## 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.
- Select the unityjdbc.jar file for the driver in the directory where it was placed (e.g. c:\tmp\lumira).

General	Driver Installation								
oonordi	Select a Databas	se				Install Drive	ers Uninstall	Drivers	
∨iews						In	stall Drivers	PT PL	
Charts	⊡ Apache (1)						din onvers		
onarta	🔕 Apac	he Hadoop Hive 0.10 - JD	BC Drivers						
Datasets	⊟ Generic (2)								
	🚽 🐼 Gene	eric JDBC datasource - JD	BC Drivers						
Auto updates	🕢 Gene	eric OData 2.0 - OData Cor	nnector						
Notwork	⊟ GreenPlum	(1)							
Network	🔕 Gree	nPlum 4 - JDBC Drivers							
SQL Drivers	⊟ IBM (3)								
	S DB2	10 for LUW - JDBC Drivers	3						
	(3) DB2	10 for z/OS - JDBC Drivers							
	⊗1 DB2 ·	v9 - JDBC Drivers							
	Microsoft (2)	)							
	S MSS	IQL Server 2008 - JDBC D	nvers						
	Natarra (2)	IQL Server 2012 - JDBC D	rivers						
							Done	Cance	I
~ _									
	cal Disk (C:) 🕨 tmp	o ► lumira		• <b>*</b> j	Search lur	nira			
rganize ▼ Inc	cal Disk (C:) → tmp :lude in library ▼	b ► lumira Share with ▼	Burn	✓ 4y New folder	Search lur	nira			
rganize ▼ Inc ame	cal Disk (C:) → tmp :lude in library ▼	► lumira Share with ▼ Date mod	Burn	<ul> <li>✓</li> <li>New folder</li> <li>Type</li> </ul>	Search lur	nira Size			
rganize ▼ Inc ame ≧ unityjdbc.jar	cal Disk (C:) → tmp :lude in library ▼	> lumira Share with ▼ Date mod 7/9/2014 2	Burn ified 2:57 PM	<ul> <li>+ + +</li> <li>New folder</li> <li>Type</li> <li>Executable</li> </ul>	Search lur Jar File	nira Size 1,222			
rganize ▼ Inc ame i unityjdbc.jar	cal Disk (C:) → tmp :lude in library ▼	> Iumira Share with ▼ Date mod 7/9/2014 2	Burn ified 2:57 PM	<ul> <li>✓</li> <li>✓</li></ul>	Search lur Jar File	nira Size 1,222	■ ■ KB		
rganize ▼ Inc ame I unityjdbc.jar	cal Disk (C:) → tmp :lude in library ▼	> Iumira Share with ▼ Date mod 7/9/2014 2	Burn ified 2:57 PM	<ul> <li>✓ </li> <li></li></ul>	Search lur Jar File	nira Size 1,222	■ ■ KB		
rganize ▼ Inc ame Indityjdbc.jar	cal Disk (C:) → tmp :lude in library ▼	> Lumira Share with ▼ Date mod 7/9/2014 2	Burn ified 2:57 PM	Vew folder Type Executable	Search lur Jar File	nira Size 1,222			
rganize ▼ Inc ame I unityjdbc.jar	cal Disk (C:) ▶ tmp :lude in library ▼	> Lumira Share with ▼ Date mod 7/9/2014 2	Burn ified 2:57 PM	Vew folder Type Executable	Search lur Jar File	nira Size 1,222			

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.

