



Guide to the Support Portal

October 2017



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WELCOME TO THE SUPPORT PORTAL

The support portal is the hub where you can find all things related to Qlik Support. To get the full Support Portal experience, please log in using your Qlik Single Sign-on credentials. Once logged in you can search the Knowledgebase and Community, manage your Environments; maintain an overview over your Qlik licenses or view your cases logged with Qlik Support.

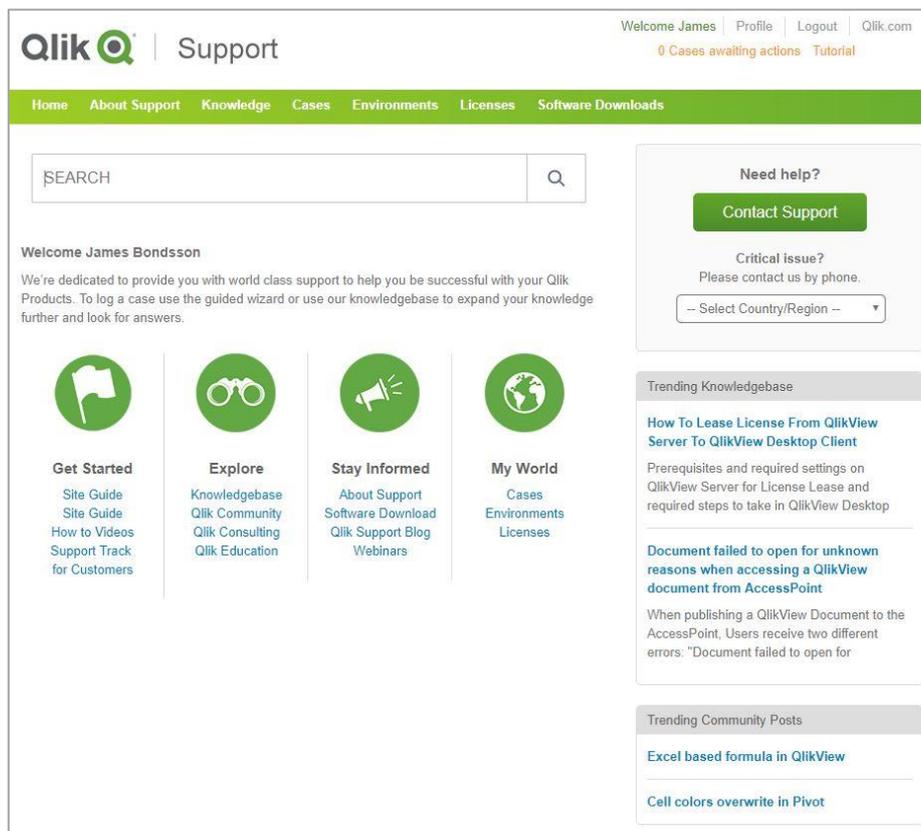
Welcome!

/Qlik Support

Support Home

The starting point of the Support Portal linking you to all the features as well as other useful links such as downloads. The major navigation links can be found in the top navigation bar that will be present throughout the portal.

Our search bar at the top of the content area consolidates results from our repositories and will enable you to find answers to questions or the information you need to get the most from our products. Always start here when in need of assistance.



1. Support Announcements

When the Support organization has something special to say, we will use a temporary announcement section on the home page. Ensuring the most urgent information is served in front of you as soon as you log in.

Support Announcement

There is now a new QlikView Service Release available for download.
Please go to the download section to get the new file.

2. Quick links

In these sections you will find a small selection of what you would see if you were logged in. At this point there are several useful direct links to relevant information such as our Qlik Community, “New to Qlik Products” and Consulting Services.

 Get Started Site Guide New to Qlik Products Free Downloads	 Explore Knowledgebase Qlik Community Qlik Consulting Qlik Education
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3. Log a case

In the event that you quickly need to log a case with Qlik Support, use either the “LOG A CASE” button at the top, or the panel out to the right hand side. If you have an urgent issue, we recommend you call us using the Phone numbers listed in the drop down instead. Read more about how to Log a case on page 6.

