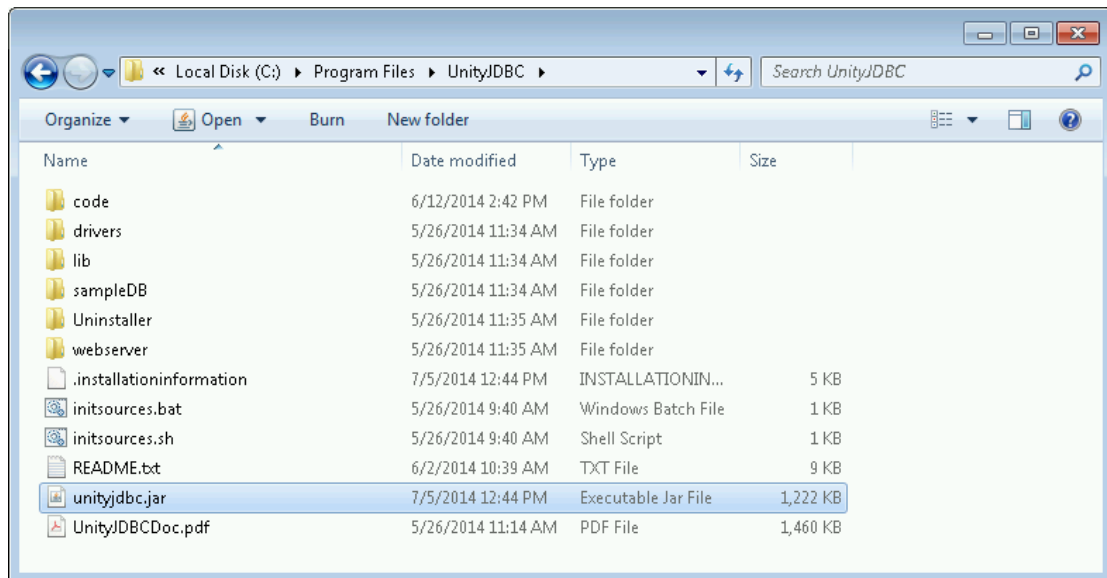
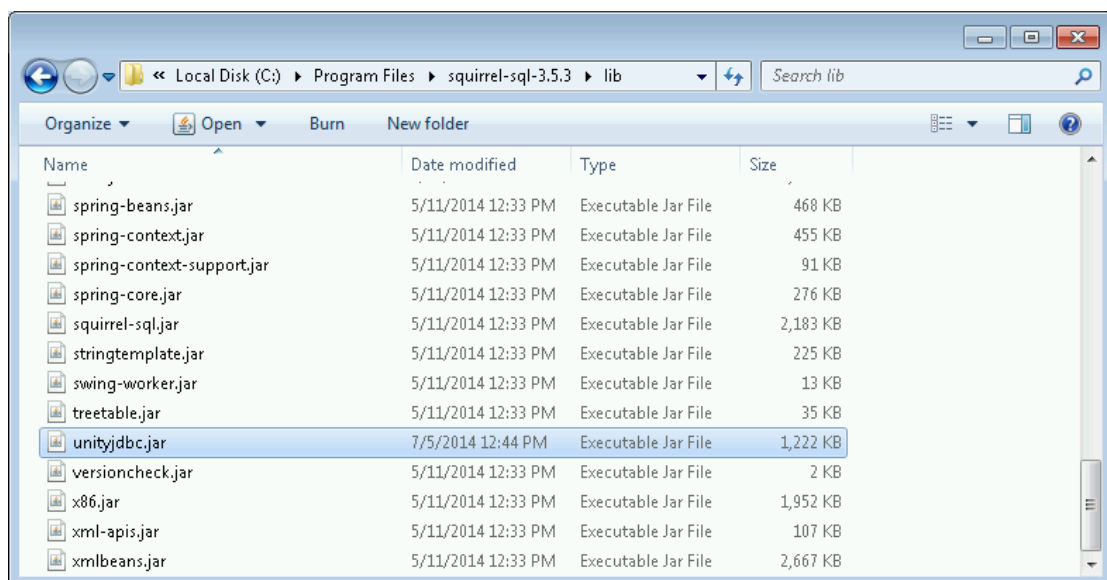



ServiceNow JDBC and UnityJDBC Driver Setup for Squirrel SQL

1. Download and install UnityJDBC at <http://www.unityjdbc.com/download.php>.
2. After installation, there is a **unityjdbc.jar** file in the installation directory. On Windows, the default install path is: **C:\Program Files\UnityJDBC**

