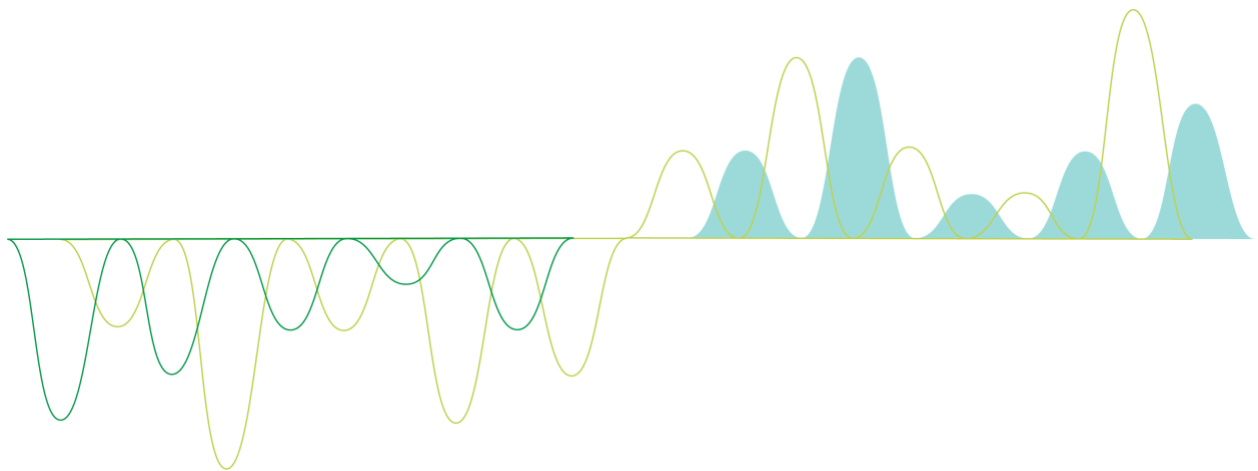


Backup and Restore

Qlik Insight Bot

June 2020

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Contents

- 1. Introduction.....1**
- 2. Backup1**
- 3. Restoring all Qlik Insight Bot components1**

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 June 2020 and the same Qlik Sense version and site. 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. Create a copy of **Qlik Insight Bot** folder located at *C:\ProgramData*.
2. Create 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 QSEfW June 2019 to Nov 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 -> Before you install*.
 - a. Enable IIS roles and features
 - b. Validate if .Net Framework 4.7.1 or later
 - c. Open required ports in the firewall.
 - d. Create a user group named "Qlik Insight Bot Administrators" with the users who have access earlier. Refer backed-up file (usergroup.txt) for adding users to this group.
2. Install Qlik Insight Bot.exe.
3. Install Qlik Insight Bot Webchat Service (if it is QSEfW June 2019 to Nov 2019).
 - a. Replace the **config.json** file located at *C:\Program Files(X86)\Qlik Insight Bot\Qlik Insight Bot Webchat Service* with the backed-up file.
4. Export and install certificates:
 - a. Export Qlik Sense certificates from QMC in Windows format
 - b. Copy root.cer to the machine where Qlik Insight Bot is installed.
 - c. Install root.cer under Trusted Root Certificates.

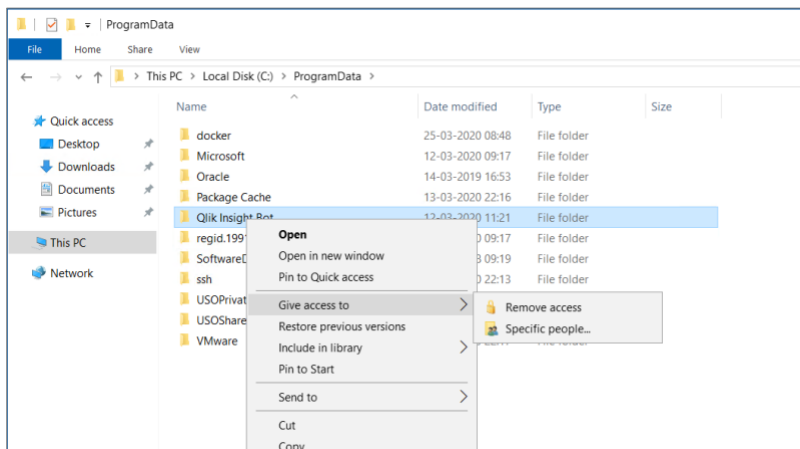
Restoring all Qlik Insight Bot components

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

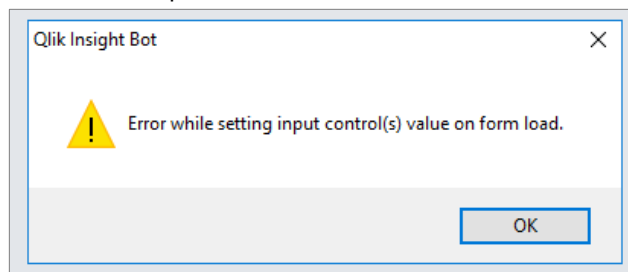
Service	Port	SSL Settings
qlikinsightbotengineservice	4434	Require SSL = Yes; Accept
qlikinsightbotmanagementservice	4436	Require SSL = Yes; Accept
qlikinsightbotnlpservice	4437	Require SSL = Yes; Accept
portal	4435	No

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

6. 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.



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



- System
 - Add database password
 - Click “Create database”
 - Save
 - Network
 - Add password and save
 - Channel
 - Configure this section again as mentioned in *Qlik Insight Bot Deployment Guide*
- Go to “License” section and update license

Restoring all Qlik Insight Bot components

8. 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*
9. 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
 - e. Qlik Insight Bot Webchat Service (if installed)
10. Open **IIS Manager** and restart below listed sites.
 - a. engineservice
 - b. managementservice
 - c. nlpservice
 - d. portal

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

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