Qlik Sense Desktop

Qlik Sense®
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1 About this document

Read and learn about the areas where Qlik Sense Desktop differs from Qlik Sense.

This document is derived from the online help for Qlik Sense. It is intended for those who want to read parts of the help offline or print pages easily, and does not include any additional information compared with the online help.

You find the online help, additional guides and much more at help.qlik.com/sense.

2 Comparing versions of Qlik Sense

There are some differences between Qlik Sense Desktop and Qlik Sense Enterprise:

- You can only run Qlik Sense Desktop on your local Windows computer - use of multiple screens or tablets, for example, is not supported.
- Applications cannot be published in Qlik Sense Desktop, and because of this, there is no support for streams.
- Security functionality is not supported in Qlik Sense Desktop.
- There is no autosave function in Qlik Sense Desktop – you have to save your work manually by clicking **Save** in the toolbar. The application is automatically saved when reloading the script.
- Duplicating applications is not supported in Qlik Sense Desktop.
- Qlik Sense Desktop will run in the language of your operating system and the language cannot be altered.
- Dynamic views are not supported in Qlik Sense Desktop.

3 Installing Qlik Sense Desktop

This section describes how to install Qlik Sense Desktop on your computer.

3.1 System requirements

To successfully install and run Qlik Sense Desktop, the requirements listed in this section must be fulfilled.

Qlik Sense Desktop requirements

Operating system	Microsoft Windows 10 (64-bit version only) Microsoft Windows 11
Processors (CPUs)	Intel Core 2 Duo or higher recommended. Advanced Vector Extensions (AVX) support.
Memory	4 GB minimum (depending on data volumes, more may be required). *Qlik Sense uses an in-memory analysis technology. The memory requirements are directly related to the amount of data being analyzed.*
Disk space	5.0 GB total required to install
.NET Framework	4.8.1 or higher
Security	Local admin privileges needed to install.
Minimum screen resolution	• Desktops, laptops and tablets: 1024x768 • Small screens: 320x568
Browser support	• Microsoft Edge • Google Chrome • Mozilla Firefox *By default, Qlik Sense Desktop runs in a window of its own. But you can also open it in a web browser.* *Mozilla Firefox requires hardware acceleration, not supported in virtual environments.*

3.2 What is included in Qlik Sense Desktop

Desktop items and start menu items

After having completed your installation of Qlik Sense Desktop, a shortcut will be available from the desktop as well as from the **Start** menu (**Start > All Programs**):

- Shortcut to Qlik Sense Desktop
  The hub is the starting point when you run Qlik Sense. That is where you find all the Qlik Sense applications that you have created.

Qlik Sense Desktop installation location

After having completed your installation of Qlik Sense Desktop, Qlik Sense Desktop is installed to *Users\{user}\AppData\Local\Programs\Qlik*.

You can also specify the installation location with the **Custom Installation** option.

Examples, applications and logs

There are some example files included in the installation of Qlik Sense Desktop. These are installed to *Users\{user}\Documents\Qlik\Examples*. For example, a number of extension code examples are installed to the *Extensions* sub-folder.

The installation of Qlik Sense Desktop also comes with example applications. These are installed to *Users\{user}\Documents\Qlik\Sense\Apps*.

In your installation of Qlik Sense Desktop, logs are found in *Users\{user}\Documents\Qlik\Sense\Log*.

3.3 Obtaining the setup file

The *Qlik_Sense_Desktop_setup.exe* file can be obtained from ≤ Product Downloads. Save it to a folder on your computer.

3.4 Installing Qlik Sense Desktop

You can either perform a standard installation, where installation and storage locations are set to default options, or specify the locations in a custom installation.

Qlik Sense Desktop standard installation

Do the following:

1. Double-click *Qlik_Sense_Desktop_setup.exe* to start the installation.

   The welcome dialog is displayed.
2. Click **Install** if you want to perform a standard installation.

   The **License agreement** dialog is displayed.

3. Read the license agreement, select **I accept the license agreement**, and click **Next**.

   You also have the option to print the license agreement to a local printer.