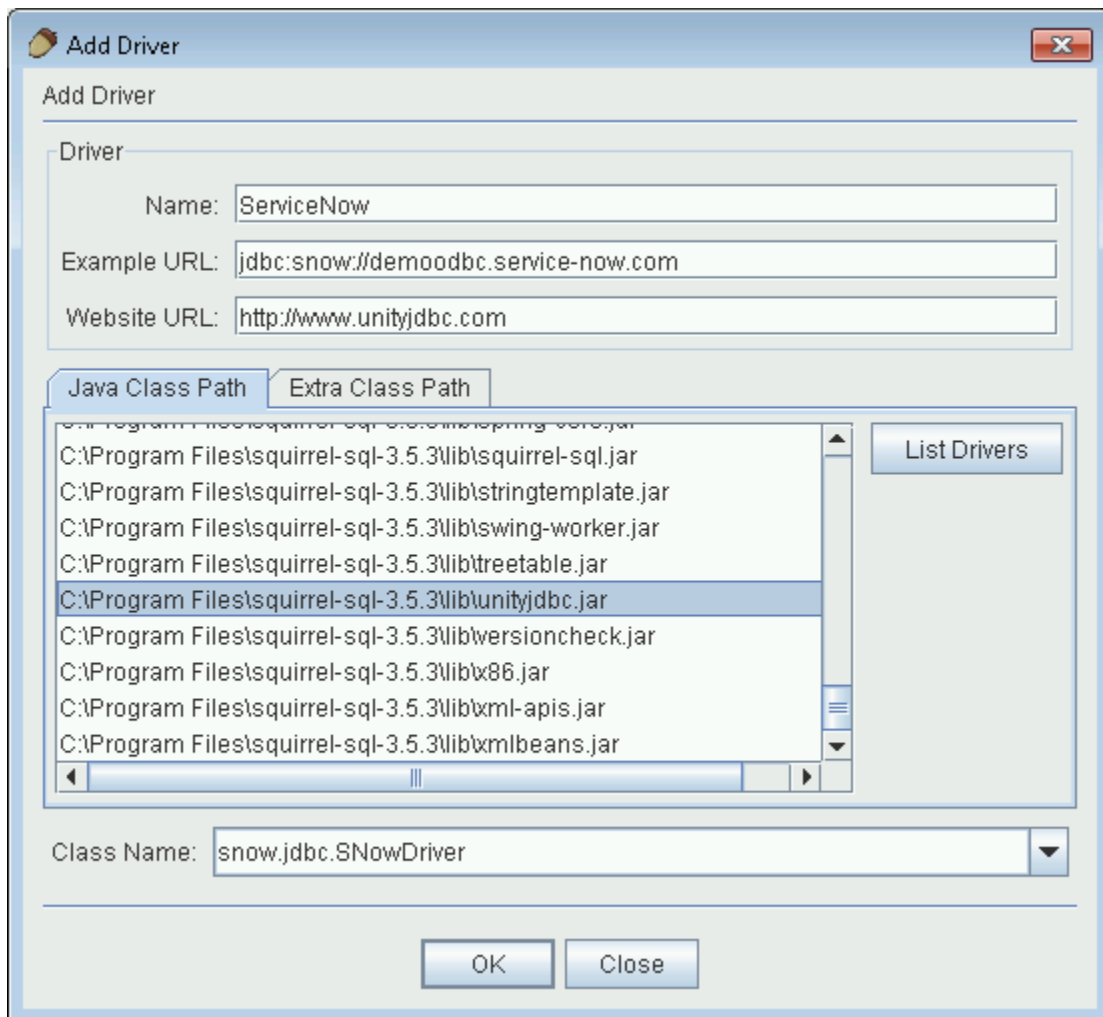


3. Copy the **unityjdbc.jar** file into the **lib** folder for your Squirrel SQL installation. For example: **C:\Program Files\squirrel-sql-3.5.3\lib**

