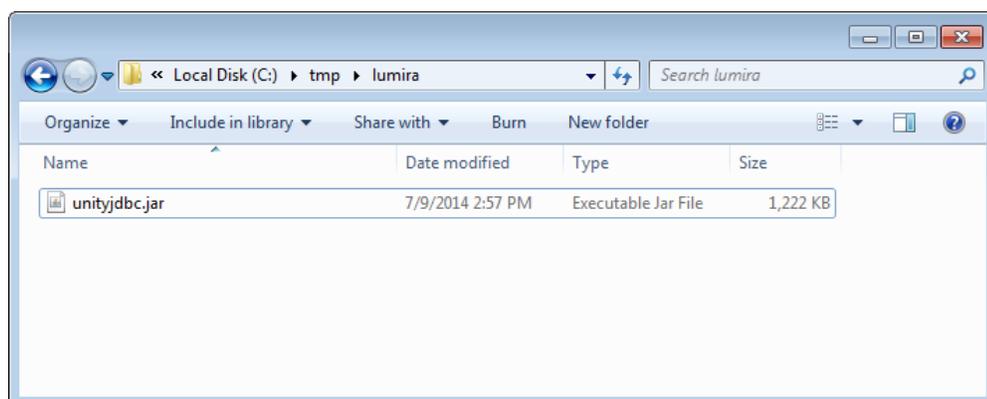
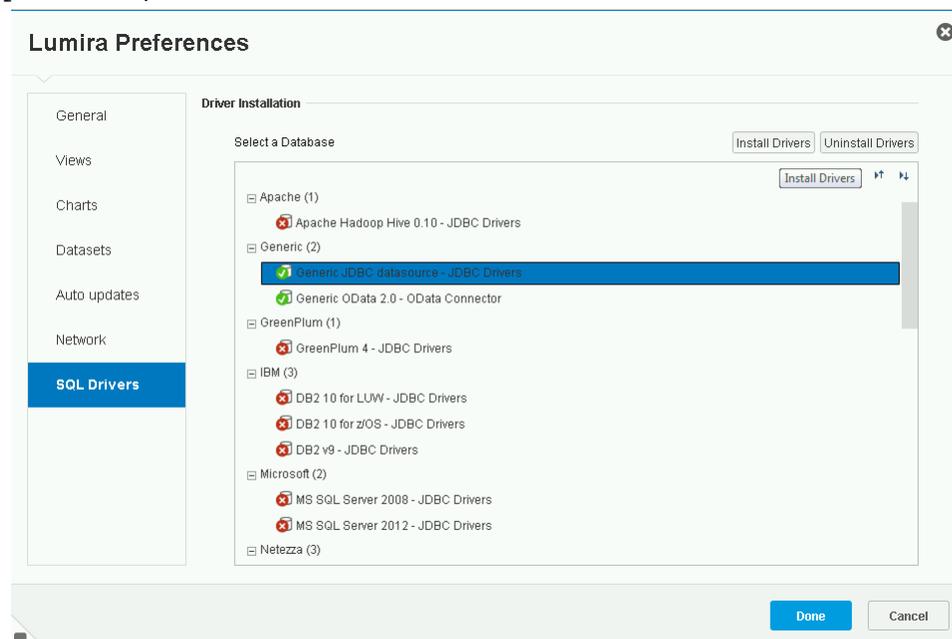
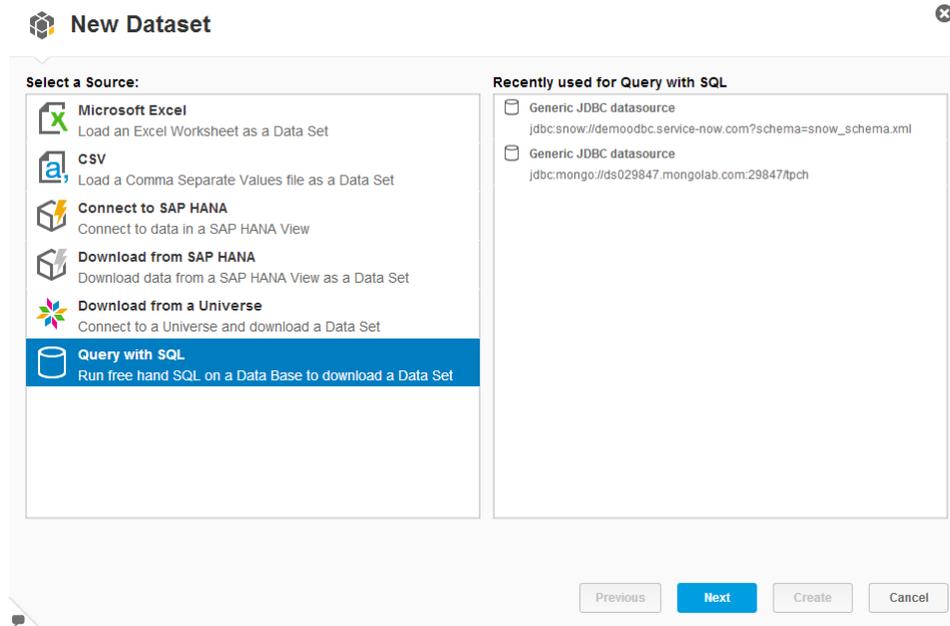


