QLIK INSIGHT BOT – BACKUP & RESTORE

Contents

Backup

Perform the below steps to take the backup of Qlik Insight Bot.

1. Take the backup of metadata of all deployed application from the Qlik Insight Bot portal as described in the Qlik Insight Bot Portal guide.
2. Download list of users from the Qlik Insight Bot portal as described in the Qlik Insight Bot Portal guide.
3. Open **IIS Manager** and stop below listed sites.
   a. engineservice
   b. managementservice
   c. nlpservice
   d. portal
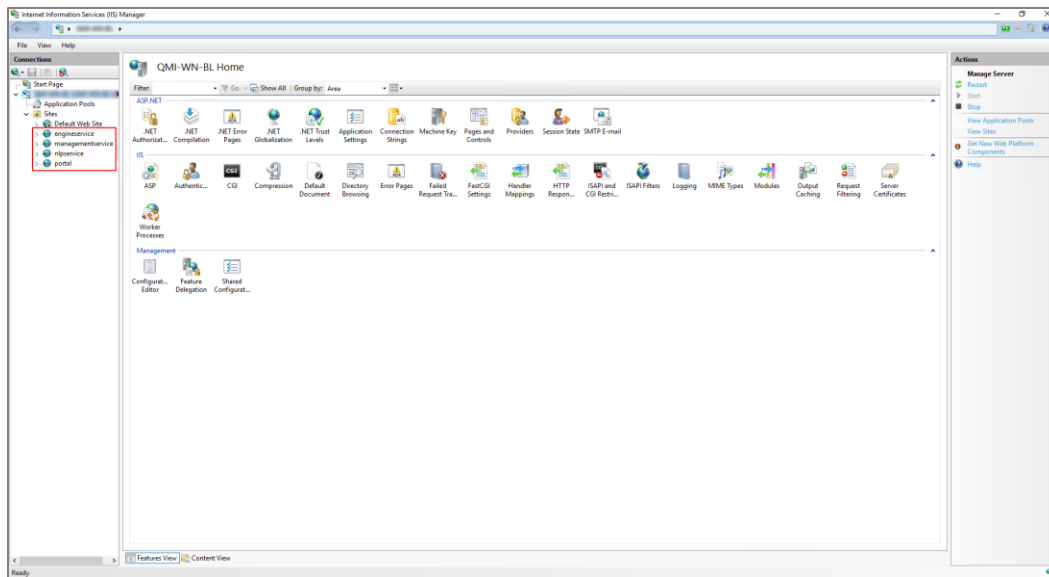
4. Open **Windows Service** and stop all **Qlik Insight Bot** services.