4. On the **Ready to install** screen, optionally select to create a desktop shortcut. Click **Install**.
5. In the **Extension bundles** section, optionally select to install the extension bundles. Then, select which extension bundles you want to install from the list of those available for your Qlik Sense installation.

   You can always add or remove extension bundles from your Qlik Sense installation at a later moment. See: *Modifying extension bundles installation (page 11)*.

6. If you have chosen not to install the extension bundles, click **Install**. Otherwise, click **Next**.
7. If you are installing any of the extension bundles, accept the extension bundle license agreement. Then, click **Install**.
8. When the installation has completed, the **Installation summary** is displayed.
   Click **Finish** to close the **Installation summary**.

   You have now successfully installed Qlik Sense Desktop on your computer.

Qlik Sense Desktop custom installation

Do the following:

1. Double-click on *Qlik_Sense_Desktop_setup.exe* to start the installation.

   The welcome dialog is displayed.

2. Click **Custom Installation**.

   The **License agreement** dialog is displayed.

3. Read the license agreement, select the **I accept the license agreement** check box, and click **Next**.

   You also have the option to print the license agreement to a local printer.

4. Type or browse to the location where you want to install Qlik Sense Desktop and click **Next**.

   Qlik Sense Desktop cannot be installed in locations where administrator rights are required, for example C:\Program Files.

5. Type or browse to the location where you want Qlik Sense Desktop to store application content, and click **Next**.
6. On the **Ready to install** screen, optionally select to create a desktop shortcut. Click **Install**.
7. In the **Extension bundles** section of the **Ready to install** screen, optionally select to create a desktop shortcut. Then, select which extension bundles you want to install from the list of those available for your Qlik Sense installation.

You can always add or remove extension bundles from your Qlik Sense installation at a later moment. See: *Modifying extension bundles installation (page 11)*.

8. If you have chosen not to install the extension bundles, click **Install**. Otherwise, click **Next**.
9. If you are installing any of the extension bundles, accept the extension bundle license agreement. Then, click **Install**.
10. When the installation has completed, the **Installation summary** is displayed.
    Click **Finish** to close the **Installation summary**.

    You have now successfully installed Qlik Sense Desktop on your computer, using customized installation and storage locations.

To silently install Qlik Sense Desktop, see Silent installation of Qlik Sense Desktop (page 13).

3.5 Upgrading Qlik Sense Desktop

The upgrade option is available when Qlik Sense has been previously installed and a newer version of the setup file *Qlik_Sense_Desktop_setup.exe* is executed.

Do the following:

1. Double-click on *Qlik_Sense_Desktop_setup.exe* to start the installation.

   The welcome dialog is displayed.
2. Click **UPGRADE**.

   The **License agreement** dialog is displayed.
3. Read the license agreement and then tick the **I accept the license agreement** check box (if this is the case) and click **Next**.

   You also have the option to print the license agreement to a local printer.

   The **Ready to install** dialog is displayed.
4. Click **Upgrade** to start the installation.
   When the installation has completed, the **Installation summary** is displayed.
5. Click **Finish** to close the **Installation summary**

   You have now successfully upgraded to a newer version of Qlik Sense Desktop.

To silently upgrade Qlik Sense Desktop, see Silent installation of Qlik Sense Desktop (page 13).

Application migration

After upgrading Qlik Sense Desktop, applications need to be migrated to ensure compatibility. In the hub, application thumbnails are not displayed before the application is migrated.

Migration is performed automatically when you open an application for the first time after an upgrade. Before an application is migrated, a backup copy is created in *Users\{user}\Documents\Qlik\Sense\AppsBackup*. You can use the backup copy if you want to open the application in a previous version of Qlik Sense Desktop.

3.6 Qlik Sense Desktop ports

Qlik Sense Desktop uses port 4848 by default.

3.7 Qlik Sense Desktop storage

This section describes where the Qlik Sense applications are stored when running Qlik Sense Desktop.

Default storage

By default, Qlik Sense stores applications in the local file system under *C:\Users\{user}\Documents\Qlik\Sense*.

