

# TROUBLESHOOTING



Qlik   
Insight  Bot

Qlik Insight Bot™

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### 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.

The purpose of this document is to guide you how to troubleshoot most likely errors and to get the flawless performance of Qlik Insight Bot.

## Qlik Insight Bot Webchat Service (For Qlik Sense Enterprise Nov 2019)

### 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. 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**.

### "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.

## 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.

## 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 it again.

### In Qlik section, on clicking Connect, a pop-up message comes “Error in activating license.”

**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.