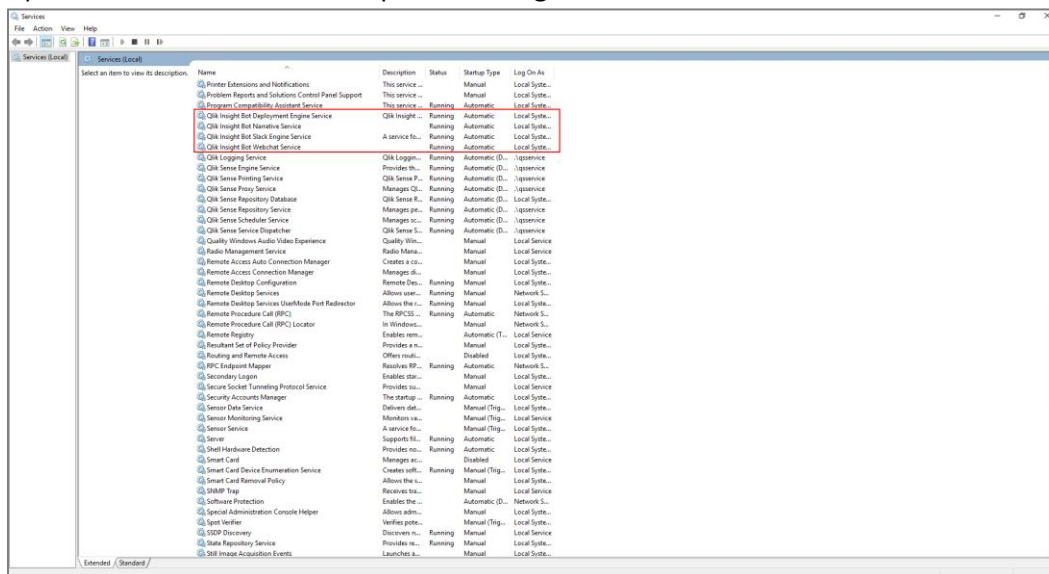
5. Make a copy of **Qlik Insight Bot** folder located at **C:\ProgramData**.
6. If you have configured Qlik Insight Bot Webchat, make a copy of **config.json** file located at **C:\Program Files(X86)\Qlik Insight Bot\Qlik Insight Bot Webchat Service**.
7. Take a backup of database by following below steps.
   a. Open **pgAdmin 4** from start menu.
   b. Select **Servers** > **PostgreSQL 11** > **Databases** > **qlikinsightbot** from the left pane.
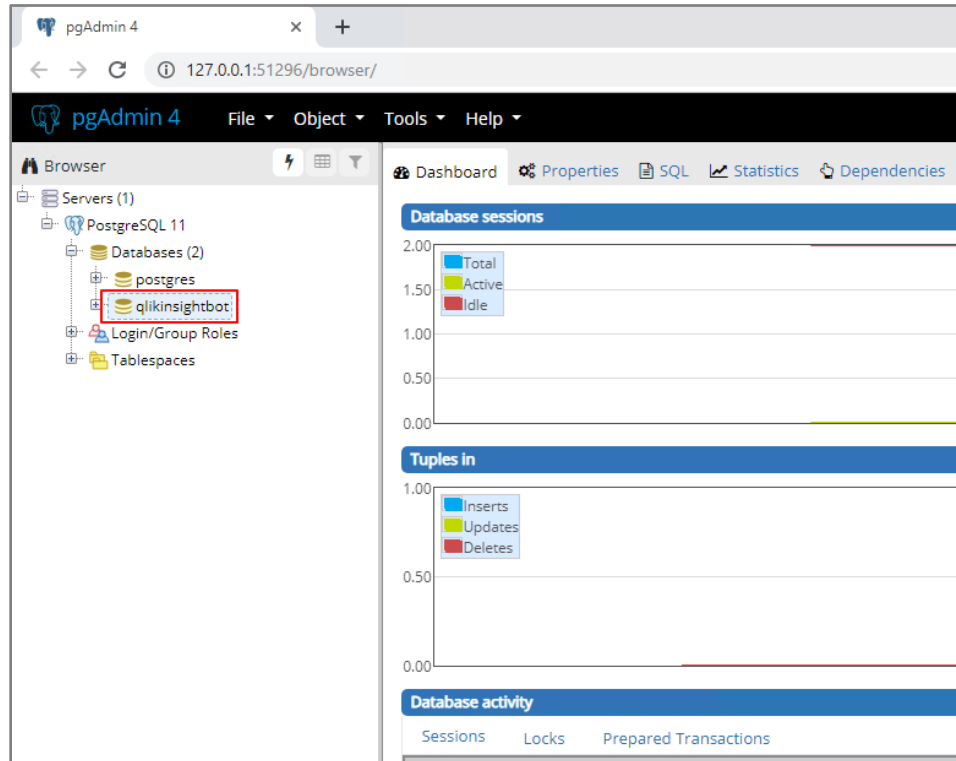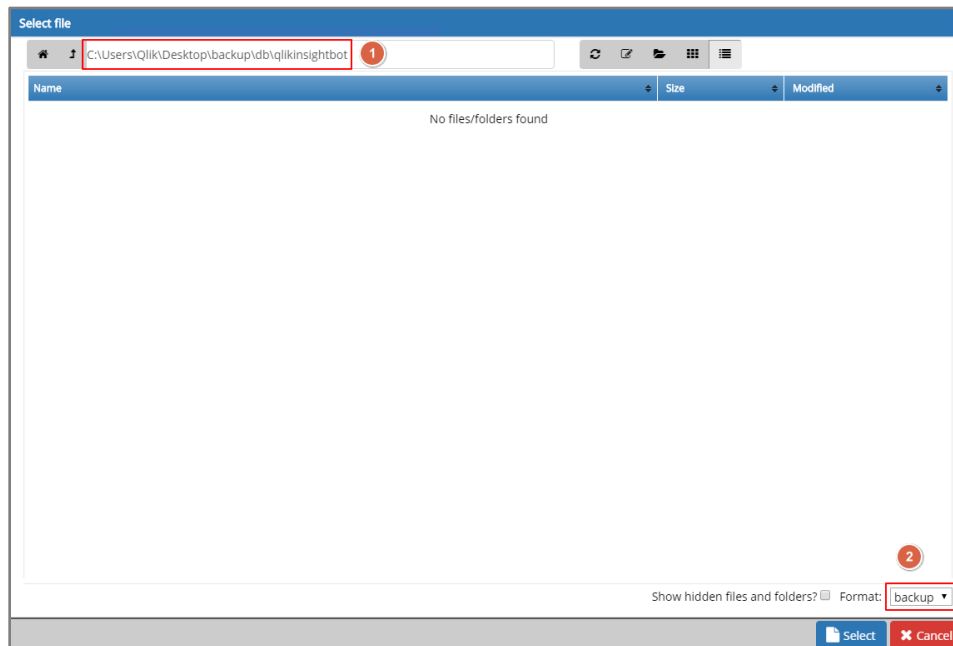

