

Qlik NPrinting® June 2020

Release notes

TABLE OF CONTENTS

What's new in Qlik NPrinting June 2020	2
Improvements	3
Resolved Issues	4
Upgrade notes	6
Known issues and limitations	8
Appendix A: Upgrade to June 2020 or newer	14

What's new in Qlik NPrinting June 2020

Qlik Sense themes

Qlik NPrinting supports Qlik Sense custom themes on objects exported as images. Minimum supported Qlik Sense version is February 2019.

Delete reports published on the NewsStand

Reports published on the NewsStand can be deleted via user interface. A new security role manages the permissions for both cases.

Abort multiple tasks via web console

You can abort several publish or user import tasks at once from the Task executions page. Abort request performance has been improved.

This document covers the following releases:

Qlik NPrinting June 2020

Release: June 10th, 2020

Improvements

Basic publish task configuration errors are displayed on the tasks execution page

Jira issue ID: OP-8925

Information about basic publish task configuration errors is displayed on the task execution page, as well as in the log files.

Updated delete dialog boxes

Jira issue ID: OP-9256

The dialog boxes that appear when you delete an entity now show the name of the entity. The confirmation button is on the left, to avoid mis-click.

Resolved Issues

Incorrect total page number in PDF generated from Word

Jira issue ID: OP-9181

Sometimes PDF reports, produced from Word templates, had an incorrect total page value number in the footer.

Logging slower performance of QVP connections

Jira issue ID: OP-9225

If your QVP connections perform slower than local ones, an informative log is written.

The workaround is to disable the Enable Push from Server option in the Document Settings page of the QlikView Server.

Formulas added to Excel native tables referenced the wrong cells in templates with Pages

Jira issue ID: OP-9165

Formulas used to create calculated columns in Excel native tables referred to incorrect cells in generated reports that also used the Pages feature.

Variable filter cannot set values of script created variables

Jira issue ID: OP-9277

Qlik NPrinting variable filters were not able to set the values of variables created in the load script.

Error while deleting reports published on Qlik Sense Hub via APIs

Jira issue ID: OP-9199

Sometimes there was an error when cleaning up the history of reports published to the Qlik Sense Hub. The error was logged on *scheduler.log* file as: "An item with the same key has already been added". Note that you can delete reports published on the Qlik Sense Hub only by using Qlik Sense APIs.

Excel reports imported from NPrinting 16 sometimes had formatting issues

Jira issue ID: OP-9232

Excel reports imported from QlikView NPrinting 16 could have alignment or formatting issues if they used merged cells or a print area was defined. Now print area is fully supported. Merged cells still have some limitations listed below.

Friendly name not imported from QlikView NPrinting 16

Jira issue ID: OP-9312

The QlikView NPrinting 16 *File name* field of the report entity was not imported into the *Friendly name* field of the task report entity in Qlik NPrinting 20.

LDAP users import

Jira issue ID: OP-9319

You can import users into Qlik NPrinting from LDAP servers whose last component of a DN does not have DC as attribute type like Oracle LDAP.

Additional cross-origin resource sharing (CORS) controls

Jira issue ID: OP-9152

The existing CORS implementation has been extended to provide additional protection of a user's web session. Standard CORS requests were already stopped, but starting from this version, an extended set of CORS requests are limited to trusted origins only (Admin -> Settings->On-Demand->Add trusted origin). If you are using a reverse proxy, you must add the complete reverse proxy URL as a trusted origin.

