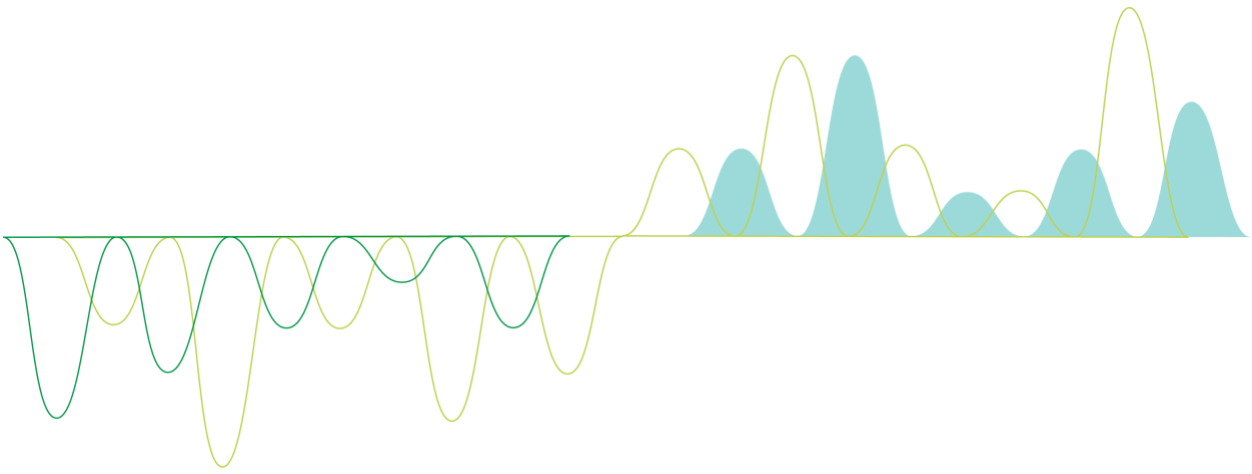
Troubleshooting Guide

Qlik Insight Bot

June 2020

Copyright © 1993-2020 QlikTech International AB. All rights reserved.



© 2020 QlikTech International AB. All rights reserved. All company and/or product names may be trade names, trademarks and/or registered trademarks of the respective owners with which they are associated.

Contents

1. Introduction 1

2. Qlik Insight Bot Webchat Service 2

Bot is not responding 2

You are not authorized to connect 2

“Please clear cookie and cache and try again!” message 3

3. Qlik Insight Bot Extension 4

Failed to import the webchat extension 4

Something went wrong, please contact your administrator 4

4. Qlik Insight Bot Configuration App 5

In Qlik section, configuring the node throws an error even if QRS connection is successful 5

5. Qlik Insight Bot Management Console 6

Click Sync but no errors from Browser but no apps got synced 6

6. Qlik Insight Bot NLU Service 10

NLU Service Started and then Stops 10

7. Webchat icon on hub is not displayed 12

8. QIB Training fails 14

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 required for Qlik Sense Enterprise, November 2019, and earlier.

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.

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.
5. URL of Engine Service under webchat service configuration in QIB Configuration app is incorrect or not reachable.

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**.
5. Make sure the URL mentioned for engine service under webchat channel in configuration application is reachable from where you are accessing Qlik Sense. Also, make sure Services.config under *C:\Program*

Files\Qlik\Sense\ServiceDispatcher has URL which is accessible from anywhere (in case of QSEfW June 2019 to Nov 2019).

"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

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.

Something went wrong, please contact your administrator

When you ask a question in Qlik Insight Bot Extension, it gives you above error message.

Cause

QIBPath in *C:\Program Files\Qlik\Sense\QibWebchatService\appsettings.json* is not set

Solution

Set the path of *C:\\ProgramData\\Qlik Insight Bot* in **QIBPath** in above file.

