

# QLIK INSIGHT BOT – BACKUP & RESTORE



Qlik   
Insight 

Qlik Insight Bot™

February 2020

Copyright 2017-2020, QlikTech International AB. All rights reserved.

## Contents

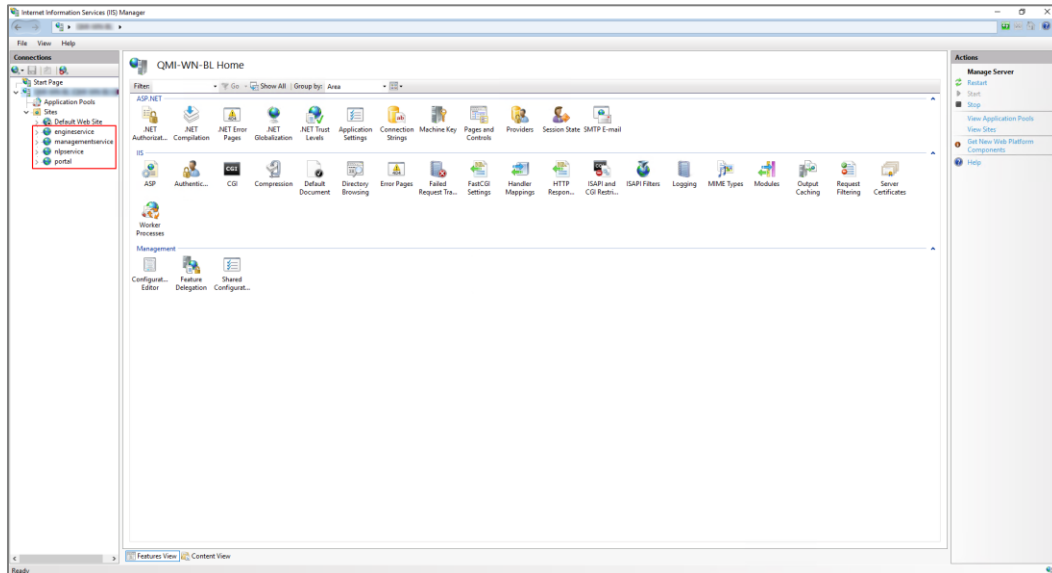
Backup..... 2

Install, Restore and Configure all Qlik Insight Bot Components..... 5

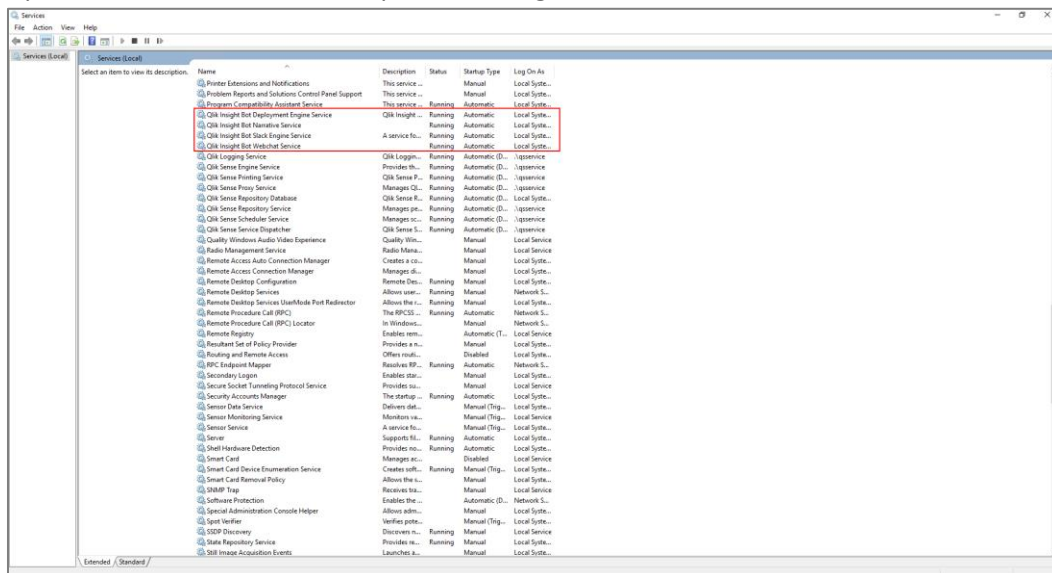
## Backup

To back up Qlik Insight Bot February 2020, back up metadata. See the *Qlik Insight Bot Portal guide* for instructions.

