

Qlik Sense Mobile November 2019

Release notes

Published: November 11, 2019

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Overview

The Qlik Sense Mobile app allows users to securely connect to a Qlik Sense Enterprise deployment from a supported mobile device.

Please refer to the What's new sections of the Qlik Sense online help for information about the new and updated features of Qlik Sense Mobile.

[What's new in Qlik Sense November 2019](#)

[What's new in Qlik Sense November 2019 \(Qlik Sense for Administrators\)](#)

For information about functionality, please refer to the online help.

[Qlik Sense Mobile app](#)

[Deploying Qlik Sense mobile](#)

Compatibility

For a detailed and updated list of supported mobile operating systems, devices, and compatibility with Qlik Sense Enterprise, please refer to Qlik Sense system requirements and supported browsers in help.qlik.com.

[System requirements for Qlik Sense](#)

[Supported browsers](#)

See the Qlik Sense Enterprise release notes for bug fixes, limitations, and other issues for Qlik Sense Enterprise.

Resolved issues

Qlik Sense Mobile comes with fixes for the issues described below.

Qlik Sense Mobile November 2019 (version 1.12.1)

Endless loading screen when logging in using an OKTA IDP

Jira issue ID: USC-2611

Description: Depending on OKTA configuration QSM may see an endless loading page when trying to login.

Qlik Sense Mobile September 2019 (version 1.11.1)

Login failure due to cookie subdomain syntax

Jira issue ID: USC-2496

Description: Qlik Sense Mobile will show a login failure dialog if an HTTP proxy is used and that proxy uses a cookie with a subdomain that starts with a ".".

This document covers the following releases:

Qlik Sense Mobile November 2019

Release: November 11, 2019

Note: This issue has been fixed on both Android and iOS versions of Qlik Sense Mobile.

Mashups are not scrollable after using the keyboard

Jira issue ID: USC-2501

Description: Mashups are not scrollable after clicking the search area or more generally performing any action that brings up the virtual keyboard.

Note: This issue has been fixed on both Android and iOS versions of Qlik Sense Mobile.

Qlik Sense Mobile June 2019 (version 1.10.1)

Qlik Sense Mobile for iOS does not use correct browser to open external link

Jira issue ID: USC-2260

Description: Qlik Sense Mobile fails to open externally linked Qlik Sense apps in a new browser window.

Server Log-in Attempt Failed

Jira issue ID: USC-2280

Description: Qlik Sense Mobile ignores cookies with a specific TCP port number and this might result in failing log-in attempts.

Qlik Sense Mobile April 2019 (version 1.9.1)

Mobile App failure on iOS - Message: Server log in attempt failed.

Jira issue ID: USC-2387

In Qlik Sense Mobile February 2019, when making HTTP requests, it does not include cookies associated with domains that are a proper suffix of the QSE virtual proxy domain name. As a result, in some cases where an HTTP reverse proxy is employed user, authentication may fail.

Qlik Sense Mobile February 2019 (version 1.8.1)

App not opening when using deep links to Qlik App

Jira issue ID: USC-1807

Description: When a user tries to access a deep link to an application/sheet/bookmark from an email, the launch fails if the Qlik Sense Mobile app is not already open in the background. The app fails to load and is stuck in the bubbles loading screen. If the user already has the Qlik Sense Mobile application open, the application launch is achieved successfully.

Qlik Sense Mobile November 2018 (version 1.7.1)

Qlik Sense Mobile app crashes when clicking an email link

JIRA issue ID: USC-1686

Description: In Qlik Sense Mobile June 2018, clicking email links embedded in tables causes the app to crash.

Qlik Sense Mobile authentication not working with secure login page

JIRA issue ID: USC-1699

Description: When trying to access Qlik Sense Enterprise April 2018 hub using Qlik Sense Mobile April 2018 app, the connection fails and the error "Server log in attempt failed" is returned.

Qlik Sense Mobile September 2018 (version 1.6.1)

Qlik Sense Mobile cannot authenticate with SAML + MFA

JIRA issue ID: USC-1556

Description: When using SAML Authentication with Single sign-on (SSO) or Multi-Factor Authentication, Qlik Sense Mobile fails to authenticate and throws a message: "Your license has expired. Ensure your internet connection is working and try again."

