TROUBLESHOOTING

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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

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 valid SSL certificated (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 NLU

NLU is unable to reach QIB Licensing Service (through proxy)

If there is a proxy between QIB NLU and QIB Licensing Service, it may happen that the request from QIB NLU couldn't reach to QIB Licensing Service.

Solution:

1. Execute below commands which will export 3 required variables

```
export http_proxy=http://xxxxxxxxxx:8080
export https_proxy=http://xxxxxxxxx:8080
export no_proxy=*.xxxxxxxxx
```

2. Apply below settings to Docker's config.json (**root/.docker/config.json**)

```
"proxies": {
            "default": {
                    "httpProxy": "http://xxxxxxxxx:8080",
                    "httpsProxy": "http:// xxxxxxxxx:8080",
                    "noProxy": "*.xxxxxxxxx"
            }
        }
}
```

3. Create **http-proxy.conf** at location **/etc/systemd/system/docker.service.d/** and add below environmental variables

```
Environment="HTTP_PROXY=http://xxxxxxxx:8080"
Environment="HTTPS_PROXY=http://xxxxxxxx:8080"
```

4. Add proxy details in the **docker-compose.yml** file

```
version: "3.6"
services:
  db:
    image: qlik-docker-insightbot.bintray.io/nlu_db:1.0.0.6
    container_name: "nlu_db"
    volumes:
    - db-data:/var/lib/postgresql/data
    networks: ['qib-network']
  duckling:
    image: qlik-docker-insightbot.bintray.io/nlu_duckling:1.0.0.6
    container_name: "duckling"
    networks: ['qib-network']
  nlu:
    image: qlik-docker-insightbot.bintray.io/nlu:1.0.0.6
    restart: always
    container_name: "qib_nlu"
    networks: ['qib-network']
    ports:
    - "5000:5000"
    volumes:
    - nlu-data:/nlu/data/
    - "/home/:/nlu/Certificates/"
    environment:
      POSTGRES_HOST: nlu_db
      isHttps: "True"
      CertificatePath: "/nlu/Certificates/"
```

```
        http_proxy: "http://xxxxxxxx:8080"
        https_proxy: "http://xxxxxxx:8080"
        no_proxy: "*.cma-cgm.com"
    depends_on:
      - db
      - duckling
volumes:
  db-data:
  nlu-data:
networks: {qib-network: {}}
```

Docker command fails to execute

Cause:

It is possible that the command requires super user permission to be executed.

Workaround:

Append **sudo** before any docker command and execute.

"Cannot create container for service db: Conflict" message

Cause:

When you are trying to run the already running docker container.

Workaround:

If you want to run the docker container, anyway, use below commands –

```
sudo Docker-compose down
sudo Docker-compose up
```

Cannot hit docker URL form Ubuntu shell

To install Docker in Ubuntu, it is advisable to first check whether the Docker URL is reachable from the Linux machine using below command. It is possible you may get error while trying to hit the Docker URL.

```
$ curl -fsSL https://download.docker.com/linux/ubuntu/gpg | sudo apt-key add –
```

The error should look like –

```
E: gnupg, gnupg2 and gnupg1 do not seem to be installed, but one of them is required
for this operation
(23) Failed writing body
```

Cause:

The required GNU Privacy Guard package is not installed.

Workaround:

Execute below commands to install GNUPG.

```
sudo apt-get update
Sudo apt-get install -y gnupg2
```

Error while adding Docker repository to APT sources

While adding the Docker repository to APT sources using below command you may encounter the "Command not found" error.

```
$ sudo add-apt-repository "deb [arch=amd64] https://download.docker.com/linux/ubuntu
$(lsb_release -cs) stable"
```

Error is –
```
sudo: add-apt-repository: command not found
```

Cause:

APT (Advanced Package Tool) is not installed which is needed to hold any repository.

Workaround:

Execute below commands to install APT.
```
Sudo apt-get install software-properties-common
```

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: make sure to restart all QIB services whenever a change made from QIB Configuration Windows app.

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