



To analyse & resolve Qlik Sense Enterprise on Windows issues & access problems, we need full set of current log files and possible archive log files.

These logs can be collected in 2 ways.

1. Using Qlik Sense Log collector utility (provided by Qlik)
2. Manually collecting log files (in case log collector utility won't work)

NOTE: The method is only applicable for Qlik Sense Enterprise on Windows.

The Log Collector

The best way to gather these logs is to use the Qlik Sense Log Collector. This tool is included with most of the currently available versions of Qlik Sense Enterprise on Windows.

YouTube Link : <https://youtu.be/QfeTxdDzZXU>

1. Login to Windows Server on Qlik Sense node
2. Open Windows File Explorer
3. Navigate to Log Collector folder at
 - o *C:\Program Files\Qlik\Sense\Tools\QlikSenseLogCollector.*
4. Press Shift key and right click on *QlikSenseLogCollector.exe*.
5. Select *Run as different user*.
6. Enter Qlik Sense service account credentials.
7. Configure log collection.
 - o Date range to collect logs from (minimum of 5 days if possible)
 - o Enter issue name to include in ZIP file name.
 - o Select options.
 - o Include Archive logs
8. Click Collect
9. If Qlik Sense is not automatically accessible on the node, further options are presented.
 - o **Qlik Sense is running and, on this host,**
this option to get more options on automatic log collection.
 - o **Qlik Sense is not running or accessible**
this option allows to define the path to local Qlik Sense log folder.
10. **Qlik Sense is located elsewhere**
this option allows to enter FQDN of remote Qlik Sense server
11. Wait until collection is finished.
12. Click Close.

13. Open generated ZIP file in *C:\Program Files\Qlik\Sense\Tools\QlikSenseLogCollector*.

Note, no need to unzip the file, simple double clicks on the ZIP file to browse its content.

- Confirm it contains JSON and TXT files, if system info options were enabled in Step 6.
- Confirm there is one folder per node in the deployment, named in same way as the node.
- Confirm there is a Log folder representing Archived Logs from persistent storage.

14. Upload ZIP file to our portal for analysis.

Manually collecting log files

Persistence Mechanism Current Logs (Active Logs) and Archived Logs

	Current Logs Path	Archived Logs Path
Shared (Sense 3.1 and newer)	C:\ProgramData\Qlik\Sense\Log	Defined in the QMC under <i>CONFIGURE SYSTEM > Service Cluster > Archived logs root folder</i> Example enter (\\QLIKSERVER\QlikShare\ArchivedLogs)
Synchronized (Sense 3.1 and older)	C:\ProgramData\Qlik\Sense\Log	C:\ProgramData\Qlik\Sense\Repository\Archived Logs

Note: Depending on how long the system has been running, this folder can be very large so you will want to include only logs from the time frame relevant to your particular issue; preferably a day before the issue began occurring.

Logs are moved to the Archived Logs folder during any of the following triggers: service restart, when the log file reaches 8mb in size, or 12 hours after the log file was created.