Qlik Gold Client™

Qlik@

Security User Guide 8.7

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Introduction

This document serves as a guide for enabling and configuring the security authorization for use with Qlik Gold Client. This guide will explain the Gold Client authorization object and other authorizations required to execute different parts of the software.

Additional security is built into the tool so when Gold Client is installed in production the import functionality and selective deletion functionality is disabled.

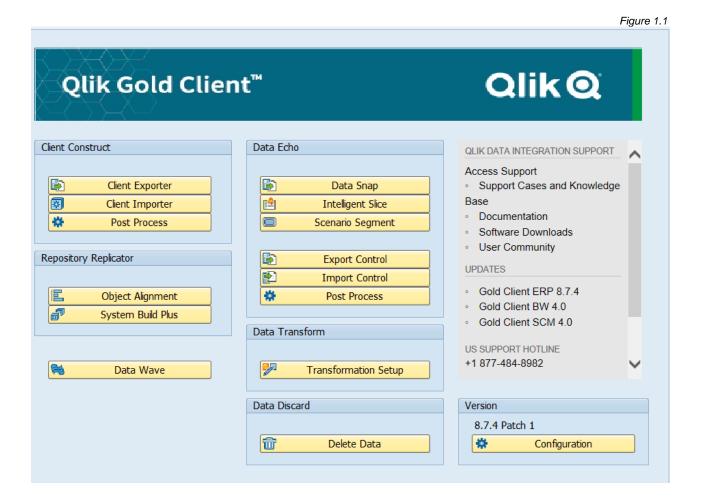
Gold Client Security Object

Gold Client delivers its own authorization object ZGCSGCSGCS. Each button on the main Gold Client screen can be activated or deactivated with this authorization object. Along with this object there are additional authorizations needed to enable the Gold Client user to use the software.

Authorization Object ZGCSGCSGCS

The authorization object ZGCSGCSGCS when added to a role gives the ability to enable or disable certain functions within Gold Client. The authorization is controlled by enabling or disabling each button within the various Gold Client screens. Qlik Gold Client does not deliver pre-built roles for authorization object ZGCSGCSGCS in order to allow for customers to create their own roles based on their business processes.

Below is the main screen of Gold Client Solutions (Fig. 1.1). Each button displayed on this screen and all subsequent screens are controlled by the various activities within authorization object ZGCSGCSGCS.



Authorization Object Activities

There are a large number of activities assigned to the Gold Client authorization object ZGCSGCS (Figs. 1.2 through 1.4). Qlik Gold Client groups security activities in numeric order based on the functionality they serve. Screenshots below show the activities assigned to authorization object ZGCSGCSGCS.

Figure 1.2

	Figure 1.2
01	Client Construct: Client Exporter: Transport Request
02	Client Construct: Client Exporter: Direct Export
03	Client Construct: Client Importer: Transport Request
04	Client Construct: Client Importer: Direct Input
05	Repository Replicator: Object Alignment
06	Repository Replicator: Create Transport of Object Difference
07	Repository Replicator: Recall Previous Run
08	Repository Replicator: Additional Objects
09	Repository Replicator: System Build Plus
10	Data Echo: Data Snap
11	Data Echo: Data Snap: Schedule Job
12	Data Echo: Data Snap: Show Count
13	Data Echo: Data Snap: Save As Scenario
14	Data Echo: Data Snap: Import Trigger
15	Data Echo: Data Snap: Subset Sync
16	Data Echo: Data Snap: Data Transform
17	Data Echo: Data Snap: Data Type Manager
20	Data Echo: Intelligent Slice
30	Data Echo: Scenario Segment
31	Data Echo: Scenario Segment: Scenario Manager
32	Data Echo: Scenario Segment: Data Type Manager
40	Data Echo: Export Control
41	Data Echo: Export Control: Change Mode
42	Data Echo: Export Control: Create Export ID
43	Data Echo: Export Control: Delete Export ID
44	Data Echo: Export Control: Show All Exports
45	Data Echo: Export Control: Execute in Foreground
46	Data Echo: Export Control: Schedule Job
47	Data Echo: Export Control: Import Trigger
48	Data Echo: Export Control: Subset Sync
49	Data Echo: Export Control: Data Transform
50	Data Echo: Import Control
51	Data Echo: Import Control: Details
52	Data Echo: Import Control: Report

Figure 1.3

Data Echo: Import Control: Execute in Foreground Data Echo: Import Control: Schedule Job Data Echo: Import Control: Delete Files Data Echo: Import Control: Generate & Activate IM Data Transform: Transformation Setup Data Transform: Change Rules Data Transform: Maintain Disallowed Fields Data Transform: Maintain List Values Data Transform: Maintain Default Rules Data Transform: Maintain Default Rules Data Transform: Export TRA Details Data Transform: Display Transformed Fields Data Discard: Delete Data Data Discard: Details Data Discard: Report Data Discard: Execute in Foreground Data Discard: Schedule Job Data Discard: Delete Files Configuration: Display Only Configuration: Installation/Setup Configuration: Framework: Display Only Configuration: Utilities Configuration: Utilities Configuration: Utilities: Finance Configuration: Utilities: Conversions	ure 1.3
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86 Configuration: Utilities 87 Configuration: Advanced Utilities 88 Configuration: Utilities: Finance	cess
87 Configuration: Advanced Utilities 88 Configuration: Utilities: Finance	
88 Configuration: Utilities: Finance	
89 Configuration: Utilities: Conversions	
90 Scenario Manager: Manage All Users	
91 Configuration: Utilities: HR	
100 Data Wave: Cockpit	
101 Data Wave: Prepare Client	
102 Data Wave: Copy Config and Users	
103 Not Applicable	