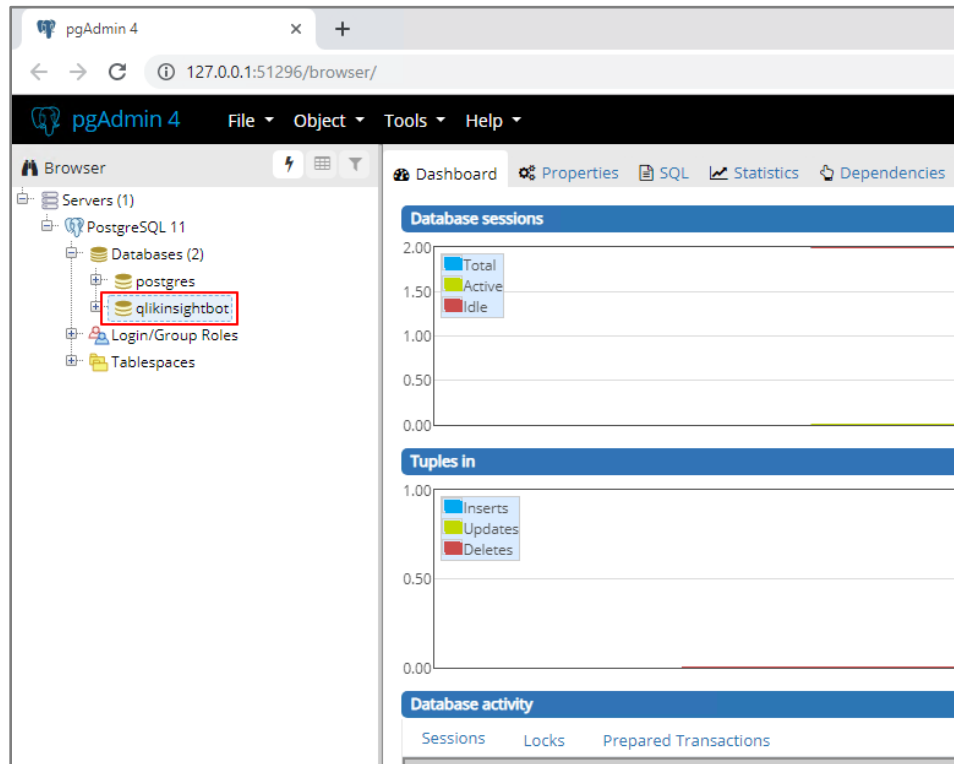
1. Back up the metadata of all deployed applications from the Qlik Insight Bot portal as described in the Qlik Insight Bot Portal guide.
2. Open **IIS Manager** and stop the following sites.
  - a. engineservice
  - b. managementservice
  - c. nlpservice
  - d. portal



