Denodo Support Site Quick Start Guide

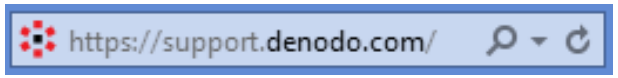
April, 2022

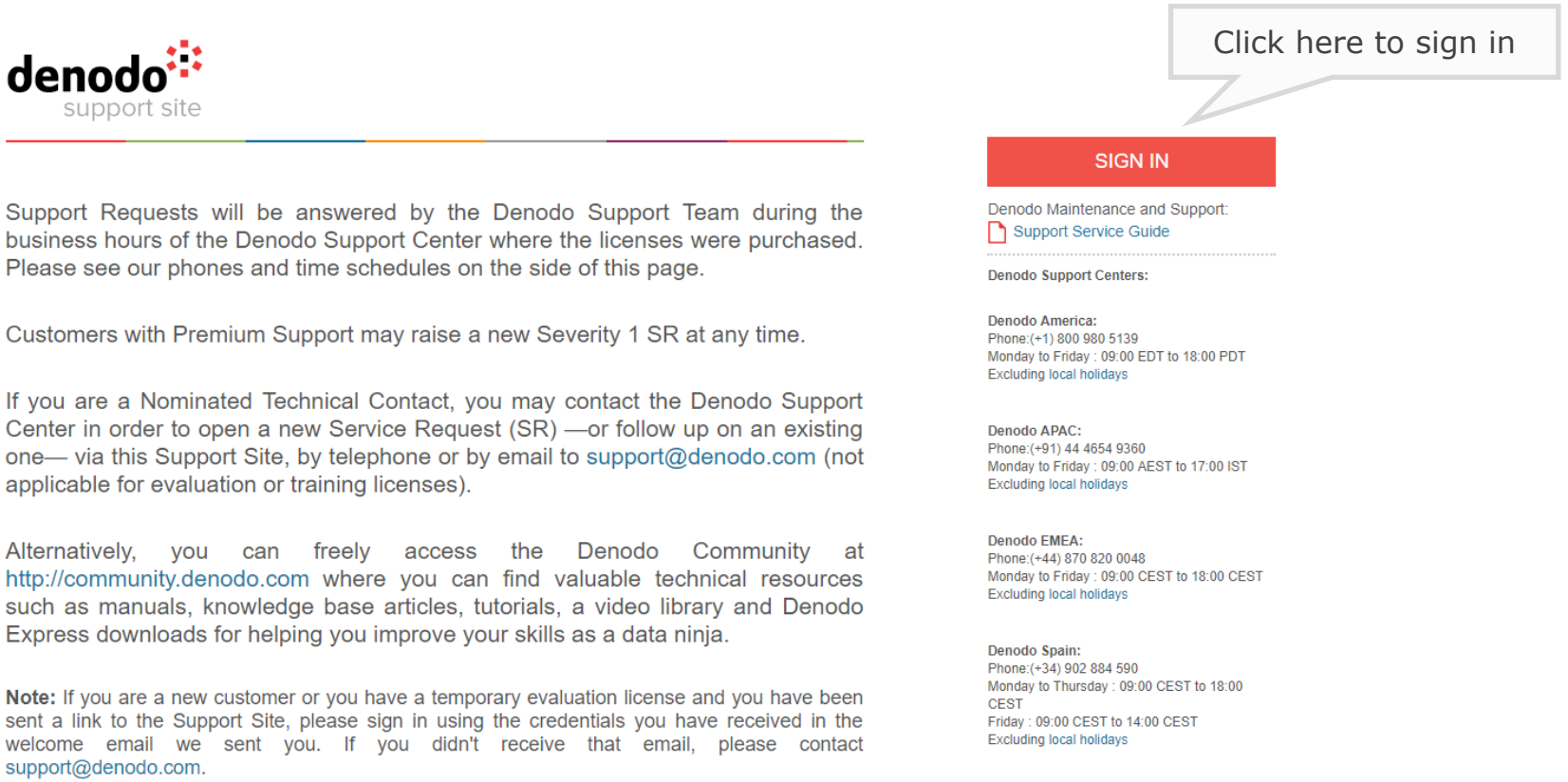
Agenda

1. Accessing Denodo Support Site
2. Getting started
3. Downloads
4. Knowledge
5. Support & Services
6. Search
7. Profile
8. Logout