Portable format

A Qlik Sense application can be stored in the local file system in the proprietary *.qvf* format, which is a portable format.

A single application is stored as *<AppName>.qvf*, where *<AppName>* is the title of the application.

3.8 Modifying extension bundles installation

You can add or remove extension bundles from your Qlik Sense Desktop installation at any moment.

Do the following:

1. In **Control Panel**, open **Programs and Features**.
2. In the list of programs, double-click the extension bundle that you want to modify.
3. The Extension Bundle Setup Wizard opens. Click **Next**.
4. Select **Change**.
5. On the **Custom setup** screen, click on the bundle icon to select how to modify the bundle installation:
    - If the bundle is installed, select **Entire feature will be unavailable** to uninstall it.
    - If the bundle is not installed, select **Entire feature will be installed on local hard drive** to install it.

    Then, click **Next**.
6. Click **Change**.
7. Click **Finish** to close the Extension Bundle Setup Wizard.

3.9 Repairing Qlik Sense Desktop

The **Repair** option restores all missing files, shortcuts and registry values.

Do the following:

1. To start repairing the installation, open the **Control Panel** and select **Uninstall a program**. Then select Qlik Sense Desktop from the list of programs and click **Change**.

   The Qlik Sense Desktop **Setup maintenance** dialog is displayed.

   > *You can also perform this action by double-clicking the Qlik_Sense_Desktop_setup.exe file.*

2. Click **REPAIR**.
   The **Ready to repair** dialog is displayed.
3. Click **Repair**.

   The repair starts and the progress is displayed.
4. When the repair process is finished, the **Repair summary** dialog is displayed to confirm that Qlik Sense Desktop has been repaired successfully.
5. Click **Finish**.

You have now successfully repaired your Qlik Sense Desktop installation.

> *To silently repair Qlik Sense Desktop, see Silent installation of Qlik Sense Desktop (page 13).*

3.10 Uninstalling Qlik Sense Desktop

Do the following:

1. To start uninstalling Qlik Sense Desktop, open the **Control Panel** and select **Uninstall a program**. Then select Qlik Sense Desktop from the list of programs and click **Uninstall**.

   A confirmation dialog is displayed asking if you are sure that you want to uninstall Qlik Sense Desktop from your computer.

   > *You can also uninstall Qlik Sense Desktop by double-clicking the Qlik_Sense_Desktop_setup.exe file and then selecting **Uninstall** from the maintenance dialog. In that case, you must use the correct version of the setup file when modifying your Qlik Sense Desktop installation, that is the same version used when installing Qlik Sense Desktop.*

2. Click **Uninstall**.

   The uninstall process starts and the progress is displayed.
3. When the uninstall process is finished, the **Uninstall summary** dialog is displayed to confirm that Qlik Sense Desktop has been uninstalled successfully.
4. Click **Finish**.

You have now uninstalled Qlik Sense Desktop.

To silently uninstall Qlik Sense Desktop, see Silent installation of Qlik Sense Desktop (page 13).

3.11 Silent installation of Qlik Sense Desktop

When running a silent installation, Qlik Sense Desktop is installed with no dialogs at all. This means all features, properties and user selections have to be known before performing a silent installation. All setup options that are available in the user interface of the installer can be performed with silent operations.

Do the following:

1. Select **Start > All Programs > Accessories > Command Prompt**.
   The **Command Prompt** window is displayed.
2. In the **Command Prompt** window, navigate to the folder containing the *Qlik_Sense_Desktop_setup.exe* file.
3. Enter *Qlik_Sense_Desktop_setup.exe* followed by the silent installation syntax preferred.

Syntax

```
Qlik_Sense_Desktop_setup.exe [-silent] [-uninstall] [-repair] {-log path\filename} {layout=path} {accepteula=1|0} {desktopshortcut=1|0} {installdir=path} {storagepath=path} {bundleinstall=dashboard|visualization}
```

`Qlik_Sense_Desktop_setup.exe -?` or `-h` Brings up the on-screen silent setup help.