ServiceNow JDBC and UnityJDBC Driver Setup for SAP Lumira

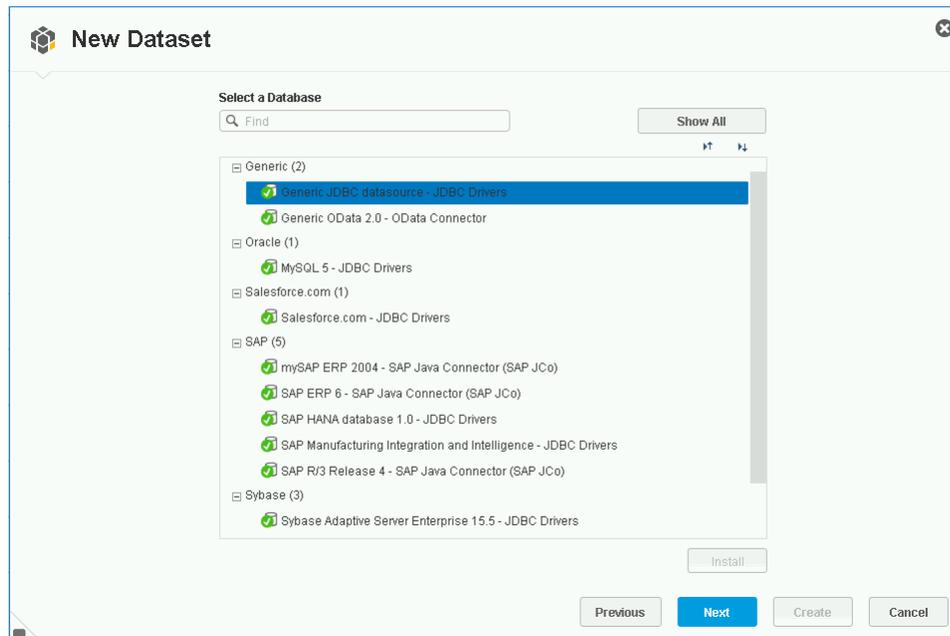
1. Download and install UnityJDBC. You will need the `unityjdbc.jar` from the installation directory.
2. Place the `unityjdbc.jar` file in a directory. For example: `c:\tmp\lumira`
3. Start SAP Lumira. Under File menu select Preferences. Select SQL Drivers. Select Generic JDBC datasource and click Install Drivers.
4. Select the `unityjdbc.jar` file for the driver in the directory where it was placed (e.g. `c:\tmp\lumira`).



5. Create a **New Dataset** using the File menu by selecting New. Select Query with SQL. Note that this option is only available in the standard edition of SAP Lumira. Click Next.

