



ServiceNow Connector for Qlik Sense User Guide



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This document describes how to use the ServiceNow Connector for Qlik Sense. Please contact support at qlik.suport@stretch.dk for help.



Creating Connections



Creating a new connection

The ServiceNow connector for Qlik Sense support access to ServiceNow via the table API.

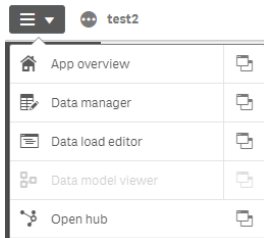
This document shows the configuration of connection to a stock ServiceNow. Custom and extended tables is supported, but if a heavily customized instance might need required additional steps.

This document assumes the users are familiar with basic Qlik tasks e.g. creating connections. If help is needed with these tasks, please contact us for assistance.

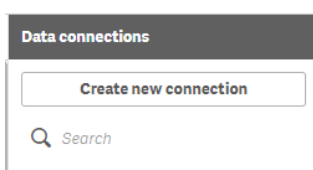
Support: glik.support@stretch.dk

New connection – create

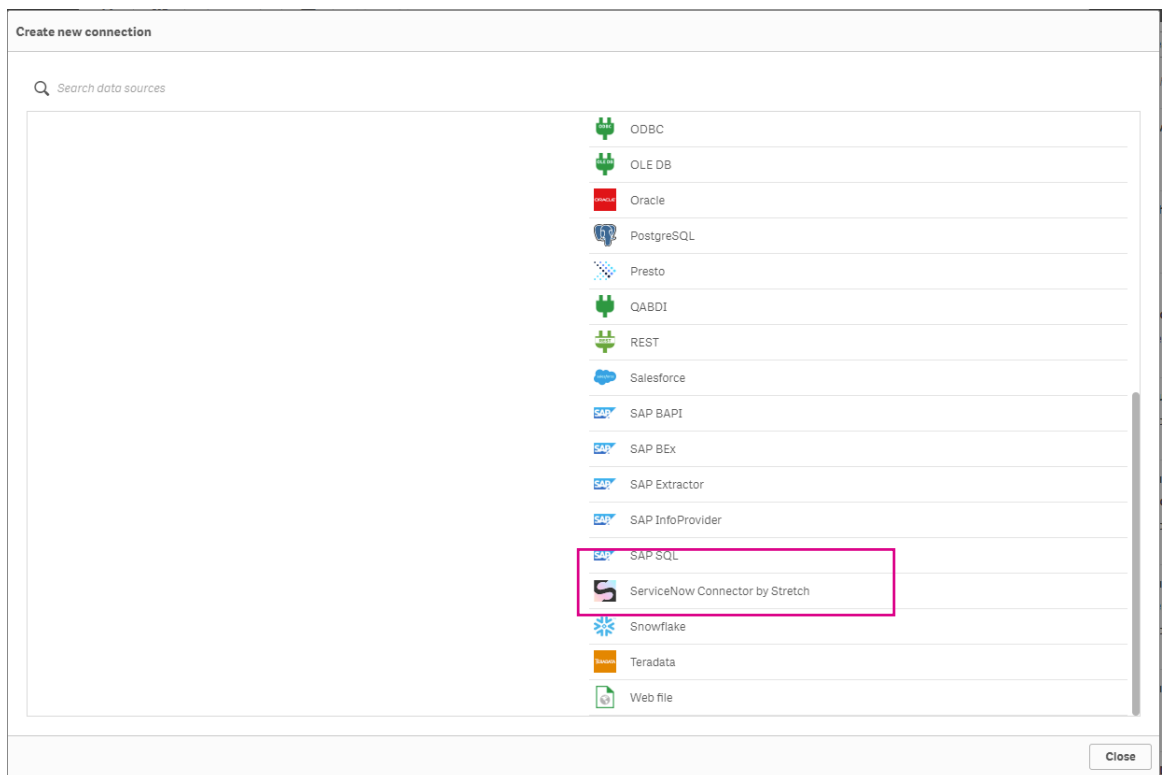
1. Go to the "data load editor" in the upper left corner:



2. Click the button "create new connection" in the upper left corner:



3. Select the ServiceNow Connector form the list



ServiceNow Connection

For a connection to ServiceNow the following information is required:

1. A username for the account to be used.
 1. An example: "qlikServiceUser".
 2. No spaces is allowed in the name
2. A password for the account.
 1. Note that two factor is not supported at the current time.
3. The address of the server.
 1. An example: "mycompany" or "dev12345"
4. The connection name is the name visible in Qlik

Create new connection (ServiceNow Connector by Stretch)

ServiceNow Connection

Username
username

Password
password

Address of the ServiceNow endpoint
service now endpoint https://xxx.xx/xx

Qlik Properties

Name
Connection name

Test Connection Cancel Create



Configuring ServiceNow Access

1. Ensure the user(s) have read permission to
 - Tables containing relevant data for the qlik applications
2. Ensure the user(s) have read permission the following systems tables:
 - sys_dictionary table
 - sys_db_object table
3. Ensure the network, firewalls and routing is configured such that the Qlik Server (not the client) can communicate with the ServiceNow rest-endpoint.