Figure 1.4

	rigule 1.4
105	Data Wave: Import Client Data
106	Data Wave: Reset Client Data
107	Data Wave: Delete Data
110	Data Wave: Client Construct Import
111	Data Wave: Data Echo import
112	Data Wave: Post Processing
115	Data Wave: Identify and Export
116	Data Wave: Data Discovery
117	Data Wave: Client Construct Export
118	Data Wave: Data Echo Export
120	Data Wave: Export Status
125	Data Wave: Import Status
130	Data Wave: Configuration

Sample Roles

The following are three sample roles for using Gold Client. They are examples of how the authorizations can be configured for different users and can easily be adjusted for different activities depending on the user's role. During the installation and training of the Gold Client software, roles and responsibilities will be discussed.

Basis Role

A sample Basis role would enable the Basis resource to execute all parts of the Gold Client tool. In most cases, the Basis team will be responsible for moving data from a source client to the target client during a client build for your organization. The following screenshots (Figs. 1.5 - 1.7) demonstrate which activities are recommended for the Basis resources in order to use Gold Client fully.



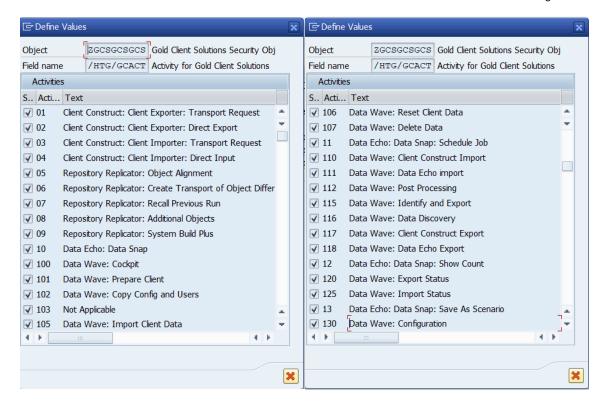


Figure 1.6

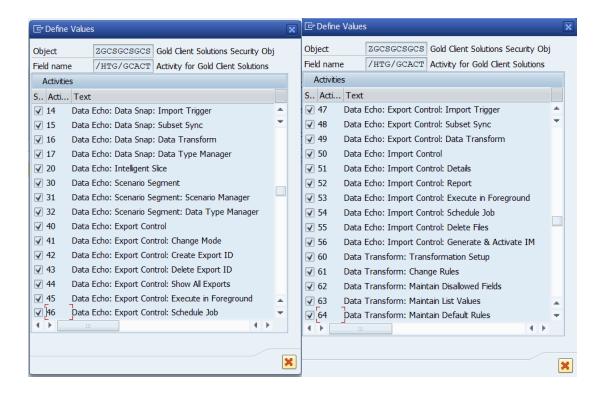
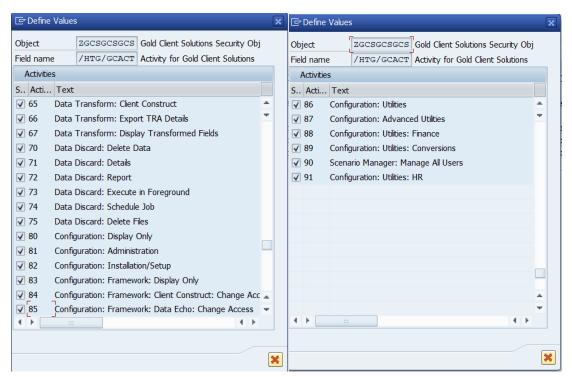


Figure 1.7



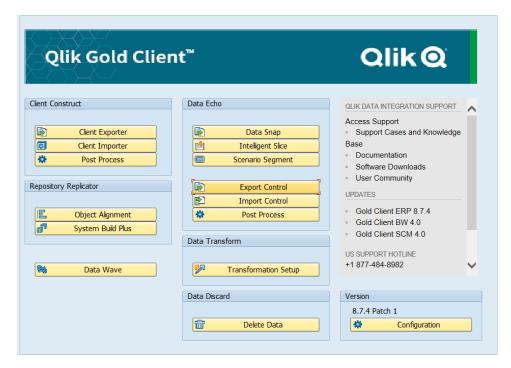
Basis Role - Gold Client Screen Example

The sample Basis role will display as follows in your SAP Production System (Fig. 1.8) and other non-Production Systems (Fig. 1.9)

Figure 1.8



Figure 1.9



Super User Role

A sample Super User role would enable the same activities as the Basis role but excludes those functions that are typically specific to just Basis Resources (Client Construct and Repository Replicator). The following screenshots (Figs. 1.10 - 1.12) demonstrate which activities are recommended for the Super User Role in order to use Gold Client.