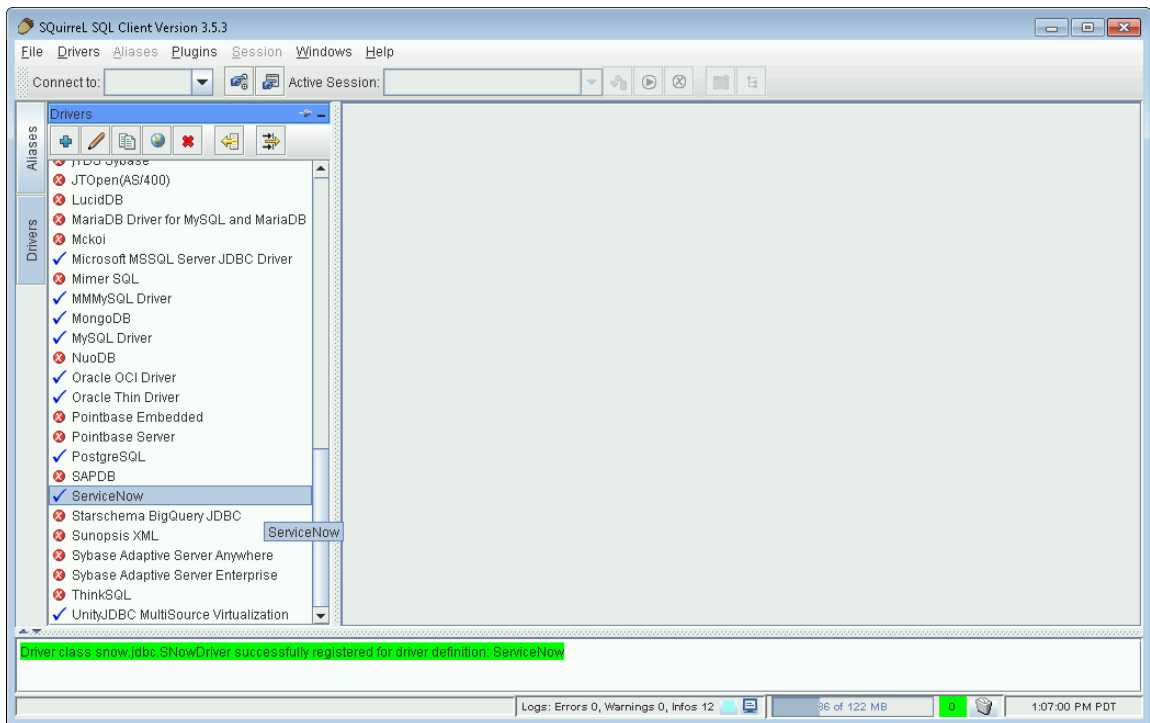


4. Start Squirrel SQL. Under the **Drivers** tab, click Add  to add a new driver. Click **OK**.
Settings:

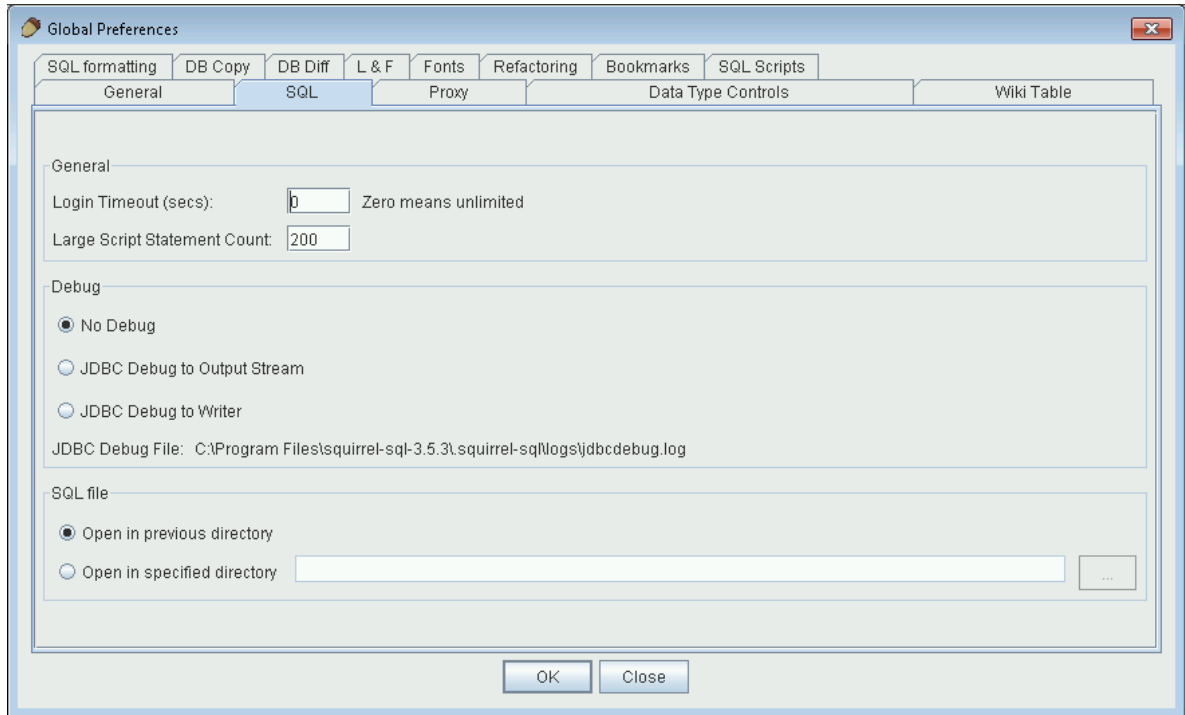
Name	ServiceNow
Example URL	jdbc:snow://demoodbc.service-now.com
Website (Optional)	http://www.unityjdbc.com
Class Name:	snow.jdbc.SNowDriver