Upgrade notes

To upgrade to Qlik NPrinting June 2020, you must start from one of the following versions:

- June 2020 Technical Preview (20.19.0)
- April 2020 (20.10.2)
- April 2020 Technical Preview (20.10.0)
- February 2020 SR1 (20.0.3)
- February 2020 (20.0.2)
- February 2020 Technical Preview (20.0.0)
- November 2019 SR1 (19.40.4)
- November 2019 (19.40.3)
- November 2019 TP (19.40.0)
- September 2019 (19.29.3)
- September 2019 TP (19.29.0)
- June 2019 (19.19.4)
- June 2019 Technical Preview (19.19.0)
- April 2019 (19.9.5)
- April 2019 Technical Preview (19.9.0)
- February 2019 SR1 (19.0.4)
- February 2019 (19.0.3)
- February 2019 Technical Preview (19.0.0)
- November 2018 (18.39.6.0)
- November 2018 Technical Preview (18.39.0.0)
- September 2018 SR2 (18.29.9.0)
- September 2018 SR1 (18.29.8.0)
- September 2018 (18.29.7.0)
- June 2018 (18.19.6)
- June 2018 TP (18.19.0)
- April 2018 (18.9.5)
- April 2018 TP
- February 2018 SR1 (18.0.4)
- February 2018 (18.0.3)
- February 2018 TP (18.0.0)
- November 2017 (17.6.0)
- November 2017 TP (17.5.0001.0)
- September 2017 (17.5.0)
- September 2017 TP (17.4.0001.0)
- June 2017 (17.4.0)
- 17.3.1
- 17.3.0

If you have installed an older version of Qlik NPrinting, you must upgrade to Qlik NPrinting 17.3 before you can upgrade to Qlik NPrinting June 2020.

You must back up your data before you proceed. Data can become damaged if a problem occurs during the upgrade. If data is damaged, a backup is required to restore the repository. See: [Backup and restore of a repository](#).

After backup, you must follow the instructions for upgrading on the help site page [Qlik NPrinting upgrade](#).

If you are upgrading from a version older than February 2018, all metadata caches (QlikView and Qlik Sense) will be marked as "not generated". This is due to a breaking change in the format of the metadata cache. All connection caches must be regenerated before you can edit a template or create a new connection.

Upgrade to November 2018 or newer

If you are upgrading to June 2020 from September 2018 SR2 or older you must:

- Open port 4997 outbound on Qlik NPrinting Server and inbound on all Qlik NPrinting Engines.
- Reinstall all your Qlik NPrinting Engines and provide a password for certificate exchange.
- Open the Engine manager in the Web Console.
- Open the detail page for each Engine and send the certificate after inserting the same password you used during the engine's reinstallation.

Qlik NPrinting Engines stay offline until the certificate exchange is performed. Older Engine versions cannot connect to a Qlik NPrinting June 2020 Server.

Upgrade to June 2020 or newer

You must read this section if you customized the Qlik Sense rendering configuration section of your Qlik NPrinting Engine configuration files. Refer to the Appendix A of this document for more details.

Known issues and limitations

The following issues and limitations were identified at release time. The list is not comprehensive; it lists all known major issues and limitations. We expect to have these issues fixed in future versions.

Supported languages

The following languages are supported:

- English
- French
- German
- Spanish
- Brazilian Portuguese
- Japanese
- Italian
- Simplified Chinese

Other languages are not officially supported. There may be issues with other languages, particularly those with right-to-left script and non-Roman alphabets.

Qlik Sense custom size sheets

Qlik Sense custom size sheets are not supported. Custom size will not be maintained on export.

Alternate states

QlikView and Qlik Sense alternate states are not supported.

"Always One Selected Value" does not work correctly with QlikView Server 11.20 SR15

Jira issue ID: OP-4663

Opening a QlikView document with at least one field with "Always One Selected Value=true" from QlikView Server version 11.20 SR15 causes incorrect results. You will see different values compared to opening the same document using a local connection.

The workarounds, in order of preference, are:

- Use a newer version of QlikView server.
- Remove the "Always One Selected Value=true" option.
- Connect the document locally.

Qlik NPrinting must be installed only on C: drives

Jira issue ID: OP-6196

Qlik NPrinting Server, Engine, and Designer can only be installed on C: drives. Any attempt to install them on a different drive will result in task failures.