4. Qlik Insight Bot Configuration App

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

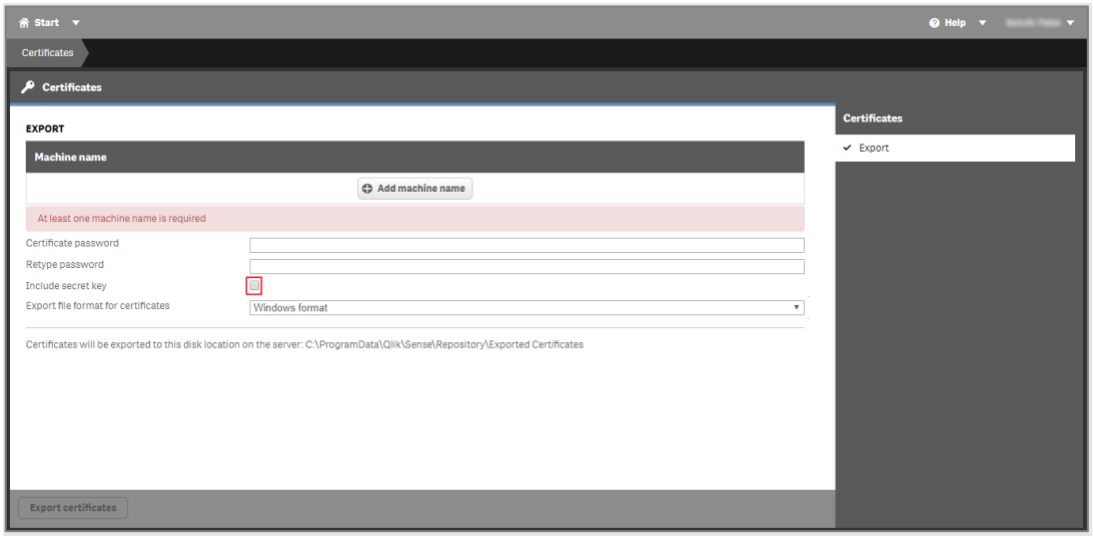
Qlik Sense might not be accessible from Qlik Insight Bot machine.

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”.



5. Qlik Insight Bot Management Console

Click Sync but no errors from Browser but no apps got synced

Symptom 1

Logs

Logs :Management Console Log: C:\ProgramData\Qlik Insight Bot\Logs

```
2020-03-21 13:00:32.7678|INFO|QlikInsightBotManagementConsole|Refresh
(GET)|INDEL-BJM1\sense1|Refreshing application list from on-premise MS.
2020-03-21
13:00:32.8087|ERROR|QlikInsightBotManagementConsole|SendRequest|INDEL-
BJM1\sense1|Error while sending request with following
parameter
2020-03-21 13:00:32.8087|ERROR|QlikInsightBotManagementConsole|Refresh
(GET)|INDEL-BJM1\sense1|Something went wrong while refreshing
application list
2020-03-21 13:00:32.8087|ERROR|QlikInsightBotManagementConsole|Refresh
(GET)|INDEL-BJM1\sense1|System.Exception: "No client certificate
```

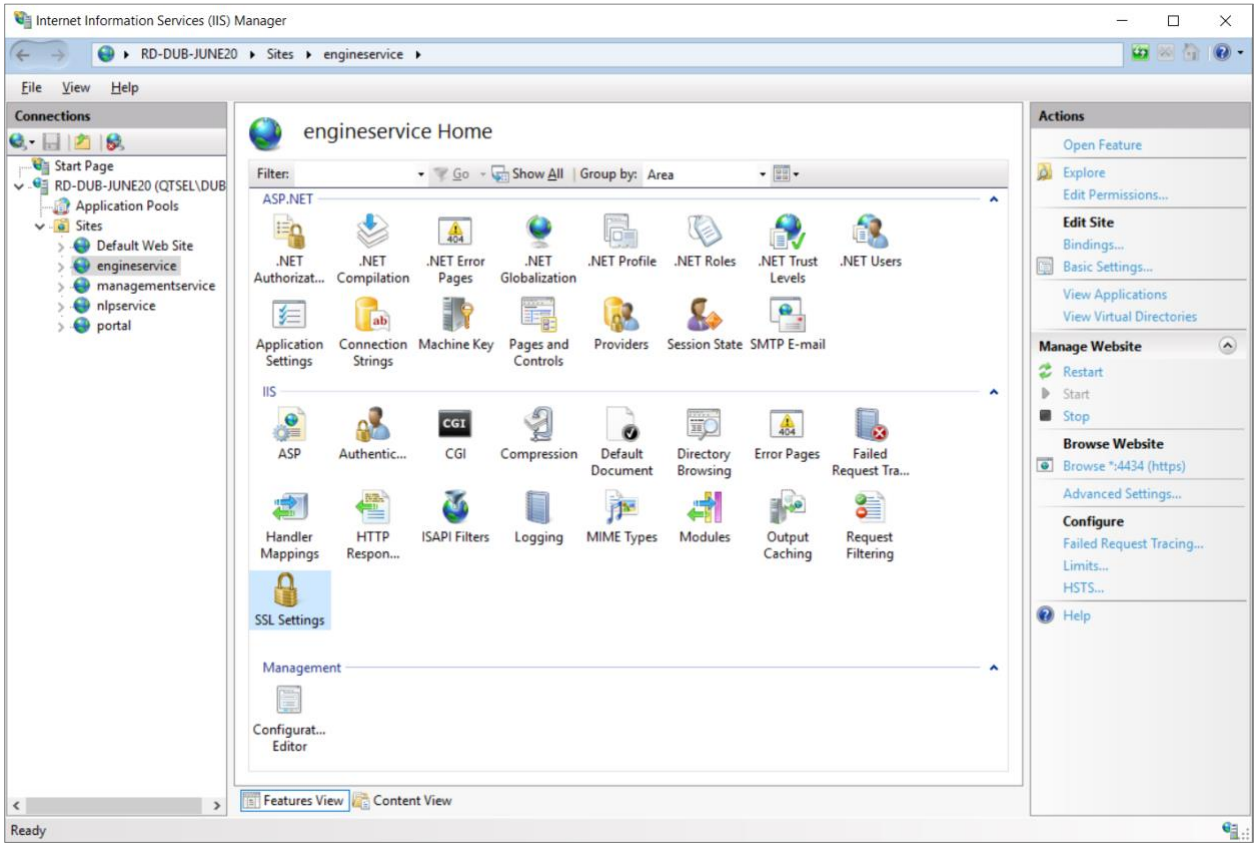
```
supplied"
at Util.HttpRequests.SendRequest(String url, String sendMethod, Dictionary`2
header, String body, String content_type, Boolean isAlreadySerialized,
String userName) in C:\Users\DUV\Documents\GitHub\qib-management-
console\Util\HttpRequests.cs:line 87
at
QlikInsightBotManagementConsole.Controllers.ApplicationsController.Refresh()
in C:\Users\DUV\Documents\GitHub\qib-management-console\Qlik
Insight Bot Management Console\Controllers\ApplicationsController.cs:line 106
2020-03-21
13:00:35.8275|INFO|QlikInsightBotManagementConsole|FetchApplicationListFromDb
|INDEL-BJM1\sense1|Fetching applications from
database
2020-03-21
13:00:35.8275|INFO|QlikInsightBotManagementConsole|FetchApplicationListFromDb
|INDEL-BJM1\sense1|No application found
```

