

Qlik Sense Mobile iOS FAQ

This frequently Asked Questions document is intended for version 1.1

This is what you can / can not do with this document

Client

Q: What versions of iPad and iOS are supported?

A: iPad Air 2 or greater, iOS 10.x and above.

Note: iPhone and iPad mini are not supported at this time.

Q: What size apps are supported?

A:

There is no specific limitation we place on the app size. Bear in mind that there are two numbers at play.

1. Size on disk: Size on disk is limited by your HW. We will allow you to download any size dashboards you like. We do not recommend anything larger than say 50MB as the download time gets annoying for the end user. I personally download 2-300MB files regularly.

2. Size in RAM: Even a very small Qlik Sense app can use a lot of RAM if you write expressions that chew on RAM. Perhaps you have very wide fact tables with a lot of calculated dimensions. In such cases, the answer is the same as you would expect on a server. Test your app to see what its RAM footprint is and ensure that it fits that hardware you are deploying it on. iPad has limited RAM and a lot of that is consumed by iOS and background apps. Mobile users have very specific needs which typically require much smaller apps.

Q: Do extensions work in the iOS app offline and online?

A: Yes.

Q: Can I create custom applications and mashups with this?

A: At the moment, mashups are not supported.

Q: Can I send out the Desktop authentication link using any virtual proxy?

A: No, the current release allows for the desktop authentication link to only be generated against the Central Virtual Proxy.

Q: Can I create content on iOS?

A: All downloaded Qlik sense apps are read only and cannot be edited in any way.

Q: What types of access passes work with offline?

A: User Access passes only. Login access and core licensing is not supported.

Q: Does security / section access work?

A: Section access does work. The entire application is downloaded and section access is applied.

Q: Is the whole engine running on iOS or is it doing snapshots of data?

A: The entire engine is running on the iPad. Its the exact same codebase that powers our enterprise server and cloud. At the moment , we have built a few limitations in the app to limit what you can do with the engine. This allows us to slowly introduce functionality to users so we do not overwhelm users and ourselves. The limitations, broadly speaking, are:

1. No content creation when offline
2. No editing apps when offline
3. No access to the data model when offline

Q: How do I synch apps from my server to the iPad?

A: You can manually update all downloaded apps by pressing the download button. We will make this nicer and automated in the future.

Q: What happens if I try to synch an app that is too big for the device?

A: Currently, the app crashes rather unceremoniously and you have to restart the mobile app. If a dashboard continuously causes the app to crash, you should make the app smaller than it currently is. We are working on making this a bit more elegant for the September 2017 release.

Deployment

Q: What versions of Qlik Sense Enterprise is supported?

A: September 2017

Q: What is Testflight and does my customer need to use it?

A: TestFlight is an Apple tool, used for distributing iOS apps to beta testers. You can read all about it here: <https://developer.apple.com/testflight/>. Only those customers who are participating in beta testing need to use TestFlight. End users and customers who deploy the app in production should do so via their enterprise app stores.

Q: How is my customer supposed to download and install the iOS app?

A: End users and customers who deploy the app in production should do so via their enterprise app stores. The iOS app will not immediately be available in the public Apple App Store. See vpp.itunes.apple.com.

Q: Can the iOS app connect to Qlik Cloud?

A: No

Q: How does this work with EMM vendors such as Blackberry, MobileIron, Airwatch?

A: In the case of Apple iOS devices, device-level VPN is fully supported on iOS 10 or greater while using a browser or the Qlik Sense iOS app. Per-app-VPN is only supported with browsers accessing the Qlik Sense Hub on iOS11. Additionally, Qlik Sense Hub is fully supported using BlackBerry Access browser on all device operating systems including iOS 10 or greater.

Security Questions

Q: What authentication is supported?

A: NTLM, Default or "Friendly" web form, HTTP Basic, HTTP Digest, HTTP Redirects, SAML are supported. Kerberos and certificate authentication is *not* supported. Note, however that only the central proxy currently supports the magic link, so some of these configurations may not be currently possible as the central proxy is usually left as Windows authentication.

Q: My customer does not use the default Qlik webform and instead plans to use an alternative or inhouse or proxy supplied webform for authentication. Should I know something?

A: The app relies on the webform being coded correctly in order to "remember" usernames and passwords. If this specification is not followed properly, the user will be forced to enter username and password every single time they use the app:

Field	CSS selector of DOM element
Username text field	.qlik-username
Password text field	.qlik-password
Login button	.qlik-submit

Q: Does security / section access work?

A: Section access does work. The entire application is downloaded and section access is applied.

Support

Q: Where does a customer go if they have trouble?

A: Customers should contact Qlik through their regular support channels.

Veeva

Q: What is the difference between Veeva's new MyInsights and Qlik Sense / Qlik Sense Mobile iOS?

A: Veeva MyInsights allows companies to customize the Veeva CRM interface. It can help when CRM users need a visual way to display their CRM information that is completely integrated with the CRM system and capabilities. Qlik is for all users (CRM and otherwise) and allows customers to explore all data (Veeva and beyond) and attain true enterprise BI and analytics. The technologies are complimentary and can be integrated to simplify the user experience.

Q: Is Veeva CRM Mobile competitive with Qlik Sense Mobile iOS?

A: Clients are likely to use both...for different reasons. Veeva CRM Mobile will be used for summary level access to Veeva CRM data. Qlik Sense Mobile iOS will have summary and detailed data and can include Veeva and non-Veeva related data. Qlik Sense Mobile iOS allows customers to take greater volumes of data offline to explore while disconnected. Veeva CRM Mobile is not positioned for full analytics.

Q: Can we create in-app links to easily navigate from Veeva's CRM Mobile application Qlik Sense Mobile Offline iOS app?

A: Qlik and Veeva are working together to provide for ease of use with the two complimentary products. However, smart linking doesn't exist yet. It's simply not an option right now, but we expect to see something from Apple in early summer.