Qlik Sense Mobile April 2018 (version 1.4.1)

Edge of associations panel hidden

JIRA issue ID: SUI-3981

Description: The right edge of the associations panel is cut off on some mobile devices.

Last line of load script hidden

JIRA issue ID: USC-1307

Description: The last line of the load script in the Data Load Editor is hidden after closing the iOS keyboard.

Qlik Sense Mobile February 2018 Patch 1 (version 1.3.2)

Mobile app not able to connect to sense.qliktech.com

JIRA issue ID: USC-1337

Description: Mobile app cannot connect to a Qlik Sense Enterprise server if NTLM authentication is enabled on the server.

Qlik Sense Mobile February 2018 (version 1.3.1)

Bug fixes include performance and stability improvements, iOS integration improvements, and translation improvements.

Qlik Sense Mobile November 2017 Patch 1

Detailed diagnostics settings are not persisted on hard close of the Mobile app

JIRA issue ID: USC-1109

Description: When you disable detailed diagnostics in the Diagnostics window, and then force close the Mobile app, the detailed diagnostics setting is re-enabled when you start the app again.

Qlik Sense Mobile November 2017

Cannot export images or data from a chart in a Qlik Sense app

Jira issue ID: USC-783

Description: When you attempt to export a Qlik Sense chart as an image or as data, the link that is generated does not work.

iCloud Drive cannot be accessed from the Mobile app

Jira issue ID: USC-749

Description: The Mobile app cannot find photos in the iOS device's library for Qlik Sense apps.

Mobile app may have to be restarted when connectivity to the network while is lost

Jira issue ID: USC-830

Description: The Mobile app may freeze when your iOS device loses network connectivity.

Application overlay messages on Qlik Sense app icons do not clear status as expected

Jira issue ID: USC-722

Description: Informational messages appear on icons for Qlik Sense app that are offline, even if the app is not selected.

Selection that has been locked online works as data reduction when downloading a Qlik Sense app

Jira issue ID: USC-871

Description: If you lock selections in a Qlik Sense app when using that app online, and then download the app for offline use, data in the app will be reduced to only the subset that applies to that locked selection.

Camera on iOS device cannot be used from the Mobile app

Jira issue ID: USC-648

Description: You cannot access the camera on an iOS device cannot from within the Mobile app.

Qlik Sense Mobile fails to download Qlik Sense apps that use system fields like the \$Field in a filter pane, or use those fields as dimensions

Jira issue ID: QLIK-81484

Description: Downloading a Qlik Sense app that uses system fields returns an error. The error indicates that the app download failed, and that the network connection was interrupted.

Downloading too many Qlik Sense apps at the same time causes the Mobile app to become unstable

Jira issue ID: USC-879

Description: Downloading multiple Qlik Sense apps at the same time may cause some apps not to download, or may cause the Mobile app to restart.

The iOS keyboard hides the bottom of some windows, including the script editor in the data load editor, and the Add data window in the data manager. Scrolling is limited.

Jira issue ID: USC-703

Description: When editing a Load script in a Qlik Sense app, the script editor cannot scroll to show the entire script when the iOS keyboard is showing.

Text selection is limited in scripts in the data load editor

Jira issue ID: SUI-2114

Description: When editing a Load script in a Qlik Sense app, you cannot select text for editing functions such as copying or deleting.

Thumbnails can only be assigned to stories in the Mobile app from the App Overview screen

Jira issue ID: SUI-2211

Description: You cannot add thumbnails to a story from within a sheet view.

Cannot log into Qlik Sense server using SAML authentication

Jira issue ID: USC-471

Description: Qlik Sense Mobile will fail to log into a Qlik Sense Enterprise server if it uses SAML for authentication, and delivers the Qlik Session cookie in an HTTP 302 Redirect response.

Switching between LTE and Wi-Fi causes thumbnails to disappear

Jira issue ID: USC-744

Description: App thumbnails do not display after switching connections.

Qlik Sense Mobile 1.1 Patch 1

Mobile hub is not displayed

Jira issue ID: USC-837

Description: Qlik Sense Mobile includes an incorrect HTTP Host header value in some HTTP requests to the Qlik Sense Server. If you use an HTTP Proxy for routing requests between Qlik Sense Mobile and the Qlik Sense server, and that proxy relies on the host header, then Qlik Sense Mobile may not work at all.