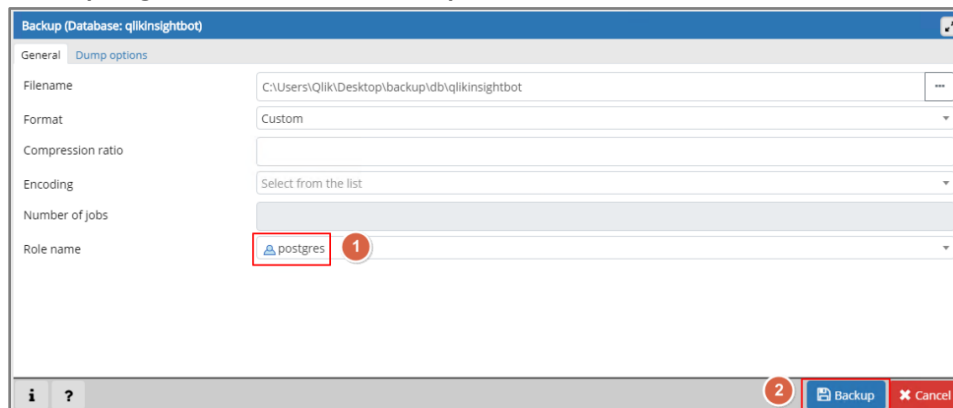   c. Right click on **qlikinsightbot**, select **Backup…**
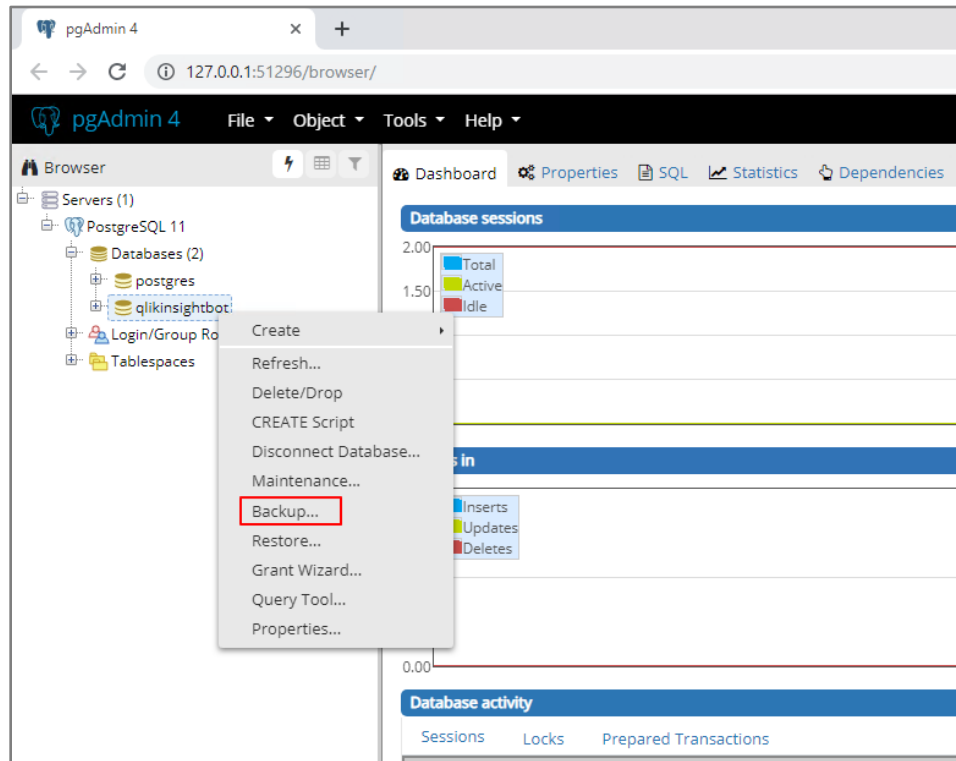
d. Click [···] to select the folder to save backup file.
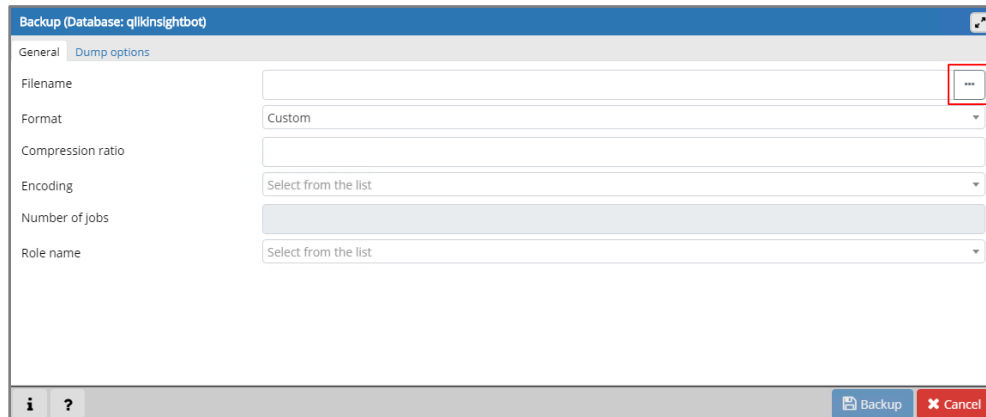
e. Specify the file name after selecting folder. Select **backup** as a format.