Figure 1.10





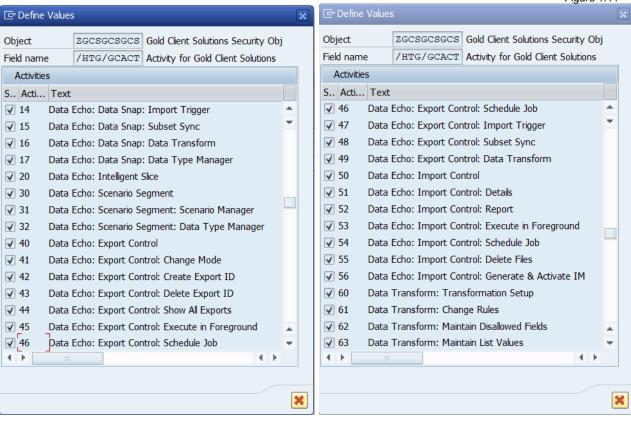
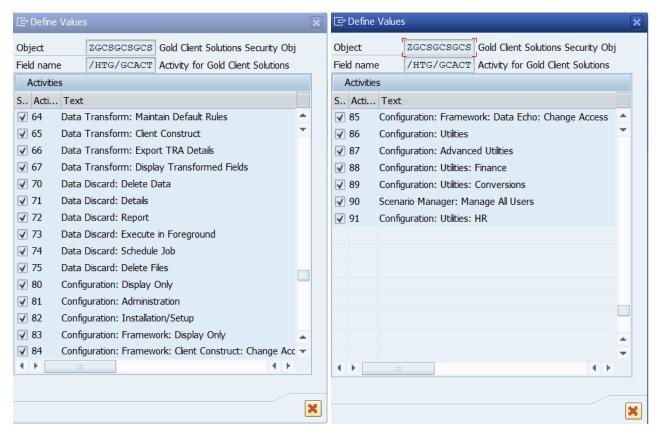


Figure 1.12



Super User Role - Gold Client Screen Example

The sample Super User Role will display as follows in your SAP Production System (Fig. 1.13) and non-Production Systems (Fig. 1.14). Make note that any activities not assigned will be greyed out within the Gold Client screens and users will not be able to utilize those buttons/activities for which they are not assigned.

Figure 1.13

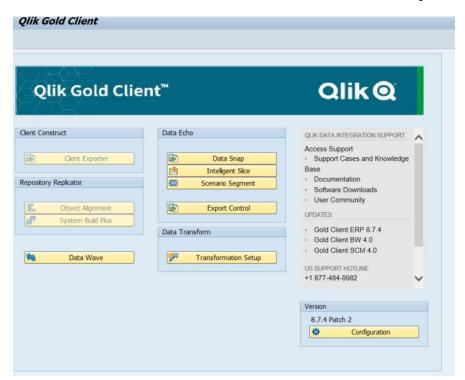
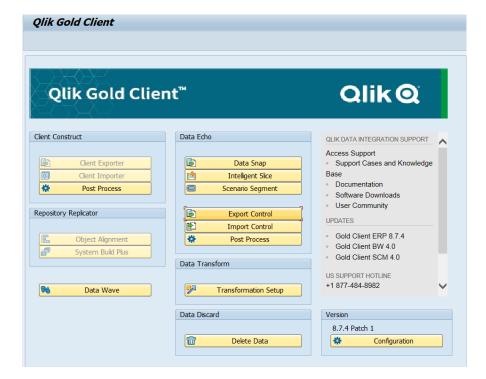


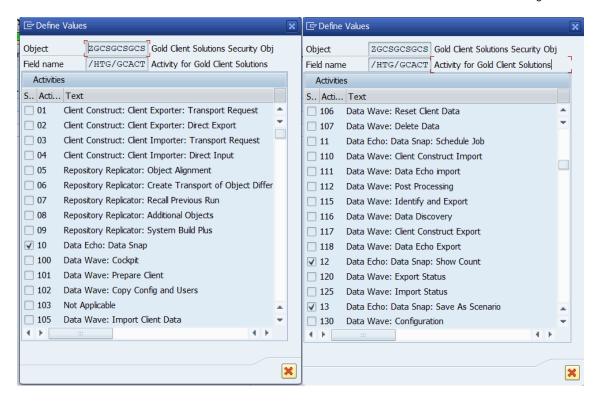
Figure 1.14



End User Role

The sample End User Role enables authorization to define the data criteria for exports and to build an Export ID but does not allow for exporting or importing of data. This example also enables the use of Utilities and the ability to display the Framework for Client Construct and Data Echo, but not the ability to change the Framework. The following screenshots (Figs. 1.15 - 1.17) demonstrate which activities are recommended for the Super User Role in order to use Gold Client.

Figure 1.15



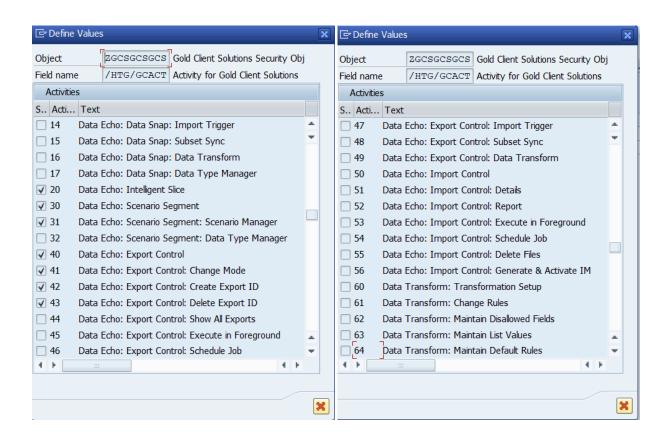
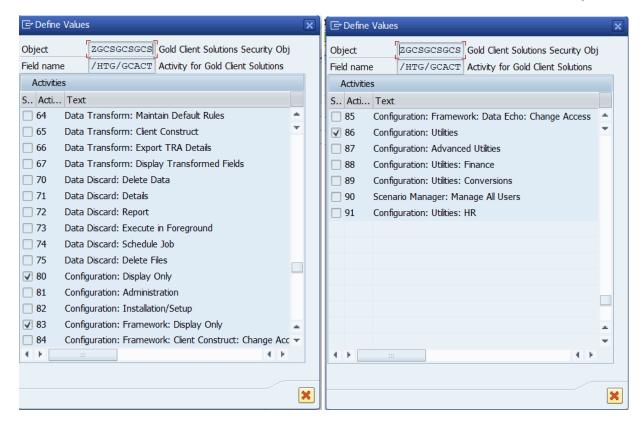


