

QlikSense Troubleshooting for End Users

I'm trying to log into Qlik, but the browser just sits there spinning and nothing happens.

If you are using a wireless connection or are working remotely, you must use a VPN (Virtual Private Network) such as Global Protect to log in. For more information please see this link regarding [Global Protect VPN](#).

If you are already on a VPN you may be having a problem with cookies on your browser. [Try deleting your cookies](#) or using a new private window in your browser. To open a new private window - right click on your browser icon, and select "New Incognito Window" (if using Chrome) or "New Private Window" (if using Firefox). You can also try a Private (Firefox) or Incognito (Chrome) as they don't keep data and only store cookies and site browsing for the current session.

When I try to log in, I get an error that says something like http 400 - Request header is too large.

If you are already on a VPN you may be having a problem with cookies on your browser. [Try deleting your cookies](#) or using a new private window in your browser. To open a new private window - right click on your browser icon, and select "New Incognito Window" (if using Chrome) or "New Private Window" (if using Firefox).

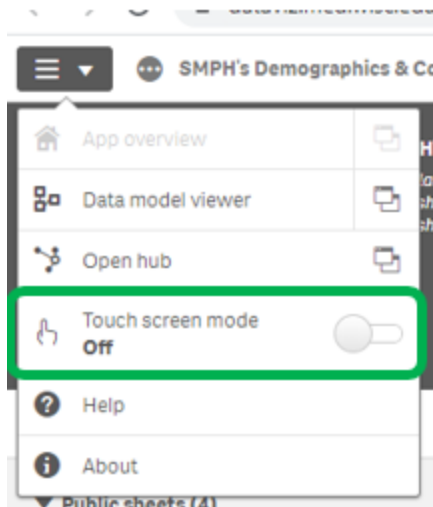
When I try to log in to Qlik, I'm getting a "Unable to Connect" or "This site can't be reached" message.

First, make sure you have internet access. If you do, make sure you're entering the correct URL. The site uses an extra level of security, so you should use <https://> not just <http://> when trying to use the site. The following link will take you there -> <https://dataviz.med.wisc.edu/>.

Why can't I expand a chart to full-screen?

On tablets or laptops with touchscreens (or if you use Microsoft Edge browser), you have different default controls for the charts in a page. [Learn more about touch gestures in QlikSense](#).

You can toggle the hybrid device touch support on and off from the global menu:



See more at https://help.qlik.com/en-US/sense/November2019/Subsystems/Hub/Content/Sense_Hub/Visualizations/navigation-on-hybrids.htm

I have an Apple Device. How do I right click to get menu options?

Use a two-finger tap.

Based on user-submitted questions we will continue to add common troubleshooting Q&A to this page.