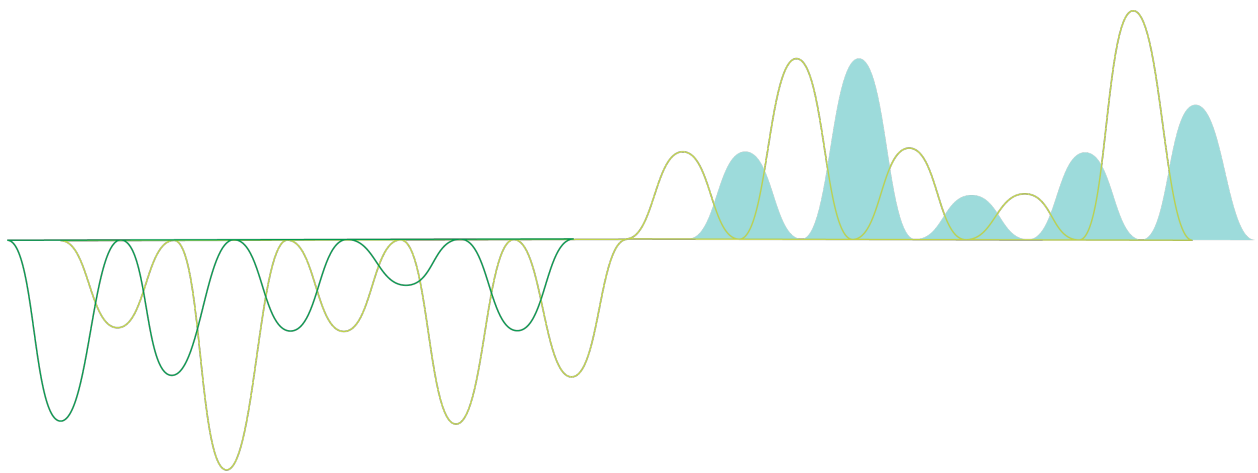


Qlik Insight Bot Troubleshooting Guide

Qlik Insight Bot®

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1. Introduction

Troubleshooting may be needed when Qlik Insight Bot does not behave as expected. It is also possible that you may encounter errors while you are installing or configuring Qlik Insight Bot. This could happen due to any missing/invalid parameter(s) passed during the configuration process.

The logs generated by Qlik Insight Bot provide important information that can be used to identify the cause of an error. Also, reconfirming the configuration parameters and certificate information help preventing some common errors.

For more information about the Qlik Insight Bot logs, see the Qlik Insight Bot *Deployment Guide*.

The Qlik support knowledge articles (<https://community.qlik.com/t5/Knowledge/tkb-p/qlik-support-knowledge-base>) contain more troubleshooting information.

The purpose of this document is to guide you how to troubleshoot the most likely errors and for a flawless performance of Qlik Insight Bot.

2. Qlik Insight Bot Webchat Service

The Webchat service is only needed for Qlik Sense Enterprise, November 2019, and earlier.

2.1 Bot is not responding

After configuring Qlik Insight Bot components and the Webchat service, it may happen you are asking questions to bot, either from Hub or from Webchat extension and bot isn't responding at all.

Cause

1. Webchat Service is not accessible from the machine you are trying to do conversation with bot. To check if Webchat Service is accessible from your machine, hit <https://<domain-name>:4431> from your browser.
2. Invalid/self-signed certificate is used.
To check whether invalid/self-signed certificate is used for Webchat Service, activate the Qlik Sense Hub tab from the browser and open the developer tools of a browser (hit F12 key).
Go to the **Console** and check if there is any error related to the certificate.

Workaround

1. Restart the Webchat Service if the it is not running and check again from the browser.

Solution

1. Make sure a valid SSL certificate signed by the Certificate Authority must be bound to the Webchat Service.

2.2 You are not authorized to connect

It may happen that bot is responding with “You are not authorized to connect” message only when you open the Webchat box or asking any question.

Cause

1. Qlik User Session is not passed or validated with the Webchat Service.
2. Webchat Service is unable to connect with Qlik Sense Repository Service.
3. Webchat Service is bound with invalid certificate.
4. IP/Host name/Domain where Webchat Service is running is not added in the virtual proxy.

Open logs of Webchat Service to check the occurrence of any of the above errors.

Solution

1. Make sure the virtual proxy is configured properly. Follow the virtual proxy configuration steps from “Configuring Webchat and Qlik Sense Extension” document.
2. & 3. Webchat Service should be bound with a valid SSL certificate (signed by Certificate Authority). Also, add host name and IP address of a machine where Webchat Service is running in the **hosts** file located at “C:\Windows\System32\drivers\etc”.
4. Whitelist the IP address or the host name of a machine running the Webchat Service in

QMC > Virtual Proxy.

2.3 “Please clear cookie and cache and try again!” message

You may sometime get this message when you open the Webchat window to start a conversation with bot.

Cause

There might be multiple active Qlik sessions for the Webchat Service.

Workaround

Clear the relevant cookies from the browser and restart the session.

3. Qlik Insight Bot Extension

3.1 Failed to import the webchat extension

When the Webchat extension is being exported from QMC, it may happen the extension fails to be exported.

Cause

Windows Defender removes **QlikInsightBotV2.js** file, considering it a Trojan (Trojan:Js/Sonbokli.A!cl).

Solution

Allow **QlikInsightBotV2.js** file from Windows Defender.

4. Qlik Insight Bot Configuration App

4.1 In Qlik section, configuring the node throws an error even if QRS connection is successful

Cause

Port 4747 might not be opened in Qlik Sense server.

Workaround

Open port 4747 in the machine where Qlik Sense Server is installed.

Important: Remember to restart all QIB services whenever a change id made from QIB Configuration Windows app.

In Qlik section, on clicking Connect, a pop-up message comes "You do not have a license for this function. Please contact Qlik Sales for more information."

Cause

Your Qlik Sense license is not subscribed to use Qlik Insight Bot.

Solution

Request Qlik support to update your Qlik Sense license. Once it is updated by Qlik, it will be updated in ~24 hours in your system if you are online; otherwise you have to reapply the license.

In Qlik section, on clicking Connect, the message "Error in activating license." appears

Cause

Qlik Sense might not be accessible from Qlik Insight Bot machine.

Solution

1. Qlik Sense server must be accessible from Qlik Insight Bot machine.
2. Ports 4242 and 9200 must be opened from Qlik Sense machine.

Steps to ..

1. In the Qlik Management Console (QMC), go to **Certificate** under **Configuration System** on the left pane.
2. Click **Add machine name:**
 - Enter the host name as your machine name.
 - Do not set a password.
 - Check “Include secret key”.
 - Select **Windows Format** as “Export file format for certificates”.

The screenshot displays the 'Certificates' configuration interface in the Qlik Management Console. The main area is titled 'EXPORT' and contains the following elements:

- Machine name:** A text input field with an 'Add machine name' button. A red error message below it reads: "At least one machine name is required".
- Certificate password:** A text input field.
- Retype password:** A text input field.
- Include secret key:** A checked checkbox.
- Export file format for certificates:** A dropdown menu currently set to "Windows format".

Below the form, a note states: "Certificates will be exported to this disk location on the server: C:\ProgramData\Qlik\Sense\Repository\Exported Certificates". At the bottom left, there is an "Export certificates" button. The right sidebar shows a 'Certificates' menu with 'Export' selected.

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