Need help?

[Contact Support](#)

Critical issue?
Please contact us by phone.

-- Select Country/Region --

On the right hand side you’re also presented with new updates and recent blog posts. The recommended Knowledge articles and Community posts are all based on popularity to ensure they are kept as interesting and relevant as possible.

Log a Case

In the event that you need to log a case with the Qlik Support team, do so by clicking the “LOG A CASE” button either on the first page of the Support site, or by clicking the banner out to the right hand side of the screen at any time.

The Case Logging Wizard is designed to intuitively lead you through submitting your case to Qlik Support. You will be guided on next steps and what you need to provide in order for us to give you the best service possible and solve your issue swiftly.

As a Guest user you are not able to log all types of cases. If your issue is of a Technical nature we ask that you Log in using your credentials before continuing to Log the case. If you are contacting us with a non-technical issue, submit that using this Case Logging Wizard.

To get started, choose the high level area where you’re experiencing your issue. Once done, a new drop down list will appear. Use this to refine your selection further. As you can see we have not specified which product your case is about. This can be stated when describing the issue in the next steps.

Log a Case

The wizard will guide you with what information we need to best assist you and how to contact us.
Product related cases should always be associated with a Qlik Environment.
You also have the possibility to add attachments and/or stakeholders to the case after submitting it.

What can we help you with?

I have an issue with the Qlik Websites

I am having an issue with the demo site

Once you’ve chosen the general area and issue for your case, you will be presented with recommended articles to assist in solving your case immediately. These articles are specifically suggested to you based on the choices you made and could potentially solve your case.

Next up decide how “production critical” your issue is by selecting the appropriate choice from the drop down.

We will then guide you in the best way to contact us.

For critical issues you will be asked to provide a business justification to help us understand how it is affecting your business.

For urgent issues we recommend you call us, but you can still proceed with logging the case to ensure we have all the info we need to resolve the issues as quickly as possible.

Describe Issue

Is this affecting how you can conduct your business?

- No, it's not - or we have a workaround
- No, it's not - or we have a workaround**
- Yes, it's affecting one or a few users
- Yes, it has some impact on normal business work or performance
- Yes, it has significant impact on normal business work or performance
- Yes, it has major impact on business critical work or performance

Next submit a short summary and additional details about the issue.

Based on your description, the suggested articles on the side will be updated. Suggestions will now come from both the Knowledgebase and Qlik Community ensuring you get a broad spectrum that could potentially solve your case.

In order for the Qlik Support agents to action on your case as soon as possible, please be as thorough as you can when describing the issue.

Please give a short summary of the issue (include keywords or error messages)

Details



If you specify the product and issue in more detail in the description, it's easier for the Support agent to take necessary measures to start working on your case.

Finish by adding your contact information so the Support agent knows how to get in touch when solving your case.

Once all the information has been filled in, simply click "Submit". Confirmation that we've received your case, along with the case number is displayed on the next page. An email confirmation will also be sent to the email you specified.

About Support

Here you can explore our service channels, services and learn more about the Support organization. Find the Support Holiday Schedule for support availability in your region, along with several useful quick links regarding the Global Support Services.

- Useful Links**
- ▶ [Getting Started with Qlik Support](#)
 - ▶ [QlikView Support Track for Partners](#)
 - ▶ [Escalation Management Policy](#)
 - ▶ [Release Management for Sense](#)
 - ▶ [Connect Program Rules](#)
 - ▶ [Maintenance Policy](#)
 - ▶ [Qlik Support Services Brochure](#)
 - ▶ [Data Sheet: Qlik Designated Support Engineer](#)
 - ▶ [OEM/SaaS Maintenance Policy](#)
 - ▶ [QlikView Patch Management Policy](#)
 - ▶ [Support Holiday Schedule](#)
 - ▶ [Remix Policy](#)

About Support

Explore our support channels and services along with the latest upgrades for your products.