Image size settings are not respected when adding the same object twice

Jira issue ID: OP-5831

When you add the same object twice, using the Images node in Qlik NPrinting Designer, only the image size property of the first image is respected.

QlikView On-Demand reports with data from mounted folders

Jira issue ID: QVII-1336

When creating QlikView On-Demand reports based on connections that use mounted folders, not all selections are taken into consideration. Errors occur when a document name that is preceded by a mount name is sent in through automation to create a Document Chain Bookmark. This limitation applies to QlikView 11.20 SR15 and earlier.

QlikView On-Demand reports cannot be connected to Qlik Sense

It is possible to select the “Enable” check box in On-Demand for reports using Qlik Sense app data. These reports are visible in the QlikView On-Demand menu of the QlikView On-Demand add-on. But if selected, they will not generate reports, and you will see an error message.

Qlik NPrinting Designer crashes sometimes with zoomed screen settings

If you experience random crashes when using Qlik NPrinting Designer, open your Windows Display Settings in the Control Panel and verify that Smaller – 100% (default) is selected. When settings of 125% or 150% are selected, Qlik NPrinting Designer may crash.

On-Demand works in Chrome and Firefox, but not in Internet Explorer (11 or older) or Edge

Jira issue ID: OP-5908

In some cases, when you use Qlik NPrinting On-Demand in Internet Explorer 11 or Edge, the “origin” HTTP header is not generated. This results in the error message “REVEL_CSRF: tokens mismatch”.

The workaround is to install Qlik NPrinting On-Demand on a Microsoft IIS server hosting QlikView Access point or use a different web browser.

Upgrading from 17.0.2 to 17.1.0 with a QVP connection

Jira issue ID: OP-3441

Upgrading from 17.0.2 to 17.1.0 with a QVP connection will fail with an Unhandled Exception:

System.InvalidOperationException: Could not upgrade database to version 17.1.2.0. --->

System.ArgumentException: Invalid connection string parameter DocumentPath: a.qvw.

To upgrade from 17.0.2 to 17.1.1 with a QVP connection, you must do the following:

1. Change all the QVP connections to local connections.
2. Upgrade to 17.1.0.
3. Re-connect to QVP Connections.

On-Demand objects do not appear in Access Point

Jira issue ID: OP-4655

After upgrading to QlikView 11.20 SR15 or SR16, you must add the missing MIME types to make the On-Demand add-on work.

To add the two new mime types in the QMC:

1. In the QMC, open the System tab.
2. Click Setup.
3. Expand the QlikView Web Server node.
4. Click on QVWS@YourServer.
5. Click the Web tab.
6. In the Mime Types section, the click the green + button in the upper right corner.
7. Add the following rows to the Content column:

.JSON in the Extension column and `application/json`

.TTF in the Extension column and `application/x-font-truetype`

This problem does not occur with new installations of QlikView 11.20 SR15 or SR16.

Too many users and filters leads to Qlik NPrinting Designer errors

Jira issue ID: OP-4940

Qlik NPrinting Designer may be unable to open a report template if there are too many filters associated with a connection in the report's app. The following error message displays: "A task was canceled".

This typically happens when more than 4000 filters are using fields from a connection. Sometimes, higher numbers can work. For example, 7000 filters have worked in some situations.

The workaround is:

1. Split the Qlik NPrinting app into separate apps.
2. Split the connections (possibly by using multiple connections to the same documents in different apps).
3. Split the filters across apps (so that the filter count per app is lower).

Task fails with the error 'Exceeded maximum number of retries'

Jira issue ID: OP-4839

Some Qlik NPrinting tasks fail with the error message: "Exceeded maximum number of retries". This is due to a performance issue in QlikView that appears when it exports large unfiltered files to Excel.