5. After installation, the **ServiceNow** driver should be checked indicating it is ready for use. If not, make sure the `unityjdbc.jar` was installed correctly.

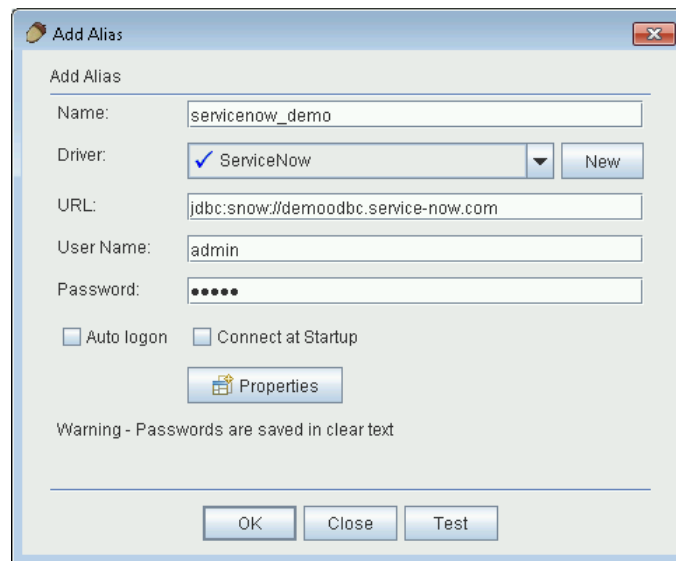


- The ServiceNow JDBC driver builds a schema on the first connection and caches it in a local file. This schema building may take some time. You can set SQuirreL not to timeout connections. Under the **File** menu select **Global Preferences** then in the **SQL** tab set **Login Timeout** to 0 (unlimited).



7. Click on the **Aliases** tab. Then click the plus symbol  to add a new alias. Here is alias information for a sample ServiceNow database:

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



Add Alias

Add Alias

Name: servicenow_demo

Driver: ServiceNow

URL: jdbc:snow://demoodbc.service-now.com

User Name: admin


Password:

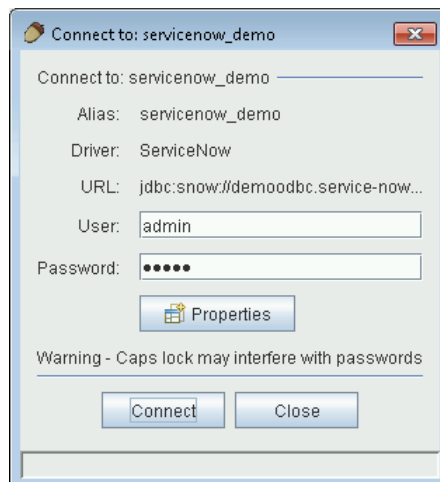
Auto logon Connect at Startup

Properties

Warning - Passwords are saved in clear text

OK Close Test

8. Click **OK**. You can then connect by clicking on the Connection icon  to the left of the plus or by clicking on the **Connect** button.



Connect to: servicenow_demo

Connect to: servicenow_demo

Alias: servicenow_demo

Driver: ServiceNow

URL: jdbc:snow://demoodbc.service-now...