Who can access support?

Support offers assistance to direct customers and partners, with a valid maintenance policy.

For indirect customers

If you purchased a Qlik product from a partner, please contact that partner for technical support.



Qlik Customer Support

The global Customer Support team is ready to assist you with non-technical post-sales issues. Try the Live Chat service for a quick response.



Technical Product Support

Our global team of dedicated technicians and experts, available 24/7, are ready to assist you in resolving technical issues.



Qlik Community

Many common questions and issues have been resolved in our community. Find answers, tips, resources, troubleshooting videos and more. Be sure to check out the QlikSupport pages.



Software Upgrades

Stay updated with the most current product versions.

Global Support Services Organization



Knowledge

The tab “Knowledge” hosts intelligent search technology which gathers and presents useful content and information from three different repositories; The Qlik Support Knowledgebase, Qlik Community and the Qlik Help site. The most popular articles are displayed by default. If you have Qlik credentials, log in to benefit from the full range of articles and content.

ALL CONTENT
KNOWLEDGE
COMMUNITY
QLIK HELP

Product	
<input type="checkbox"/> Qlik General	1,206,386
<input type="checkbox"/> Unspecified	1,146,438
<input type="checkbox"/> QlikView	1,030,868
<input type="checkbox"/> Qlik Sense	268,509
<input type="checkbox"/> NPrinting	14,748
+ Search	

Language	
<input type="checkbox"/> English	36,760
<input type="checkbox"/> Chinese	18,049
<input type="checkbox"/> Japanese	17,397

Results 1-10 of about **1,434,550** in 0.26 seconds

RELEVANCE
DATE
▼

basic

[How To Collect Qlik Sense Log Files](#)

To analyze Qlik Sense server installation issues and access problems, Qlik Support will often need access to a ... If all logs were requested then copy the whole log folder and place them in a ...

August 23

basic

[How To Collect QlikView Server Log Files](#)

Qlik Support provides QVS Log Collector to aid the process of gathering log files from all services in a ... By using the QVS Log Collector when providing supporting material to any QlikView ...

May 19

basic

[How To collect Windows Event Logs](#)

How to collect Windows Event logs? ... Go to Start > Run > eventvwr.msc Event Viewer opens Windows Logs > Application, Security ... Filter Current Log by Dates Save All Event As ... Thanks!

August 18

basic

[How to Register for a Qlik Account](#)

September 28

Entering a search string, returns results from all three repositories. You can then dig further down into each of the repositories by selecting them within the console.

ALL CONTENT
KNOWLEDGE
COMMUNITY
QLIK HELP

Product	
<input type="checkbox"/> Qlik Sense	4,647
<input type="checkbox"/> QlikView	943
<input type="checkbox"/> Qlik General	408
<input type="checkbox"/> Unspecified	355
<input type="checkbox"/> Qlik NPrinting	40
+ Search	

Language	
<input type="checkbox"/> English	4,235
<input type="checkbox"/> Swedish	1,523
<input type="checkbox"/> German	497
<input type="checkbox"/> Italian	83

Results 1-10 of about **6,856** in 0.26 seconds

RELEVANCE
DATE
▼

diagnostic

[Qlik NPrinting 17.X Installation Guide with Qlik Sense](#)

... 17.X and Qlik Sense must be installed on separate Windows server instances in test and ... 17.X can only connect to one installation of Qlik Sense Additional information in the online help: ...

August 27

basic

[Qlik Sense: Quick Installation Guide](#)

Installation of the Qlik® Sense server platform is fairly simple. ... This guide assumes you have already downloaded the Qlik Sense software installation executable and have placed it in an ...

9/19/2014

PDF File

[QlikSense_Installation_Guide.pdf](#)

Qlik Management Console (QMC)help: Provides descriptions of the QMC user interface, including how-to-procedures ... Installation logs are found in the temp folder which can be accessed with the ...

14 Oct 2017

PDF File

[Qlik-Sense-Quick-Installation-Guide-EN.pdf](#)

15 Oct 2017

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