



ATK Consulting Group

QlikView iPhone Client Guide





This document will act as a guide/FAQ for people wanted to use the QlikView iPhone client.

1. Latest Version

Version 4.0.2 is now available for download at iTunes AppStore. Read the release notes [here](#).

Download at <http://itunes.apple.com/app/qlikview/id309326546>

2. Getting started

Installation

In order to use QlikView for iPhone to access your own documents, as opposed to the documents on demo.qlikview.com you need to go through the following steps:

1. Install IIS on your machine (Not needed for QlikView Server 9.0)
2. Install QlikView Server (8.5 SR2+ or 9.0) on your machine including the AJAX Zero Footprint Client. (If you have a QlikView Small Business Edition Server please contact Support to have your license upgraded to support AJAX Zero Footprint Client.)
3. Download and install the QlikView iPhone client via iTunes App Store.
4. Start the app, and tap the Settings button in the top right corner on the first screen.
5. Tap "Add Server"
6. Add details for accessing your QlikView Server.

You can enter your server URL in three different ways:

- *MyServer* (connects using HTTP)
 - <http://MyServer>
 - <https://MyServer> (secure)
- MyServer* can be entered using the server name/DNS or the IP address.
When you are done tap the "Save" button to go back to the "Settings" screen.

7. Tap the "Documents" button to go back to the Server screen.

8. Enjoy!

Creating applications

There are a few things to consider when developing applications that should be viewed on the iPhone client:

1. Group Sheet Objects into Sheets so that they make sense without requiring a screen position. However not too many Objects per Sheet. Perhaps max 10 objects, and max 4 charts. (Charts take up the most resource.)
2. All objects should be maximized
3. Charts should have white backgrounds
4. Charts should be brightly colored, and colors should match on a sheet (some great examples on "Executive Dashboard")



5. Charts should have axis titles
6. Charts should not have cycle groups or scroll bars
7. No need for Current Selections or Bookmarks objects on the sheets. However, you should assign some interesting bookmarks to be saved in the document.
8. Make use of location services by adding two listboxes, preferably to a separate sheet, one name "longitude", and one name "latitude".
9. Consider reducing data before distribution to reduce data traffic.
10. Keep in mind that not all fonts are supported by the iPhone.

3. FAQ

Deployment

Do you recommend the iPhone-Client in an enterprise environment at this point?

We believe it is now robust (since 1.1), and secure (version 2.0 saves user details in the Keychain). Please note the functionality is limited so some applications might be more suitable than others.

Development

The GPS locator service does not work with metric style longitude and latitude (52,6547 and 23,5464) How can you program around that?

Longitude/Latitude data has to be in decimal degree form according to WGS 84. A decimal point (.) should be used.

How can we implement GPS locator service into QlikView application?

You need two list boxes on the same sheet. One named "Longitude" and one named "Latitude" containing WGS 84 decimal degree values. (Example: Longitude = 55.702854, Latitude = 13.192913) These should have relationships to the rest of your QV model. When the user opens a sheet with these objects GPS location selection will be triggered.

Which QlikView objects are currently supported?

Currently (from version 2.0) we offer limited support for: Listboxes, Charts, Tableboxes, Straight tables and Pivot tables. Since there are functions for Bookmarks and Current selections built into the application the corresponding objects will not be supported. Please note that the iPhone Client is still under development and more features will be added shortly.

What is the logic behind the order in which objects are displayed in the cover flow?

Listboxes, Charts, Tables. The order within each group is currently arbitrary.

Document access

Where does the list of applications reside?

The list of application is created based on the contents of the root folder and the folders mounted on the QlikView Server. Setting the "Use Mobile Directory" option limits the list to documents in the subfolder "Mobile" of the Qlik View Server root folder.

I have added the address to my server as qvp://MyServer but I don't see any documents. Why?

The qvp protocol is not supported. Use "MyServer", "http://MyServer" or "https://MyServer".



Can I use Access Point in Conjunction with the iPhone?

The QlikView application does not currently use the Access Point.

When I try to access my server I get an error message saying "No authorized documents found". I can see the documents using the Access Point. Why can I not access my documents using the iPhone client?

There are some limitations in the authentication setup when using iPhone clients. There is a [separate page](#) describing how to set up your QlikView Server and QlikView Web Server.