Accessing Denodo Support Site

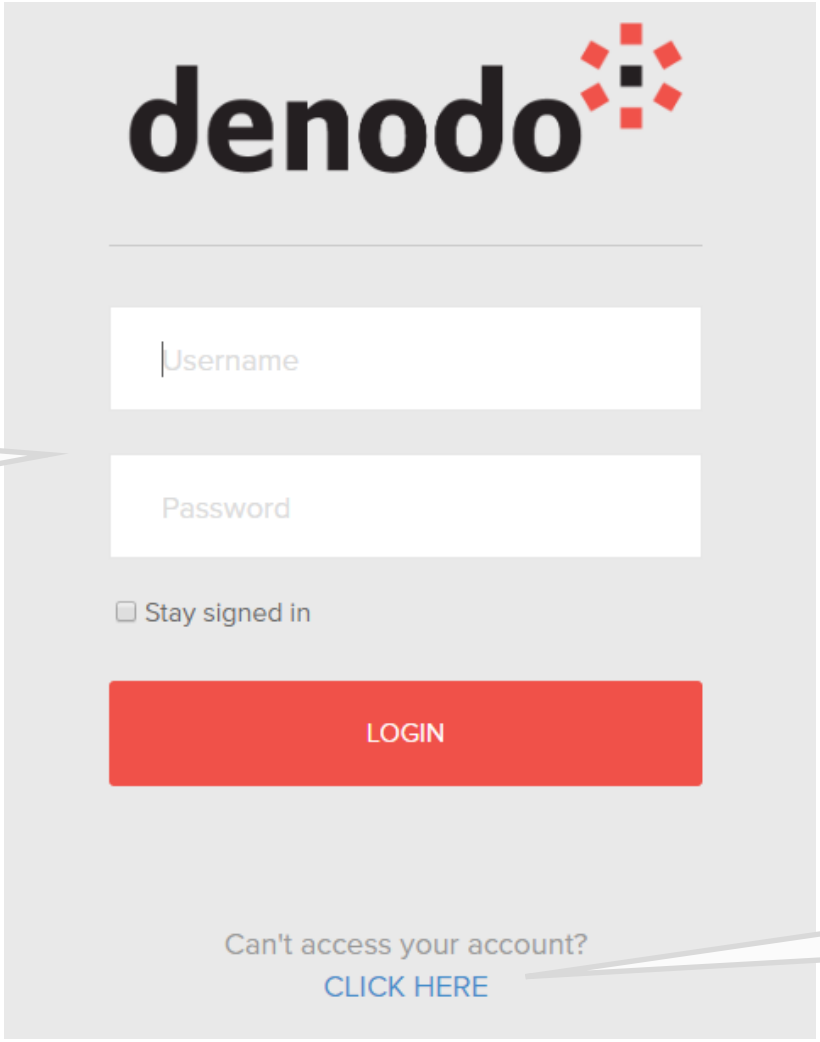
First access





Accessing Denodo Support Site

First access

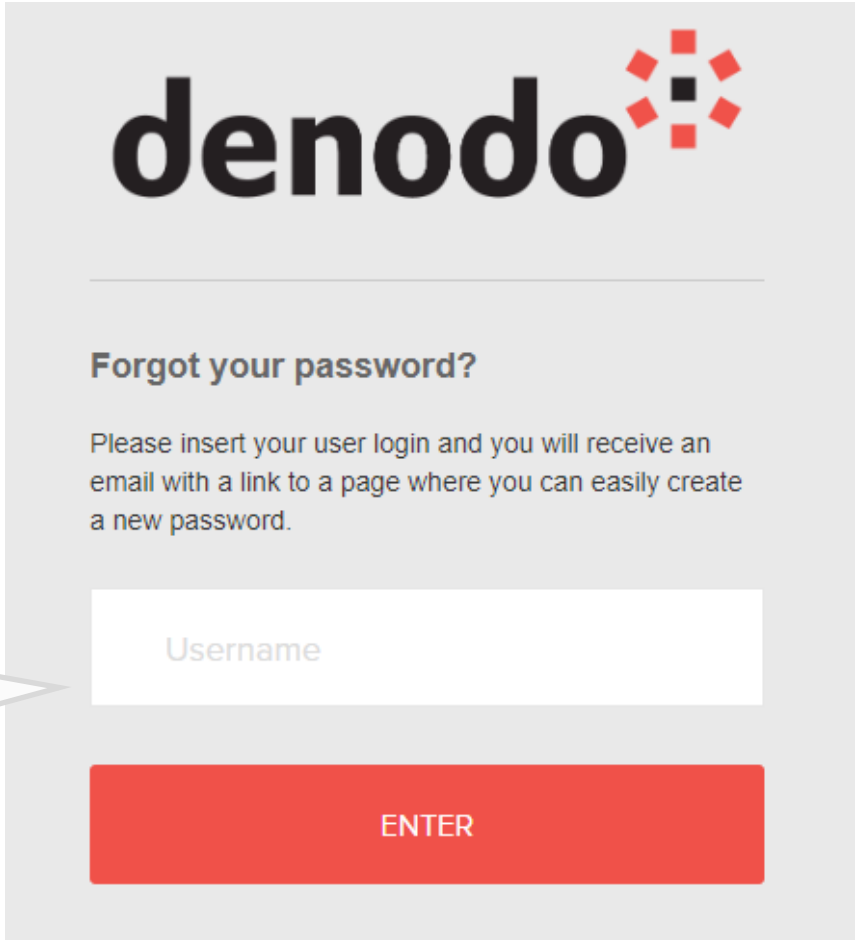


To log in enter your username and password and click the "Login" button

Click here if you forgot your password

Accessing Denodo Support Site

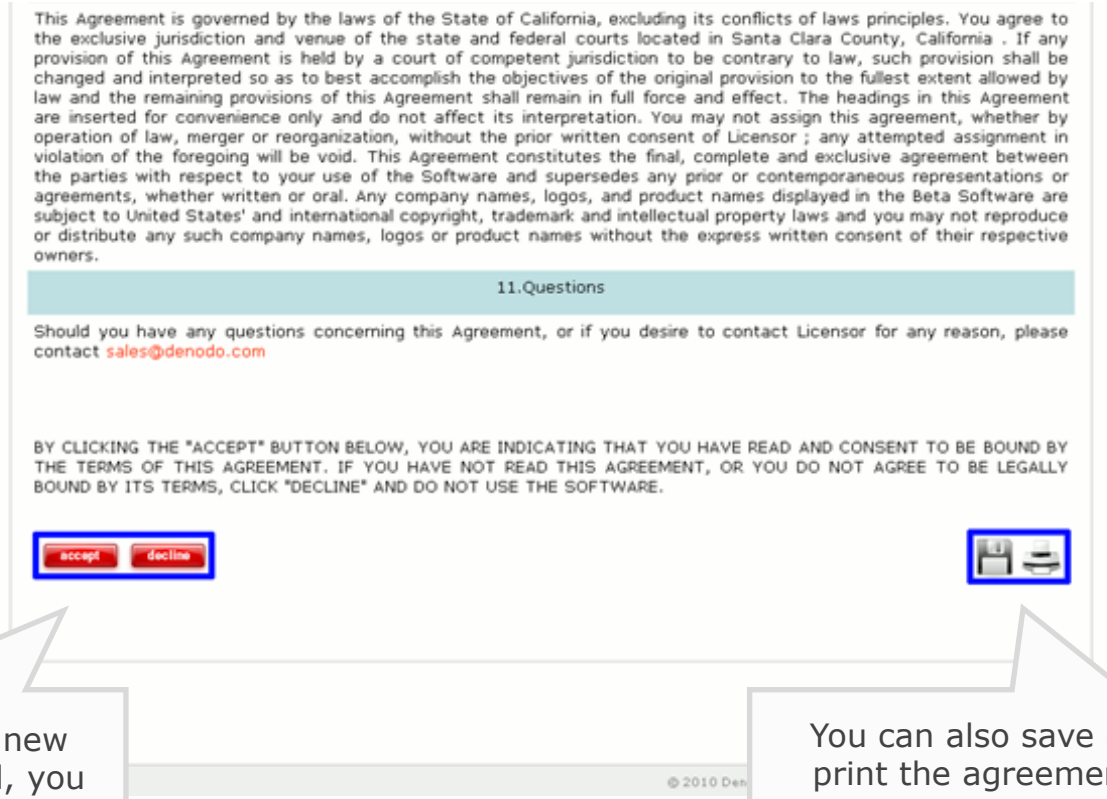
Forgot your password?