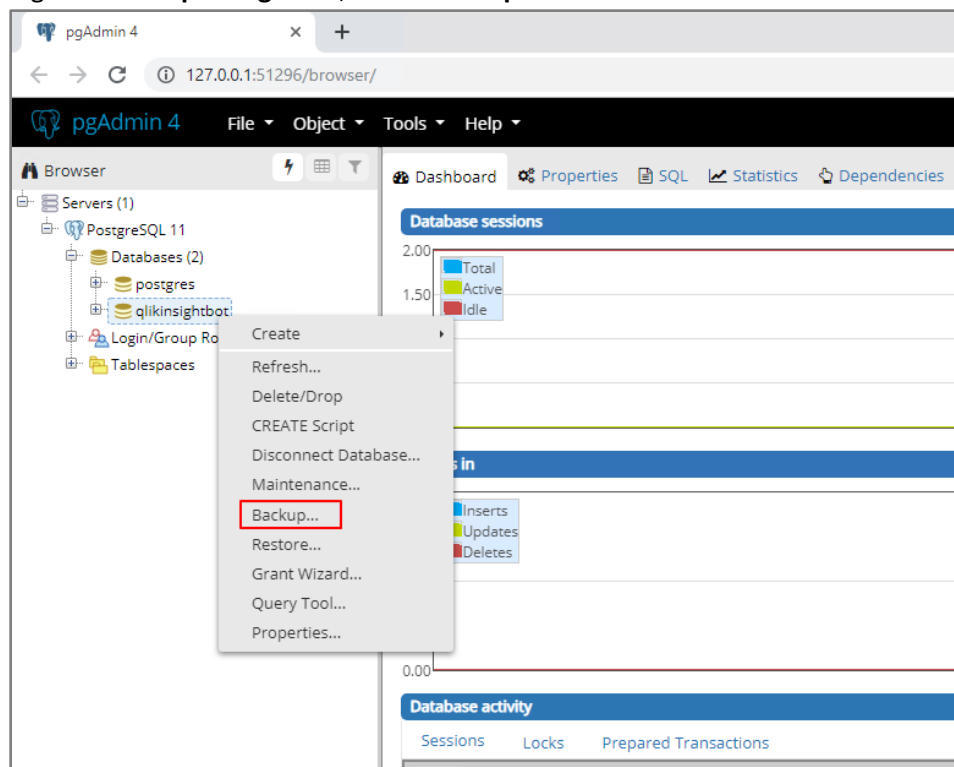
3. Open **Windows Service** and stop all **Qlik Insight Bot** services.



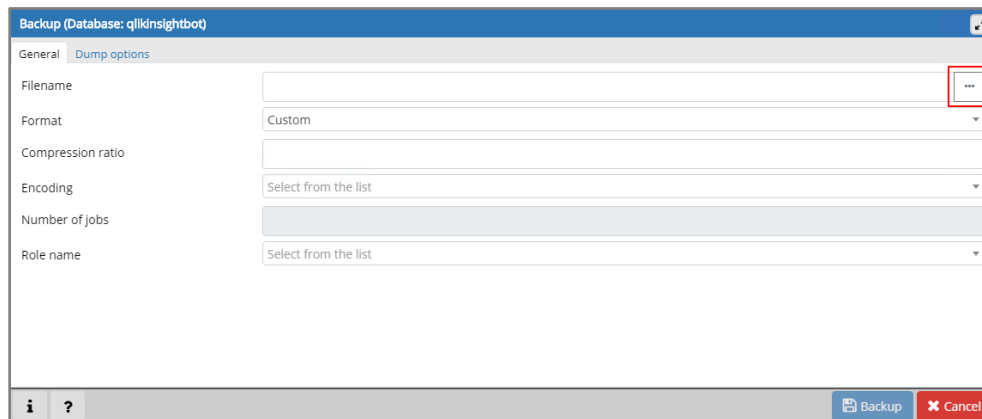
4. Make a copy of **Qlik Insight Bot** folder located at **C:\ProgramData**.
5. If you have configured Qlik Insight Bot Webchat For Qlik Sense Enterprise November 2019, make a copy of **config.json** file located at **C:\Program Files(X86)\Qlik Insight Bot\Qlik Insight Bot Webchat Service**.
6. Back up the database as follows:
  - a. Open **pgAdmin 4** from start menu.
  - b. Select **Servers > PostgreSQL 11 > Databases > qlikinsightbot** from the left pane.



