight Bot components

10. Configure ports and SSL for each web service as below.

Service	Port	SSL Settings
qlikinsightbotengineservice	4434	Require SSL = Yes; Accept
qlikinsightbotmanagementservice	4436	Require SSL = Yes; Accept
qlikinsightbotnlpservice	4437	Require SSL = Yes; Accept
portal	4435	No

For more details, see the *Qlik Insight Bot Deployment guide*.

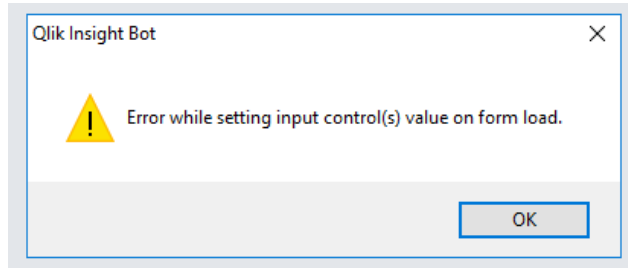
11. Create a user group named “Qlik Insight Bot Administrators” with the users who has access earlier. Refer backed-up file for adding users to this group.
12. Restore the backed-up folder **Qlik Insight Bot** to C:\ProgramData (replace if present) and share this folder with Qlik Sense service user. In other way, C:\ProgramData\Qlik Insight Bot must be accessible by Qlik Sense.



13. Open C:\Program Files\Qlik\Sense\QibWebchatService\appsettings.json on Qlik Sense machine and edit the path which points to latest C:\ProgramData\Qlik Insight Bot\Configuration on Qlik Insight Bot Machine

Restoring all Qlik Insight Bot components

14. Open Qlik Insight Bot Configuration Application and go to all sections one by one to check whether all configurations are proper.
 - a. You might get below error in few of the sections. Click “OK” and solve them by performing below mentioned steps.



- i. System
 1. Add database password
 2. Click “Create database”
 3. Save
 - ii. Network
 1. Add password and save
 - iii. Channel
 1. Configure this section again as mentioned in *Qlik Insight Bot Deployment Guide*
 - b. Go to “License” section and update license
15. Restore the databases **qlikinsightbot** and **nlu_db**.
 - a. Place the backed-up repository database on the machine targeted for the restore.
 - b. Open a Command Prompt with administrator privileges in Microsoft Windows.
 - c. Run the following commands to restore the repository database (adjust the paths as needed):
 - i. `cd "%ProgramFiles%\PostgreSQL\<database version>\bin"`
 - ii. `createdb -h localhost -p 5432 -U postgres -T template0 qlikinsightbot`
If the command fails because a database already exists, run the following command and then repeat the `createdb` command:
`dropdb -h localhost -p 5432 -U postgres qlikinsightbot`
 - iii. `pg_restore.exe -h localhost -p 5432 -U postgres -d qlikinsightbot "c:\qlikinsightbot_backup.tar"`
 - iv. perform ii and iii by replacing *qlikinsightbot* with *nlu_db*
16. Restart all **Qlik Insight Bot** windows services.
 - a. Qlik Insight Bot Deployment Engine Service
 - b. Qlik Insight Bot Narrative Service
 - c. Qlik Insight Bot NLU Service
 - d. Qlik Insight Bot Duckling Service
17. Restart Qlik Sense Service Dispatcher and Qlik Sense Proxy Service.
18. Open **IIS Manager** and restart below listed sites.
 - a. engineservice
 - b. managementservice
 - c. nlp-service
 - d. portal

Browse each site and check that services are running or not.
19. Try to access Qlik Insight Bot Management Console (<https://<servername>:4435>) from browser.
20. Open Qlik Sense Hub and verify that chat icon is present, and you can chat with bot.

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