Troubleshooting Guide

Qlik Insight Bot
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1. 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.

For more information about the Qlik Insight Bot logs, see the Qlik Insight Bot Deployment Guide.

The Qlik support knowledge articles (support.qlik.com) contain more troubleshooting information.

The purpose of this document is to guide you how to troubleshoot the most likely errors and for a flawless performance of Qlik Insight Bot.
2. Qlik Insight Bot Webchat Service

The Webchat service is only required for Qlik Sense Enterprise, November 2019, and earlier.

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.
5. URL of Engine Service under webchat service configuration in QIB Configuration app is incorrect or not reachable.

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.
5. Make sure the URL mentioned for engine service under webchat channel in configuration application is reachable from where you are accessing Qlik Sense. Also, make sure Services.config under C:\Program
Files\Qlik\Sense\ServiceDispatcher has URL which is accessible from anywhere (in case of QSEfW June 2019 to Nov 2019).

“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.
3. 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.

Something went wrong, please contact your administrator

When you ask a question in Qlik Insight Bot Extension, it gives you above error message.

**Cause**
QIBPath in C:\Program Files\Qlik\Sense\QibWebchatService\appsettings.json is not set

**Solution**
Set the path of C:\ProgramData\Qlik Insight Bot in QIBPath in above file.
4. 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 is 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 the license.

*In Qlik section, on clicking Connect, the message “Error in activating license.” appears*

**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.
Steps to..

1. In the Qlik Management Console (QMC), go to Certificate under Configuration System on the left pane.
2. Click Add machine name:
   - Enter the host name as your machine name.
   - Do not set a password.
   - Check “Include secret key”.
   - Select Windows Format as “Export file format for certificates”.

5. Qlik Insight Bot Management Console
Click Sync but no errors from Browser but no apps got synced
Symptom 1

Logs
Logs :Management Console Log: C:\ProgramData\Qlik Insight Bot\Logs
2020-03-21 13:00:32.7678|INFO|QlikInsightBotManagementConsole|Refresh (GET)|INDEL-BJM1\sense1|Refreshing application list from on-premise MS.
2020-03-21 13:00:32.8087|ERROR|QlikInsightBotManagementConsole|SendRequest|INDEL-BJM1\sense1|Error while sending request with following parameter
2020-03-21 13:00:32.8087|ERROR|QlikInsightBotManagementConsole|Refresh (GET)|INDEL-BJM1\sense1|Something went wrong while refreshing application list
2020-03-21 13:00:32.8087|ERROR|QlikInsightBotManagementConsole|Refresh (GET)|INDEL-BJM1\sense1|System.Exception: "No client certificate"
supplied

```csharp
at Util.HttpRequests.SendRequest(String url, String sendMethod, Dictionary`2
header, String body, String content_type, Boolean isAlreadySerialized,
String userName) in C:\Users\DUV\Documents\GitHub\qib-management-
console\Util\HttpRequests.cs:line 87
at QlikInsightBotManagementConsole.Controllers.ApplicationsController.Refresh()
in C:\Users\DUV\Documents\GitHub\qib-management-console\Qlik
Insight Bot Management Console\Controllers\ApplicationsController.cs:line 106
13:00:35.8275|INFO|QlikInsightBotManagementConsole|FetchApplicationListFromDb
|INDEL-BJM1\sense1|Fetching applications from
database
2020-03-21
13:00:35.8275|INFO|QlikInsightBotManagementConsole|FetchApplicationListFromDb
|INDEL-BJM1\sense1|No application found
```

**Cause**

1. Missed steps to configure SSL settings in IIS

**Solution**

1. Open IIS and select **engineservice** under sites
2. Open SSL Settings
3. Make sure the settings are as shown below.
4. Confirm this for **managementservice** and **nlpservice**. It is not required for **portal**.