Is Section Access supported?

Partly, yes. Document access is supported when using NTNAME, data reduction is NOT supported in any case.

Hardware

What hardware do I need to run the iPhone client?

All generations of iPhone and iPod Touch are supported, using firmware version 3.0 and later.

License

What client license arrangements do I need in order to use QlikView for iPhone?

The iPhone client uses a standard user CAL. As long as you log on using the same credentials you are using the same CAL as on your desktop computer.

Can I run the iPhone client with the Small business edition of QlikView Server?

Yes, but you will have to contact support to have your license upgraded.

Security

I don't want my user credentials or data sent across the web unencrypted. Is encryption supported?

Yes. Set up a VPN connection to access your server. This works for both wifi and cellular network connections. Apple has a knowledgebase article on setting up VPN on your iPhone/iPod here:

<http://support.apple.com/kb/HT1424>

How do I connect my iPhone to QlikView Servers which reside inside a company's firewall?

Using VPN

What ports need to be open on my QlikView server to communicate with the iPhone?

80 for HTTP or 443 for HTTPS

Does the QlikView Server have to be open to the internet?

No, you can reach QlikView servers that reside inside a company firewall by using VPN.

Does the iPhone Client support https-protocol?

Yes - in the server entry page you can specify a server in three different ways:

- demo.qliktech.com
- http://demo.qliktech.com
- https://demo.qliktech.com (secure)

Is the client and server secure from typical hacking technologies (sniffing, phishing etc)?

It is as secure as your VPN and/or HTTPS connection. VPN secures you over the public WAN, HTTPS keeps your credentials and traffic encrypted over the local network.

From version 2.0 the user credentials are stored in the Keychain. If you don't want to store your password on your device leave it out when setting up the server. You will then be asked for your password each time you open a document.



Can the iPhone client work with secure connections?

Yes, as long as the server uses one of the following security modes: Basic or NTLM

Server

How do I create a "mobile" directory?

Just create a directory named "mobile" in the QlikView Server root folder.

What versions of QlikView Server are supported?

Any version later than 8.5 SR2 is supported. (Exception: Small Business Edition of QlikView Server)

Can I specify the connection by the IP address?

Yes. Tap the "Settings" button on the server screen. On the Server screen tap "Add Server" or select one of the existing servers. Enter the IP address in the URL box.

Support

Which iPhone QlikView client versions are supported?

Only the version currently available at iTunes App Store will be updated.

Technology

What technology is being used for the iPhone client?

The iPhone QlikView client is a native iPhone application. QVPX, a SOAP-like interface, is used to connect to the QlikView Server.

Usability

How do I select multiple values in a listbox?

Tap each value individually. Wait for the listbox to reload after each value. Tapping an excluded (gray) value will include it in the current selection if it is not in conflict with selections made in other listboxes. In case of a conflict all conflicting values will be deselected before selecting the tapped value.

How do I make a selection in charts?

To make selections in charts, touch and hold for one second in the area you wish to select. A square with movable corners and two buttons is displayed.

Tap and drag the corners to mark the area you wish to select.

Tap "Select" to select the marked area or "Cancel" to keep the current selection.

How is the usability compared to all other QlikView Clients?

Multiple selections in a listbox is different (see separate question). The relative placement of objects on a sheet is not relevant.

Why does the scrollbar in my graph not work?

Charts are represented as bitmaps. Scrollbars must be avoided for applications intended for the iPhone.

What should I consider when creating applications to be viewed on the iPhone client?

There are some design guidelines in the [Creating applications chapter](#) in the Getting started section of this document.

Versions

Are updates automatically installed on the client, or must I check for new versions?



iTunes on the desktop and the App Store icon on the iPhone will display notifications in the form of a red badge when a new version is available. You must then manually instruct iTunes to download and install updates.

How do I update my application?

The only way is to download the application via the iTunes App Store on the device or on the desktop.

Do the QlikView Server and iPhone QlikView client versions need to be in sync?

No. However, we are continuously adding new features so please make sure that you are using the latest version of the iPhone client. The iPhone client is compatible with all QlikView Server versions later than 8.5 SR2.

Where can I download the application?

Via the iTunes App Store on your desktop or on your iPhone.