Just enter your username, click "Enter" and you will receive an email with a link to regenerate your password

Accessing Denodo Support Site

Did you accept the agreement?

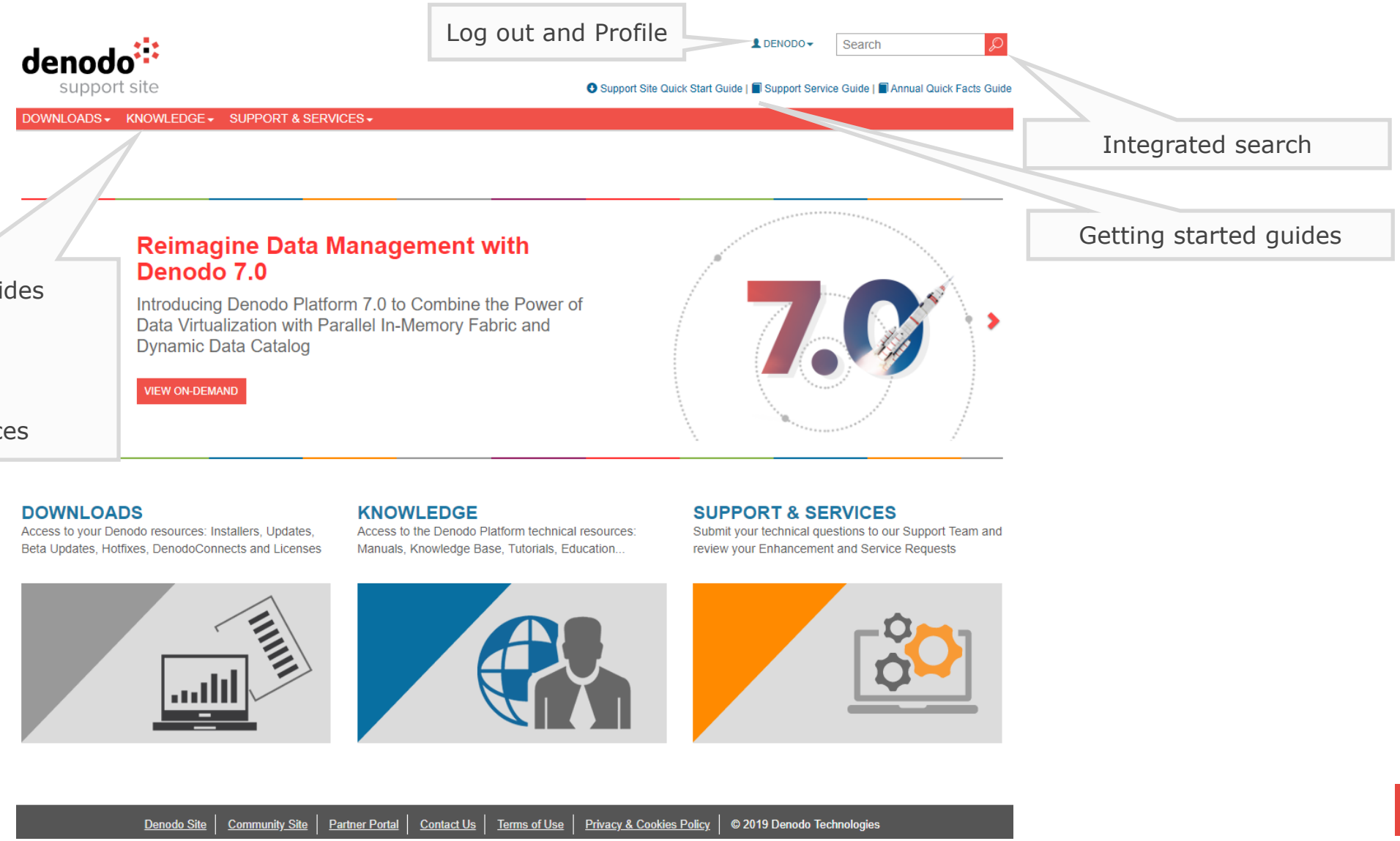


After log in, if you have a new Evaluation license assigned, you will be prompted to accept or decline the license agreement

You can also save or print the agreement

Getting started

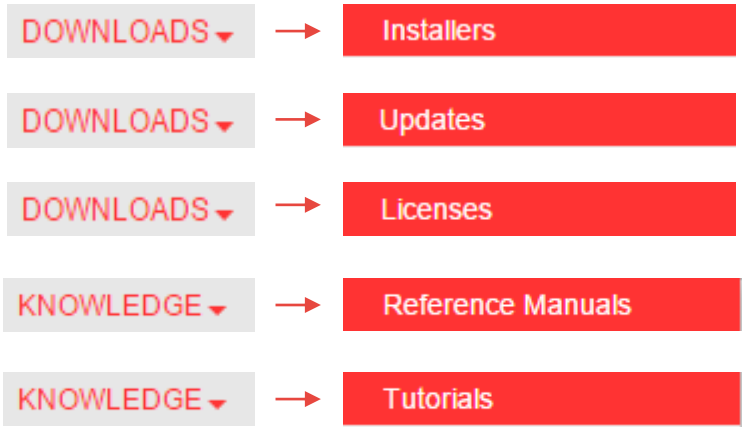
The main page



Getting started…

Once you have access to the support site you can download and install the Denodo Platform:

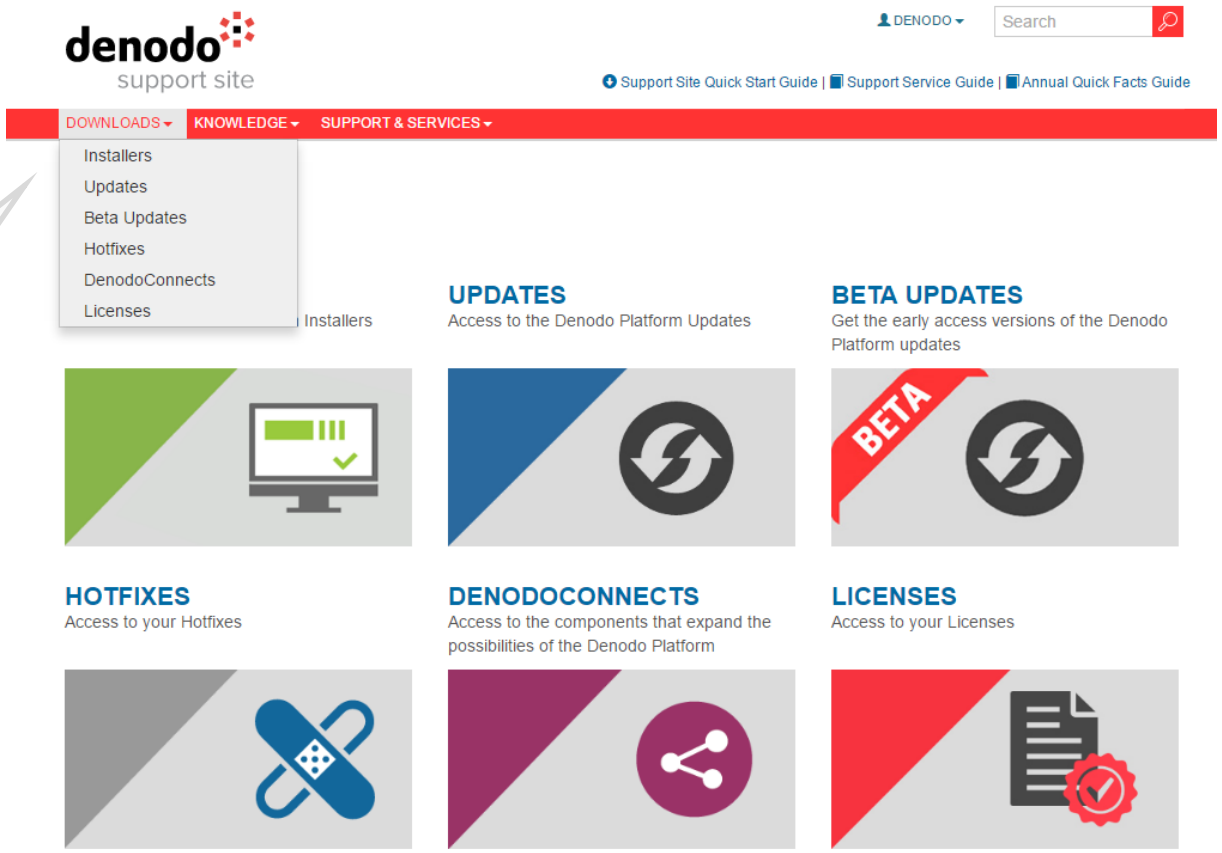
1. Download the installer.
2. Download the latest update.
3. Download your license file.
4. Check the documentation.
5. Follow the tutorials.



Downloads

Downloads pull-down menu provides access to:

- Installers
- Updates
- Beta Updates
- Hotfixes
- DenodoConnects
- Licenses



Downloads

Installers

Installers

Here you can download your preferred version of the award-winning Denodo Platform. During the installation process a valid Denodo Platform license is requested so please have it handy. When the installation process finishes you should check for your licensed updates to get the best out of the Denodo Platform.

Click on a tab button to select the distribution that best suits your needs

Denodo 7.0 | Denodo 7.0BETA | Denodo 6.0

Denodo Platform installer

denodo-install-7.0-win64

Download (1.1 GB) CHECKSUMS

This is the main installer of **Denodo Platform 7.0**. Notice that the installation and license management process has changed in version 7.0. You will need the additional installer "denodo-install-solutionmanager", to install your Denodo license. Check the Denodo Platform installation guide for more details. Recommended version for **64-bit Windows** platforms. The installation will use an embedded Java Runtime Environment.

Important: if upgrading from a previous version, read the Migration guide. The upgrade process has changed since the last version.

Solution Manager tool installer

denodo-install-solutionmanager-7.0-win64

Download (713 MB) CHECKSUMS

This installer only contains the **Solution Manager** component, which is new in version 7.0. This component is required to install your Denodo license. Recommended version for **64-bit Windows** platforms. The installation will use an embedded Java Runtime Environment.
Please refer to the Solution Manager Installation Guide for more information.

Virtual DataPort administration tool installer

denodo-install-vdp-client-7.0-win64

Download (317 MB) CHECKSUMS

This installer only contains the **Virtual DataPort administration tool** component of **Denodo Platform 7.0**. This installer is aimed at Denodo developers who only use this administration tool and do not need to install the rest of the Denodo Platform. Recommended version for **64-bit Windows** platforms. The installation will use an embedded Java Runtime Environment.
Please refer to the Denodo Platform Installation Guide for more information.

Downloads

Updates

Only the latest update is being shown as you only have to install the newest one.
This is the full Denodo Platform update.

This link takes you to a comprehensive changes list and an instructions for the update (Update details)

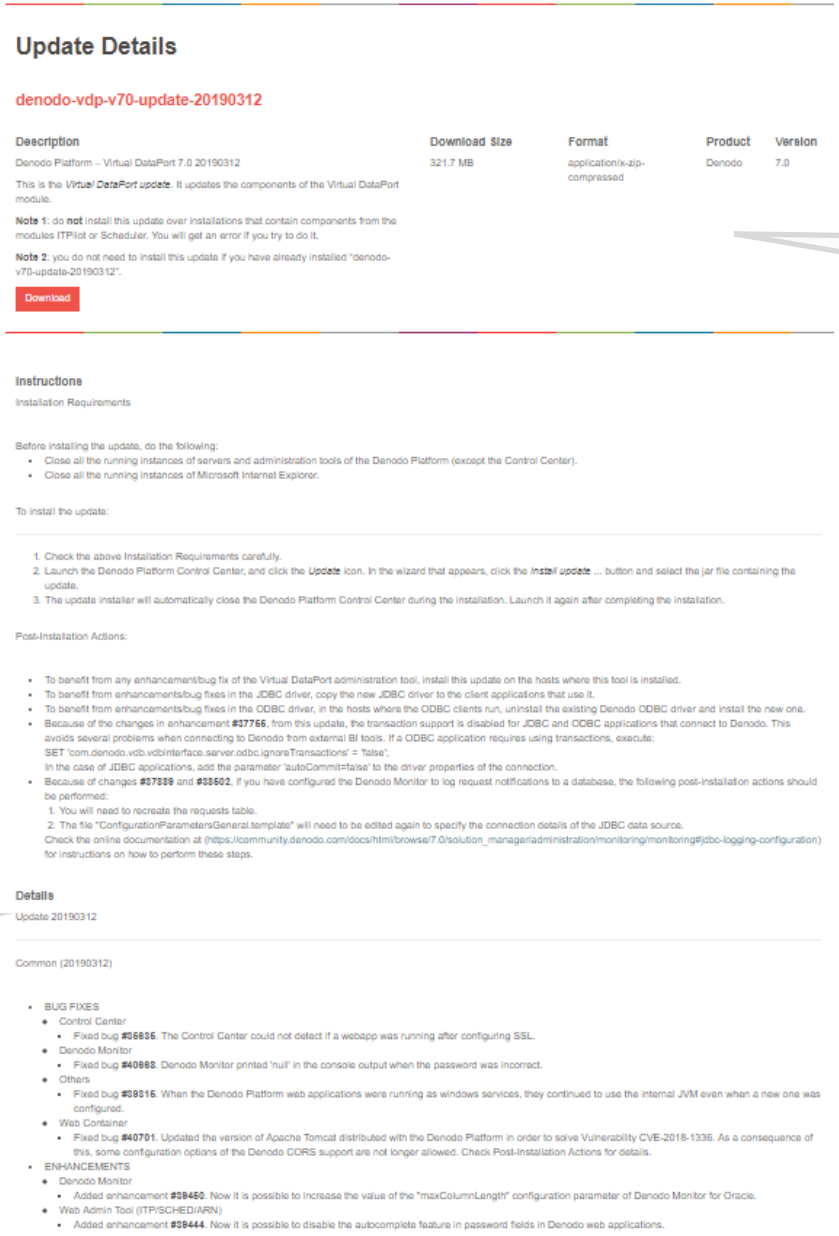
This is the Virtual DataPort update, not intended for a full Denodo Platform update.