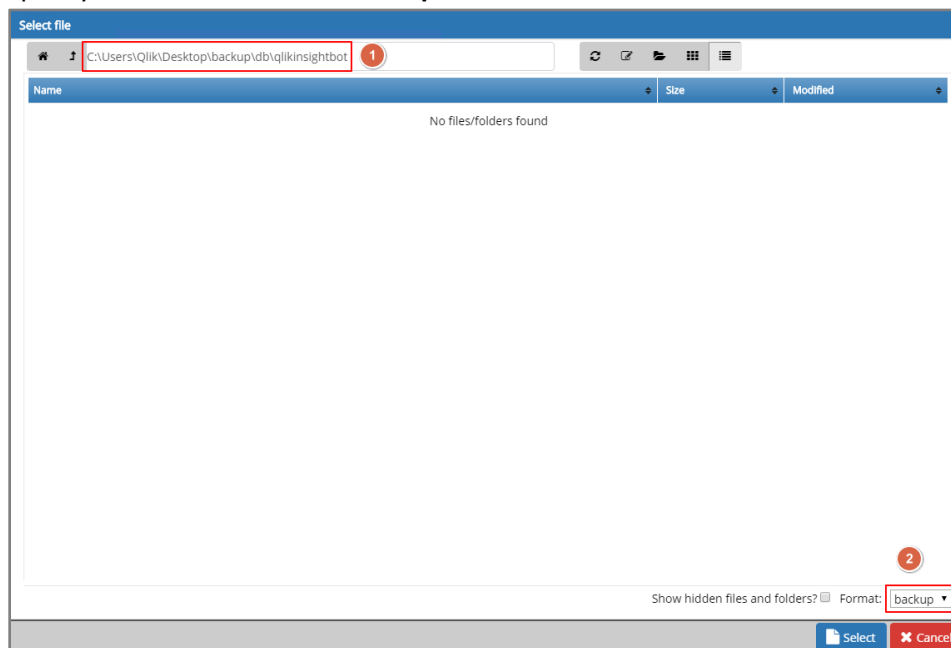
- c. Right click on **qlikinsightbot**, select **Backup...**



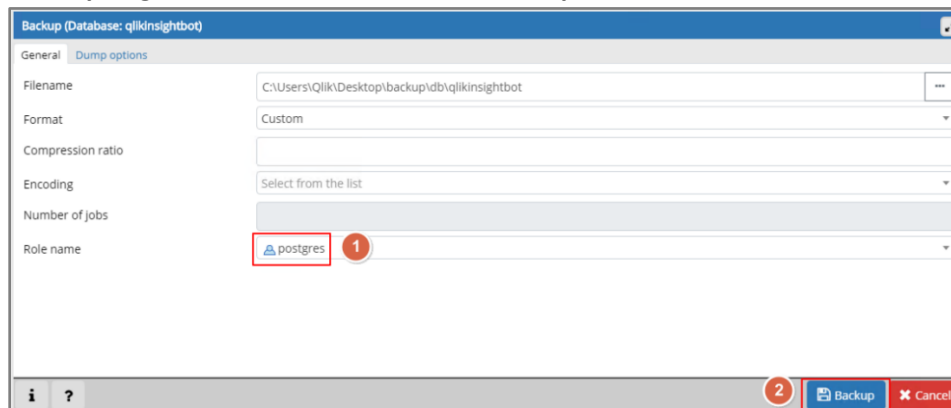
d. Click  to select the folder to save the backup file.



e. Specify the file name. Select **backup** as a format.