Cause

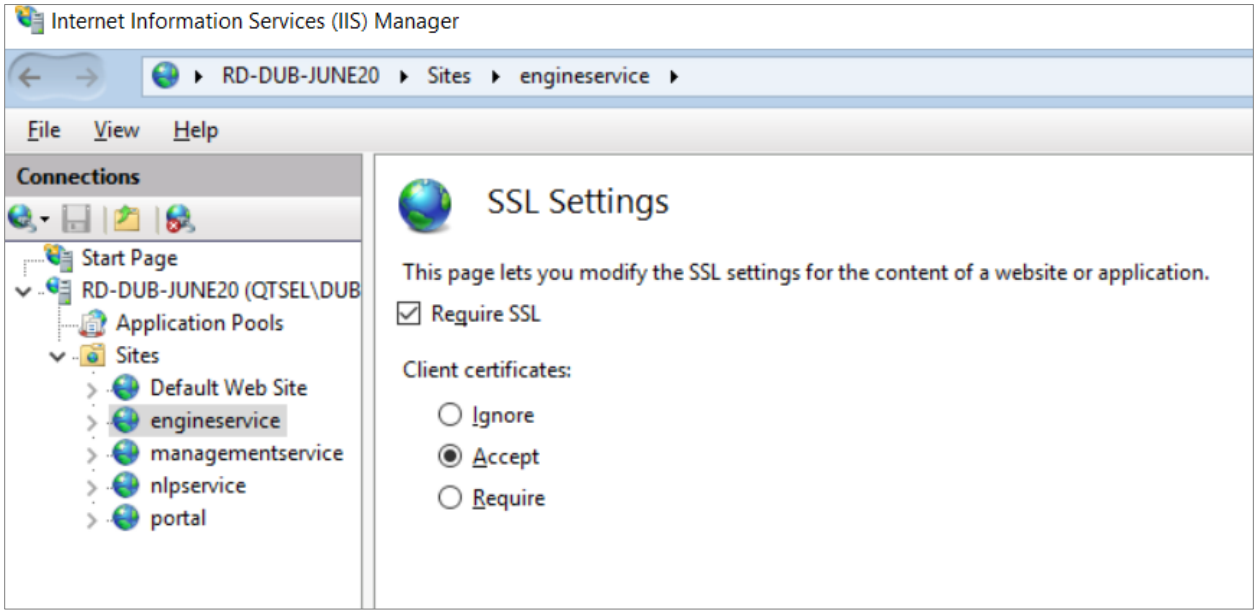
1. Missed steps to configure SSL settings in IIS

