



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. Here 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.

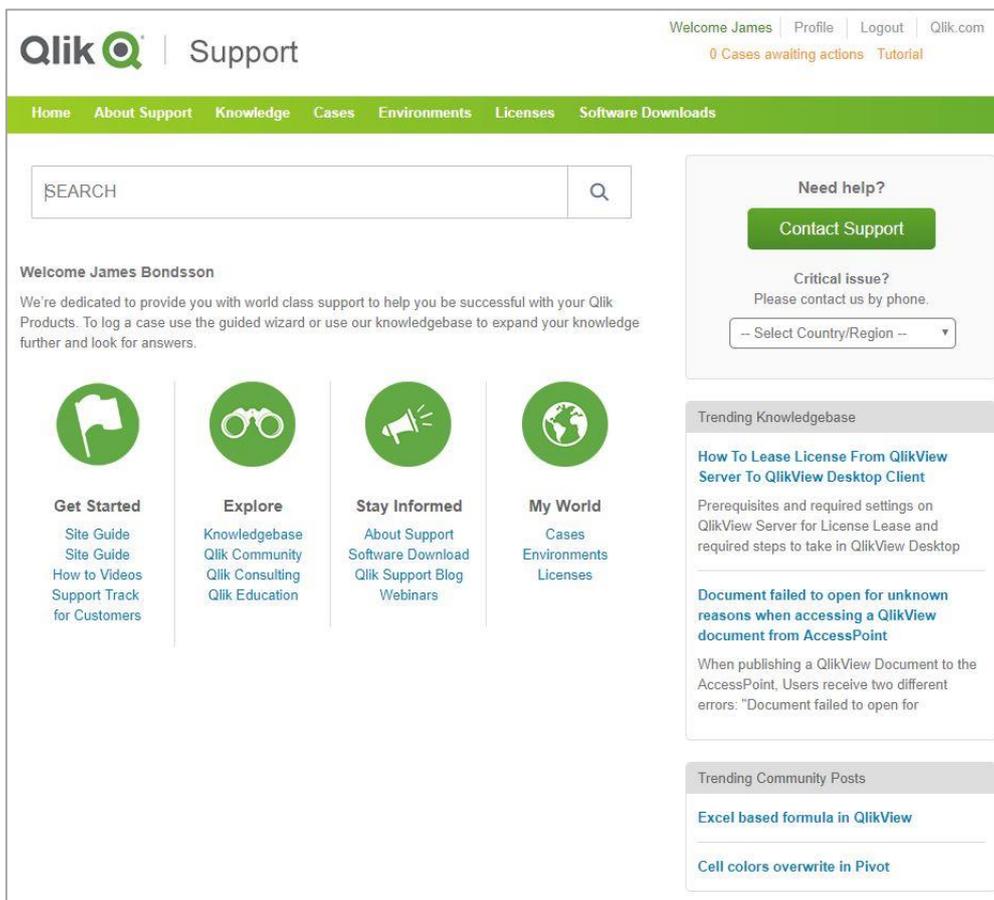
Welcome!

/Qlik Support

Support Home

The starting point of the Support Portal linking you to all the sections as well as other useful links such as downloads. All 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 to get the most from our products. Always start here when in need of assistance.



1. When you first login you will be prompted to select your business profile. If your work tasks extend across multiple areas, feel free to select more than one profile.



The articles and information presented on the Support Portal are tailored to the business profile you selected on your profile.

The option to Opt out of case emails means you will never receive notifications on your cases with Qlik Support. These settings can be changed at any time by clicking the “Profile” link in the top-right part of any page.

2. 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 to the portal.

Support Announcement

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

3. “The four leaf clover”

In these sections you will find all the links you need to get started with the Support Portal, maintain your Support cases and environments and several useful direct links to relevant information such as our Qlik Community, “How-to-videos” and Consulting Services.

| | | | |
|---|--|--|--|
| <p>Get Started</p> <p>Site Guide How to Videos Support Track for Customers</p> | <p>Explore</p> <p>Knowledgebase Qlik Community Qlik Consulting Qlik Education</p> | <p>Stay Informed</p> <p>About Support Product Upgrade Qlik Support Blog</p> | <p>My World</p> <p>Cases Environment Licenses</p> |
|---|--|--|--|

4. Log a case

As an Indirect Customer to Qlik you are required to log technical-oriented cases through your Qlik Partner. You can however, still log a non-technical case with our Customer Support team.

Need help?

[LOG A CASE](#)

Critical issue?
Please contact us by phone.

5. Notifications and Quick Links

Do we have a case that requires your Qlik-Partners attention? The notifications at the top will let you know when there are updates to your cases and are a great way to keep track of any actions your Qlik-Partner might need to address.