Verify connection freezes during "Initializing..." status

Jira issue ID: OP-5278

In some rare circumstances, pressing the Verify connection button will cause the screen to freeze on the "Initializing..." status and the spinning wheel cursor. This happens when a Qlik NPrinting Engine goes offline and Verify connection is pressed before the Qlik NPrinting Scheduler is aware that it is offline. It can take up to 20 seconds before the Qlik NPrinting Scheduler determines the offline status of a Qlik NPrinting Engine.

Keep Source Format option does not keep Excel merged cells

Jira issue ID: OP-5545

Excel merged cells are not supported for Qlik NPrinting tags regardless of Keep Source Format option.

User filters are excluded from matching and object filters

Jira issue ID: OP-5914

When you:

- Open Qlik NPrinting Designer
- Import a report

The filters associated with each user are not uploaded, or displayed, for performance reasons. Waiting for all filters for thousands of users to import would take a long time. In most cases, importing this information is unnecessary, because filters created for users often contain something like the user IDs.

You can change this behavior and make all filters visible by uncommenting the line `<!--<add key="include-user-filters" />-->` in the `webengine.config` file.

To make a specific filter visible in the lists, remove its association to all users, or create a new filter with the same fields and values not linked to any user.

Cancelling an upgrade results in a corrupted environment

Jira issue ID: OP-3986

The rollback that follows a Qlik NPrinting Server or Engine upgrade cancellation may corrupt the related Qlik NPrinting installation. A rollback is triggered by errors or by clicking the cancel button during the upgrade execution. After a corruption caused by a rollback, services may be uninstalled or cannot be started.

To restore a Qlik NPrinting Server to its original status:

- Retrieve a recent backup
- Uninstall Qlik NPrinting Server
- Perform a clean installation of the same Qlik NPrinting Server of the backup
- Restore the backup

You should always create a backup before starting an update. In any case, a backup is automatically created in the folder `"%ProgramData%\NPrinting"` at the beginning of the upgrade process.

To restore a Qlik NPrinting Engine to original status:

- Uninstall Qlik NPrinting Engine
- Perform a clean installation of Qlik NPrinting Engine

Adding a title to a Sense object with Assistance on generates an error on preview or task

Jira issue ID: OP-7560

Add title functionality is not supported on Qlik Sense objects with Assistance mode enabled. The workaround to restore the Add title functionality is to disable Assistance mode for the chart in Qlik Sense. Then reload the metadata of the connection.

Cannot export tables, columns, and cells from Qlik Sense objects made using chart suggestions

Jira issue ID: OP-7568

Qlik Sense objects made in Assistance mode cannot be used as tables, columns, or cells in Qlik NPrinting. To restore them, disable Assistance mode on the chart in Qlik Sense; then reload the metadata of the connection. Furthermore, if a Qlik Sense object made with Assistance mode is exported as a table, column, or cell using Qlik NPrinting APIs, the request will fail.

Open Type Fonts (*.otf) are not supported

Jira issue ID: OP-7165

Open Type Fonts (*.otf) are not supported in PixelPerfect templates. Generated reports will use a different font, and not look as expected.

Qlik Sense tables with conditionally shown columns have limited functionality

Jira issue ID: OP-7747

The following functionalities are not supported for Qlik Sense tables that have a "Show column if" condition set on one or more of their columns: levels, single column export, and keep source formats.

Images were rendered with the title caption

Jira issue ID: OP-7953

This bug is solved starting from Qlik NPrinting November 2018, but if you use QlikView 12.20 SR7, and only with this specific service release, it is still present.

When you add a QlikView chart as an image in a template, it will still be exported with the border and the title caption.

QlikView tables with more than 256 columns cannot be imported

Jira issue ID: OP-8570

QlikView tables with more than 256 columns cannot be imported into Qlik NPrinting report templates. All Qlik NPrinting versions are affected by this limitation, including QlikView NPrinting 16.