**Symptom 2**

**Logs**

Logs: Management Console Log: C:\ProgramData\Qlik Insight Bot\Logs

- 2020-03-24 10:01:48.9370|INFO|QlikInsightBotManagementConsole|FetchApplicationListFromDb | INDEL-BJM1\sense1|Fetching applications from database
- 2020-03-24 10:01:50.7909|INFO|QlikInsightBotManagementConsole|FetchApplicationListFromDb | INDEL-BJM1\sense1|No application found
- 2020-03-24 10:01:54.8047|INFO|QlikInsightBotManagementConsole|Refresh (GET)| INDEL-BJM1\sense1|Refreshing application list from on-premise MS.
- 2020-03-24 10:01:54.9960|ERROR|QlikInsightBotManagementConsole|SendRequest| INDEL-BJM1\sense1|Error while sending request with following parameter
- 2020-03-24 10:01:54.9960|ERROR|QlikInsightBotManagementConsole|Refresh (GET)| INDEL-BJM1\sense1|Something went wrong while refreshing application list
- 2020-03-24 10:01:54.9960|ERROR|QlikInsightBotManagementConsole|Refresh (GET)| INDEL-BJM1\sense1|System.Exception: <!DOCTYPE html PUBLIC "-/W3C/DTD XHTML 1.0 Strict/EN" "http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd"> <html xmlns="http://www.w3.org/1999/xhtml">
IIS 10.0 Detailed Error - 403.16 - Forbidden

**Cause**

1. Non-Self Signed certificate part of Trusted Root Authority.
2. Only Self Signed Certificates needs to be part of Trusted Root Authority

**Solution**


Using 2nd option, move all the self-signed certs to

```
Run below commands:

1. To list any self-signed certificates
   Get-ChildItem cert:\LocalMachine\root -Recurse | Where-Object {$_ .Issuer -ne $_ .Subject}

2. To move self-signed certs to Intermediate Certification Authorities Certificates
   Get-ChildItem cert:\LocalMachine\root -Recurse | Where-Object {$_ .Issuer -ne $_ .Subject} | Move-Item -Destination Cert:\LocalMachine\CA

3. To list any self-signed certs
   Get-ChildItem cert:\LocalMachine\root -Recurse | Where-Object {$_ .Issuer -ne $_ .Subject}
```

This will confirm that there is no self-signed cert left.
6. Qlik Insight Bot NLU Service

NLU Service Started and then Stops

Symptom 1

NLU Service starts and then stops

Logs: NLU Service.txt

Solution

Install root.cer under Trusted root authority

1. Go to the folder with the certificates that you exported from Qlik Sense.
2. Double-click on the root certificate (root.cer) and install it:
a. Under **Store Location**, ensure you select **Local Machine**
b. Browse to select the certificate store **Trusted Root Certification Authorities**

To confirm that the certificate is installed, you can go to the MMC and check. You should see the server name of your Qlik Sense server in the Trusted Root Certification Authorities list, with a current expiry date.

**Symptom 2**

**Logs: NLU Service.txt**
Webchat icon on hub is not displayed

| 2020-03-18 18:15:17.914|INFO|Server started on port 5000. |
| 2020-03-18 18:15:17.917|INFO|{'errno': 2} no such file or directory: 'c:\\programdata\\qlik insight bot\\certificate\\root.pem' |
| 2020-03-18 18:25:32.313|INFO|Initializing data router. |
| 2020-03-18 18:25:32.505|INFO|Data router initialization completed. |
| 2020-03-18 18:25:32.505|INFO|Main preloading......... |
| 2020-03-18 18:25:32.505|INFO|Preload completed. |
| 2020-03-18 18:25:32.505|INFO|Initializing nlu. |
| 2020-03-18 18:25:32.505|INFO|Creating threadpool. |
| 2020-03-18 18:25:32.605|INFO|Threadpool created successfully. |
| 2020-03-18 18:25:32.808|INFO|Threadpool created successfully. |
| 2020-03-18 18:25:32.988|INFO|Closing database thread. |
| 2020-03-18 18:25:32.988|INFO|Server started on port 5000. |
| 2020-03-18 18:25:32.989|INFO|[['pem routines', 'get_name', 'no start line']]