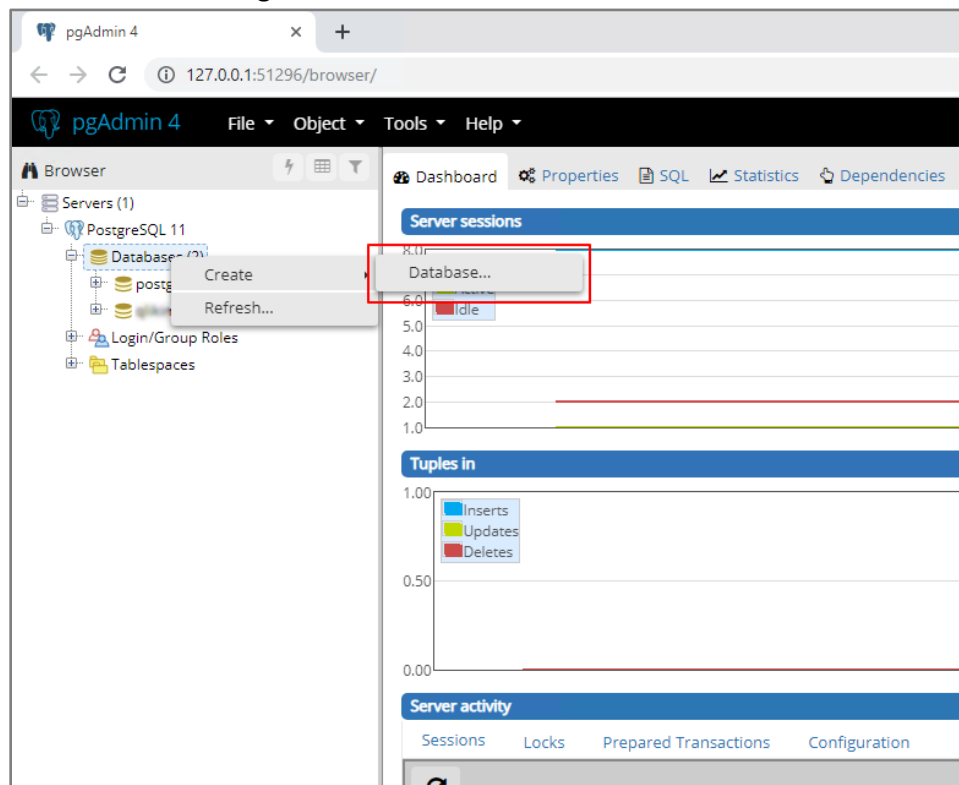f. Select **postgres** as a Role, click **Backup**.