Commands

`-silent` (or `-s`)		Command line-driven setup without UI (mandatory).
`-uninstall`		Uninstall the product silently. It must be used with `-silent` command.
`-repair`		Repair the product silently. It must be used with `-silent` command.
`-log` (or `-l`)	[log file name with path]	Log file directory and log file name. *The user must have access to this directory.*

`-layout`	[destination directory]	Extracts files (including *.msi* files) to the destination directory. *This argument should not be combined with other command line arguments.*

Arguments

Arguments are separated by space and presented in the form [Argument]="[Value]". The double quotes can normally be omitted but may be needed, for example, when a path contains spaces.

The default values are the same as those used in the setup user interface.

`accepteula`	`1|0`	Accepts the Qlik User License Agreement. *This argument is mandatory when installing or upgrading, and you must accept the QULA to install successfully.*
`desktopshortcut`	`1|0` (defaults to 1 on clean installs)	Installs desktop shortcuts.
`installdir`	[path to custom install directory]	Defines the directory if the default install directory will not be used. Default install directory: *%LocalAppData%\Programs*.
`storagepath`	[path to custom directory used for applications, logs, extensions]	Defines the path to custom directory used for applications, logs, extensions. Must be supplied with the `installdir` parameter. Default storage path: *C:\Users\{user}\Documents\Qlik\Sense*.
`bundleinstall`	`dashboard,visualization`	Includes the dashboard and visualization bundles.

Examples

Install or upgrade Qlik Sense Desktop

The following example installs Qlik Sense Desktop or upgrades the current setup.

```
Qlik_Sense_Desktop_setup.exe -s accepteula=1
```

Install Qlik Sense Desktop with object bundles

The following example installs Qlik Sense Desktop, including the Dashboard and Visualization object bundles.

```
Qlik_Sense_Desktop_setup.exe -s accepteula=1
bundleinstall=dashboard,visualization
```

Install Qlik Sense Desktop without desktop shortcuts

The following example installs Qlik Sense Desktop without desktop shortcuts. Additionally, the installation logs are created in a custom folder.

```
Qlik_Sense_Desktop_setup.exe -s -l c:\mylogpath desktopshortcut=0
accepteula=1
```

Repair Qlik Sense Desktop

The following example repairs an existing installation of Qlik Sense Desktop.

```
Qlik_Sense_Desktop_setup.exe -s -repair
```

Uninstall Qlik Sense Desktop

The following example uninstalls Qlik Sense Desktop.

```
Qlik_Sense_Desktop_setup.exe -s -uninstall
```

4 Downloading tools and installation files

Qlik Cloud uses utilities and connectors installed on your own systems. Administrators can download these tools from the **Tools** page in Qlik Cloud or from the Qlik Download Site.

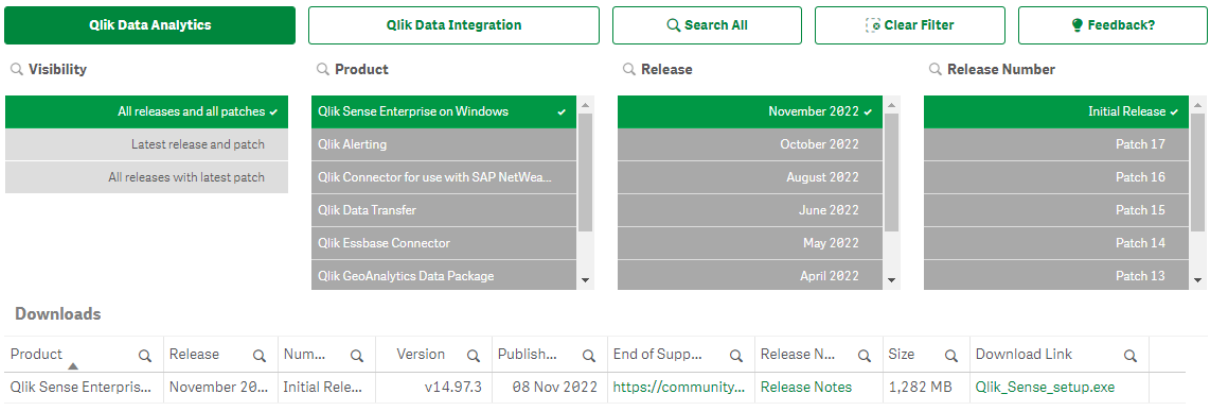
Do the following:

1. In Qlik Cloud, click your profile icon in the top right-hand corner, and then click **Profile settings**.
2. Under **Other**, click **Tools**.
3. Select a file to download.