This is the Solution Manager update, not intended for a full Denodo Platform update.

If you want to download a previous update click in "Show older updates"

Downloads

Updates: Details



Update Details

denodo-vdp-v70-update-20190312

Description	Download Size	Format	Product	Version
Denodo Platform – Virtual DataPort 7.0 20190312	321.7 MB	application/x-zip-compressed	Denodo	7.0

This is the *Virtual DataPort update*. It updates the components of the Virtual DataPort module.

Note 1: do **not** install this update over installations that contain components from the modules ITPilot or Scheduler. You will get an error if you try to do it.

Note 2: you do not need to install this update if you have already installed "denodo-v70-update-20190312".

Download

Instructions

Installation Requirements

Before installing the update, do the following:

- Close all the running instances of servers and administration tools of the Denodo Platform (except the Control Center).
- Close all the running instances of Microsoft Internet Explorer.

To install the update:

1. Check the above Installation Requirements carefully.
2. Launch the Denodo Platform Control Center, and click the *Update* icon. In the wizard that appears, click the *Install update ...* button and select the jar file containing the update.
3. The update installer will automatically close the Denodo Platform Control Center during the installation. Launch it again after completing the installation.

Post-Installation Actions:

- To benefit from any enhancement/bug fix of the Virtual DataPort administration tool, install this update on the hosts where this tool is installed.
- To benefit from enhancements/bug fixes in the JDBC driver, copy the new JDBC driver to the client applications that use it.
- To benefit from enhancements/bug fixes in the ODBC driver, in the hosts where the ODBC clients run, uninstall the existing Denodo ODBC driver and install the new one.
- Because of the changes in enhancement **#37756**, from this update, the transaction support is disabled for JDBC and ODBC applications that connect to Denodo. This avoids several problems when connecting to Denodo from external BI tools. If a ODBC application requires using transactions, execute:
  SET 'com.denodo.vdb.vdbinterface.server.odbc.ignoreTransactions' = 'false';
  In the case of JDBC applications, add the parameter 'autoCommit=false' to the driver properties of the connection.
- Because of changes **#37839** and **#38602**, if you have configured the Denodo Monitor to log request notifications to a database, the following post-installation actions should be performed:
  1. You will need to recreate the requests table.
  2. The file "ConfigurationParametersGeneral.template" will need to be edited again to specify the connection details of the JDBC data source.
  Check the online documentation at (https://community.denodo.com/docs/html/browse/7.0/solution_manager/administration/monitoring/monitoring#jdbc-logging-configuration) for instructions on how to perform these steps.

Details

Update 20190312

Common (20190312)

- BUG FIXES
  - Control Center
    - Fixed bug **#36836**. The Control Center could not detect if a webapp was running after configuring SSL.
  - Denodo Monitor
    - Fixed bug **#40668**. Denodo Monitor printed 'null' in the console output when the password was incorrect.
  - Others
    - Fixed bug **#38816**. When the Denodo Platform web applications were running as windows services, they continued to use the internal JVM even when a new one was configured.
  - Web Container
    - Fixed bug **#40701**. Updated the version of Apache Tomcat distributed with the Denodo Platform in order to solve Vulnerability CVE-2018-1336. As a consequence of this, some configuration options of the Denodo CORS support are not longer allowed. Check Post-Installation Actions for details.
- ENHANCEMENTS
  - Denodo Monitor
    - Added enhancement **#38460**. Now it is possible to increase the value of the "maxColumnLength" configuration parameter of Denodo Monitor for Oracle.
  - Web Admin Tool (ITP/SCHED/ARN)
    - Added enhancement **#38444**. Now it is possible to disable the autocomplete feature in password fields in Denodo web applications.