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



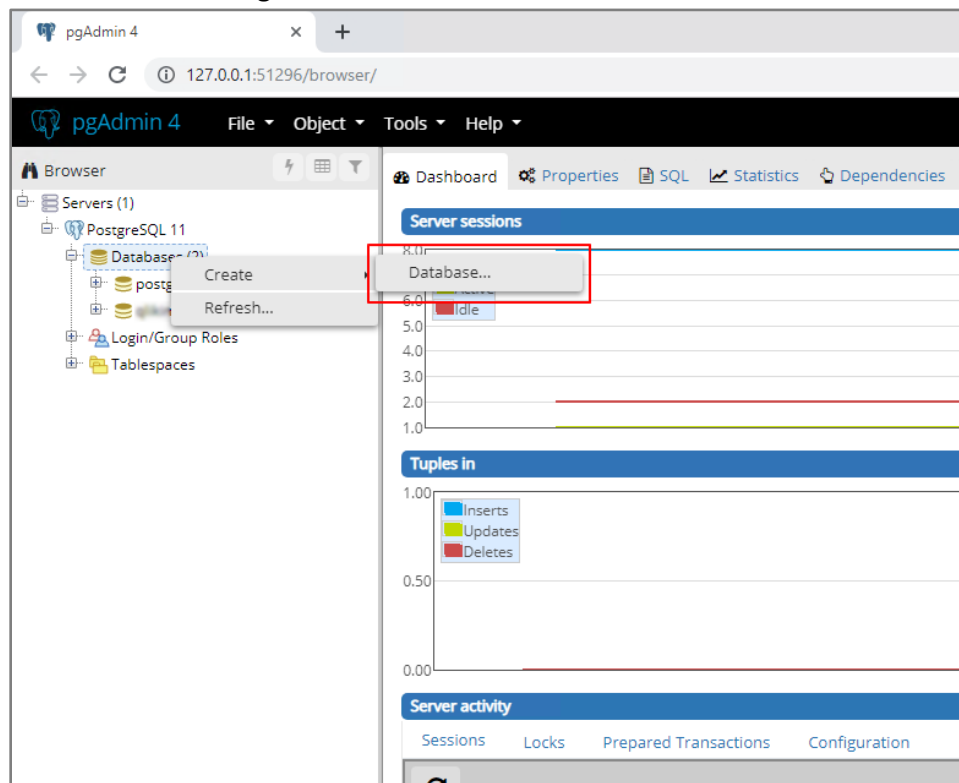
7. Repeat for the NLU database named nlu\_db.

Important: You can only restore a back up to the same deployment that it was created from.

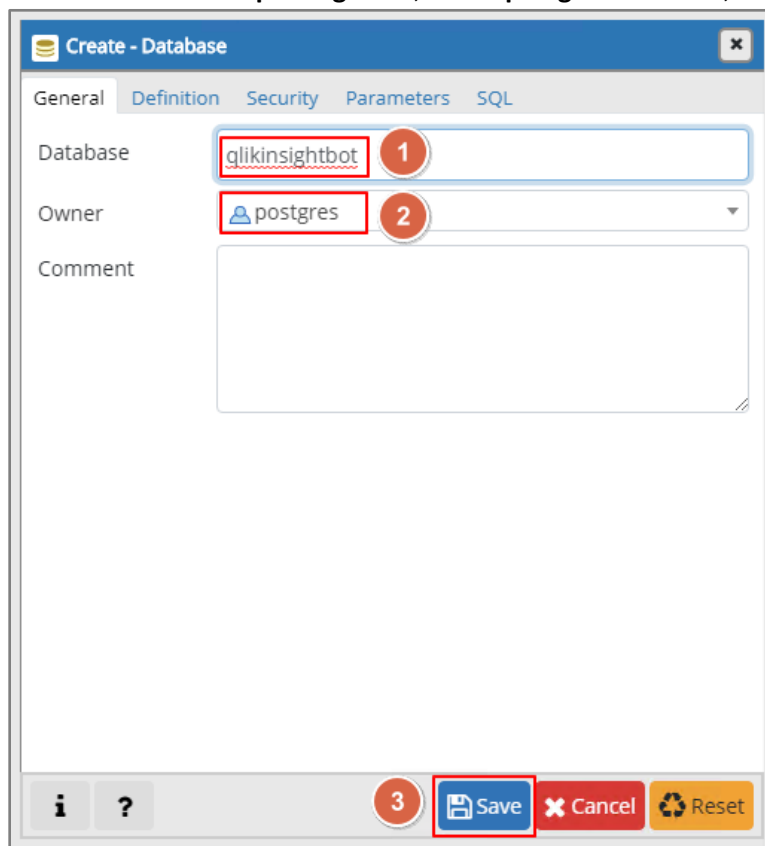
## Install, restore, and configure all Qlik Insight Bot components