Solution

1. Open IIS and select **engineservice** under sites
2. Open SSL Settings



3. Make sure the settings are as shown below.



4. Confirm this for **managementservice** and **nlpservice**. It is not required for **portal.**

Symptom 2

Logs

Logs :Management Console Log: C:\ProgramData\Qlik Insight Bot\Logs

```
2020-03-24
10:01:48.9370|INFO|QlikInsightBotManagementConsole|FetchApplicationListFromDb
|INDEL-BJM1\sense1|Fetching applications from
database
2020-03-24
10:01:50.7909|INFO|QlikInsightBotManagementConsole|FetchApplicationListFromDb
|INDEL-BJM1\sense1|No application found
2020-03-24 10:01:54.8047|INFO|QlikInsightBotManagementConsole|Refresh
(GET)|INDEL-BJM1\sense1|Refreshing application list from on-premise
MS.
2020-03-24
10:01:54.9960|ERROR|QlikInsightBotManagementConsole|SendRequest|INDEL-
BJM1\sense1|Error while sending request with
following parameter
2020-03-24 10:01:54.9960|ERROR|QlikInsightBotManagementConsole|Refresh
(GET)|INDEL-BJM1\sense1|Something went wrong while refreshing
application list
2020-03-24 10:01:54.9960|ERROR|QlikInsightBotManagementConsole|Refresh
(GET)|INDEL-BJM1\sense1|System.Exception: <!DOCTYPE html
PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">
<html xmlns="http://www.w3.org/1999/xhtml">
```

```
<head>
<title>IIS 10.0 Detailed Error - 403.16 - Forbidden</title>
<style type="text/css">
<!–
```

Cause

1. Non-Self Signed certificate part of Trusted Root Authority.
2. Only Self Signed Certificates needs to be part of Trusted Root Authority

Solution

Two possible solutions: reference https://stackoverflow.com/questions/26247462/http-error-403-16-client-certificate-trust-issue

1. https://support.microsoft.com/en-us/help/2464556/failed-tls-connection-between-unified-communications-peers-generates-a
2. https://support.microsoft.com/en-us/help/2801679/ssl-tls-communication-problems-after-you-install-kb-931125

Using 2nd option, move all the self-signed certs to

Run below commands:

1. To list any self-signed certificates
```
Get-Childitem cert:\LocalMachine\root -Recurse | Where-Object
{$_.Issuer -ne $_.Subject}
```
2. To move self-signed certs to Intermediate Certification Authorities Certficates
```
Get-Childitem cert:\LocalMachine\root -Recurse | Where-Object
{$_.Issuer -ne $_.Subject} | Move-Item -Destination
Cert:\LocalMachine\CA
```
3. To list any self-signed certs
```
Get-Childitem cert:\LocalMachine\root -Recurse | Where-Object
{$_.Issuer -ne $_.Subject}
```

This will confirm that there is no self-signed cert left.

```
PS C:\Users\    > Get-Childitem cert:\LocalMachine\root -Recurse |     Where-Object {$_.Issuer -ne $_.Subject}


   PSParentPath: Microsoft.PowerShell.Security\Certificate::LocalMachine\root

Thumbprint                                Subject
----------                                -------
EAEFFC34A07430F3F585E8E084131FA2D7318333  CN=indel-
AF2F1723C1110945CEA6E200A12B8308FE28EC5E  O=Dummy Certificate, CN="*.localhost/CN=localhost"
111BE0F8209BD96AFDEDDEDD3C04522E91E09E91  CN=QlikClient


PS C:\Users\    > Get-Childitem cert:\LocalMachine\root -Recurse |
>>     Where-Object {$_.Issuer -ne $_.Subject} |
>>     Move-Item -Destination Cert:\LocalMachine\CA
PS C:\Users     > Get-Childitem cert:\LocalMachine\root -Recurse |     Where-Object {$_.Issuer -ne $_.Subject}
PS C:\Users     > Get-Childitem cert:\LocalMachine\root -Recurse |     Where-Object {$_.Issuer -ne $_.Subject}
PS C:\Users     >
```

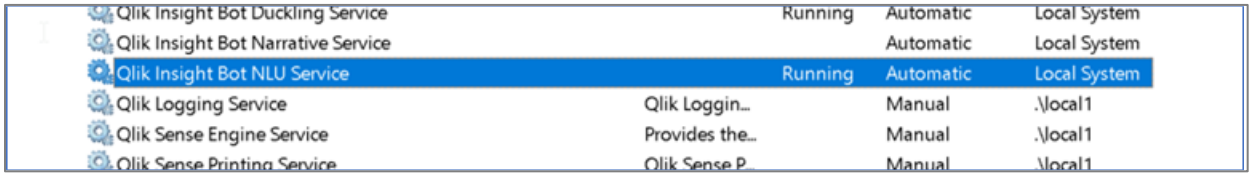
Restart IIS and test.