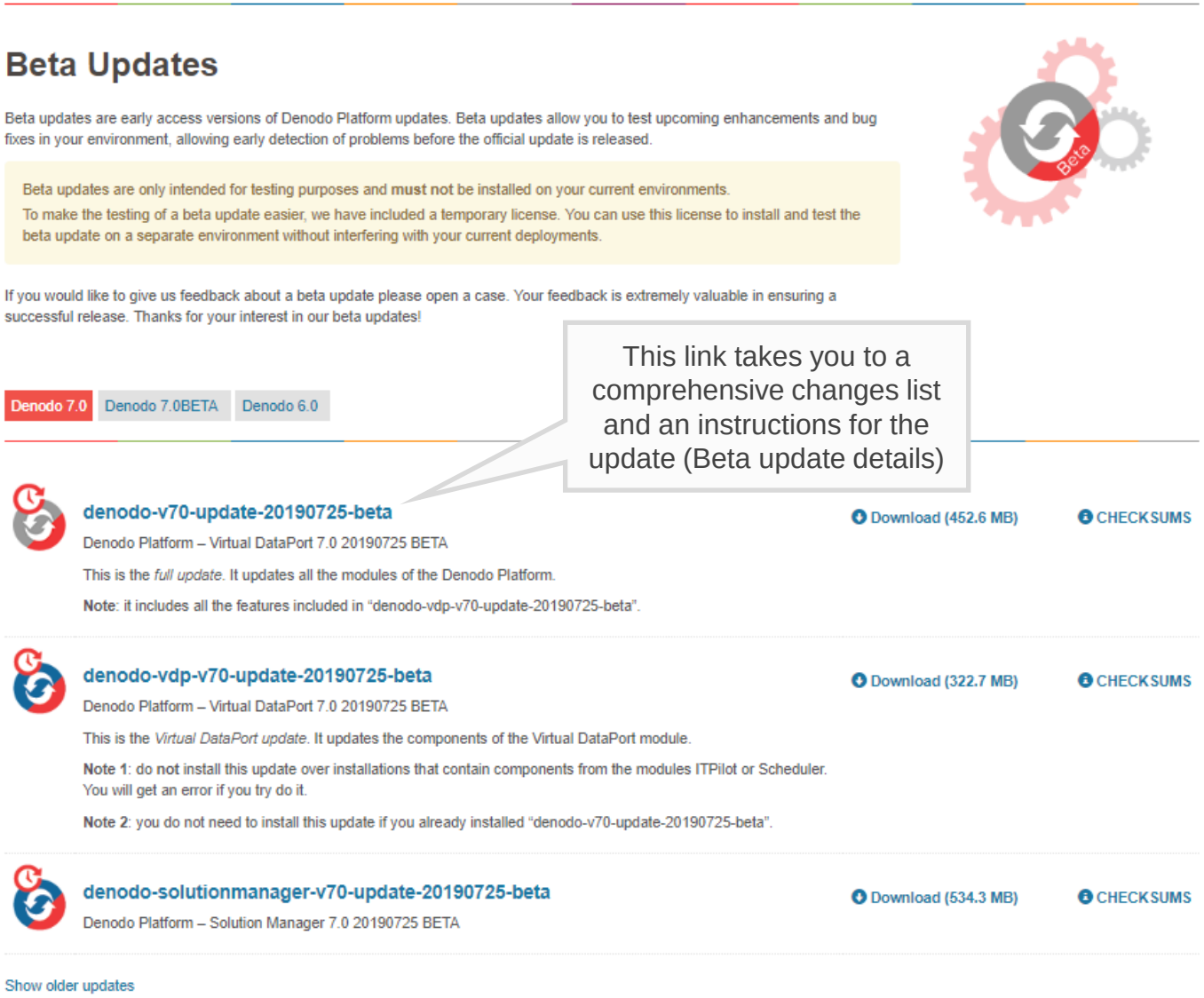
Description of the update

Installation instructions

Details: List of enhancements and bug fixes included in the update.

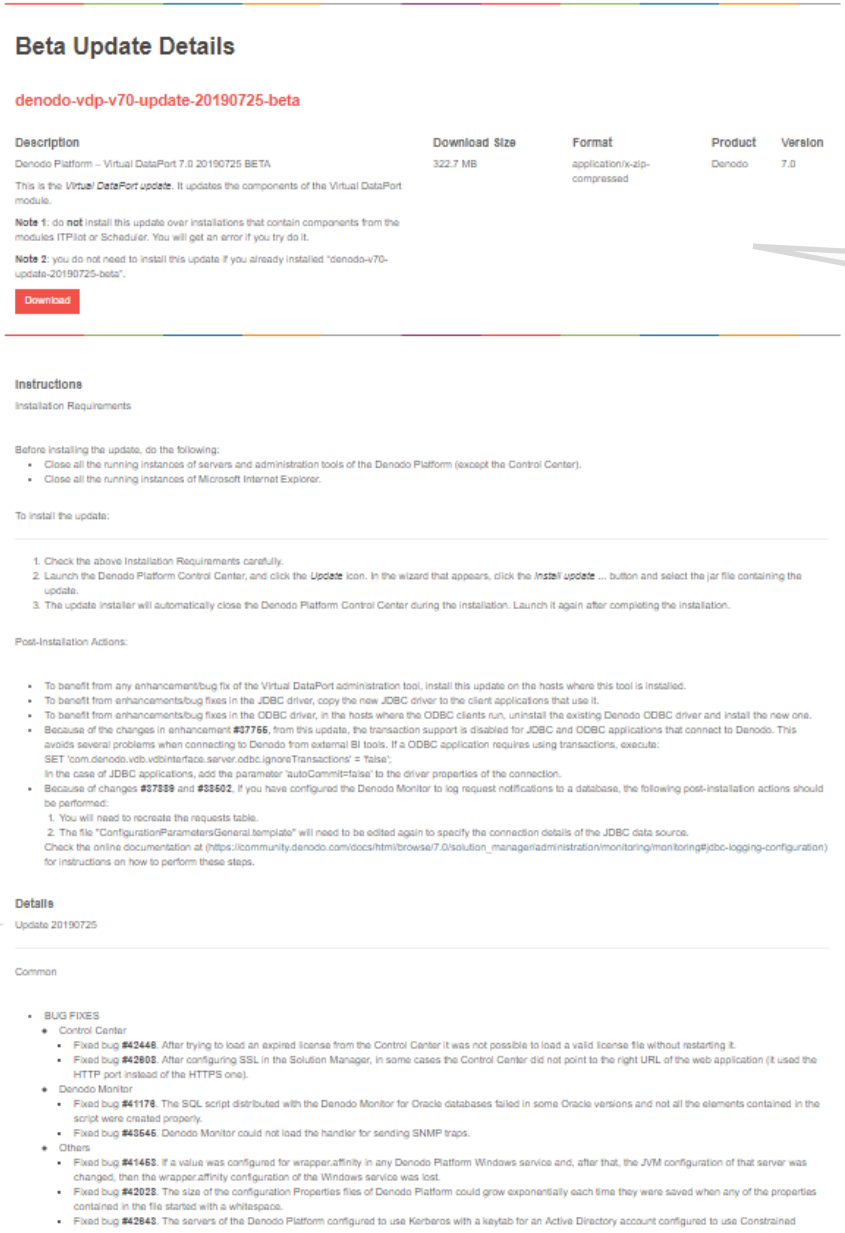
Downloads

Beta Updates



Downloads

Beta Updates: Details



Beta Update Details

denodo-vdp-v70-update-20190725-beta

Description	Download Size	Format	Product	Version
Denodo Platform – Virtual DataPort 7.0 20190725 BETA	322.7 MB	application/x-zip-compressed	Denodo	7.0

This is the *Virtual DataPort update*. It updates the components of the Virtual DataPort module.

