ServiceNow Connector for Qlik Sense – Installation guide
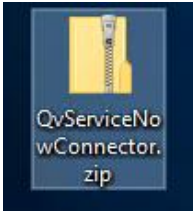
Prerequisites

- 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)
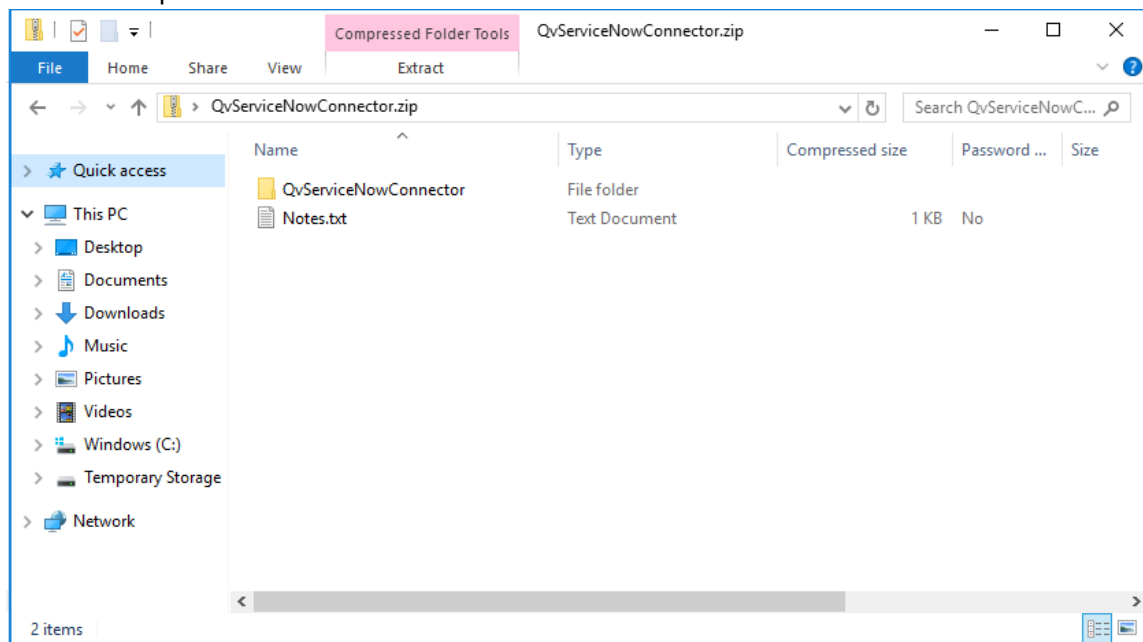
Qlik Sense Cluster installation notes

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.
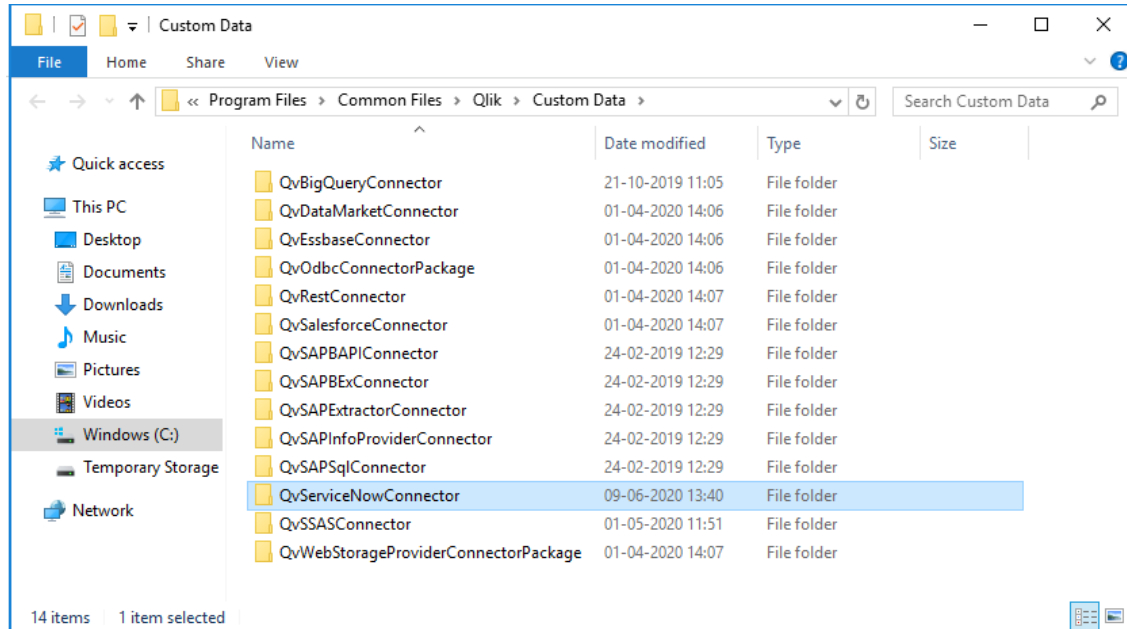
Installation procedure
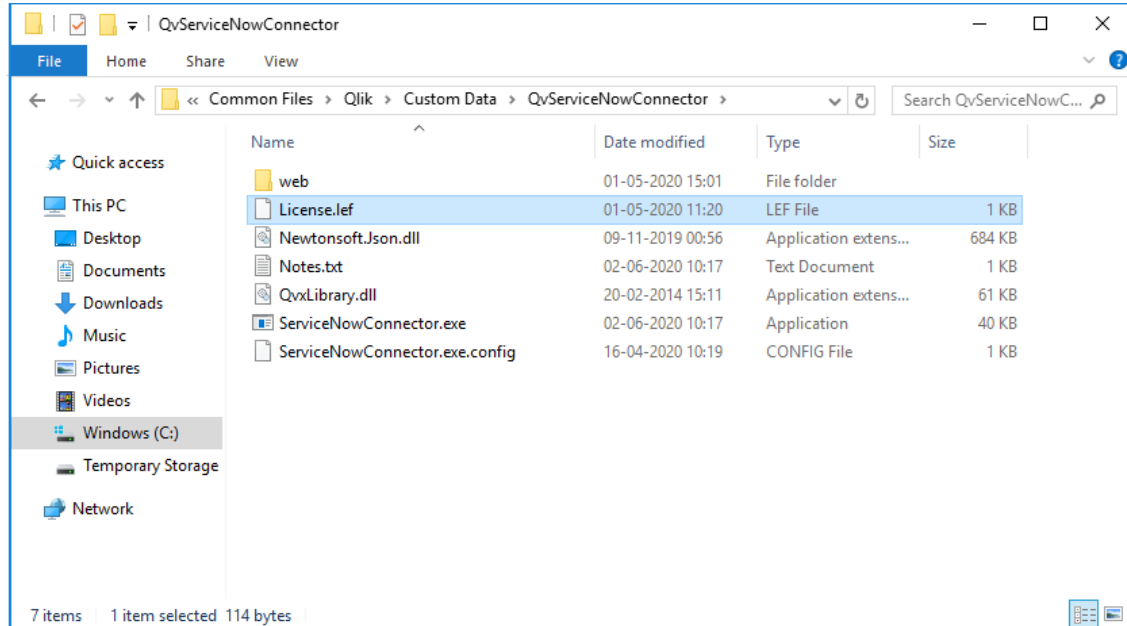
1. Extract files from the .zip file

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"

3. Copy License.lef to the QvServiceNowConnector folder

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