[Welcome James](#) |
 [Profile](#) |
 [Logout](#) |
 [Qlik.com](#)

0 Cases awaiting actions
[Tutorial](#)

Need to quickly see new updates and recent blog posts? We will show the most valid right here! The recommended Knowledgebase articles and Community posts are all based on the Business profile you suggested under “Profile” ensuring they are kept as valid and interesting as possible.

Trending Knowledgebase

[How to check LDAP Server Connection](#)

A failing LDAP connection is often not related to QlikView or Qlik Sense, and by using a LDAP browser it can be confirmed as a generic system issue...

[QlikView desktop client freezes when it is reloaded by Reload action](#)

...

Trending Community Posts

[Using variable with parameter within a variable with parameter](#)

[How to fix size of straight table](#)

Support Blog

[Qlik Sense 2.0.2 Service Release now available](#)

20 Jul 2015

[Connectivity - New SFDC and ODBC Connectors](#)

30 Jun 2015

[Qlik Sense 2.0 is now available!](#)

24 Jun 2015

Log a Case

As an Indirect Customer to Qlik you are required to log technical-oriented cases through your Qlik Partner. You can however log non-technical cases with our Customer Support team.

Once your Qlik-Partner has submitted a case into Qlik Support, you will be able to follow and view the progress until the case has been resolved. Read more under “Cases” (page 10) and “Case Details” (page 11).

About Support

Here you can explore our service channels and 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.

ALL CONTENT
KNOWLEDGE
COMMUNITY
QLIK HELP

Product ⊖

- Qlik General 1,206,306
- Unspecified 1,146,438
- QlikView 1,030,868
- Qlik Sense 268,509
- NPrinting 14,748
-

Language

- English 36,760
- Chinese 18,049
- 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 August 23

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 ...

basic

How To Collect QlikView Server Log Files May 19

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 ...

basic

How To collect Windows Event Logs August 18

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 ... Thank!

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 ⊖

- Qlik Sense 4,647
- QlikView 943
- Qlik General 408
- Unspecified 355
- Qlik NPrinting 40
-

Language

- English 4,235
- Swedish 1,523
- German 497
- 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 August 27

... 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: ...

basic

Qlik Sense: Quick Installation Guide 9/19/2014

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 ...

PDF File

QlikSense_Installation_Guide.pdf 14 Oct 2017

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 ...

👍 0 🗣️ 0 📄 0

PDF File

Qlik-Sense-Quick-Installation-Guide-EN.pdf 15 Oct 2017

...

i

To gain full access to our wide range of articles and documents, be sure you are logged in to the Support Portal with your Qlik credentials.

Guide to the Support Site | 9

Cases

Under “Cases” you will find all your open and closed cases, in one place. Click on a case to see case details and communications.

Cases
Monitor – Review – Manage Show All company Cases

Open Closed

Search:

| Case | Status | Environment | Submitted on |
|---|---------------------------|---------------------------------|--------------|
| 00527175 - Saw chain on my Omega watch stalls | Contact Response Received | Spectre Playground (Production) | Aug 26 2015 |
| 00527176 - QV DSC issue when running 3 - 4 distribution tasks | Contact Response Received | Money pennys Tester | Aug 26 2015 |
| 00527177 - Error when loading data from XML-file | New | Spectre Playground (Production) | Aug 26 2015 |
| 00527178 - Ejector seat in my car misfires and sends my groceries flying all over the road. | New | Spectre Playground (Production) | Aug 26 2015 |
| 00527007 - Test server installation fails when validating license | Contact Response Received | Money pennys Tester | Aug 25 2015 |

Showing 1 to 5 of 5 entries

1. Open/Closed cases

Here all your cases are grouped into Open and Closed lists with the most recently created at the top. Clicking the case number or subject allows you to easily navigate between cases. There is also the current status of the case along with the Environment used for the specific case (read more about Environments on page 14).

2. Filtering

To find a specific case use the “Search” function by entering a full/partial case number or a specific word in the case subject.

Cases
Monitor – Review – Manage Show All company Cases

Open Closed

Search:

| Case | Status | Environment | Submitted on |
|--|--------|---------------------------------|--------------|
| 00527177 - Error when loading data from XML-file | New | Spectre Playground (Production) | Aug 26 2015 |

Showing 1 to 1 of 1 entries (filtered from 5 total entries)

Case Details

Under Case Details you are presented with a detailed description of the case along with the latest status.

Case Details

Back

00527007 - Test server installation fails when validating license

Close Case

| | |
|--------------|---|
| Status | Contact Response Received |
| Description | When I try to validate the license the new server stalls, and then the installations fails. |
| Resolution | |
| Submitted on | 25/08/2015 10:46 AM |
| Case Owner | James Bondsson |
| Case Contact | James Bondsson |
| Environment | MoneyPennys Tester |

Stakeholders

?