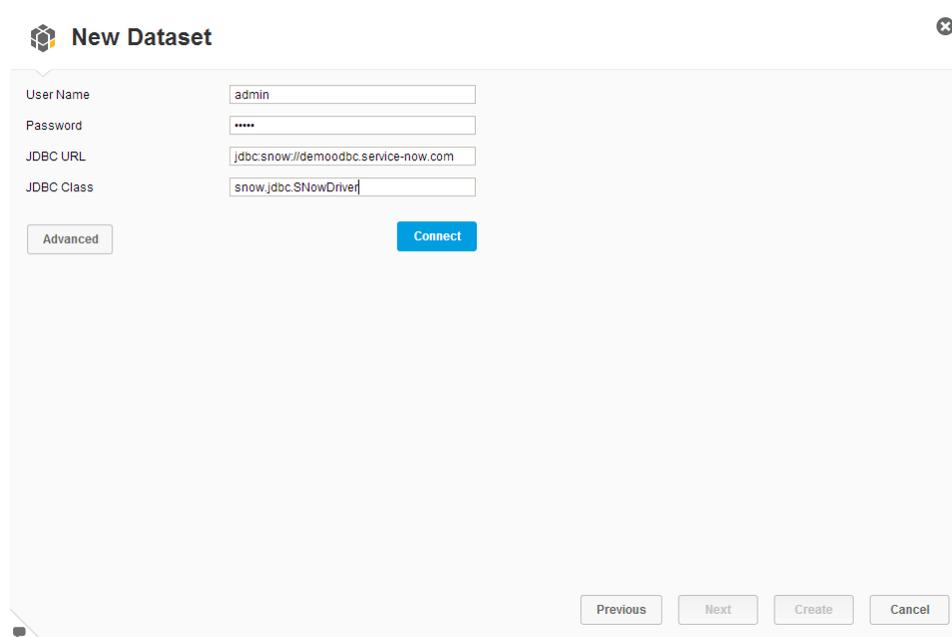


6. In the next window, select Generic JDBC datasource and click Next.



7. Add the JDBC connection information. For ServiceNow, a sample database is:

User Name	admin
Password	admin
JDBC URL	jdbc:snow://demoodbc.service-now.com
JDBC Class	snow.jdbc.SNowDriver



The screenshot shows a 'New Dataset' dialog box with the following fields and values:

- User Name: admin
- Password: masked with dots
- JDBC URL: jdbc:snow://demoodbc.service-now.com
- JDBC Class: snow.jdbc.SNowDriver

Buttons visible: Advanced, Connect, Previous, Next, Create, Cancel.

8. Click **Connect** button to verify the connection. If you have errors, then check the user name and password as well as the JDBC URL. SAP Lumira provides limited error messages for diagnosis. More details can be found in the log whose location is configured in the file `BO_trace.ini` (see `log_dir` setting). A default location is:
`C:\Users\\AppData\Local\Temp\sapvi\logs`
9. To make the driver go into debug mode and provide more details add the parameter `debug=true` to the URL like this:

JDBC URL	jdbc:snow://demoodbc.service-now.com?debug=true
-----------------	---

10. Now enter a query for your data set. On the right side you can browse the tables in your ServiceNow database. In the Query box you can enter a query. Note that with the trial version of the driver you are limited to 100 results. Add LIMIT 100 if you encounter errors. For more details see: http://www.unityjdbc.com/serviceNow/serviceNow_jdbc.php

New Dataset

SELECT A TABLE OR TYPE AN SQL QUERY

Find

Dataset Name: incident

Query: select * from "servicenow"."incident"

Preview

Select All 90 / 90 columns - 100 rows

<input checked="" type="checkbox"/>	active	<input checked="" type="checkbox"/> activity_due	<input checked="" type="checkbox"/> approval	<input checked="" type="checkbox"/> approval_se	<input checked="" type="checkbox"/> assigned_to
0		2014-07-01 03:...	not requested		dé
0			not requested		dé
0		2014-07-09 23:...	not requested		dé
0		2014-07-09 23:...	not requested		dé
0		2014-07-09 23:...	not requested		dé
0		2014-07-09 23:...	not requested		dé
0		2014-07-09 23:...	not requested		dé
0		2014-07-09 23:...	not requested		dé
0		2014-07-09 23:...	not requested		dé

Previous Next **Create** Cancel

11. Click **Create** and SAP Lumira will load the data set. If an error occurs during load, check the log for the issue. Lumira does not provide details in the user interface why a load failed.

12. Now the data is loaded you can use SAP Lumira to create powerful visualizations and manipulations of your data set.