Figure 1.17



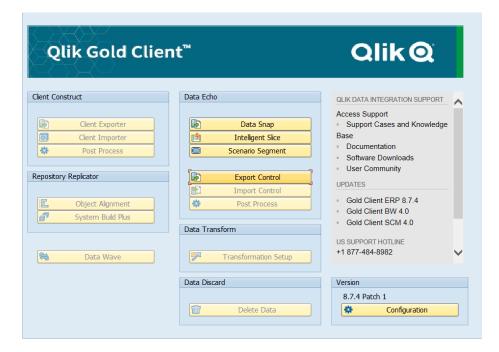
End User Role - Gold Client Screen Example

The sample End User Role will display as follows in your SAP Production System (Fig. 1.18) and non-Production Systems (Fig.1.19). Make note that any activities not assigned will be greyed out within the Gold Client screens and users will not be able to utilize those buttons/activities for which they are not assigned.

Figure 1.18



Figure 1.19



Gold Client Security Programs and Application Settings

Gold Client is installed with the authorization object disabled. There are two programs that are delivered with Gold Client in order to turn security on and off in your SAP environment. Program /HTG/OP turns security on and program /HTG/VAN turns security off within the client in which the programs are executed. In order to execute these programs in your SAP environment, security will need to be assigned to the resource who is executing the programs (documentation below regarding the additional security object required for these program executions).

Note: Programs /HTG/OP and /HTG/VAN process immediately, however they do not display output, nor a status message and do not give any indication that they have been completed. (updated as of Gold Client 8.7.2025.02 – see below)

Activating Security - /HTG/OP

To enable the Gold Client security the following program needs to be executed with transaction SE38: /HTG/OP

Inactivating Security - /HTG/VAN

If there is a requirement to disable Gold Client Security in a client, the following program needs to be executed with transaction SE38: /HTG/VAN

As of Gold Client 8.7.2025.02, these programs now show a message when executed:

/HTG/OP



/HTG/VAN



The Configuration -> Administration -> Installation/Setup -> Setup Confirmation screen now shows the Gold Client Authorization Object status.

/HTG/OP

Configuration checklist			
Configuration Name	Stat	Message	
Write to File	00	CONFIG_TEST file was succesfully writen	
Read From File	00	Succesfully read the file	
Transaction /HTG/ZGOLD	000	Authorization check passed	
Authorization Object	000	Gold Client security is enabled	
Client Construct Config	CO.	Client Construct Config exists in the current system	
Data Echo Config	00	Data Echo Config exists in the current system	

/HTG/VAN

Configuration checklist			
Configuration Name	Stat	Message	
Write to File	OO	CONFIG_TEST file was successfully writen	
Read From File	00	Succesfully read the file	
Transaction /HTG/ZGOLD	000	Authorization check passed	
Authorization Object	020	Gold Client security is disabled	
Client Construct Config	CO.	Client Construct Config exists in the current system	
Data Echo Config	00	Data Echo Config exists in the current system	

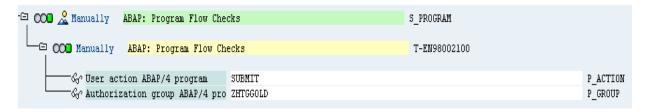
Authorization Group ZHTGGOLD

Programs /HTG/OP and /HTG/VAN are assigned to authorization group ZHTGGOLD (Fig. 1.20).

In order to successfully execute these programs additional security authorization is required (only for those users who will enable/disable Gold Client Security):

OBJECT = S_PROGRAM, P_ACTION = SUBMIT, P_GROUP = ZHTGGOLD

Figure 1.20



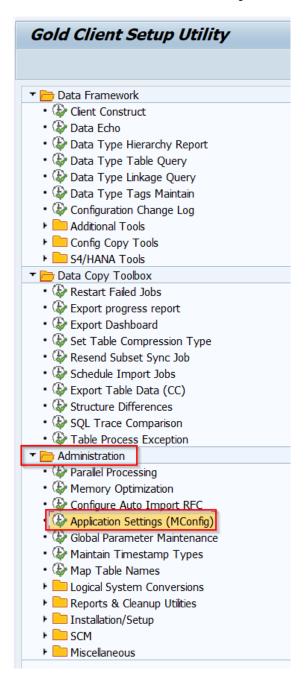
Locking Down a Client

There is a feature within the Gold Client that locks down a client to prevent imports or deletions from occurring via the tool. This feature can be useful on those occasions when a client needs to be in a "frozen" state for a temporary period or to prevent users from using the tool in a client that was not created with Best Practice recommendations.

The IMPORT_DISABLE application setting is <u>client-dependent</u> so activating it will affect only the client where this change is deployed.

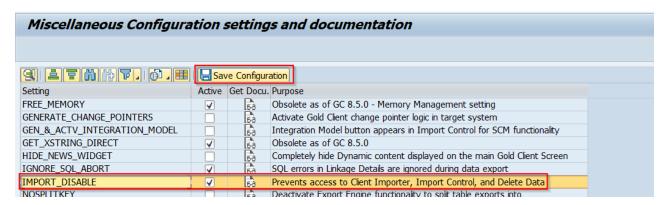
This feature is located within the Configuration menu by selecting the executable named "Application Settings (mconfig)". This executable can be found underneath the Administration folder within the Configuration menu (Fig. 1.21).