Important: Backup and Restore can work for the same Qlik Sense Site which was configured earlier. Also, the version of Qlik Insight Bot must be the same as earlier.

Install, Restore and Configure all Qlik Insight Bot Components

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

1. Install Qlik Insight Bot NLU on the Linux box. You can also refer the **Installing Qlik Insight Bot NLU** document to install Qlik Insight Bot NLU.
2. Install Qlik Insight Bot Applications.
3. Install Qlik Insight Bot Services.
4. Install Qlik Insight Bot Narrative Services.
5. Install Qlik Insight Bot Slack Engine Service (if it was installed earlier).
6. Install Qlik Insight Bot Webchat Service (if it was installed earlier).
7. Restore the backed-up folder **Qlik Insight Bot** to **C:\ProgramData**.
8. Restore backed-up database by following below steps.
   a. Open **pgAdmin 4** from start menu.
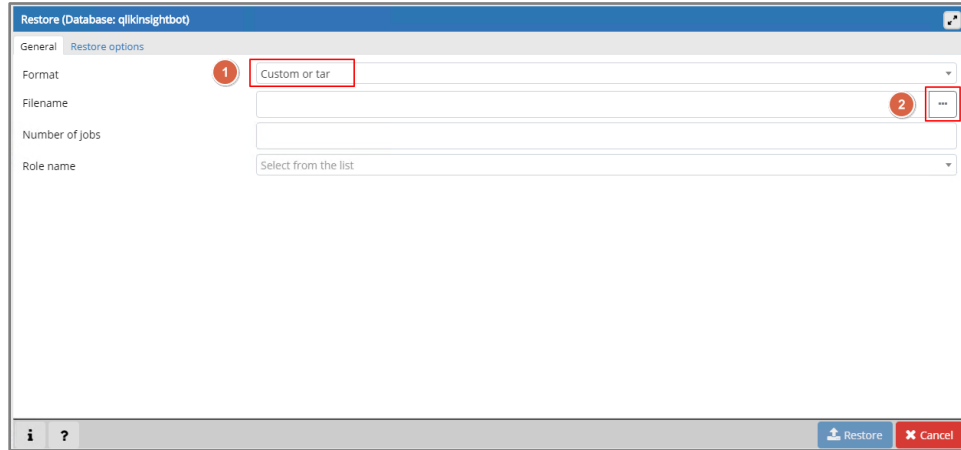   b. Select **Servers** > **PostgreSQL 11** > **Databases**