Cannot open Mobile app in offline mode when there is network connectivity

Jira issue ID: USC-826

Description: The Mobile app cannot be opened offline when there is network connectivity, but no connection to a Qlik Sense server.

Some reverse proxy configurations caused login problems

Jira issue ID: USC-736

Description: The login process is aborted if the server requests a client certificate.

Users prevented from saving login credentials after they update their password

Jira issue ID: USC-806

Description: If a user has opted to have their password remembered by Qlik Sense Mobile, the user cannot change the remembered password unless they select the 'Forget' option.

Authentication fails in customer environment

Jira issue ID: USC-867

Description: Login fails if the authentication URL is the same as the hub URL.

Closing the Terms and Conditions window in the Mobile app opened Safari.

Jira issue ID: USC-822

Description: Safari browser is launched when the Terms and Conditions window is closed.

Known issues and limitations

The following issues and limitations were identified at release time. The list is not comprehensive; it does however list all known major issues and limitations.

General

- In Qlik Sense Mobile for Android with the option to download Sense apps only over Wi-Fi enabled, the download of Sense apps might fail if connecting over VPN. This is due to a change in Android 9.0 and later where a Wi-Fi networks might be set as metered.
Workaround: Once connected to the desired Wi-Fi network, make sure the network is set as unmetered in the Android settings.

- When using Qlik Sense Mobile, you can login using the same user ID from no more than two devices simultaneously. If trying to login from a third device, you must wait at least 5 minutes or the log-in will be unsuccessful.
- Third-party extensions are currently not supported on mobile devices, and the Qlik Trusted Extension Developer program does not accredit extensions for use on mobile devices. Depending on individual device specifications, mobile OS, and size of the Qlik Sense app, items generated using a third-party extension might fail to be visualized properly on a mobile device.
- Functionality for developing Qlik Sense apps using the Qlik Sense Mobile app is limited. These limitations are listed below, and include the following:
 - You cannot create breakpoints when debugging scripts in the Data Load Editor.
 - When working with large or complex datasets, the connection to the Qlik Sense server may be lost when you try to change table associations in the Associations view of the Data Manager.
 - If you zoom in on a sheet in a story, you cannot interact with the data in the sheet (make selections and so on).

Workaround: Create and develop Qlik Sense apps from a browser on a computer that is connected to your Qlik Sense Enterprise server.

Qlik Sense Mobile app

- In Qlik Sense Mobile for Android, a user may get “Connection Lost error dialog”. This can happen when transitioning between Wi-Fi and LTE networks. Press the dialog's refresh button to proceed.
- “Find my location” option in maps is not available in Qlik Sense Mobile even if the Location finder option is enabled.
- After the Google Chrome Android app update 72.3626.74, a new security setting prevents Google Chrome app from opening Qlik Sense Mobile if the app has not been previously open. This prevents from adding new servers to add a server via a Client Authentication link. This limitation is specific to Qlik Sense Mobile running on Android OS.
- Workaround: open the Qlik Sense Mobile app before attempting to add a new server via Client Authentication link using Google Chrome app. Alternatively, use a different web browser app.
- The Gmail email client does not support opening Qlik Sense Mobile deep links.
- If using Qlik Sense Mobile for Android app, the app might fail to be launched over 3G data network. The issue affects Dual SIM devices only. This limitation is related to an issue in Qualcomm platform code, specifically in their modem software. Some mobile manufacturers (such as Sony or Samsung) have fixed the issue on their devices, while others haven't (such as Xiaomi or OnePlus).
- If the Qlik Sense Mobile app is terminated by the Zimperium Engine, it might still be shown as running. However, the app is in fact terminated and the described scenario is caused by a visual glitch.
- After VPN connection is established on login in Qlik Sense Mobile, if QSM is backgrounded for a time and then foregrounded the VPN connection will not be re-established.

Workaround: Users must logout and login to re-establish the connection. Alternatively, users can manually start the VPN client on the device.