User: admin

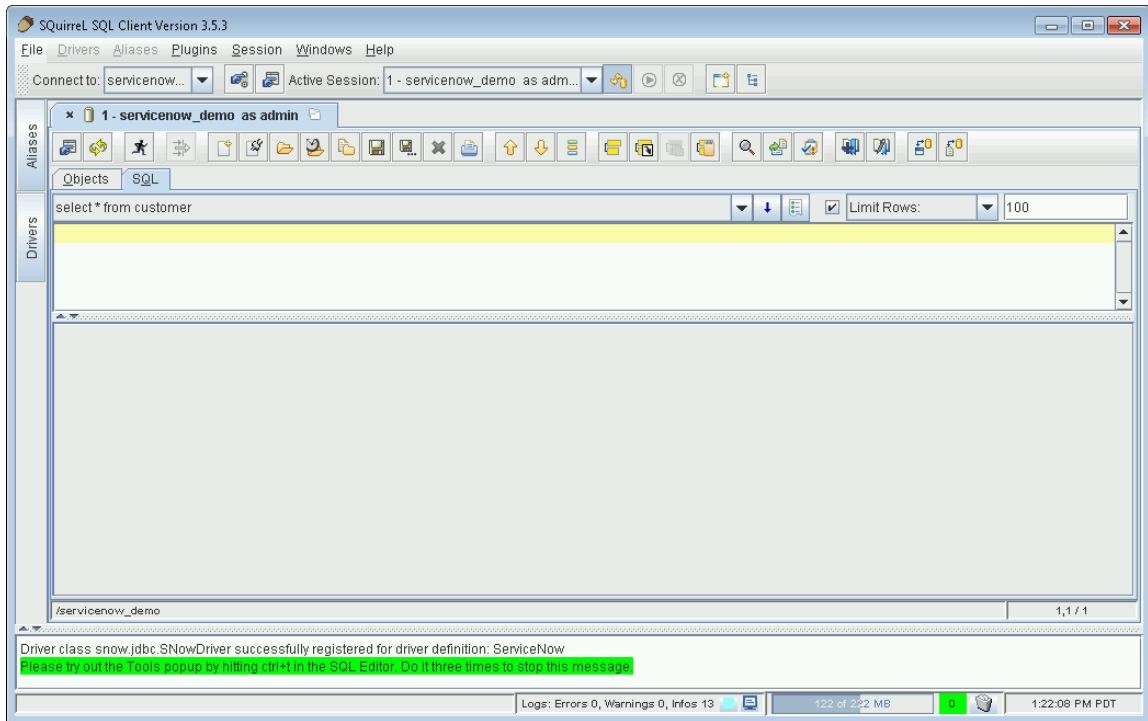
Password:

Properties

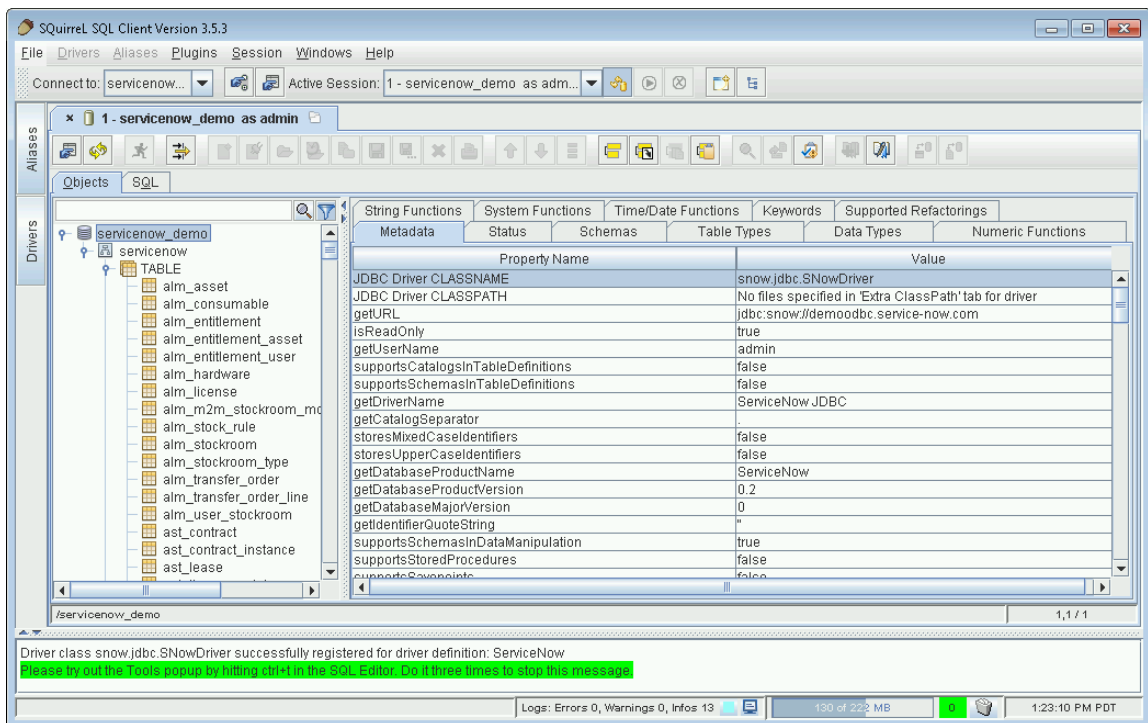
Warning - Caps lock may interfere with passwords