Alternatively, download the tools from Qlik Community under **Support** > **Product News** > **Downloads**:

1. Go to ≤ Product Downloads.
2. Select **Qlik Data Analytics** or **Qlik Data Integration**, and then select your product.
3. Use the filters to narrow your list of possible downloads.
4. Click a link in the **Download Link** column in the **Download Assets** table to start the download.

*Example from the **Download Site** where the files have been filtered on product and release.*



5 Starting Qlik Sense Desktop

You start Qlik Sense Desktop from the **Start menu** under the Qlik Sense program group.

Before you can start using Qlik Sense Desktop, you need to authenticate yourself against a Qlik Sense Enterprise server. You need to have a working network connection to enable authentication.

After you have been authenticated once, internet access is not required to continue using Qlik Sense Desktop. However, you have to re-authenticate yourself if thirty days have passed since you last authenticated, if you have logged out, or if your administrator has revoked your user access for Qlik Sense Enterprise server. If you are using SAML authentication and close the browser, the session ends and the cookie is deleted so you must re-authenticate yourself to start a new session.

Qlik Sense Desktop runs in the language of your operating system and the language cannot be altered, unless you open and run Qlik Sense Desktop in a web browser.

5.1 Authenticating against Qlik Cloud (formerly Qlik Sense SaaS)

You can authenticate your Qlik Sense Desktop client against Qlik Cloud. To do so, you must generate an authentication link.

How to Authenticate Qlik Sense Desktop with Qlik Sense SaaS (Qlik Cloud)

Download and authenticate Qlik Sense Desktop

Do the following:

1. Open Qlik Cloud.
2. Click your profile in the top right corner and select **Profile settings**.
3. Under **Other**, select **Tools**.
4. Under **Qlik Sense Desktop**, click **Download** to download Qlik Sense Desktop.
5. Install Qlik Sense Desktop.
6. Navigate back to Qlik Cloud.
7. Below the button you used to download Qlik Sense Desktop, click **Authenticate** to add a server authentication link to your Qlik Sense Desktop installation. You can then click on that link in Qlik Sense Desktop to authenticate.

5.2 Authenticating against Qlik Sense Enterprise server

If you have user access for Qlik Sense Enterprise, you can authenticate against the Qlik Sense Enterprise server when you start Qlik Sense Desktop.

Before you can authenticate, the Qlik Sense Enterprise authentication link must be generated by your administrator in the Qlik Management Console.

Your Qlik Sense administrator will provide you with information about how you can receive the link using one of the following methods:

- Retrieving the client authentication link from your Qlik Sense Enterprise hub .
- Receiving the client authentication link from your administrator.
- Receiving a hubs.ini file from your administrator that contains the authentication link.

Qlik Sense Desktop must be installed on your computer before you start any of the following procedures.

Client authentication is not supported on test servers.

Retrieving a client authentication link from the Qlik Sense Enterprise hub

Do the following:

1. Start Qlik Sense Enterprise.
2. Click your user profile icon in the top toolbar of the hub, and then click **Client authentication**.
3. A dialog box opens asking you to confirm that you want to open the authentication link using the Qlik Sense. Confirm the dialog.
   Qlik Sense Desktop opens and a new authentication button for the enterprise server is added to the welcome page under **Authenticate against Qlik Sense Enterprise**.
4. Click the authentication button to log in. You may be asked to enter your Qlik Sense Enterprise credentials.
   You are now authenticated and Qlik Sense Desktop opens.

After this, when you launch Qlik Sense Desktop, you can click the authentication button and log in using your Qlik Sense Enterprise credentials.