Qlik Sense On-Demand reports with selections on calculated dimensions fails

Jira issue ID: OP-8382

Qlik Sense On-Demand reports with selections applied on calculated dimensions will fail. However, you can apply selections on dimensions based on Qlik Sense fields. The workaround is to move the formula to the load script and use the calculated fields to apply selections to your On-Demand reports.

Qlik Sense histograms cannot be add into the Tables node

Jira issue ID: OP-8985

Due to the internal way of exporting Qlik Sense histograms, you cannot add them to the Qlik NPrinting Designer Tables node. If you add a Qlik Sense histogram to the Tables node, you will not receive any errors or warning messages, but the exported data will be wrong.

QlikEntities limitation with Qlik Sense entities

Jira issue ID: OP-8921

QlikEntity reports support Qlik Sense objects with the following limitations:

- Containers are not supported, but you can use all the objects that are inside containers.
- Qlik Sense sheets can be added to QlikEntity reports and exported as images. The "Extend Sheet" feature does not work.
- Export in PDF and TIFF is not supported.

Embedding Excel worksheets into PowerPoint templates is not supported

Jira issue ID: OP-9087

You cannot embed an Excel worksheet in a PowerPoint report template. This will cause a Qlik NPrinting Designer crash. The workarounds are to insert the Excel worksheet without using the Qlik NPrinting Designer:

- Create a .pptx file by using PowerPoint without involving the Qlik NPrinting Designer. Insert the Excel worksheet and save the .pptx. Then use the .pptx file as a report template.
- If you have already created the PowerPoint template, export it, open the .zip file generated by Qlik NPrinting and double-click the .pptx file inside. Insert the Excel worksheet, save the resulting PowerPoint and overwrite the existing Qlik NPrinting template by uploading the updated .zip.

Qlik Sense dynamic views limitations

Jira issue ID: OP-9067

Dynamic views is a new Qlik Sense feature starting from June 2020.

If you connect Qlik NPrinting to a Qlik Sense app that contains a chart used to generate dynamic views, the chart and the containing sheet are excluded from the Qlik NPrinting connection cache and cannot be used in reports.

You can connect Qlik NPrinting to a Qlik Sense app containing dynamic views. However, after a dynamic view refresh, the connection will stop working.

Limited support for merged cells used in columns and cells

Jira issue ID: OP-9315

Columns or cells inserted into merge cells do not retain the merged status and will be produced as unmerged in the generated reports.

Web Console or NewsStand behind a reverse proxy requires a trusted origin configuration

Jira issue ID: OP-9385

If you configure a reverse proxy to give users access to the Qlik NPrinting Web Console or the NewsStand, you must add the complete reverse proxy address to the trusted origins. If you do not, unsafe requests will be rejected and related errors will be logged in the Webengine log files.

Appendix A: Upgrade to June 2020 or newer

You must read this section if you customized the Qlik Sense rendering configuration section of your Qlik NPrinting Engine configuration files.

By default, these files are stored in *C:\Program Files\NPrintingServer\NPrinting\Engine\engine.config*.