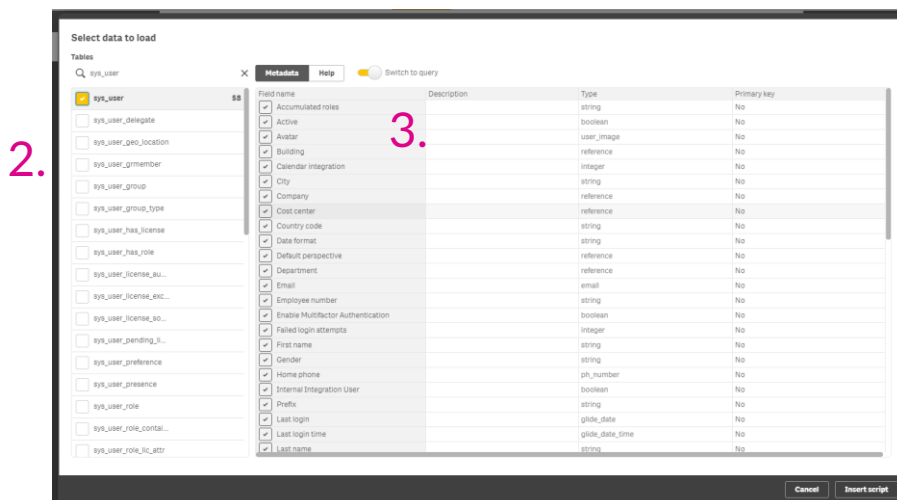
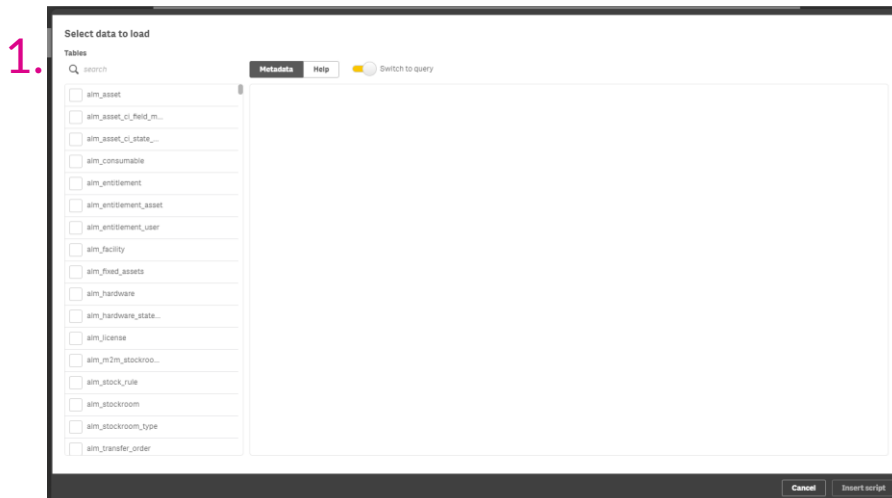


Loading data

Loading data – User interface

The connector has a graphical user interface (GUI) to assist in selection and creating queries for data from ServiceNow.

1. A list of tables will be shown. The search box can be used to filter and limit the list to a subset of tables.
 - The search box search both the technical and non-technical names
2. Select the tables with the desired data
 - Using the checkmark to the left of the table name will select all fields in the table
 - Mouse over shows the non-technical table name
3. Select the desired fields in the table
 - If all fields was selected, individual fields can be un-selected here
4. Repeat step 2 & 3 to select data from multiple tables
5. Click insert script when all desired fields has been selected



5.

Notes Tips & Tricks

Notes

- Qlik Sense
 - The data manager is at present time not supported for this connector, if a user tries to use it, they will get a message pointing them to the data editor.
- ServiceNow Connector
 - The connector doesn't at present support two-factor login.
- ServiceNow Connector & ServiceNow
 - The connector is at all times limited by the resources and capabilities of ServiceNow rest endpoint. Generally the performance is excellent, but with very large installation care might be needed when querying large datasets

Tips & Tricks

- For future versions.



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