Receiving the client authentication link from your administrator

Do the following:

1. Click the authentication link provided by your Qlik Sense administrator.
   If you cannot click the link, copy the link into your browser and press return.
   If you are using Google Chrome, you must select the link option from the address bar that does not say **Google Search**.

2. A dialog box opens asking you to confirm that you want to open the authentication link using the Qlik Sense. Confirm the dialog.

Qlik Sense Desktop opens and the authentication link is added to the welcome page under **Authenticate against Qlik Sense Enterprise**.

3. Click the authentication link. You may be asked to enter your Qlik Sense Enterprise credentials. You are now authenticated and Qlik Sense Desktop opens.

After this, when you launch Qlik Sense Desktop, you can click the authentication button and log in using your Qlik Sense Enterprise credentials.

Receiving a hubs.ini file from your administrator

Do the following:

1. Copy the *hubs.ini* file that was provided to you by your administrator to the following location: *C:\Users\<user name>\Documents\Qlik\Sense\Hubs*.
   The next time that you launch Qlik Sense Desktop, an authentication link will be added to the welcome page under **Authenticate against Qlik Sense Enterprise**.
2. Click on the authentication link. You may be asked to enter your Qlik Sense Enterprise credentials. You are now authenticated and Qlik Sense Desktop opens.

After this, when you launch Qlik Sense Desktop, you can click the authentication button and log in using your Qlik Sense Enterprise credentials.

5.3 Opening Qlik Sense Desktop in a web browser

By default, Qlik Sense Desktop runs in a window of its own. But you can also open it in a web browser.

You must log in using Qlik Sense Desktop before you can open it in a web browser.

Do the following:

1. Start Qlik Sense Desktop from the start menu.
2. Open a (supported) web browser.
3. Type *http://localhost:4848/hub* in the browser address bar.

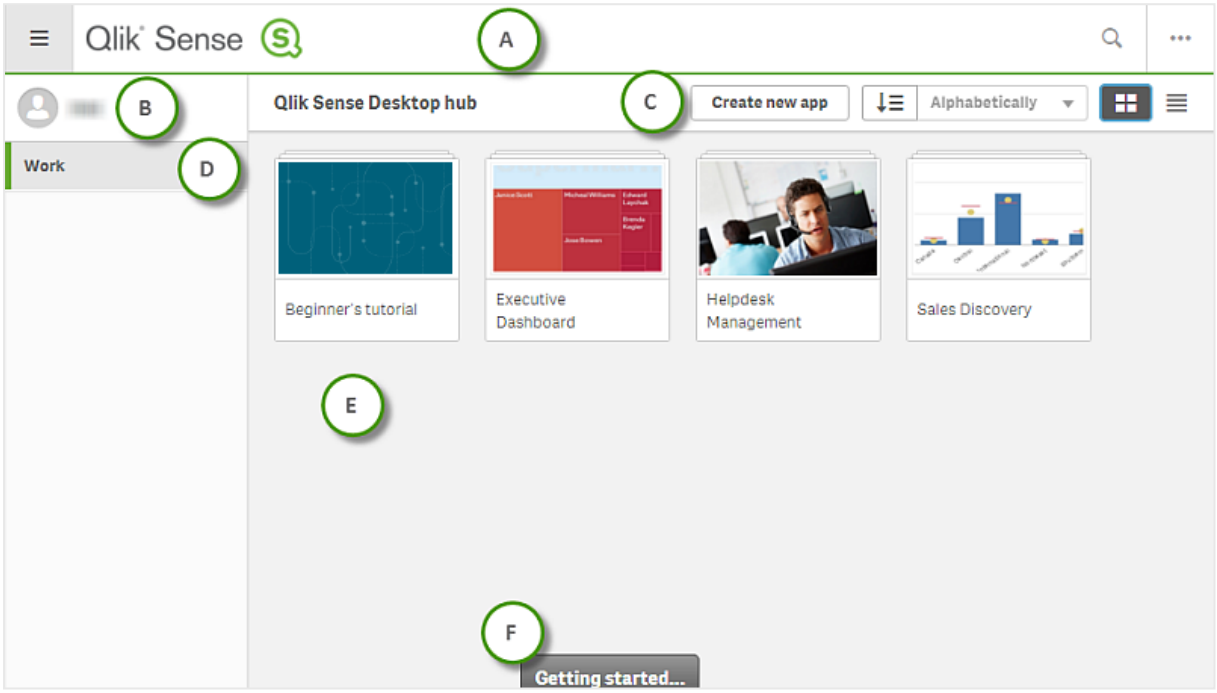
Qlik Sense Desktop opens in the web browser, showing the hub with all your apps.

