



# Deal with Qlik Sense Sessions

**“You cannot access Qlik Sense  
because you have too many  
sessions active in parallel”**

Qlik Sense allows a maximum of **5 parallel sessions** per user.

The duration of a session is **30 minutes** by default and can be modified.

You can't change the maximum number of sessions.

# How the sessions work?

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After authentication, a **cookie** is saved on your browser with the name X-Qlik-Session.

If, between the end user's browser and the Qlik Sense server, the value of the session cookie header is **not transmitted, destroyed or modified**, the user session is terminated and the user is logged out.

# How are sessions counted in Qlik Sense?

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1 session when you:

- Open HUB with a browser on **one machine**
- Open HUB with a browser but **several tabs on a machine**
- Open QMC with a browser **on a machine**

## 2 sessions when you:

- Open HUB with **two different browsers on one machine**
- Open HUB with a browser on a machine after completely **closing the same browser**
- Open HUB with a browser on **two different machines**
- Open HUB in a browser and **on a mobile device**
- Open HUB from **two virtual proxies** with a browser on one machine
- Open **HUB and QMC** with the browser on one machine

# The first reason a user reaches the limit of 5 sessions in parallel

When the administrator uses the Qlik Sense service account to log in to Qlik Sense Hub and QMC.

Recommendation to never reach the limit:

- Do not license the Qlik Sense service account and use it to **log into the QMC.**

Logging in to QMC does not require a licensed user.

# Delete sessions

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You have different options to delete sessions **to reconnect** to Qlik Sense:

1- Restart the **Qlik Sense Proxy Service** directly in the QMC without using a third-party script or tool.

2- Use the **Qlik Sense API** and delete individual user sessions without affecting the other sessions.

3- Using an external tool like **qlik-cli-utils**. And choose the user for whom you want to delete sessions.





**Read more on**

**[qalyptus.com/blog](https://qalyptus.com/blog)**