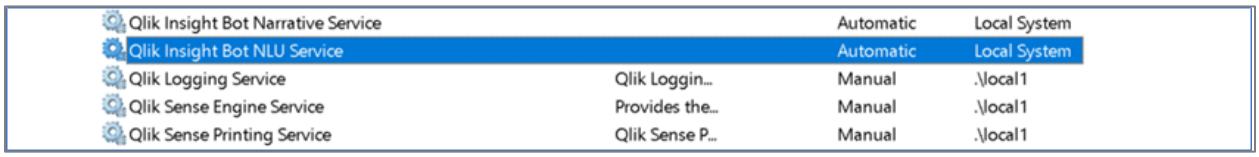
6. Qlik Insight Bot NLU Service

NLU Service Started and then Stops

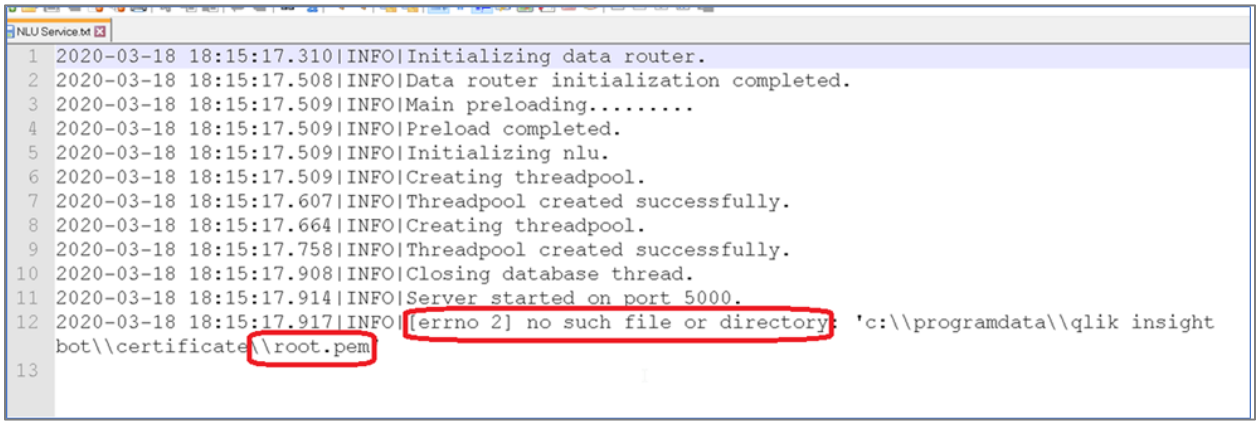
Symptom 1

NLU Service starts and then stops





Logs: NLU Service.txt



NLU Service.txt

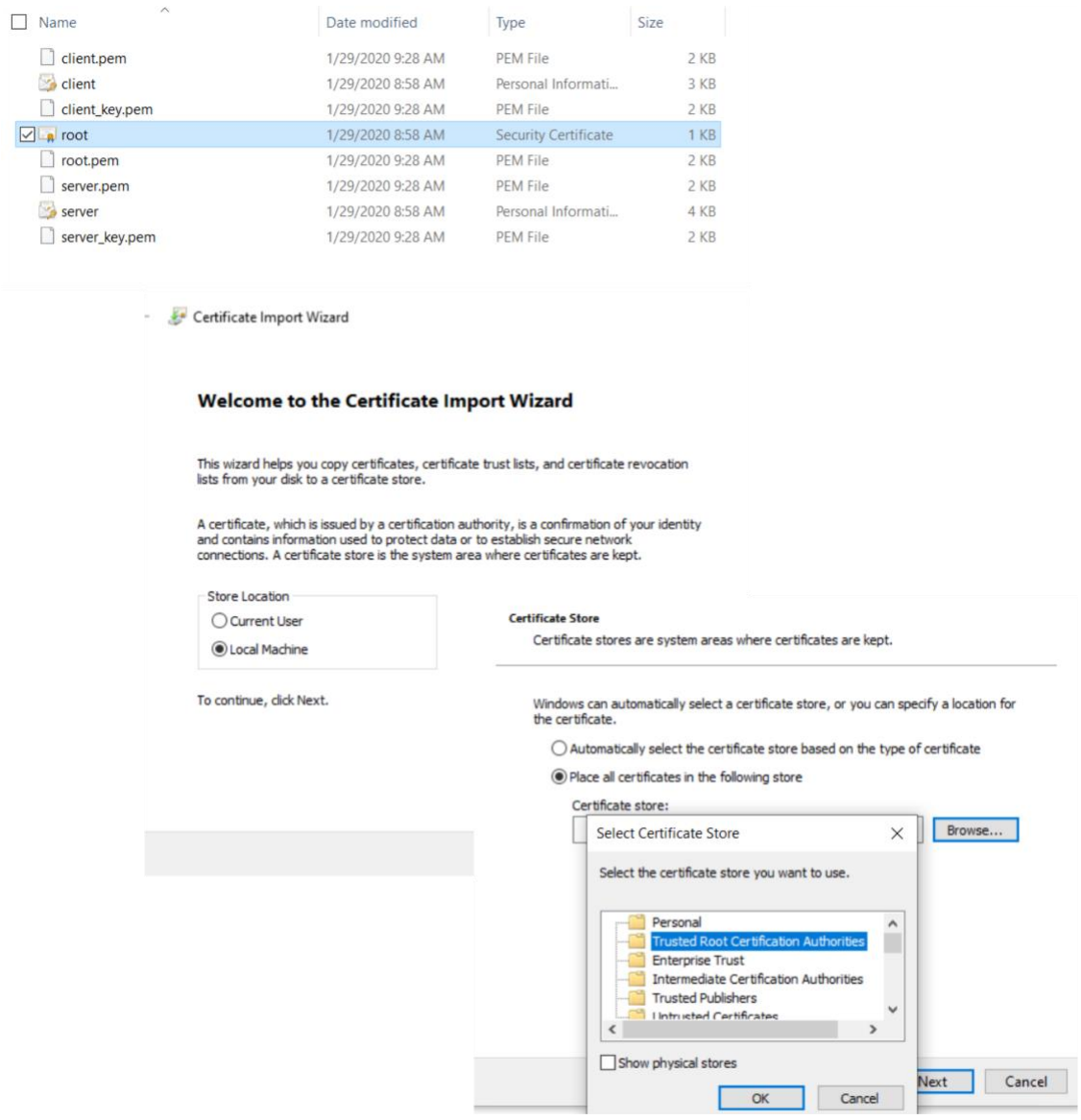
```
2020-03-18 18:15:17.310|INFO|Initializing data router.
2020-03-18 18:15:17.508|INFO|Data router initialization completed.
2020-03-18 18:15:17.509|INFO|Main preloading.........
2020-03-18 18:15:17.509|INFO|Preload completed.
2020-03-18 18:15:17.509|INFO|Initializing nlu.
2020-03-18 18:15:17.509|INFO|Creating threadpool.
2020-03-18 18:15:17.607|INFO|Threadpool created successfully.
2020-03-18 18:15:17.664|INFO|Creating threadpool.
2020-03-18 18:15:17.758|INFO|Threadpool created successfully.
2020-03-18 18:15:17.908|INFO|Closing database thread.
2020-03-18 18:15:17.914|INFO|Server started on port 5000.
2020-03-18 18:15:17.917|INFO|[errno 2] no such file or directory: 'c:\\programdata\\qlik insight
bot\\certificate\\root.pem'
```