c. Name the database **qlikinsightbot**, select **postgres** as owner, click **Save**.
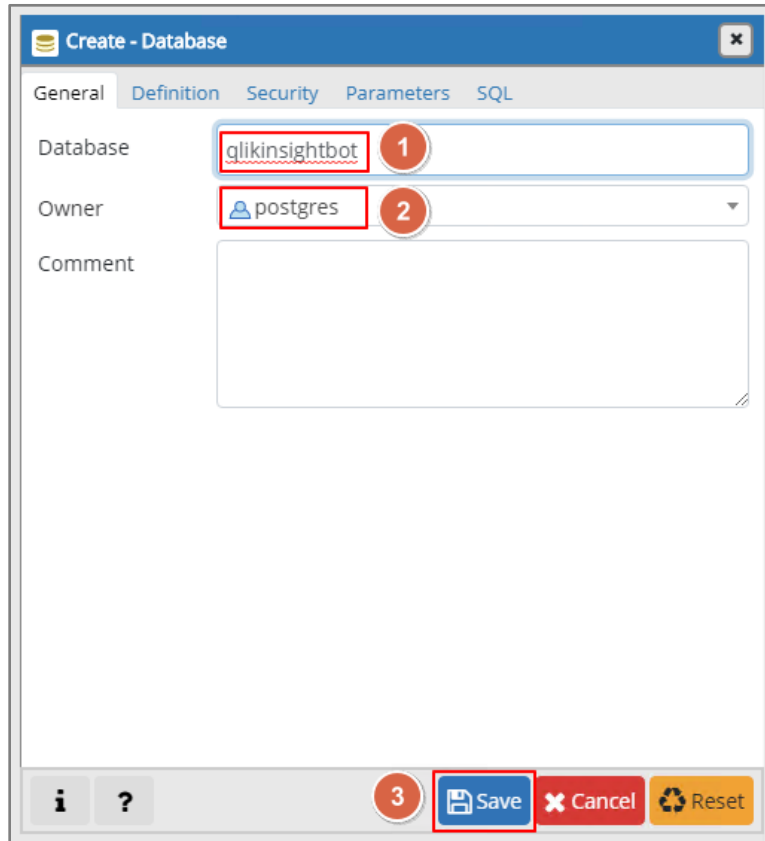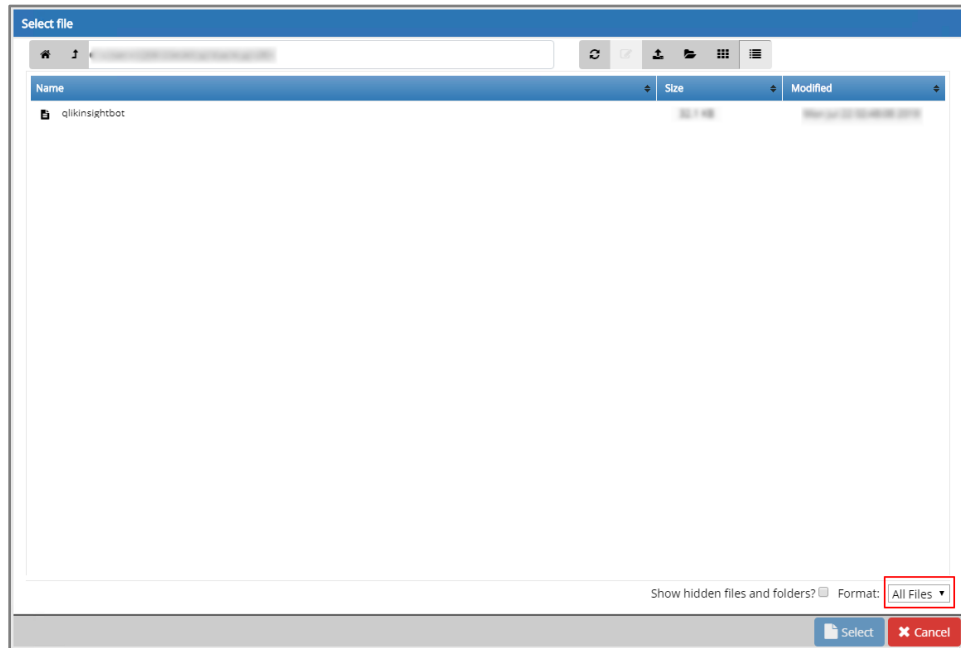