You can now alter the language of Qlik Sense Desktop.

6 The hub in Qlik Sense Desktop

When Qlik Sense Desktop starts up, you arrive at the hub. The hub is where you find all your applications. Click an application in the hub to open it in a separate tab.

The Qlik Sense Desktop hub with the Work view open.



6.1 A: Toolbar

The toolbar contains the global menu and other useful commands.

Toolbar options

UI item	Description
☰	Toggle on and off the navigation menu
🔍	You can search to easily find a specific application.
•••	Global menu with options **Dev Hub**, **Help** and **About**. You can click the **Client authentication** link to enable using Qlik Sense Desktop.

6.2 B: Login information

Login information options

UI item	Description
	Your login information is displayed when you are logged in. Depending on how the Qlik Sense system has been set up, you may have to log in by clicking the **Log in** button. When logged in, you can click and then click in the pop-up menu, to open the **Profile** dialog with the following information: **User ID** and **User directory**.
Log out	Click and then click in the pop-up menu to log out.

6.3 C: Create new application

Application options

UI item	Description
Create new app	Create a new application. The button is only available if you have permission to create applications.
	You can sort the applications alphabetically , by created date, or by published date, descending or ascending.
	Toggle between grid view and list view of the hub, depending on what kind of overview you prefer.

6.4 D: Work

Personal with all your own applications under **Work**.

6.5 E: Main area

All your applications are displayed in the main area.

6.6 F: Getting started

Go to the Qlik Sense Desktop webpage to learn more about how to get started with Qlik Sense Desktop.

7 Opening an application in Qlik Sense Desktop

With Qlik Sense Desktop, you can open applications from the hub, or from a file location.

7.1 Opening an application from the hub

You open an application from the hub by clicking it.

7.2 Opening an application from outside the hub

With Qlik Sense Desktop, you can open an application that is not in the hub. You can do this in two ways.

- Navigate to where you keep your application, and drag it to the hub.
- You can also copy the application using Ctrl+C, and then open it in the hub using Ctrl+O.

If you want the application to be part of your hub content, you can move the application file (with extension .qvf) to the application directory, typically <user>\Documents\Qlik\Sense\Apps.

8 Moving an application from a Qlik Sense Desktop installation

When you save an application that you have created in Qlik Sense Desktop, the images included in the application are bundled together with the rest of the contents of the application. This makes it easier to share an application with another person, or to move the application to another computer.

You can move an application that you have created in Qlik Sense Desktop, including its images, to another computer with Qlik Sense Desktop, for example by e-mailing the application.

8.1 Moving an application created in your current installation of Qlik Sense Desktop

If the application is created in your current installation of Qlik Sense Desktop, the images in the application are automatically bundled together with the rest of the contents of the application.

Do the following:

1. Create an application using Qlik Sense Desktop.
2. Save the application.
3. Locate the application on your hard drive. The default location is *<user>\Documents\Qlik\Sense\Apps*.
4. Copy the application to, for example, a portable device.
5. Paste the application in the *Apps* folder on another computer with Qlik Sense Desktop.

The application is now available from the hub.

8.2 Moving an application created in an older installation of Qlik Sense Desktop

If your application was created in an older version of Qlik Sense Desktop, prior to version 2.0, the images in the application are not bundled together with the rest of the contents of the application. You must open and save the application before the application is moved.