Solution

Install root.cer under Trusted root authority

1. Go to the folder with the certificates that you exported from Qlik Sense.
2. Double-click on the root certificate (root.cer) and install it:

a. Under **Store Location**, ensure you select **Local Machine**
b. Browse to select the certificate store **Trusted Root Certification Authorities**



To confirm that the certificate is installed, you can go to the MMC and check. You should see the server name of your Qlik Sense server in the Trusted Root Certification Authorities list, with a current expiry date.

Symptom 2

Logs: NLU Service.txt

```
2020-03-18 18:15:17.914|INFO|Server started on port 5000.
2020-03-18 18:15:17.917|INFO|[errno 2] no such file or directory: 'c:\\programdata\\qlik insight
bot\\certificate\\root.pem'
2020-03-18 18:25:32.313|INFO|Initializing data router.
2020-03-18 18:25:32.505|INFO|Data router initialization completed.
2020-03-18 18:25:32.505|INFO|Main preloading.........
2020-03-18 18:25:32.505|INFO|Preload completed.
2020-03-18 18:25:32.505|INFO|Initializing nlu.
2020-03-18 18:25:32.505|INFO|Creating threadpool.
2020-03-18 18:25:32.605|INFO|Threadpool created successfully.
2020-03-18 18:25:32.708|INFO|Creating threadpool.
2020-03-18 18:25:32.808|INFO|Threadpool created successfully.
2020-03-18 18:25:32.980|INFO|Closing database thread.
2020-03-18 18:25:32.988|INFO|Server started on port 5000.
2020-03-18 18:25:32.989|INFO|[('pem routines', 'get_name', 'no start line')]
```

Cause

1. Server certificates are not properly provided

Solution

1. Copy below mentioned certificates to QIB server
    a. root.pem
    b. server.pem
    c. server_key.pem
2. Place these certificates into *C:\ProgramData\Qlik Insight Bot\Certificate*