For example, if you have uncommented any of the following parameters, you must migrate to the new configuration:

```
<!-- minimum Sense (QRS) version from which to use printing-live.html mashup page -->
<!-- <add key="webrenderer-live-mashup-sense-version" value="23.1.0" /> -->

    <!-- minimum number of browser workers -->
    <!-- <add key="webrenderer-min-worker-number" value="0" /> -->

    <!-- maximum number of browser workers -->
    <!-- <add key="webrenderer-max-worker-number" value="cpu%200" /> -->

    <!-- rendering timeout for the overall rendering request, inclusive queueing -->
    <!-- <add key="webrenderer-request-overall-timeout-msec" value="300000" /> -->

    <!-- rendering timeout for the whole render method at the renderer -->
    <!-- <add key="webrenderer-remote-request-timeout-msec" value="60000" /> -->

    <!-- rendering timeout for a JavaScript render method at the renderer -->
    <!-- <add key="webrenderer-remote-request-js-timeout-msec" value="30000" /> -->

    <!-- max image dimensions rendered supported by CEF, the final image is upscaled to produce
    the correct dimensions -->
    <!--
    <add key="webrenderer-max-image-width-px" value="3000" />
    <add key="webrenderer-max-image-height-px" value="3000" />
    -->

    <!-- number of binary equal snapshots in a row used to consider a snapshot valid -->
    <!-- <add key="webrenderer-snapshot-equality-threshold" value="3" /> -->

    <!-- maximum number of snapshots to take before stopping comparing, the last one is deemed
    as valid -->
    <!-- <add key="webrenderer-snapshot-max-count" value="5" /> -->

    <!-- how often to ping the Sense server to keep the mashup session alive -->
    <!-- <add key="webrenderer-sense-ping-interval-msec" value="300000" /> -->

    <!-- maximum number of pending requests -->
    <!-- <add key="webrenderer-max-pending-requests" value="1000" /> -->

    <!-- web renderer executable path -->
    <!-- <add key="webrenderer-path" value="lib\rwr\x64\reporting_web_renderer.exe" /> -->

    <!-- web renderer arguments -->
    <!-- <add key="webrenderer-skip-process-start" value="false" /> -->

    <!-- webrenderer-grpc-port-scan. True if the grpc channel port need to be set at runtime.
    False otherwise -->
    <!-- When set to True, parameters webrenderer-args grpc-addr and grpc-channel-addr must be
    set as runtime args -->
    <!-- When set to False, parameters webrenderer-args grpc-addr and grpc-channel-addr must be
    set as static args -->
    <!-- Usefull when Qlik and NPrinting are running in the same machine -->
    <!--<add key="webrenderer-grpc-port-scan" value="false" />-->

    <!-- web renderer arguments. -port arg can be express with {0} (resolved at runtime) or by
    explicit value -mb=500-->
    <!-- <add key="webrenderer-args" value="-l=info -grpc-addr=127.0.0.1:51051 -e=1" /> -->
    <!-- web renderer options in the form: "opt1=val1;opt2=val2" . -port arg can be express
    with {0} (resolved at runtime) or by explicit value-->
```

```

<!-- <add key="webrendererer-options" value="grpc-channel-addr=localhost:51051" /> -->

<!-- web renderer address of web socket host -->
<!-- <add key="webrendererer-wshost" value="localhost" /> -->
<!-- <add key="webrendererer-wsport" value="2727" /> -->

<!-- mashup page query string parameters -->
<!-- <add key="webrendererer-mashup-qs" value="logging=net,ws" /> -->

<!-- web renderer rate limit default 100 requests per second-->
<!--<add key="webrendererer-max-capacity" value="100" />-->
<!--<add key="webrendererer-refill-interval-msec" value="1000" />-->
<!--<add key="webrendererer-use-old-mashup" value="true" />-->

```

If you did not edit any of these parameters, you can skip this section.

The management of reporting web renderer parameters has been simplified.

The modification consists of two steps:

1. Parameters have been moved from the Qlik NPrinting Engine to the Qlik NPrinting Scheduler configuration file to ensure that all Qlik NPrinting Engines have uniform behavior.
2. Some parameters have been simplified for easier handling.

This guide covers three topics:

1. The migration to the new configuration. This is mandatory if you edited the web renderer settings in the Qlik NPrinting Engine config file.
2. Simplifying parameter settings (optional).
3. Editing parameters in the *renderer.config* file (for customers editing these settings for the first time).

Before migrating

Before upgrading your installation to Qlik NPrinting June 2020 Technical Preview, create backup copies of all your Qlik NPrinting Engine configuration files. By default, they are stored in *C:\Program Files\NPrintingServer\NPrinting\Engine\engine.config*.