Note 1: do **not** install this update over installations that contain components from the modules ITPilot or Scheduler. You will get an error if you try do it.

Note 2: you do not need to install this update if you already installed "denodo-v70-update-20190725-beta".

Download

Instructions

Installation Requirements

Before installing the update, do the following:

- Close all the running instances of servers and administration tools of the Denodo Platform (except the Control Center).
- Close all the running instances of Microsoft Internet Explorer.

To install the update:

1. Check the above Installation Requirements carefully.
2. Launch the Denodo Platform Control Center, and click the *Update* icon. In the wizard that appears, click the *Install update ...* button and select the jar file containing the update.
3. The update installer will automatically close the Denodo Platform Control Center during the installation. Launch it again after completing the installation.

Post-Installation Actions:

- To benefit from any enhancement/bug fix of the Virtual DataPort administration tool, install this update on the hosts where this tool is installed.
- To benefit from enhancements/bug fixes in the JDBC driver, copy the new JDBC driver to the client applications that use it.
- To benefit from enhancements/bug fixes in the ODBC driver, in the hosts where the ODBC clients run, uninstall the existing Denodo ODBC driver and install the new one.
- Because of the changes in enhancement **#37765**, from this update, the transaction support is disabled for JDBC and ODBC applications that connect to Denodo. This avoids several problems when connecting to Denodo from external BI tools. If a ODBC application requires using transactions, execute:
  SET 'com.denodo.vdb.vdbinterface.server.odbc.ignoreTransactions' = 'false';
  In the case of JDBC applications, add the parameter 'autoCommit=false' to the driver properties of the connection.
- Because of changes **#37839** and **#38502**, if you have configured the Denodo Monitor to log request notifications to a database, the following post-installation actions should be performed:
  1. You will need to recreate the requests table.
  2. The file "ConfigurationParametersGeneral.template" will need to be edited again to specify the connection details of the JDBC data source.
  Check the online documentation at (https://community.denodo.com/docs/html/browse/7.0/solution_manager/administration/monitoring/monitoring#jdbc-logging-configuration) for instructions on how to perform these steps.

Details

Update 20190725

Common

- BUG FIXES
  - Control Center
    - Fixed bug **#42448**. After trying to load an expired license from the Control Center it was not possible to load a valid license file without restarting it.
    - Fixed bug **#42808**. After configuring SSL in the Solution Manager, in some cases the Control Center did not point to the right URL of the web application (it used the HTTP port instead of the HTTPS one).
  - Denodo Monitor
    - Fixed bug **#41176**. The SQL script distributed with the Denodo Monitor for Oracle databases failed in some Oracle versions and not all the elements contained in the script were created properly.
    - Fixed bug **#43546**. Denodo Monitor could not load the handler for sending SNMP traps.
  - Others
    - Fixed bug **#41463**. If a value was configured for wrapper.affinity in any Denodo Platform Windows service and, after that, the JVM configuration of that server was changed, then the wrapper.affinity configuration of the Windows service was lost.
    - Fixed bug **#42028**. The size of the configuration Properties files of Denodo Platform could grow exponentially each time they were saved when any of the properties contained in the file started with a whitespace.
    - Fixed bug **#42843**. The servers of the Denodo Platform configured to use Kerberos with a keytab for an Active Directory account configured to use Constrained