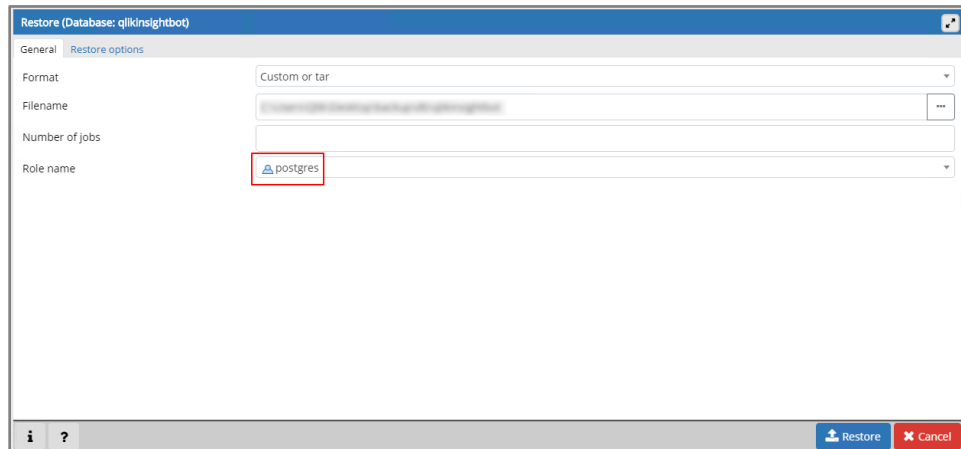d. Right click on **qlikinsightbot**, click **Restore**.
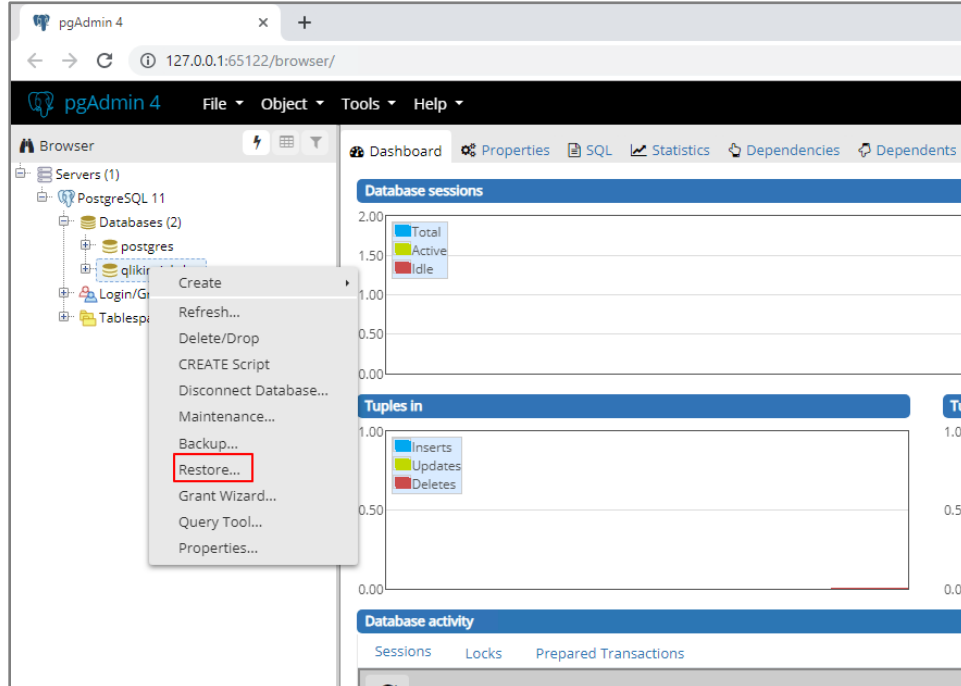
e. Select **Custom or tar** as format. Browse the file by clicking [···] .