Attachments

[Install_issue.jpg](#)

?

Articles

Articles providing you with a solution to your case will be shown here.

?

Case Chatter

?

Post File Link Poll

Write something...

Share

Quick Actions

- ▶ Add Comments
- ▶ Add Attachments
- ▶ Manage Stakeholders

Recommended Knowledgebase

[QlikView Server: A Simple Installation](#)

This document is written with Qlikview Server version 11 in mind. It outlines a simple QlikView Server setup including clustering the various services.

[Customized Authentication in QlikView 11](#)

Covers authentication using Webticket, Header authentication with examples for .NET, PHP and LDAP integration

1. Case description

At the top you'll find the case number along with the case Subject.

The description includes the case status, the case owner, your Qlik-Partner responsible for the case and the end-user contact.

00533855 - Invisibility cloak on car is bad for parking

| | |
|-------------------------|--|
| Status | New |
| Description | I need to get the car repainted after accidentally turning on the invisibility cloaking device on the car when I left it parked. Now I'm having fender benders on both sides and it really hurts my playboy lifestyle. |
| Resolution | |
| Submitted on | 21/09/2015 12:30 PM |
| Partner Account | MI-Q |
| Partner Contact | James Bondsson |
| End User Contact | James Bondsson |
| Environment | Spectre Playground (Production) |

2. Environment

You can add, edit or update the environment associated to the case (read more about Environments on page 14). Just click the pen button and a pop-up will appear where you can select an existing environment or create an environment to associate to the case.

3. Stakeholders

Additional colleagues that require case updates can be added here. Please note that only colleagues available under your company's account can be added as a Stakeholder, and that the Stakeholder(s) will be copied in on all communications from Qlik Support regarding that particular case.

| |
|--|
| Stakeholders ? |
| Alex Sloan |
| Steven Pochardt |

4. Attachments

We advise you to send your Qlik-Partner any log files, screenshots or any other attachments that might help solve the case quickly.

These files will then be used to find a solution to your case and will be stored under the "Attachments" section.

| |
|---|
| Attachments ? |
| Install_issue.jpg |

5. Articles

There might be times when Qlik Support will attach a helpful article to the case to spread knowledge and/or solve the case. In those events, the articles will be stored here and you can investigate the article at your own pace.

6. Chatter

The Chatter section is where your Qlik-Partner can send comments and notes to the Qlik Support agent working on your case.

If Qlik Support has any questions or updates on your case, this is where they will be communicated. Once updates have been made to the Chatter section on the case, an email will be automatically sent to all the case Stakeholders.

Case Chatter ?



Mattias Malré (QlikTech Inc)

Hello, My name is Matt from Qlik Support. Can you please send me the log files you've received from the end user?
Thanks in advance

Today at 1:50 PM

7. Quick Actions and recommended articles

On the right hand side of the page you have some Quick Links to add speedy access to some of the most used functions on the page.

We've also added in a couple of recommended articles that might help resolve the case. These articles are suggested based on key words found in the case in order to help as much as possible.

Quick Actions

- [Add Comments](#)
- [Add Attachments](#)
- [Manage Stakeholders](#)
- [Close Case](#)

Recommended Knowledgebase

[How to troubleshoot failing SQL query over ODBC or OLEDB connections](#)

This article describes how to troubleshoot SQL query that does not load the expected data into QlikView.

24 Apr 2014

[How QlikView calculates the number representation of a date](#)

QlikView uses 1899-12-30 as start date e.g. number representation 0. This can cause some confusion if the number representation is used to interact with other software

26 Mar 2012

Environments

The “Environments” section allows you to store your different environments in one place, speeding up future case submissions.

An environment should represent the infrastructure your Qlik products are installed on. You specify the product, the licenses and you also have the possibility to add in additional products, such as connectors to the environment. This will give the Qlik Support agents a full picture of the infrastructure where the products are installed and assist us in solving the issue as fast as possible.

To help you structure your environments there are three different types of environment to choose from, “Production”, “Test” and “Development”.

Environments

The Qlik Environment describes where the Qlik products are installed. An environment is typically based on a server license and contains information about e.g. operating system, version number etc. [?](#)

[Add New Environment](#)

Production
Test
Development

Search:

| Account | Name | License | Product |
|---------|---------------------------------|------------------|------------|
| MI-Q | Mister Q's Prod Server 1 | 1000611265339806 | QlikView |
| MI-Q | Mr. Q's Prod Server 2 | 1004660102660938 | QlikView |
| MI-Q | Spectre Playground (Production) | 1006560371635124 | Qlik Sense |

Showing 1 to 3 of 3 entries

Add New Environment

To add a new environment, just click on “Add New Environment” and enter the environment details.



Choose an Environment name that makes it easy to distinguish from other environments.