Causes

1. Server certificates are not properly provided

Solution

1. Copy below mentioned certificates to QIB server
   a. root.pem
   b. server.pem
   c. server_key.pem
2. Place these certificates into C:\ProgramData\Qlik Insight Bot\Certificate

7. Webchat icon on hub is not displayed

Causes

1. Configuration for QIBPath in appsettings.json is incorrect or missed
2. SSL Settings for each web services are incorrect in IIS
3. Qlik Sense certificate client.pfx may be incorrect which is assigned in Qlik Insight Bot earlier.
4. Qlik Insight Bot is not reachable to Qlik Sense over 4434 port.
5. QIB Webchat icon is not displaying even though all configurations are correct

Solution 1

1. On the Qlik Insight Bot server, go to C:\ProgramData, copy the folder Qlik Insight Bot, and paste the copied folder to the same location on the Qlik Sense server or you can share Qlik Insight Bot folder with Qlik Sense service user.
2. On the Qlik Sense server, go to C:\Program Files\Qlik\Sense\QibWebchatService and open appsettings.json in a text editor as administrator.
3. Under QIBPath, enter the location of the system file (usually C:\\ProgramData\\Qlik Insight Bot or shared path like C:\\\<QIB-Machine-Name\\>\\Qlik Insight Bot) and save the file.
4. Restart the Qlik Sense Service Dispatcher and Qlik Sense Proxy service.

Solution 2

1. Open IIS and select engineservice under sites
2. Open SSL Settings
Webchat icon on hub is not displayed

3. Make sure the settings are as shown below.

4. Confirm this for `managementservice` and `nlpservice`. It is not required for `portal`.

Solution 3

1. Export `client.pfx` from Qlik Sense
2. Replace it in `C:\ProgramData\Qlik Insight Bot\Certificate`
Solution 4

1. Check if https://<QIB-Server-URL>:4434 is reachable from Qlik Sense server
2. If not, open port 4434 in Qlik Insight Bot server from Firewall.

Solution 5 / Workaround

1. Go to “C:\Program Files\Qlik\Sense\ServiceDispatcher”.
2. Open the services.conf in text editor.
3. Go to [hub.parameters] section.
   a. Uncomment insight bot uri i.e. remove // from the starting of the statement.
      Replace the URL with https://example.com/api/wcs/v1/send/checkstatus - example.com should be the address of Qlik Sense
3. Save and close the file
4. Restart the Qlik Sense Service Dispatcher.
5. Restart Qlik Sense Proxy service

8. QIB Training fails

Cause
Application size is greater than 400 MB and dimensional values in app is > 10M

Logs: Deployment Engine Service

2020-05-21 12:39:49.1399|INFO|QlikInsightBotDeployment|CheckStatus|#74 request status: training
2020-05-21 12:39:59.1965|INFO|QlikInsightBotDeployment|SendRequest|Request executed successfully
2020-05-21 12:39:59.2053|INFO|QlikInsightBotDeployment|CheckStatus|#75 request status: failed
2020-05-21 12:39:59.2561|INFO|QlikInsightBotDeployment|UpdateApplicationStatusLog|qib app status updated to $Training Failed
2020-05-21 12:39:59.3235|ERROR|QlikInsightBotDeployment|ReadDeploymentFile|Training failed
QIB Training fails

2020-05-21 12:39:59.3323|INFO|QlikInsightBotDeployment|ReadDeploymentFile|train task performed


2020-05-21 12:39:59.3479|INFO|QlikInsightBotDeployment|MoveDeployFile|Moving Deployment file to C:\ProgramData\Qlik Insight Bot\FailedDeploy

2020-05-21 12:39:59.3606|INFO|QlikInsightBotDeployment|MoveDeployFile|Moved Deployment file to folder

Solution

1. Make sure you select only those dimensions which are required for bot
2. Exclude values by unchecking the check box under dimension, if you don’t want to search those values from QIB or values are not searchable.

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