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

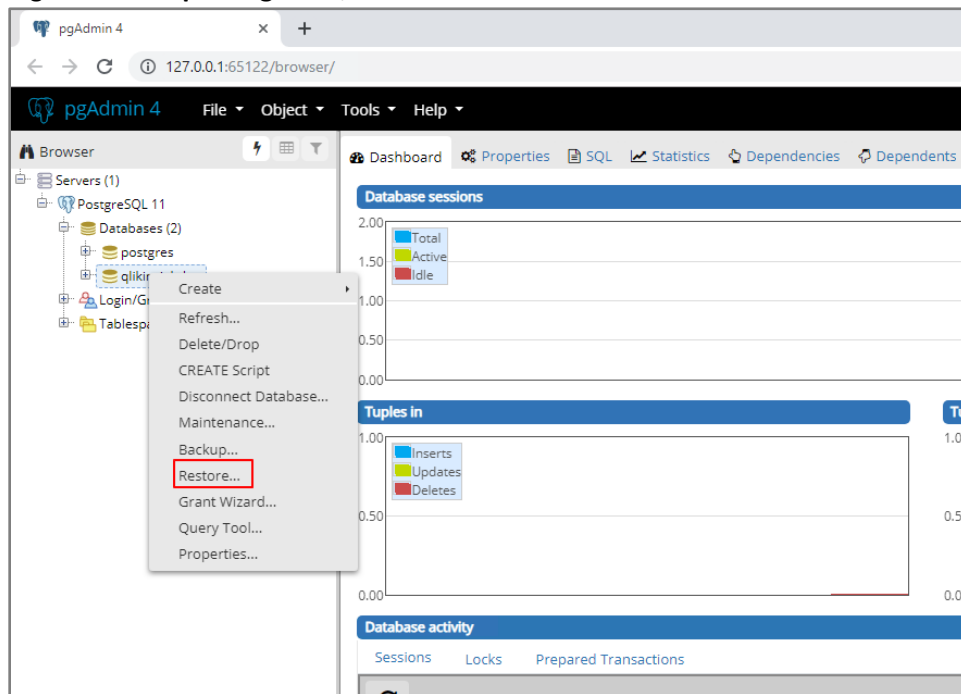
1. Install Qlik Insight Bot Applications.
2. Install Qlik Insight Bot Services.
3. Install Qlik Insight Bot Narrative Services.
4. Install Qlik Insight Bot NLU.
5. Install Qlik Insight Bot Duckling.
6. Install Qlik Insight Bot Slack Engine Service (if it was installed earlier).
7. Install Qlik Insight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




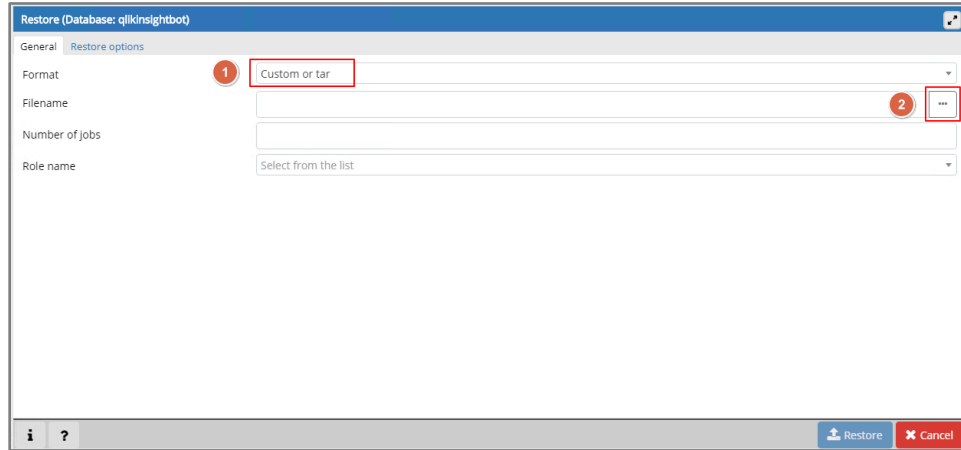
- c. Name the database **qlikinsightbot**, select **postgres** as owner, then click **Save**.