7. Webchat icon on hub is not displayed

Cause

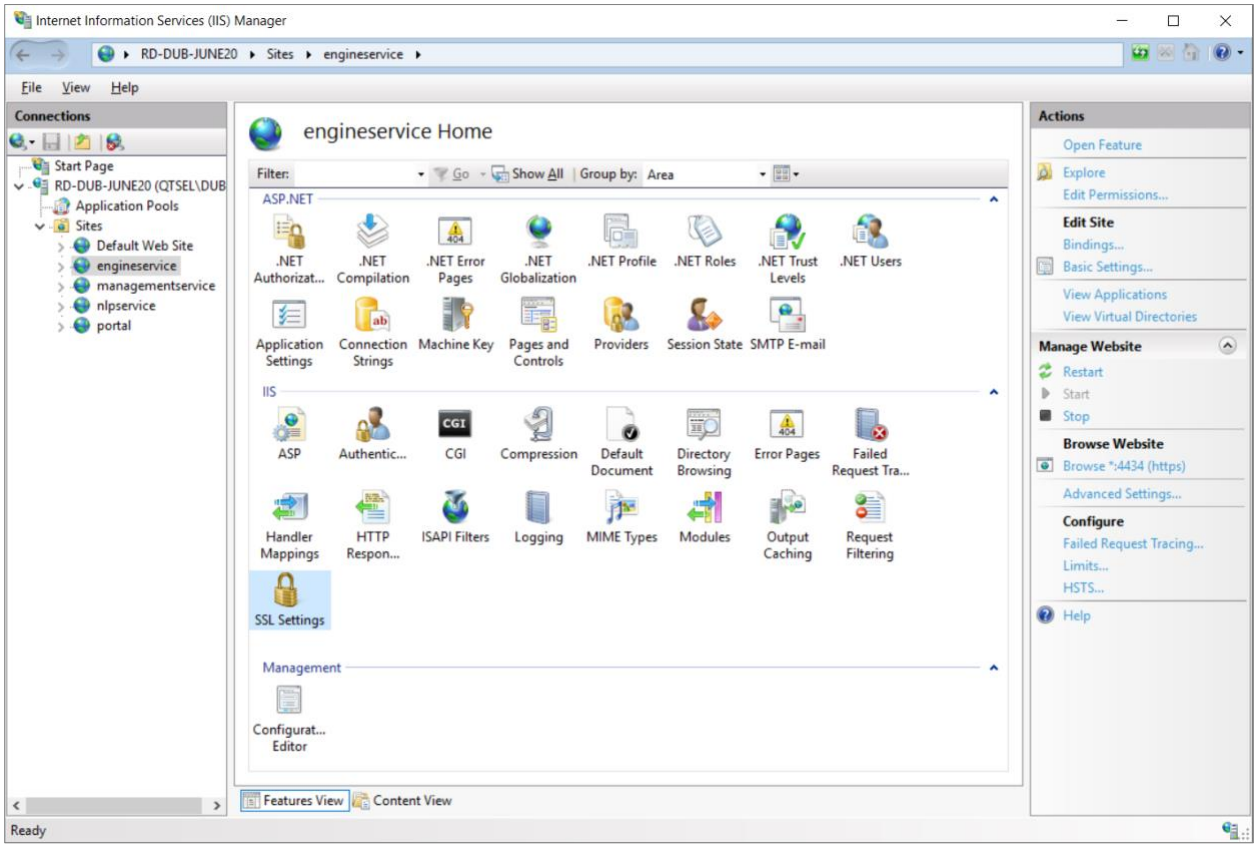
1. Configuration for QIBPath in appsettings.json is incorrect or missed
2. SSL Settings for each web services are incorrect in IIS
3. Qlik Sense certificate client.pfx may be incorrect which is assigned in Qlik Insight Bot earlier.
4. Qlik Insight Bot is not reachable to Qlik Sense over 4434 port.
5. QIB Webchat icon is not displaying even though all configurations are correct

Solution 1

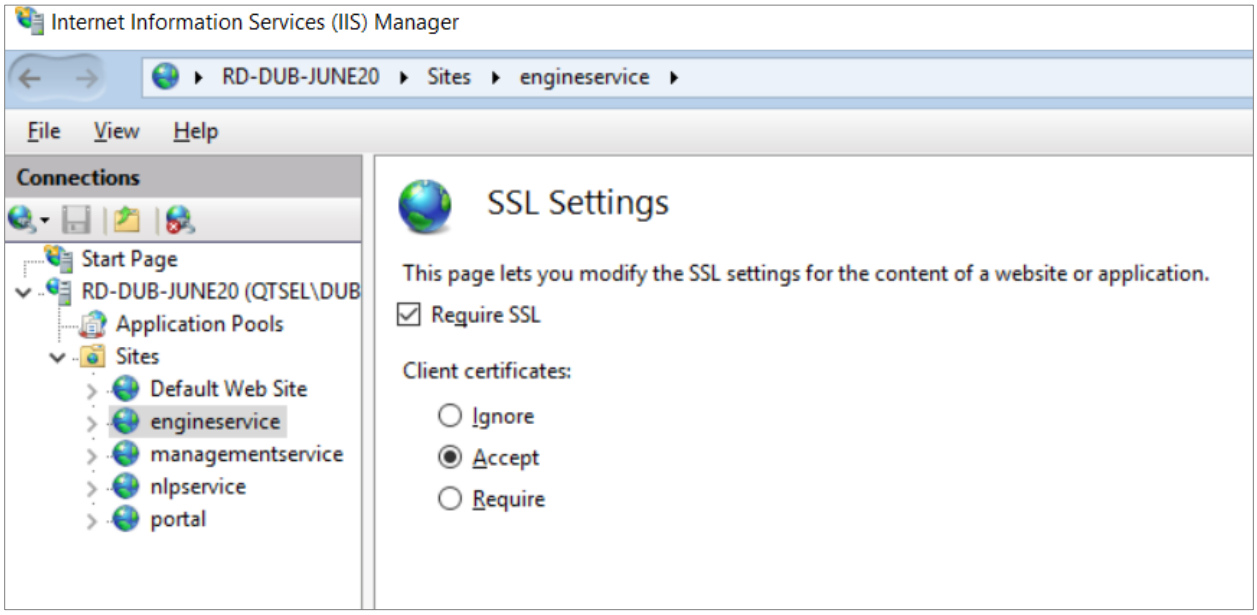
1. On the Qlik Insight Bot server, go to *C:\ProgramData*, copy the folder **Qlik Insight Bot**, and paste the copied folder to the same location on the Qlik Sense server or you can share **Qlik Insight Bot** folder with Qlik Sense service user.
2. On the Qlik Sense server, go to *C:\Program Files\Qlik\Sense\QibWebchatService* and open **appsettings.json** in a text editor as administrator.
3. Under **QIBPath**, enter the location of the system file (usually ***C:\\ProgramData\\Qlik Insight Bot*** or shared path like ***\\\\<QIB-Machine-Name>\\Qlik Insight Bot***) and save the file.
4. Restart the **Qlik Sense Service Dispatcher** and **Qlik Sense Proxy** service.