Figure 1.21



To deploy this change, the application setting IMPORT_DISABLE must be selected as 'Active' and then saved using the 'Save Configuration' button within Gold Client (Fig. 1.22).

Figure 1.22



After this change is deployed, if a user attempts to run the import or delete programs within Gold Client, the following message appears (Fig. 1.23), and the user will be kicked out of Gold Client:

Figure 1.23

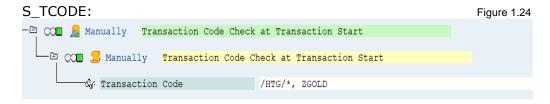


Additional SAP Security Required for Gold Client

Along with the Gold Client Authorization Object (ZGCSGCSGCS), additional authorizations are required for use with Gold Client. These include S_TCODE, S_TABU_DIS and S_DATASET.

S_TCODE

Access to run transaction /HTG/ZGOLD is needed. As of Gold Client version 8.7.4, all /HTG/* transactions need to be defined in the authorization object to accommodate the CALL TRANSACTION statements present in SAP Code.



S_TABU_DIS

All Gold Client tables have been assigned to authorization group HTG and are all within the /HTG/ namespace. This object will allow Security to develop roles that only give table maintenance access to /HTG/ tables without compromising access to non-Gold Client tables. This provides the ability to change and display Gold Client tables.

```
S_TABU_DIS:

Figure 1.25

Manually Table Maintenance (using standard tools such as SM30)

Manually Table Maintenance (using standard tools such as SM30)

Compared Activity

Change, Display

HTG
```

S DATASET

If a user has authorization to export data within Gold Client, then the S_DATASET authorization object is required to write to the Gold Client File Path.

Note: The following screen capture showing the physical file path of /usr/sap/trans/* is **only an example.** The actual file path assigned to the customer's Gold Client Security Roles must match the Gold Client Directory that is defined within the customer's system (check in transaction FILE for the object named /HTG/GC). All other details in the below capture can be safely replicated in the Gold Client Security Roles assigned.

As of Gold Client 8.7.2025.02, The Setup Confirmation utility has been enhanced to call the Gold Client file directory to check for sizing details. This enhancement requires additional

access to perform the necessary OS-level command. This is strictly optional access which is not required for any other Gold Client functionality.

S_LOG_COM (optional)

Authorization to Execute Logical Operating System Commands

```
Manually Authorization to Execute Logical Operating System Commands

Application Server

Application Server

Operating System of Applicatio *
```

S_C_FUNCT (optional)

```
Manually C calls in ABAP programs

Manually C calls in ABAP programs

Activity

Name of a C routine that can b SYSTEM

Program Name with Search Help /HTG/*
```

If the user does not have S_LOG_COM and S_C_FUNCT access, then this message will appear and no sizing details will be displayed



RFC Destinations in Gold Client

RFC Destinations are required for the Import Options and Subset Sync functionality within Gold Client. The Import Options functionality allows the users to automatically import data into a Gold Client Target system (if configured), while Subset Sync functionality gives users the ability to export data from a source system that will automatically trigger the same data export from a connected system (if configured to do-so; an example of this would be a data export from ECC that automatically exports data from CRM or SRM). Please note that RFC users will require additional standard SAP RFC authorization objects in order to work correctly in the SAP environment and are not documented in this guide.

Import Options - RFC Users

The RFC that is used for the Import Options functionality must be setup (in SM59) as a named user. The import options functionality will not work if the RFC is setup with 'Current User'

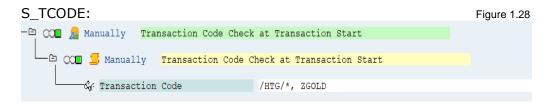
selected. An example of this can be seen where the RFC has an actual user assigned and the 'Current User' checkbox is not set (Fig. 1.27)

					Figure 1.27
Administration	Technical Settings	Logon & Sec	curity Unicode	Special Options	
Logon Procedure					
Language	EN				
Client	200				
User	ALARGENT		Current User		
PW Status	saved				
Trust Relationship	()	Vo.	Yes	Logon Screen	

The RFC User is defined in the target system (for auto-import functionality) and should have the following SAP object authorizations:

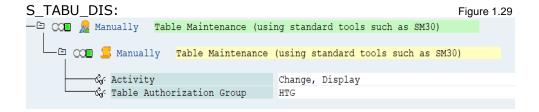
S_TCODE

Access to run transaction /HTG/ZGOLD is needed. As of Gold Client version 8.7.4, all /HTG/* transactions need to be defined in the authorization object to accommodate the CALL TRANSACTION statements present in SAP Code.



S_TABU_DIS

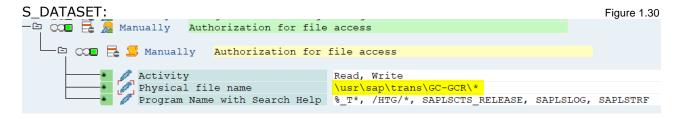
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S_DATASET

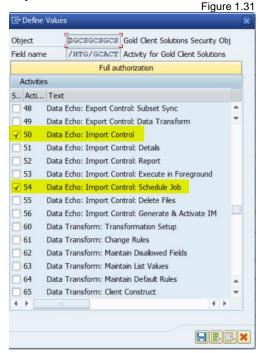
An auto-import user will be importing data into the target environment and will need access to the Gold Client directory in which Gold Client is assigned to. The following authorizations are needed for the Auto Import RFC user to import data.

Note: The following screen capture showing the physical file path of /usr/sap/trans/* is **only an example.** The actual file path assigned to the customer's Gold Client Security Roles must match the Gold Client Directory that is defined within the customer's system (check in transaction FILE for the object named /HTG/GC). All other details in the below capture can be safely replicated in the Gold Client Security Roles assigned.