👔 New Dataset	Ø
<ul> <li>Select a Source:</li> <li>Microsoft Excel Load an Excel Worksheet as a Data Set</li> <li>CSV Load a Comma Separate Values file as a Data Set</li> <li>Connect to SAP HANA Connect to Gata in a SAP HANA View</li> <li>Cownload from SAP HANA Download data from a SAP HANA View as a Data Set</li> <li>Download from a SAP HANA View as a Data Set</li> <li>Connect to a Universe and download a Data Set</li> <li>Cuery with SQL Run free hand SQL on a Data Base to download a Data Set</li> </ul>	Recently used for Query with SQL         Generic JDBC datasource jdbc:snow.//demoodbc.service-now.com?schema=snow_schema.xml         Generic JDBC datasource jdbc:mongo///ds029847.mongolab.com.29847/tpch
	Previous Next Create Cancel

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

Select a Database	
Q. Find	Show All
	PT PL
Generic (2)	
🛛 🕖 Generic JDBC datasource - JDBC Drivers	
🕢 Generic OData 2.0 - OData Connector	
Oracle (1)	
🕢 MySQL 5 - JDBC Drivers	
Salesforce.com (1)	
🕢 Salesforce.com - JDBC Drivers	
□ SAP (5)	
🕢 mySAP ERP 2004 - SAP Java Connector (SAP JCo)	
🕢 SAP ERP 6 - SAP Java Connector (SAP JCo)	
🕢 SAP HANA database 1.0 - JDBC Drivers	
🕢 SAP Manufacturing Integration and Intelligence - JDBC Driv	rers
🕢 SAP R/3 Release 4 - SAP Java Connector (SAP JCo)	
⊡ Sybase (3)	
🕢 Sybase Adaptive Server Enterprise 15.5 - JDBC Drivers	

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

<b>W</b>	laset	
Jser Name	admin	
Password		
DBC URL	jdbc:snow://demoodbc.service-now.com	
DBC Class	snow.jdbc.SNowDriver	
Advanced	Connect	

- 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\<username>\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

 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: <u>http://www.unityjdbc.com/servicenow/servicenow\_jdbc.php</u>

Find	Dataset Name	incident			
import log0006	Query				
import_log0007	select * from	"servicenow"."incident"			
incident_fact_table					
instance					
💷 io_set_delivery_plan	Preview				
□□io_set_item					
ip_access	🔽 Select All			90/90	columns - 100 ro
issue	active	activity_due	🛛 approval 🔽	approval_se	assigned_tc
item option category					
	0	2014-07-01 03:	not requested		d
<pre>item_option_new</pre>			not requested		
item_option_new ⊡item_option_new_set	0		notrequested		d
iitem_option_new iitem_option_new_set iiti_agreement_ci	0	2014-07-09 23:	not requested		d
⊞item_option_new ⊞item_option_new_set ⊞itti_agreement_ct ⊞itti_agreement_owners	0 0 0	2014-07-09 23: 2014-07-09 23:	not requested not requested		d d
<ul> <li>item_option_new</li> <li>item_option_new_set</li> <li>itul_agreement_ci</li> <li>itul_agreement_owners</li> <li>itul_agreement_reports</li> </ul>	0 0 0 0	2014-07-09 23: 2014-07-09 23: 2014-07-09 23:	not requested not requested not requested not requested not requested		d d d d
<ul> <li>Item_option_new</li> <li>Item_option_new_set</li> <li>Itil_agreement_ci</li> <li>Itil_agreement_owners</li> <li>Itil_agreement_reports</li> <li>Itil_agreement_support</li> </ul>	0 0 0 0	2014-07-09 23: 2014-07-09 23: 2014-07-09 23: 2014-07-09 23:	not requested		d d d d d
item_option_new item_option_new_set itul_agreement_ci itul_agreement_owners itul_agreement_reports itul_agreement_support itul_agreement_target_ci	0 0 0 0 0	2014-07-09 23: 2014-07-09 23: 2014-07-09 23: 2014-07-09 23: 2014-07-09 23: 2014-07-09 23:	not requested not requested not requested not requested not requested		d d d d d d
iltem_option_new item_option_new_set itul_agreement_ci itul_agreement_owners itul_agreement_reports itul_agreement_support itul_agreement_target_ci itul_agroement	0 0 0 0 0 0	2014-07-09 23: 2014-07-09 23: 2014-07-09 23: 2014-07-09 23: 2014-07-09 23: 2014-07-09 23: 2014-07-09 23:	not requested		0 b b b b b b b b b b b b b b b b b b b

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.