Connect Close

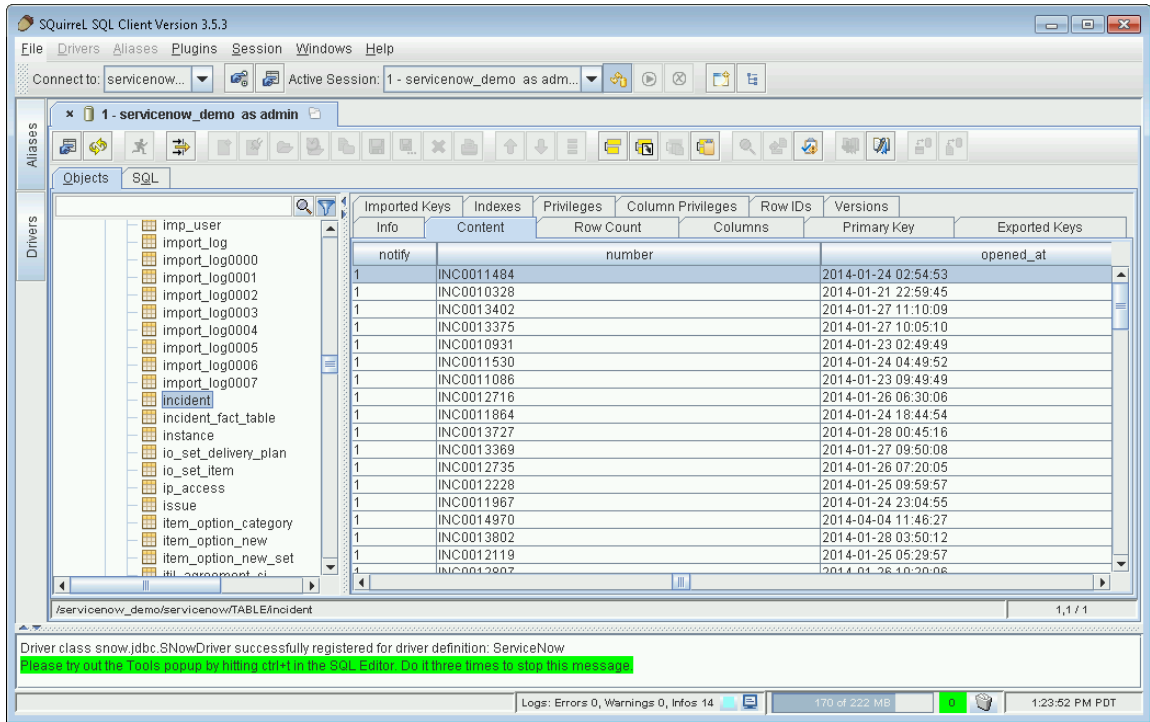
9. After connection you will see a window that allows you to enter SQL queries.



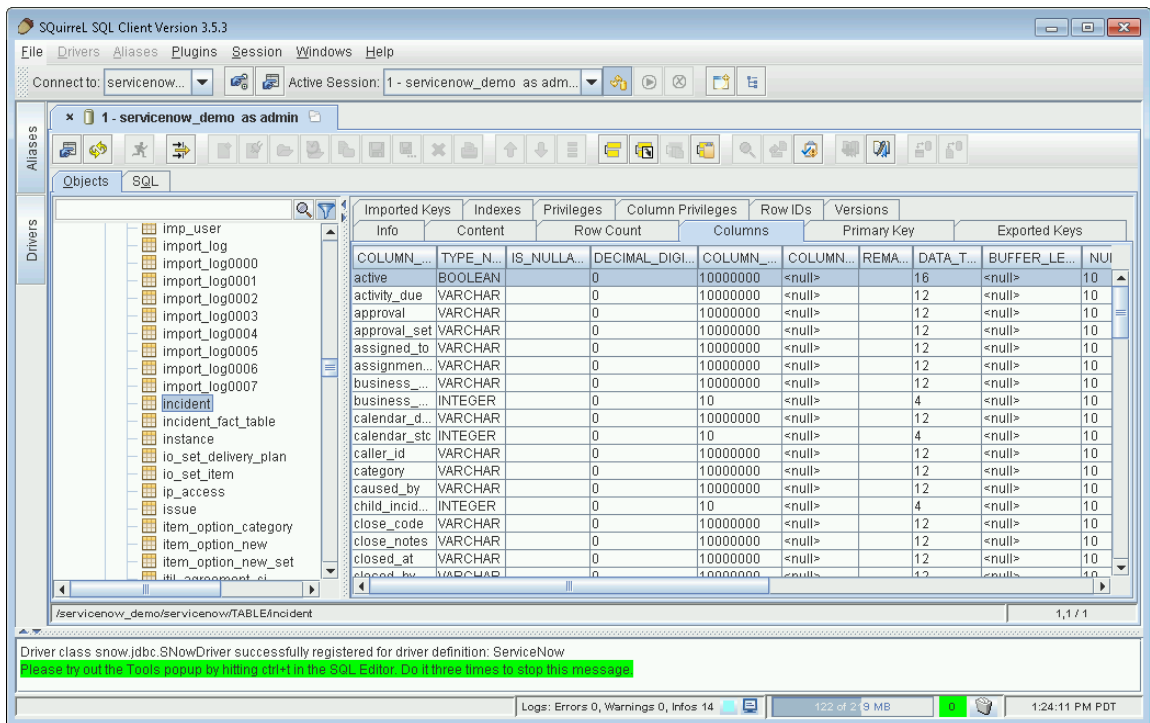
10. To browse the schema, click on the **Objects** tab.