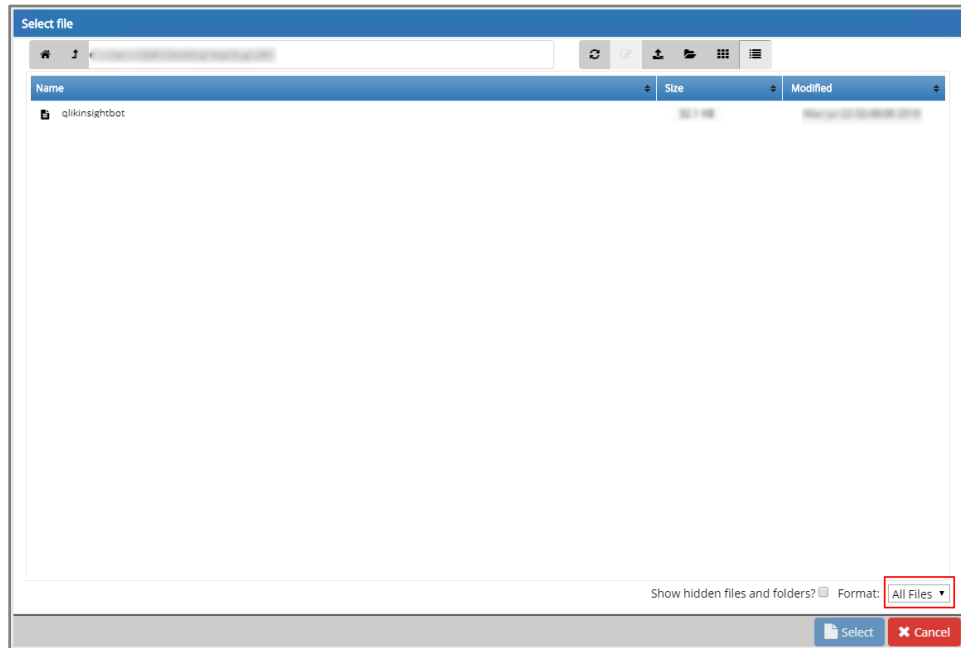
- d. Right-click on **qlikinsightbot**, and click **Restore**.



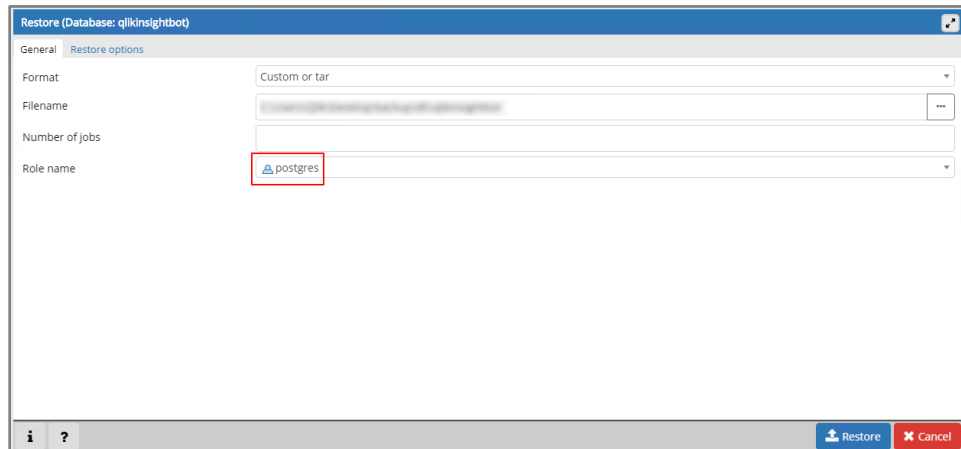
- e. Select **Custom or tar** as format. Browse for the file by clicking .



- f. Select **All Files** as the file format, and select your backup file.

