# ServiceNow Connector for Qlik Sense – Installation guide

### **Prerequisites**

- Qlik Sense Enterprise Feb 2018 or newer (for older versions contact Stretch)
- Remote Desktop access server where Qlik Sense is deployed
- Rights to restart Qlik Sense services
- Rights to write files to relevant folders on the server
- Rights to install software on the server
- Internet Access (not required on the server)
- ServiceNow connector installation files (.zip)
- Connector license file (.lef)

### **Qlik Sense Cluster installation notes**

The connector needs to be installed on all nodes in the cluster where the engine service is running. For large installation with dedicated pure consumer nodes, the connector is not required on these nodes. Please note that if the connector is not installed on the node the user is accessing the connector will not be available.

## Installation procedure

1. Extract files from the .zip file



#### Content of zip-file



2. Copy content from .zip file to customer data folder in Qlik. Location: "C:\Program Files\Common Files\Qlik\Custom Data"

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💻 This PC	QvDataMarketConnector	01-04-2020 14:06	File folder		
📃 Desktop	QvEssbaseConnector	01-04-2020 14:06	File folder		
Documents	📙 QvOdbcConnectorPackage	01-04-2020 14:06	File folder		
Downloads	QvRestConnector	01-04-2020 14:07	File folder		
Music	QvSalesforceConnector	01-04-2020 14:07	File folder		
	QvSAPBAPIConnector	24-02-2019 12:29	File folder		
Pictures	QvSAPBExConnector	24-02-2019 12:29	File folder		
Videos	QvSAPExtractorConnector	24-02-2019 12:29	File folder		
🏪 Windows (C:)	QvSAPInfoProviderConnector	24-02-2019 12:29	File folder		
🕳 Temporary Storage	QvSAPSqlConnector	24-02-2019 12:29	File folder		
A Network	QvServiceNowConnector	09-06-2020 13:40	File folder		
	QvSSASConnector	01-05-2020 11:51	File folder		
	📙 QvWebStorageProviderConnectorPackage	01-04-2020 14:07	File folder		
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#### 3. Copy License.lef to the QvServiceNowConnector folder

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📃 Desktop	Newtonsoft.Json.dll	09-11-2019 00:56	Application extens	684 KB	
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Downloads	QvxLibrary.dll	20-02-2014 15:11	Application extens	61 KB	
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4. Restart Qlik service dispatcher and Qlik Engine Service.

The proxy service might need to be restarted, if an error is displayed when trying to access Qlik after the dispatcher service. If this doesn't work restart all Qlik Services

Services						-		$\times$
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Services (Local)	Services (Local)							
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		Remote Procedure Call (RPC)	The RPCSS	Running	Automatic	Network S		
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		Remote Registry	Enables rem		Automatic (T	Local Service		
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		RPC Endpoint Mapper	Resolves RP	Running	Automatic	Network S		
		Secondary Logon	Enables star		Manual	Local Syste		
		Secure Socket Tunneling Protocol Service	Provides su		Manual	Local Service		
		Security Accounts Manager	The startup	Running	Automatic	Local Syste.		
		Sensor Data Service	Delivers dat		Manual (Trig	Local System		
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