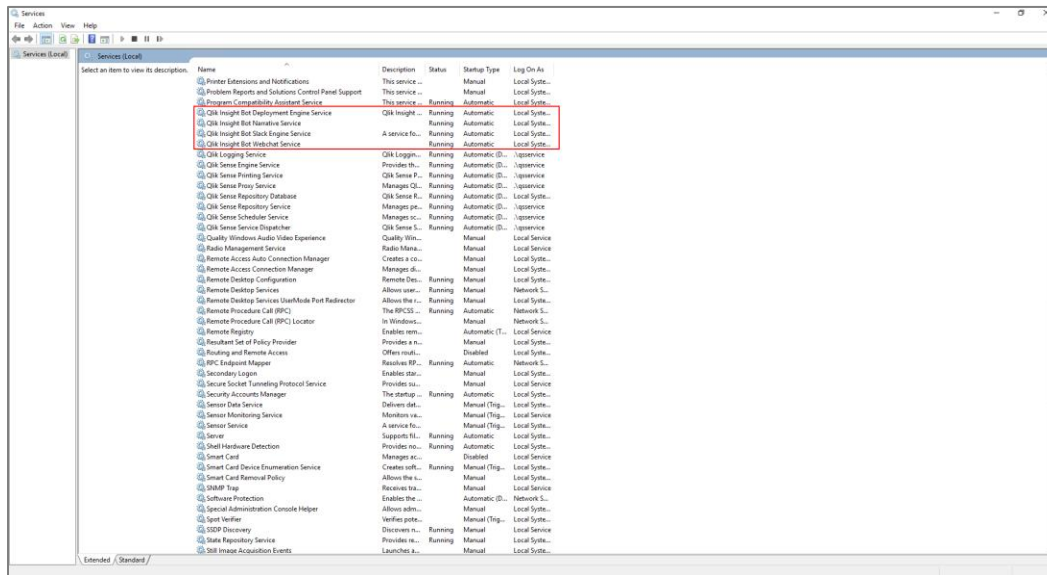f. Select **All Files** as file format, select backup file.

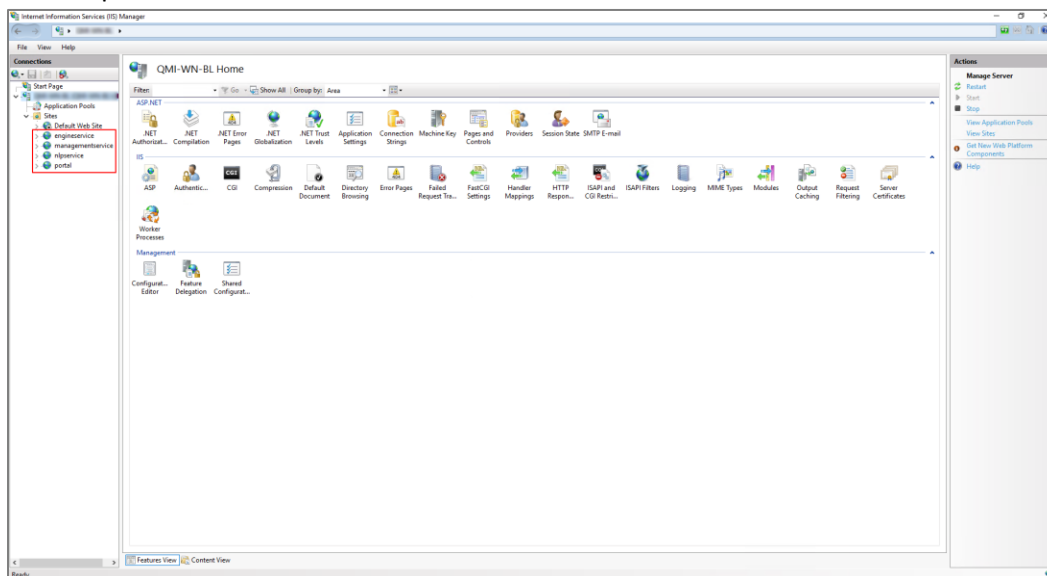g. Select **postgres** as Role name, click **Restore**.

9. Configure port and SSL certificate for each web service in the IIS (refer the document of Installing and Configuring Qlik Insight Bot) document.
10. Open **Windows Service**, restart all **Qlik Insight Bot** services.

11. Open **IIS Manager**, restart below listed sites.
    a. engineservice
    b. managementservice
    c. nlpservice
    d. portal

12. Browse each site and check that service is running or not.
13. Hit https://<servername>:5000 to check that Qlik Insight Bot NLU is up and running and accessible on the windows box where Qlik Insight Bot is installed.
14. Open Qlik Insight Bot Configuration Application.
15. Go to **Components** section, click **Configure NLU**.
16. Login to Qlik Insight Bot Portal (https://<servername>:4435).
17. Click **Push** to push meta data for each deployed application to NLU.
18. Once the meta data are pushed, click **Train** to train the bot.

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