Select an Account and the appropriate license for the environment you’re creating. Select which product and product version that is installed on the environment, and also which type, or label, you want the environment to fall in under.

Click “Create” and you’re done!

You can create as many environments as necessary to fit your business needs. A license can only be associated with one environment at the time.

Environments

The Qlik Environment describes where the Qlik products are installed. An environment is typically based on a server license and contains information about e.g. operating system, version number etc. [?](#)

| | |
|--------------------|--|
| Environment Name * | <input type="text"/> |
| Account * | <input type="text" value="Select Account..."/> |
| License * | <input type="text" value="Select License..."/> |
| Product * | <input type="text" value="-None-"/> |
| Type | <input type="text" value="-None-"/> |
| Version | <input type="text" value="-None-"/> |
| Operating System | <input type="text" value="-None-"/> |
| Architecture | <input type="text" value="-None-"/> |
| Clustered | <input type="checkbox"/> |
| Virtual | <input type="checkbox"/> |

Environment Details

Once created you can view and edit your environment as needed. It is also possible to add products to your environment, for example a connector and to see to which cases the environment has been linked to giving you a full overview over the environment.



Rather than creating an entirely new environment, you can re-use an outdated environment by editing the details and update it to the current setup.

Environment Details

Back
Edit

| | |
|------------------------|---------------------------------|
| Environment Name | Spectre Playground (Production) |
| Account | MI-Q |
| License | 1006560371635124 |
| Product | Qlik Sense |
| Type | Production |
| Version | 1.0.0 |
| Operating System | Windows Server 2012 R2 |
| Architecture | 64-bit |
| Customer Patch Version | |

Manage Environment Products

Add a product, for example a connector, to your Environment to give a full picture of what your Environment looks like.

Add a Product

Product

Version

License

Add
Cancel

Environment Products

| License | Product | |
|------------------|---------------|--|
| 1009660608584199 | SAP Connector | |

Environment cases

| Case | Status | Submitted On |
|---|---------------------------|--------------|
| 00527175 - Saw chain on my Omega watch stalls | Contact Response Received | 26 Aug 2015 |
| 00527177 - Error when loading data from XML-file | New | 26 Aug 2015 |
| 00527178 - Ejector seat in my car misfires and sends my groceries flying all over the road. | New | 26 Aug 2015 |

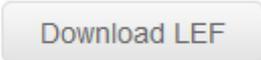
Licenses

Here you can see all the active and expired licenses assigned to your account. If you have many Licenses to keep track of, utilize the search function to find the license you're looking for.

It is possible to download one or multiple LEFs, or request a control number for one or several licenses with just one click of a button.

Download LEF

Simply check the box of the license(s) and click "Download LEF". A new tab will open with the LEF information. Please note that you might need to disable a pop-up blocker if you have this activated on your browser.



Request Control Number

You can request to get Control Numbers through the "Licenses" tab in the Support Portal. Simply locate the license you need the Control Number for, check the box (or multiple boxes) on the license and click the "Request Control Number" button.

A request status pop-up will appear on the page, showing you the status of the request.



Request Status Sending Request for Control Number

When the request has been through the internal checks, the status of the pop-up will change to verify that everything went well. If the request should give you an error message, please log a case with our Customer Support team and they will assist you in this matter.

The Control Number will be sent over email to the address stated on your Qlik account.



License Details

The license details are automatically pulled from your account; they are “read only” and cannot be edited in the portal.

Here you have a full overview of your license details, for example the amount of CALs or Tokens associated with the license.

From this page you can also download a LEF or request a control number through the quick links in the top right corner of the screen.

License Detail

1000611265339806 - Active

Back
Save

| | |
|-----------------------------|------------------------------------|
| Description | QlikView Server Enterprise Edition |
| Account Name | MI-Q |
| License Reference | <input type="text"/> |
| Designated Support Engineer | |
| Business Hours | Raleigh |
| Support SLA | Standard Support SLA |
| Start Date | July 1, 2014 |
| End Date | September 1, 2015 |

CALs and Tokens

| | |
|---------------------------|-------|
| Named User CAL | 142 |
| No. of Servers in Cluster | 0 |
| Session CAL | 0 |
| No. of Documents | 0 |
| Document CAL | 0 |
| Dynamic Update (RT5) | False |
| Usage CAL | 0 |
| Web Parts | False |
| Tokens | 0 |
| Workbench | False |

Quick Actions

- [Download LEF](#)
- [Request Control Number](#)

Trending Knowledgebase

[How to check LDAP Server Connection](#)

A failing LDAP connection is often not elated to QlikView or Qlik Sense, and by using a LDAP browser it can be confirmed as a generic system issue...

[Instruction on how to get QlikView log files](#)

This article include which QlikView logs are required, where to find them and how to collect them...