- You cannot create new Qlik Sense apps in the Mobile app. You have to create new Qlik Sense apps in a browser connected to Qlik Sense Enterprise.
- To get new Qlik Sense apps to appear in the Mobile app hub, you have to log out of the Mobile app, and then log in again.
- RAM and CPU system recommendations are not currently available for the iPad. See the *Developing Qlik Sense apps* section below. A Qlik Sense Mobile FAQ (*Qlik Sense mobile iOS FAQ*) is also available in Qlik Community,
- Qlik Sense Cloud connectivity is not supported.
- OMIT is not supported for section access.

- User-created sheets appear together with base sheets when a Qlik Sense app is opened offline. Additionally, user-created sheets and base sheets are not properly sorted.
- Split screen and slide over on iPad are not supported, and should be not used.
- Background maps are not visible in an offline app.
- Authentication link does not work on iPhone with iOS 10.3.
- If you launch the Qlik Sense Mobile app, select a server, and then you don't enter your credentials until after the session timeout, the access will not succeed.
Workaround: instead of entering your credential, press back button, select the sever from the server list again, and enter your credentials.
- When the download of a Qlik Sense app is requested from the server, the Qlik Sense engine prepares the app for download. If the app is not ready for download within 90 seconds, the download is aborted. This can happen when you download large or complex apps. See the *Developing Qlik Sense apps* section below.
- When downloading a Qlik Sense app, if the connection to the Qlik Sense server is lost for 15 seconds, the download fails. The download must be started again manually.
- You cannot create breakpoints when debugging scripts in the Data Load Editor.
- You cannot launch Help from the commands in the Data Load Editor.
- You cannot reposition the canvas in the Data Model Viewer to move tables into view.
- Extensions that require access to online resources will not work when there is no network connection. When there is a network connection, the extensions will work when the app is opened online or offline.
- Server-side extensions are not supported.
- If the Mobile app is sent to the background while the iOS native media selection dialog is open, you will have to restart the Mobile app to be able to select media files.
- If you zoom in on a sheet in a story, you cannot interact with the data in the sheet (make selections and so on).
- Objects, such as shapes and effects, cannot be dragged downwards after being selected in the object dialog window. You must first drag the object to the left, out of the dialog window.
- You cannot open some restricted access Qlik Sense apps in the Qlik Sense Mobile app. Trying to do so may freeze Qlik Sense Mobile on the app loading screen with a background message stating that access is denied. If this occurs, minimize and then maximize the Mobile app to view and clear the message on your iOS device. Consult your system administrator about access settings on the Qlik Sense app.

Developing a Qlik Sense app for the Mobile app

- Qlik recommends developing apps in a browser on a computer connected to a Qlik Sense server. All Qlik Sense apps should be downloaded and tested on an iOS device with similar system specifications as those devices to which the app will be published.
- Consider the size and complexity of Qlik Sense apps when they are being developed for consumption in the Mobile app. Qlik Sense apps need to work within constraints of iPad CPU, RAM, and available space. Note that the Mobile app runs a local version of the Qlik Sense engine.
- After opening an app in the Mobile app, if you want to open that same app without data in a browser, you have to wait 30 minutes.
- If you work on Section Access in the Mobile app, you have to wait 30 minutes before you can continue working on it in a browser, and see the effects of any rule changes.

Qlik Sense Mobile and AirWatch

- For best performance and stability, VMware Tunnel version 3.0.0 or later must be used. This App can be downloaded and installed from the Apple App store.

- When trying to log into Qlik Sense Enterprise from Qlik Sense Mobile, if a user delays completing the log in process, the Qlik Sense server cannot process the request.
Workaround: Click the back button in Qlik Sense Mobile, select a server, and then log in again.
- When viewing an app in offline mode while you are connected to the VMWare VPN, if the VPN connection is lost while the offline app is open, you will get a “connection is lost” message.
Workaround: Click the Refresh button in the error message.



About Qlik

Qlik is on a mission to create a data-literate world, where everyone can use data to solve their most challenging problems. Only Qlik's end-to-end data management and analytics platform brings together all of an organization's data from any source, enabling people at any skill level to use their curiosity to uncover new insights. Companies use Qlik to see more deeply into customer behavior, reinvent business processes, discover new revenue streams, and balance risk and reward. Qlik does business in more than 100 countries and serves over 48,000 customers around the world.

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