ZGCSGCSGCS

An auto-import user will need authorizations 50 and 54 from the ZGCSGCSGCS authorization object:

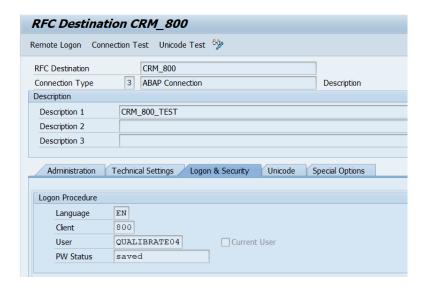


Subset Sync - RFC Users

The Subset Sync functionality uses an RFC Destination to submit the export on a connected system. An existing RFC Destination can be used, or a new one can be created specifically for Gold Client Subset Sync jobs.

RFC Users for Subset Sync should be setup as a communication user on the connected system. If the 'Current User' option is used instead for the RFC, exports in the background will fail. Submitting exports in the foreground would require the user to log in to the connecting system. The User ID will require access to execute Gold Client functions on the connected systems.

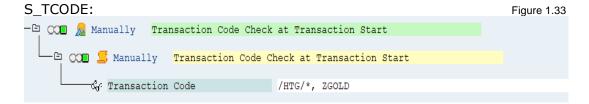
An example of an RFC Destination for Subset Sync is below from transaction SM59 (Fig 1.32).



The RFC User is defined in the connected source (export) system and should have the following SAP authorizations:

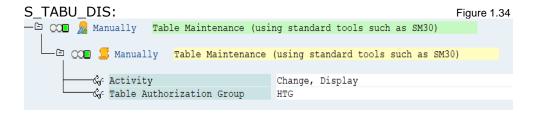
S_TCODE

Access to run transaction /HTG/ZGOLD is needed. As of Gold Client version 8.7.4, all /HTG/* transactions need to be defined in the authorization object to accommodate the CALL TRANSACTION statements present in SAP Code.



S_TABU_DIS

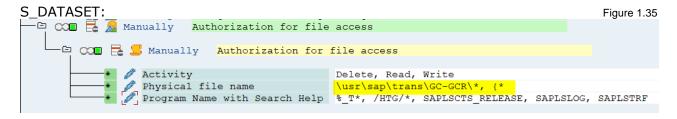
All Gold Client tables have been assigned to authorization group HTG and are all within the /HTG/ namespace. This object will allow Security to develop roles that only give table maintenance access to /HTG/ tables without compromising access to non-Gold Client tables. This provides the ability to change and display Gold Client tables.



S_DATASET

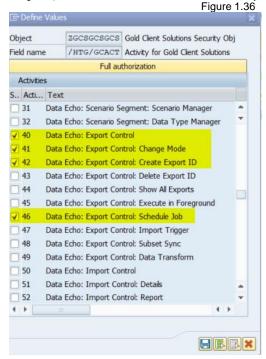
An RFC User that is used for Subset Sync functionality will need access to the Gold Client directory which is defined in your SAP environment in order to export the data successfully.

Note: The following screen capture showing the physical file path of /usr/sap/trans/* is **only an example.** The actual file path assigned to the customer's Gold Client Security Roles must match the Gold Client Directory that is defined within the customer's system (check in transaction FILE for the object named /HTG/GC). All other details in the below capture can be safely replicated in the Gold Client Security Roles assigned.



ZGCSGCSGCS

An RFC user will need the following activities (40,41,42,46) from the Gold Client Authorization Object, ZGCSGCSGCS in order to export data successfully.



Appendix

The following content provides screen captures of the Gold Client authorization object activities and where they are located within the Gold Client tool. These screen captures are broken down into which areas the activity belongs to.

Client Construct

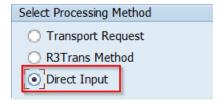
Client Construct is located on the left-hand side of the main Gold Client Solutions screen and is strictly a Basis activity used to create and/or refresh clients. The authorization for this should strictly be a responsibility of the Basis Team. Activity numbers 01 through 04, plus 65 control these buttons. Each activity is controlled by the authorization object.

01 Client Construct: Client Exporter: Transport Request Client Exporter Select Processing Method Transport Request R3Trans Method Direct Export 02 Client Construct: Client Exporter: Direct Export Client Exporter Select Processing Method Transport Request R3Trans Method Direct Export Client Exporter: Transport Request Client Exporter: Direct Export Client Construct: 02 Client Construct: Activities 01 and 02 are both required for the R3Trans Processing Method Client Exporter Select Processing Method Transport Request R3Trans Method Direct Export 03 Client Construct: Client Importer: Transport Request Client Importer Select Processing Method Transport Request R3Trans Method

04 Client Construct: Client Importer: Direct Input

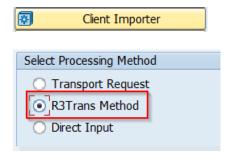
Client Importer

O Direct Input



O3 Client Construct: Client Importer: Transport Request Client Construct: Client Importer: Direct Input

