

Memo

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This document contains frequently asked questions answered from the iPhone developer. This is also posted in Wiki on QlikCommunity. For more questions, please post it in Wiki.

Connections:

Q: How iPhone users connect to QlikView Servers which reside inside a company's firewall?

A: Using VPN

Q: How to specify the connection over the IP-address?

A: After downloading the iPhone client, go to "edit" to specify the settings, and specify the IP address.

Q: Can the iPhone client work with secure websites?

A: As long as the server uses one of the inbuilt security models (ie Basic or NTLM) then yes, secure connections are supported.

Q: What ports need to be open on the QlikView server to communicate between iPhone and QlikView Server?

A: Just port 80 for HTTP or 81 for HTTPS

Q: Can we setup apps on our laptops with QV Server and then make them accessible to an iPhone?

A: If you are running QVS on your laptop then yes

Q: Where does the list of apps reside? Server Access Point?

A: In the server's document folder. If a folder called "mobile" is there, then it takes the priority to display applications for iPhone.

Q: Does the QV-Server have to be open for the internet?

A: No - as long as you can reach it via VPN you are OK

Q: Does the iPhone-Client support https-protocol?

A: Yes - in the server entry page you can specify a server like this:-

- demo.qlikview.com
- <http://demo.qlikview.com>
- or (secure) <https://demo.qlikview.com>

Q: Is the client/server secure under the aspect of typical hacking technologies (sniffing/phishing etc)?

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

One issue is that we currently store credentials in plain text on the iPhone. If somebody stole and jailbroke an iPhone they could find stored credentials.

Q: If I expose my data on the internet, how can I keep it secure so that only my business iPhone users can access the data securely?

A: VPN

Q: How can I use Access Point in Conjunction with the iPhone?

A: Not Supported at the moment.

Developers/Administrators:

Q: How can iPhone-challenged-developers (people who don't have one) test an iPhone app?

A: You need either an iPhone or an iTouch

Q: What technology is being used for the iPhone client (AJAX?)?

A: QVPX (which is a SOAP-like interface - essentially xml envelopes over TCP/IP)

Q: Which QlikView functionalities are not supported by iPhone?

A: At the moment **supported** functionality is Listboxes, Charts, Straight tables (objects), Bookmarks and Current Selections (not as objects).

Q: How is the usability compared to all other QlikView Clients?

A: QlikView for iPhone is designed to work with the limited screen size, input mechanisms, and computing power available to mobile devices. For this reason all layout data pertaining to a Sheet Object's sheet position and size are discarded. QlikView for iPhone displays a single "main" sheet object at a time, whilst offering navigation to other objects via live Coverflow style interface. It is recommended that layout or groupings are applied by adding Sheet Objects to different Sheets.

Due to the above constraints, only limited Sheet Object types are available in the current release - those being List Boxes, Charts, and Straight tables (without tables, and only supporting fixed length columns).

Bookmarks and Current Selections are also available, though not via Sheet Objects.

UI design tips:

1. Group SheetObjects into Sheets so that they make sense without requiring a screen position
2. Charts should have white backgrounds
3. Charts should be brightly coloured, and colours should match on a sheet (some great examples on "Executive Dashboard")
4. Charts should have axis titles
5. Charts should not have cycle groups or scroll bars
6. Tables should be simple/straight tables only
7. All objects should be maximised
8. No need for Current Selections or Bookmarks objects on the sheets
9. However, we should assign some interesting bookmarks to be saved in the document
10. It would be great to make use of location services (on a single sheet, add two listboxes, one name longitude, and one name latitude)
11. Not too many Objects per sheet - Charts take up the most resource. Perhaps max 10 objects, and max 4 charts.

Q: Is the access via iTunes the only way to install/update the client, or can it also be managed internally?

A: Via iTunes is the only way at the moment.

Q: How does version/release maintenance work?

A: Via iTunes update mechanism

Q: What does the architecture look like to get the data outside of a companies' internal firewall and into the iPhone?

A: VPN

Q: How much data has to go over public channels, how secure is it (can it be encrypted, etc)?

A: VPN/HTTPS

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

A: Longitude/Latitude **must** be decimal. You should convert using your QlikView script.

Q: Are updates automatically maintained on the client, or does it require checking?

A: iTunes (on both the device, and on the desktop) will display notifications to the user in the form of red bubbles. The user must manually instruct iTunes to download and install updates, however.

Q: Do the server and client versions need to be in sync?

A: No, though you should **always** have the latest version of the iPhone software. This will be backwards compatible with all QVS past 8.5 SR2

Q: Where do we download the client?

A: iTunes

Q: Any tips and tricks on creating applications for iPhone

A: Keep it simple. More sheets, less objects per sheet. Use bookmarks.

Q: How does QVS identify a user connected with iPhone?

A: Via whatever method your webserver uses to authenticate you - NTLM or Simple Authentication most probably

Q: From which QVS version is iPhone client available?

A: 8.5 SR

Q: Does a customer have to pay extra for this capability or just have QV Server with CAL's?

A: Need CALs

Q: How can we implement GPS locator service into QlikView application?

A: You need two listboxes on the same sheet. 1 named Longitude and 1 named Latitude. This 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.

Q: iPhone requires Zerofoot print client, so does that mean the Small Business edition server cannot enable iPhone client

A: Correct. Enterprise edition is required.

Q: How do CALs work for the same user but from a machine and iPhone?

A: CAL can work across any/all clients (including iPhone). It's the same as connecting from AJAX and plug in, for example. As long as you're the same user (i.e. Same credentials) you use one CAL.

Others:

Q: Do we have demo scripts available for applications on the iPhone (Maybe just for CFO_iPhone.qvw)

A: No.

Q: Can we recommend the iPhone-Client in an enterprise environment at this point?

A: That depends on what they want to do with it! I believe it is now robust (since 1.1), and secure (local password storage aside).

Q: Will there be an iPhone implementation User Guide?

A: It is in work-in-progress and will be available soon