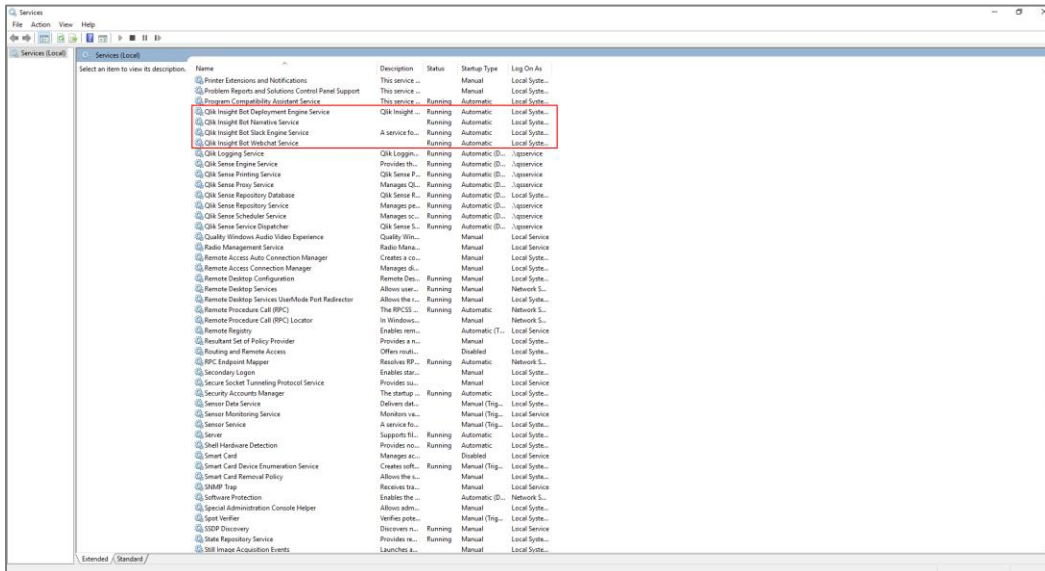


- g. Select **postgres** as Role name, click **Restore**.

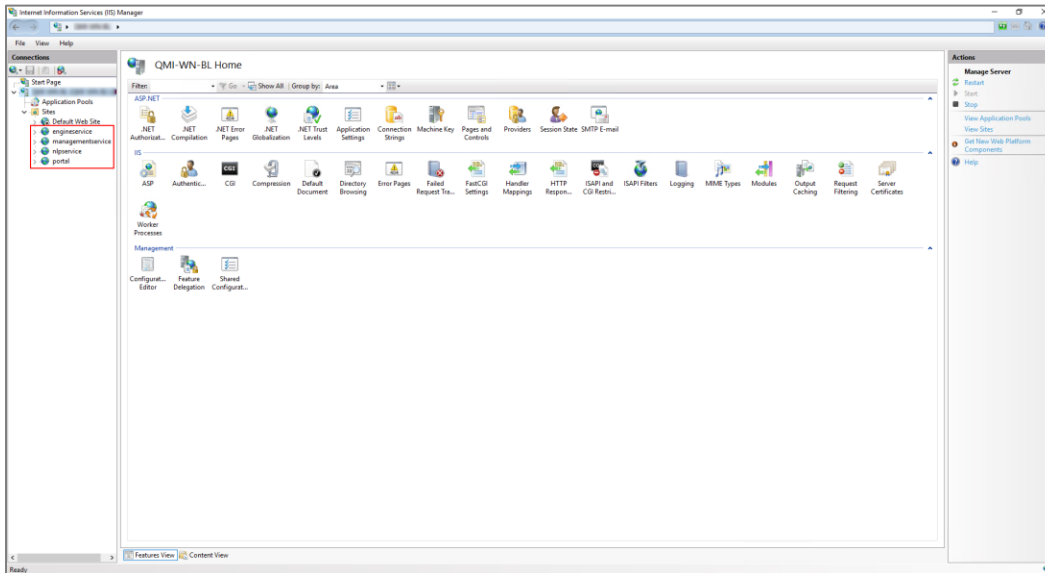




10. Repeat step 8 for the backed-up NLU database nlu\_db.
11. For each web service, configure the port and the SSL certificate in IIS. For details, see the Qlik Insight Bot *Deployment* guide.
12. Open **Windows Service**, restart all **Qlik Insight Bot** services.



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



14. Browse each site and check that service is running or not.
15. 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.
16. Open Qlik Insight Bot Configuration Application.
17. Go to **Components** section, click **Configure NLU**.
18. Login to Qlik Insight Bot Portal (<https://<servername>:4435>).
19. Click **Train** to train the bot.