Do the following:

1. Open the application using the new version of Qlik Sense Desktop.
2. Make a change in the application.
3. Save the application.
   Now the images included in the application are bundled together with the rest of the contents of the application.
4. Locate the application on your hard drive. The default location is *<user>\Documents\Qlik\Sense\Apps*.

5. Copy the application to, for example, a portable device.
6. Paste the application in the *Apps* folder on another computer with Qlik Sense Desktop.

The application is now available from the hub.

8.3 Moving an application to another Qlik Sense platform

You can move an application created in Qlik Sense Desktop to a different Qlik Sense environment, for example Qlik Sense Enterprise. To move the application you will have to copy it to your computer, and then upload the application to the Qlik Sense environment of your choosing.

The application will be available from the hub.

If you move a Qlik Sense Desktop application to a Qlik Sense environment, you need to handle the images separately. The same applies when moving an application that was created using Qlik Sense.

9 Troubleshooting - Qlik Sense Desktop

This section describes problems that are specific to Qlik Sense Desktop.

9.1 I cannot install Qlik Sense Desktop

Possible cause

The system requirements are not fulfilled, or you do not have local administrator privileges to install.

9.2 I cannot find the log files for Qlik Sense Desktop

The location of the log files in Qlik Sense Desktop depends on where you installed the application.

The default location is *<user>\Documents\Qlik\Sense\Log*.

9.3 I cannot find the installation log files for Qlik Sense Desktop

If you click **Cancel** during installation, or the installation did not complete successfully, you can find detailed information in the installation log located in your **temp** folder accessed with the environment variable *%temp%*.

9.4 My session expired

I was using Qlik Sense Desktop, logged in with my Qlik Sense Enterprise server credentials. Then I received the error message **Your session has expired** and now I cannot log in again.

Possible cause

You do not have user access or professional access on the Qlik Sense Enterprise server anymore.

Proposed action

Ask your administrator to give you user access or professional access.

9.5 Application thumbnails are missing in the hub

Possible cause

You have upgraded Qlik Sense Desktop to a newer version. In the hub, application thumbnails are not displayed before the application is migrated.

Proposed action

Open the application. Migration is performed automatically when you open an application for the first time after an upgrade.

9.6 Images are missing when moving an application

Possible cause

You have upgraded Qlik Sense Desktop to a newer version, and the application you want to move was created in a Qlik Sense Desktop installation prior to version 2.0.

Proposed action

Before moving the application to another computer, open the application with your new version of Qlik Sense Desktop. Make a change and save the application.

The images included in the application are now bundled together with the rest of the contents of the application.

9.7 I dropped my qvw file onto the hub, and now I cannot find the qvw file, and my application is not available in the hub

Possible cause

You have dragged your QlikView document (qvw file) from a folder and dropped it onto the Qlik Sense Desktop hub, to open it as a Qlik Sense application.

When you make changes to the application and save the application, the following happens:

- The application is saved into the Qlik Sense format (qvf file) in the folder where your QlikView document (qvw file) was stored.
- Also, the QlikView document file (qvw) is removed from the folder and automatically converted into a backup file (qvw.backup) stored here: *<user>\Documents\Qlik\Sense\AppsBackup*.

Proposed action

If you want to open the backup file, you find it in this folder: *<user>\Documents\Qlik\Sense\AppsBackup*.

If the Qlik Sense application (qvf file) becomes stored in another folder than *<user>\Documents\Qlik\Sense\Apps*, move it to the *Apps* folder to make it available from the hub.

9.8 I cannot open an application

When I try to open an application this error message is displayed: **The object could not be saved**.

Possible cause

The total path length for backing up the application exceeds the maximum of 260 characters.

The total path includes the backup directory, the product version and the timestamp of the backup date and the application name: *<user>\Documents\Qlik\Sense\AppsBackup\<app name>*

Proposed action

Rename the qvf file to shorten the total path. This will enable opening the application.

9.9 I cannot download data from an object

When I try to download data from an object, using Qlik Sense Desktop, this error message is displayed: **The object could not be saved**.

Possible cause

The object's title length is too long. It exceeds the maximum of 174 characters.

Proposed action

Shorten the title of the object. This will enable download data.