11. View table contents by clicking on a table and selecting the **Content** tab.

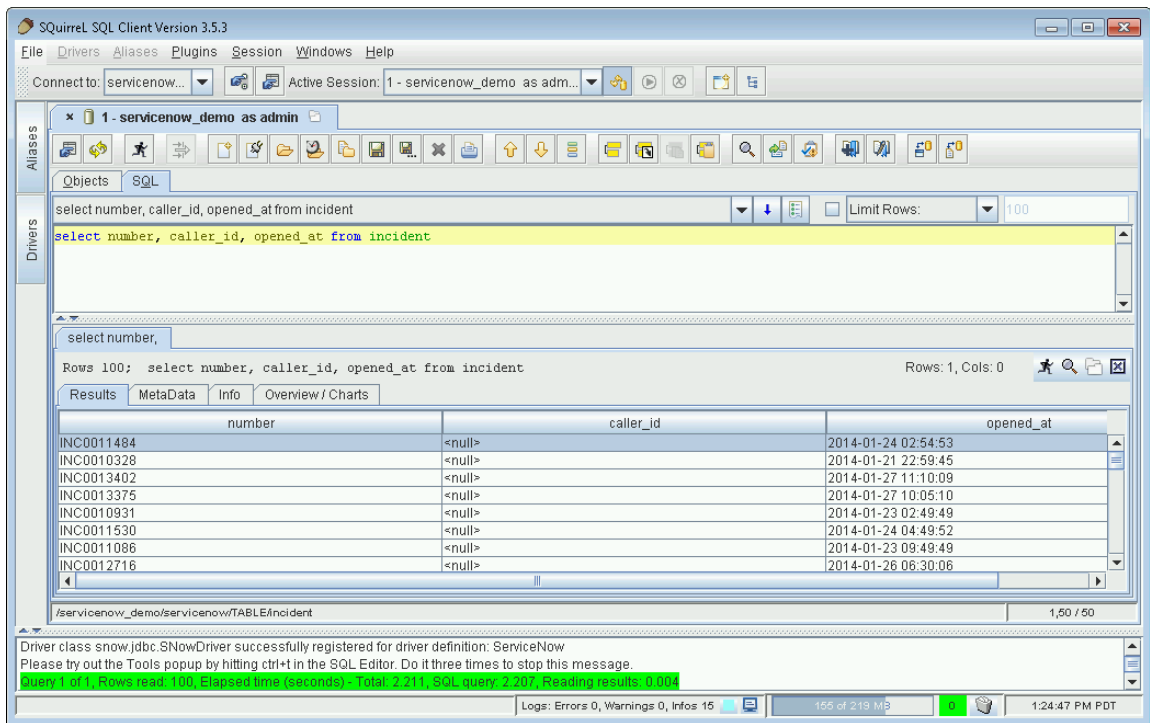


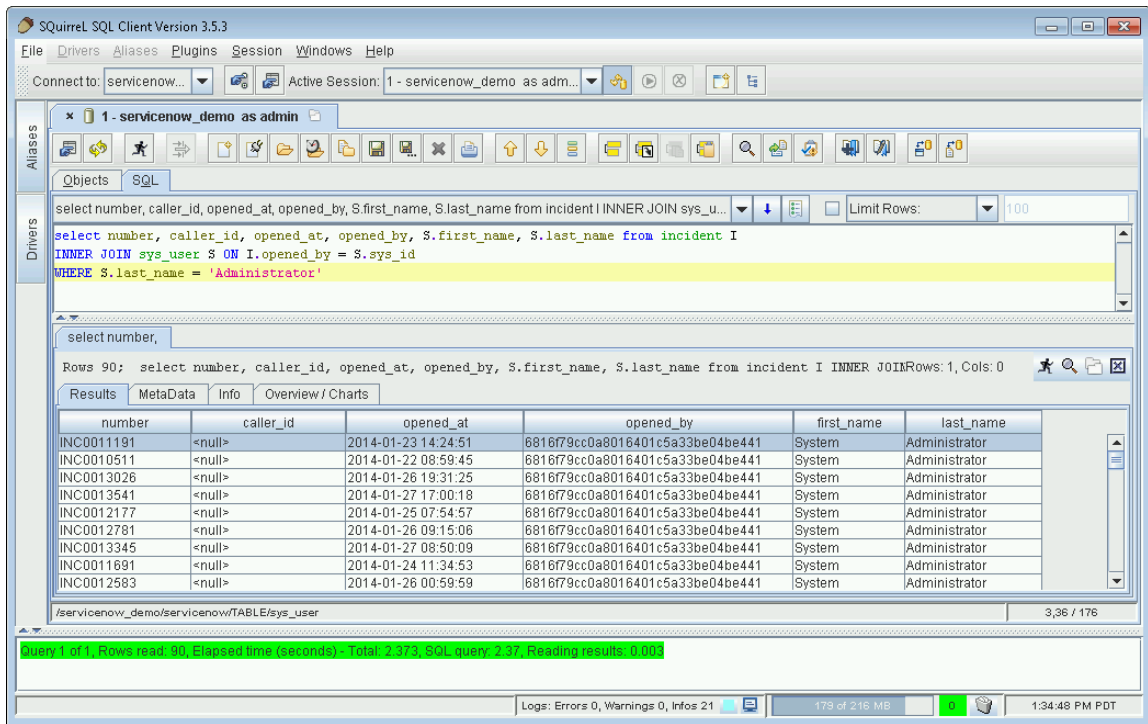
12. View table fields by clicking on a table and selecting the **Columns** tab.



13. Click the **SQL** tab to enter queries. Click **Run**  to run a query. Here are two example queries. The first query queries a single table and runs completely on ServiceNow. The number of results on all queries is limited to 100 rows. The second query uses a join that requires UnityJDBC. The trial version is limited to returning 100 rows. Upgrade to a full version at www.unityjdbc.com for an unlimited number of rows. More details on querying is at: http://www.unityjdbc.com/serviceNow/serviceNow_jdbc.php

Query #1	<code>SELECT number, caller_id, opened_at FROM incident</code>
Query #2	<code>SELECT number, caller_id, opened_at, opened_by, S.first_name, S.last_name FROM incident I INNER JOIN sys_user S ON I.opened_by = S.sys_id WHERE S.last_name = 'Administrator'</code>





Notes:

- 1) The user account used for connecting to your ServiceNow instance must have SOAP query privileges. See for more details: http://wiki.servicenow.com/index.php?title=Web_Services_Security#Web_Service_User_Roles
- 2) The first connection will build a schema and store it in the default location of the current directory with the name **snow_schema.xml**. This first connection may take some time so changing the connection timeout may be needed. A schema is not rebuilt unless the URL contains the option **rebuildschema=true**. See for more details on URL parameters: http://www.unityjdbc.com/servicenow/servicenow_jdbc.php#connectionParam
- 3) Adding the URL parameter **debug=true** will produce more information on query execution. This information can be seen in the Squirrel log by selecting **View Squirrel Logs** from the **Windows** menu.
- 4) Long-running ServiceNow SOAP API requests may timeout (See: http://wiki.servicenow.com/index.php?title=Long-Running_SOAP_Request_Support). It is possible to use LIMIT and OFFSET to retrieve "chunks" of a large table. Use OFFSET to indicate the index of the next record to retrieve. For example, to retrieve records in chunks of 50000 here are the first 3 queries:

Query #1	SELECT * FROM incident LIMIT 50000 OFFSET 0
Query #2	SELECT * FROM incident LIMIT 50000 OFFSET 50000
Query #3	SELECT * FROM incident LIMIT 50000 OFFSET 100000