Activities 03 and 04 are both required for the R3Trans Processing Method



65 Data Transform: Client Construct



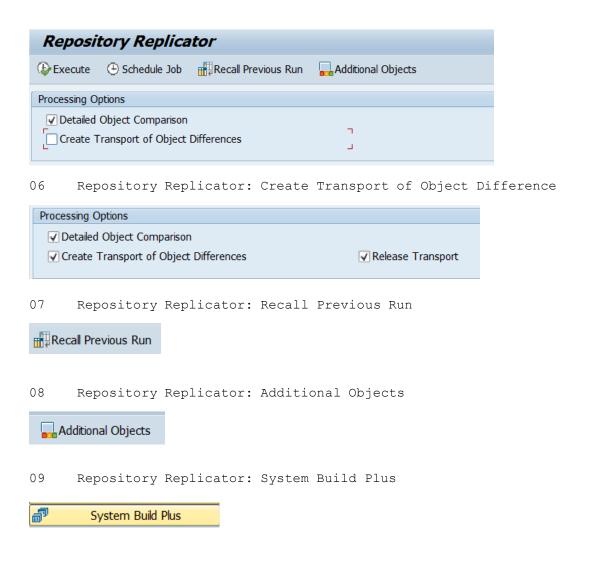
Repository Replicator

Repository Replicator functions Object Alignment and System Build Plus are accessible from the main Gold Client Solutions screen. Object Alignment is used to copy SAP repository objects (programs, function modules, table structures, etc.) between systems, and System Build Plus is used to create a new system "shell" (no customizing and no data).

The authorization for these activities should strictly be a responsibility of the Basis Team. Activity numbers 05 through 09 control these functions. Each activity is controlled by the authorization object.

05 Repository Replicator: Object Alignment





Data Echo

Data Echo is located at the top center of the main Gold Client Solutions screen and is used to copy subsets of data between systems. Activity numbers 10 through 56 control the buttons within the Data Echo screens. Each activity is controlled by the authorization object.

Data Snap

10 Data Echo: Data Snap



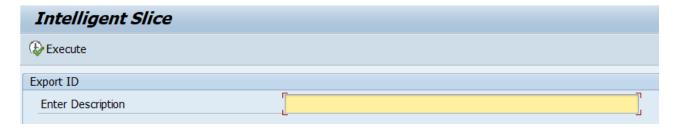


11 Data Echo: Data Snap: Schedule Job Schedule Job 12 Data Echo: Data Snap: Show Count ■ Show Count 13 Data Echo: Data Snap: Save As Scenario Save As Scenario Data Echo: Data Snap: Import Trigger 14 (Import Options 15 Data Echo: Data Snap: Subset Sync Subset Sync 16 Data Echo: Data Snap: Data Transform Data Transform Data Echo: Data Snap: Data Type Manager 17 Data Snap 🧬 Data Type Manager

Intelligent Slice

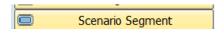
20 Data Echo: Intelligent Slice

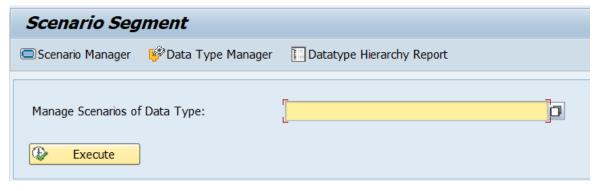
Intelligent Slice



Scenario Segment

30 Data Echo: Scenario Segment

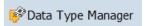




31 Data Echo: Scenario Segment: Scenario Manager

Scenario Manager

32 Data Echo: Scenario Segment: Data Type Manager



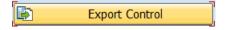
90 Scenario Manager: Manage All Users

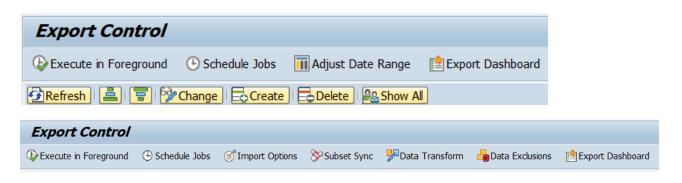
Allows users to deselect the 'Show My Scenarios Only' setting within the Scenario Manager function



Export Control

40 Data Echo: Export Control





Data Echo: Export Control: Change Mode

The 'Adjust Date Range' button can be used when granted this activity



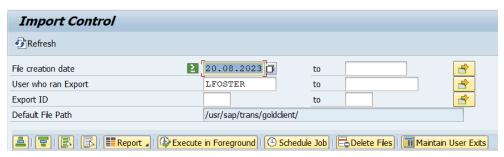
- 42 Data Echo: Export Control: Create Export ID Create 43 Data Echo: Export Control: Delete Export ID Delete 44 Data Echo: Export Control: Show All Exports ₽8 Show All 45 Data Echo: Export Control: Execute in Foreground Execute in Foreground Data Echo: Export Control: Schedule Job 46 Schedule Jobs 47 Data Echo: Export Control: Import Trigger Tmport Options 48 Data Echo: Export Control: Subset Sync Subset Sync
- Data Echo: Export Control: Data Transform

 Data Transform

Import Control

50 Data Echo: Import Control





51 Data Echo: Import Control: Details

This authorization activity is no longer relevant as of version 8.4.1



Transformation Rules

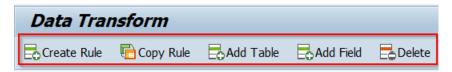
Data Transformation is located at the lower middle of the main Gold Client Solutions screen and is used to transform (scramble, mask) data during the export process. Activity numbers 60 through 67 control the buttons within the Data Transform screens. Each activity is controlled by the authorization object.