Solution 2

1. Open IIS and select **engineservice** under sites
2. Open SSL Settings



3. Make sure the settings are as shown below.



4. Confirm this for **managementservice** and **nlpservice**. It is not required for **portal.**

Solution 3

1. Export client.pfx from Qlik Sense
2. Replace it in *C:\\ProgramData\\Qlik Insight Bot\\Certificate*

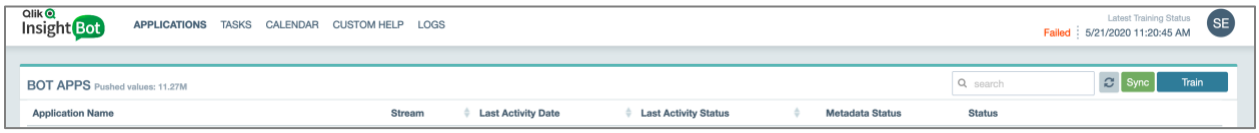
Solution 4

1. Check if https://<QIB-Server-URL>:4434 is reachable from Qlik Sense server
2. If not, open port 4434 in Qlik Insight Bot server from Firewall.

Solution 5 / Workaround

1. Go to "C:\Program Files\Qlik\Sense\ServiceDispatcher".
2. Open the services.conf in text editor.
3. Go to [hub.parameters] section.
    a. Uncomment insight bot uri i.e. remove // from the starting of the statement.
    Replace the URL with https://example.com/api/wcs/v1/send/checkstatus - example.com should be the address of Qlik Sense
    3. Save and close the file
    4. Restart the Qlik Sense Service Dispatcher.
    5. Restart Qlik Sense Proxy service

8. QIB Training fails



Cause

Application size is greater than 400 MB and dimensional values in app is > 10M

Logs: Deployment Engine Service

```
2020-05-21 12:39:49.1399|INFO|QlikInsightBotDeployment|CheckStatus|#74
request status: training

2020-05-21 12:39:59.1965|INFO|QlikInsightBotDeployment|SendRequest|Request
executed successfully

2020-05-21 12:39:59.2053|INFO|QlikInsightBotDeployment|CheckStatus|#75
request status: failed

2020-05-21 12:39:59.2053|ERROR|QlikInsightBotDeployment|TrainNLU|NLU Training
failed/not completed.

2020-05-21 12:39:59.2239|ERROR|QlikInsightBotDeployment|TrainNLU|NLU Training
failed/not completed.

2020-05-21 12:39:59.2239|ERROR|QlikInsightBotDeployment|TrainNLU|NLU Training
failed/not completed.

2020-05-21
12:39:59.2561|INFO|QlikInsightBotDeployment|UpdateApplicationStatusLog|qib
app status updated to $Training Failed

2020-05-21
12:39:59.3235|ERROR|QlikInsightBotDeployment|ReadDeploymentFile|Training
failed
```

```
2020-05-21
12:39:59.3323|INFO|QlikInsightBotDeployment|ReadDeploymentFile|train task
performed

2020-05-21
12:39:59.3323|INFO|QlikInsightBotDeployment|ReadDeploymentFile|train failed

2020-05-21 12:39:59.3479|INFO|QlikInsightBotDeployment|MoveDeployFile|Moving
Deployment file to C:\ProgramData\Qlik Insight Bot\FailedDeploy

2020-05-21 12:39:59.3606|INFO|QlikInsightBotDeployment|MoveDeployFile|Moved
Deployment file to folder
```

Solution

1. Make sure you select only those dimensions which are required for bot
2. Exclude values by unchecking the check box under dimension, if you don't want to search those values from QIB or values are not searchable.

20200528