Migrating the parameters

Do the following:

1. Stop the Qlik NPrinting Scheduler and Engines Windows services.
2. Copy any parameter you have previously set in your Qlik NPrinting Engine configuration files (the *engine.config* file of all your Engines) into the new file on the Qlik NPrinting Server computer: *C:\Program Files\NPrintingServer\NPrinting\Scheduler\renderer.config*. You may need to open the file in administrator mode.
3. If you have added any of the *webrendererer-mashup-qs* or *webrendererer-args* parameters, edit the string so they respect the format *opt1=val1;opt2=val2* with an equal sign between name and value and a semicolon to separate the options.

Reformatting examples:

engine.config (previous)	renderer.config (current)
<code><add key="webrendererer-mashup-qs" value="logging=net,ws&wssecure=1" /></code>	<code><add key="webrendererer-mashup-qs" value="logging=net,ws;wssecure=1" /></code>
<code><add key="webrendererer-args" value="-l=info - grpc-addr=127.0.0.1:51051 -e=1" /></code>	<code><add key="webrendererer-args" value="-l=info;- grpc-addr=127.0.0.1:51051;-e=1" /></code>

Simplify the parameters after the migration (optional)

If you edited any of the parameters *webrenderer-request-overall-timeout-msec*, *webrenderer-remote-request-timeout-msec* or *webrenderer-remote-request-js-timeout-msec*, you can simplify the setting of the timeout by using a single parameter that will set overall timeouts.

Do the following:

1. Take the maximum value between *webrenderer-remote-request-timeout-msec* and *webrenderer-remote-request-js-timeout-msec*.
2. Divide this value by 1000 to convert from milliseconds to seconds.
3. Use the calculated value to set *webrenderer-timeout-sec*.
4. Remove all *webrenderer-request-overall-timeout-msec*, *webrenderer-remote-request-timeout-msec* and *webrenderer-remote-request-js-timeout-msec* settings.

Configuration examples:

engine.config (previous)	renderer.config (current)
<pre><add key="webrenderer-request-overall-timeout-msec" value="300000" /> <add key="webrenderer-remote-request-timeout-msec" value="60000" /> <add key="webrenderer-remote-request-js-timeout-msec" value="30000" /></pre>	<pre><add key="webrenderer-timeout-sec" value="60" /></pre>
<pre><add key="webrenderer-request-overall-timeout-msec" value="300000" /> <add key="webrenderer-remote-request-timeout-msec" value="60000" /> <add key="webrenderer-remote-request-js-timeout-msec" value="90000" /></pre>	<pre><add key="webrenderer-timeout-sec" value="90" /></pre>

After modifying the configuration files, restart the Qlik NPrinting Scheduler and Engine Windows services.

Editing parameters in the *renderer.config* file

The parameters available in *C:\Program Files\NPrintingServer\NPrinting\Scheduler\renderer.config* let you change two basic operation settings.

Set the web renderer logging level to debug

If you want to set the logging level to debug only for the reporting web renderer:

1. Open the *renderer.config* file.
2. Set the value to `<add key="webrenderer-logs" value="verbose" />`.

This value is automatically set when the Qlik NPrinting Engine is set to debug log level in accordance with [Logging](#).

Increase the rendering timeouts

The rendering timeout is set by default to 30 seconds. This can be increased if there are timeout errors due to charts that render slowly.

Timeouts errors appear in the Qlik NPrinting Engine logs as *CefRenderingException* with the error code *SENSE_JS_RENDER_TIMEOUT* or *ErrorMaxJsAttemptsExceededResult*. To verify that the issue is generated by a chart that is slow to render, check the chart load time in the Qlik Sense app.

To increase the rendering timeout:

1. Open the *renderer.config* file.
2. Uncomment the *webrendererer-timeout-sec* option.
3. Set the desired value in seconds. For example, to set the timeout to 90 seconds, change the parameter to: `<add key="webrendererer-timeout-sec" value="90" />`.



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