Data Transform: Transformation Setup



Read-Only Access to Transformation Rules

Data Transform: Change Rules



Data Transform: Maintain Disallowed Fields



Data Transform: Maintain List Values

Maintain List Values

Data Transform: Maintain Default Rules

Default Rules

65 Data Transform: Client Construct



Activities 66 and 67 are accessed via the Transformation Audit function



Transformation Default Rules Security/Use

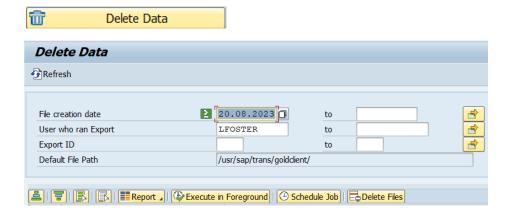
A default transformation rule can be assigned to one or more datatypes. Once this assignment is made, these default rules will always be used during the export process.

If a user does not have Activity 64 assigned, they do not have access to the Maintain Default Rules button. This button is the only way Default Rules can be assigned. This security model therefore allows a transformation standard to be set for all exports of a specific datatype and prevents Gold Client end-users from circumventing that standard. Data Transformation buttons within Client Exporter (activity 65), Data Snap (activity 16) and Export Control (activity 49) can also be removed from the users so to not change the rule settings at time of export.

Data Discard

Data Discard is located at the lower center of the main Gold Client Solutions screen and can be used to delete subsets of data in all systems except for Production. Activities 70 through 75 control the buttons within the Data Discard screens. Each activity is controlled by the authorization object.

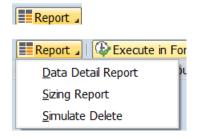
70 Data Discard: Delete Data



71 Data Discard: Details

This authorization activity is no longer relevant as of version 8.4.1

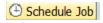
72 Data Discard: Report



73 Data Discard: Execute in Foreground



74 Data Discard: Schedule Job



75 Data Discard: Delete Files



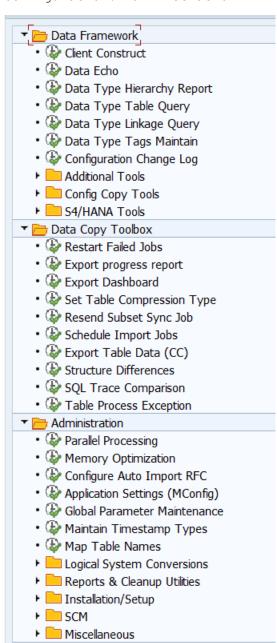
Configuration

Configuration is located on the bottom right of the main Gold Client Solutions screen and can be used to Display or Change the Gold Client Configuration depending on what activities are provided to the users. Activities 80 through 87 and 91 control the buttons within the Configuration menu of Gold Client. Each activity is controlled by the authorization object.

80 Configuration: Display Only

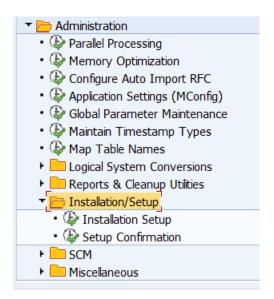


81 Configuration: Administration



As of GC 8.7, Activity 82 is replaced with Activity 81

82 Configuration: Installation/Setup



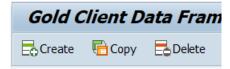
83 Configuration Framework Display Only



84 Configuration Framework Client Construct: Change Access

Display View "Master Data Types": Overview \$\forall \boxed{\text{\$\mathbb{P}\$} \boxed{\text{\$\mathbb{R}\$} \boxed{\text{\$\mathbb{B}\$}} \boxed{\text{\$\mathbb{B}\$}}

85 Configuration Framework Data Echo: Change Access



As of GC 8.7, Activity 86 is replaced with Activity 81

86 Configuration: Utilities

As of GC 8.7, Activity 87 replaced with Activity 81

87 Configuration: Advanced Utilities

As of GC 8.7, Activity 91 is no longer needed

91 Configuration: Utilities: HR

Post Process

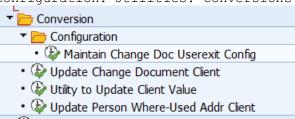
Activities 88 and 89 are accessible from the main Gold Client Solutions screen via the Post Process function that is located within the Data Echo Group.



88 Configuration: Utilities: Finance



89 Configuration: Utilities: Conversions



Data Wave

Activities 100-130 are assigned for the use of the old Data Wave functionality and for accessing the underlying configuration. Data Wave was redesigned in Gold Client version 8.7.1 and therefore the Security Objects below are no longer applicable to the redesign for Data Wave. The only authorization needed to reach Data Wave and the screens within Data Wave is activity 100. To export data with Data Wave, access will be required for Client Exporter and Export Control functionalities.



As of Version 8.7.1, authorization objects 101-130 are no longer required for use with Data Wave and are not required to utilize the functionality in this area of the tool.

Support Information

Qlik Analytics (ISR) Ltd. can be contacted either by telephone or via email. Any support related issue regarding problems with or use of the Gold Client software and process can be reported for resolution.

If our offices are closed, or staff is unable to directly respond to a support request, we will respond within 24 hours of the initial call. Problems related to the export or import processing may require code enhancements. If a code enhancement or fix is required, resolution time may vary.

As per the maintenance agreement, any repairs or enhancements to the Gold Client software will immediately be deployed to all customers up to date with their maintenance contract. It is the choice of the customer as to if and when such enhancements are implemented. In addition, customers may request a planning session with Qlik to review changes in the software and how the changes might impact their environment.

We can also be contacted to discuss application or feasibility of using the Gold Client process to resolve a current challenge the project team faces. When this is required, a planning session can be scheduled in advance to ensure proper participation by both Qlik and the client.

Corporate Offices:

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Website:

https://www.glik.com/us/products/glik-gold-client

Contact:

goldclient.support@qlik.com

1-877-484-8982 (Toll Free in the USA)