Description of the update

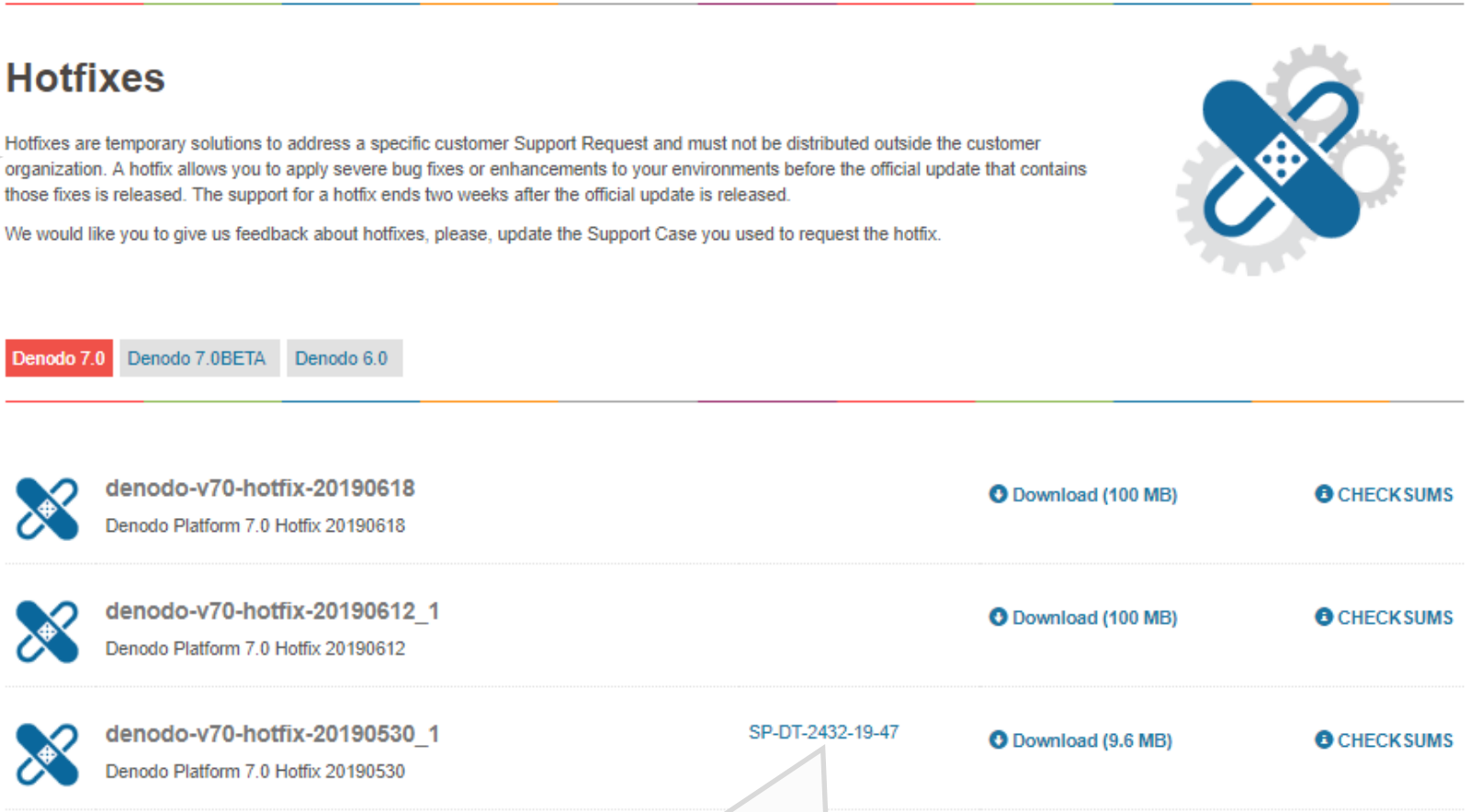
Installation instructions

Details: List of enhancements and bug fixes included in the update

Downloads

Hotfixes

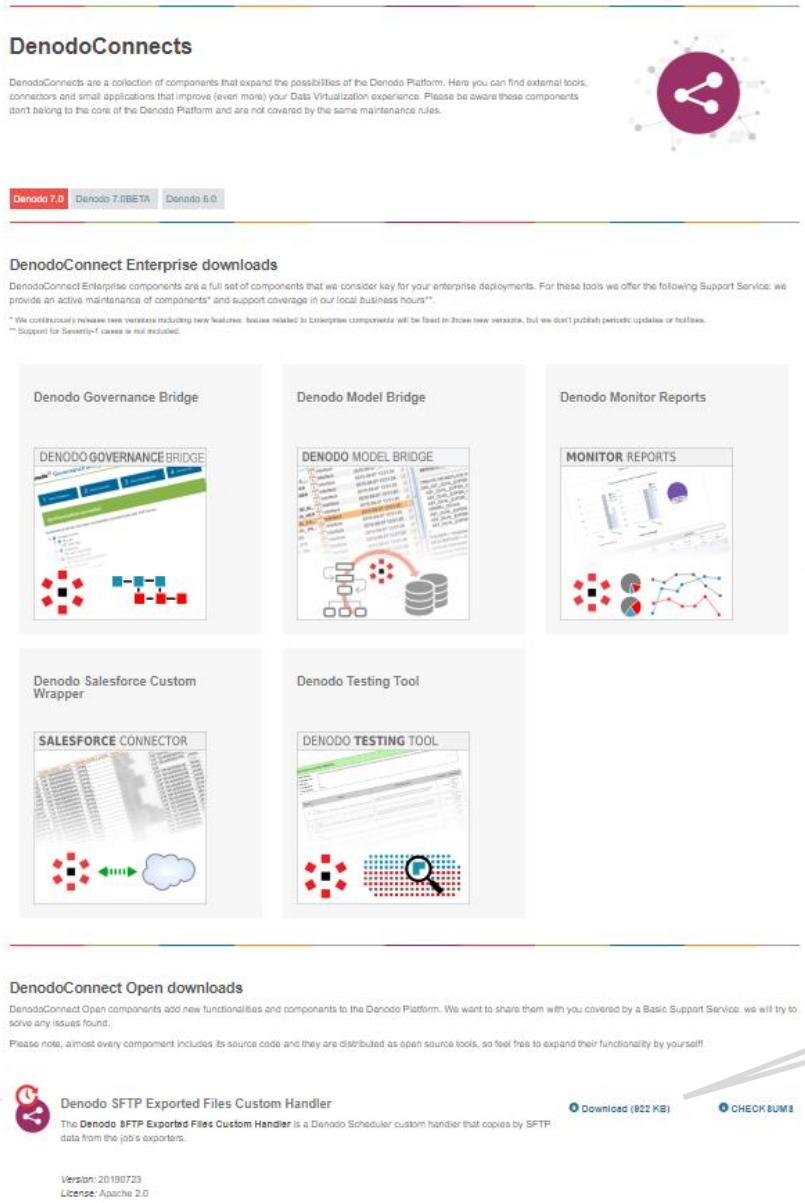
Find here the latest temporary solutions that addresses your specific Support Requests



This is a link to the support case who originates the hotfix request

Downloads

DenodoConnects



Click to get more information about this DenodoConnect Enterprise

Download this DenodoConnect Open.

DenodoConnect icon changes if a new version is available

Downloads

DenodoConnect Enterprise

Download this DenodoConnect Enterprise

DenodoConnect Details

Denodo Governance Bridge

Description

Current version
20190618

License
The Denodo Governance Bridge is distributed under the Apache License 2.0

Download

Some screenshots

Plenty of information about this DenodoConnect Enterprise

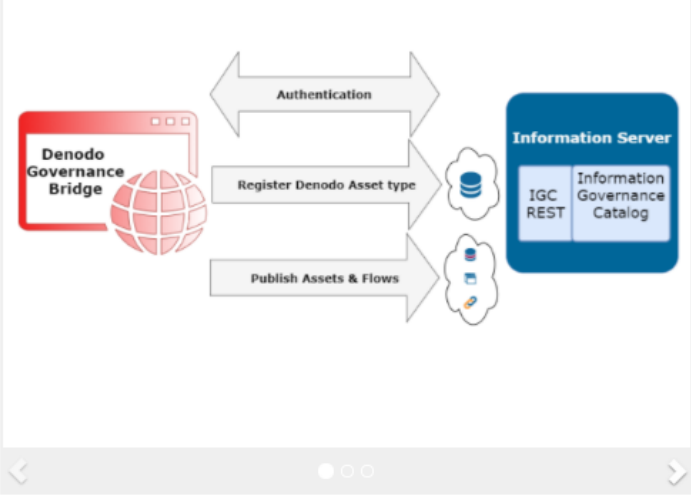
More information about Denodo Governance Bridge

What is it?
The Denodo Governance Bridge tool allows the synchronization of Denodo metadata and data lineage into IBM® InfoSphere® Information Governance Catalog (IGC) in order to support the inclusion of Denodo virtual databases in enterprise-wide Data Governance initiatives.

To achieve this Denodo Governance Bridge Tool extends IGC by registering new types of assets from the Denodo catalog, such as databases, data sources, base views, derived views, interface views, columns, associations, stored procedures, parameters and folders.

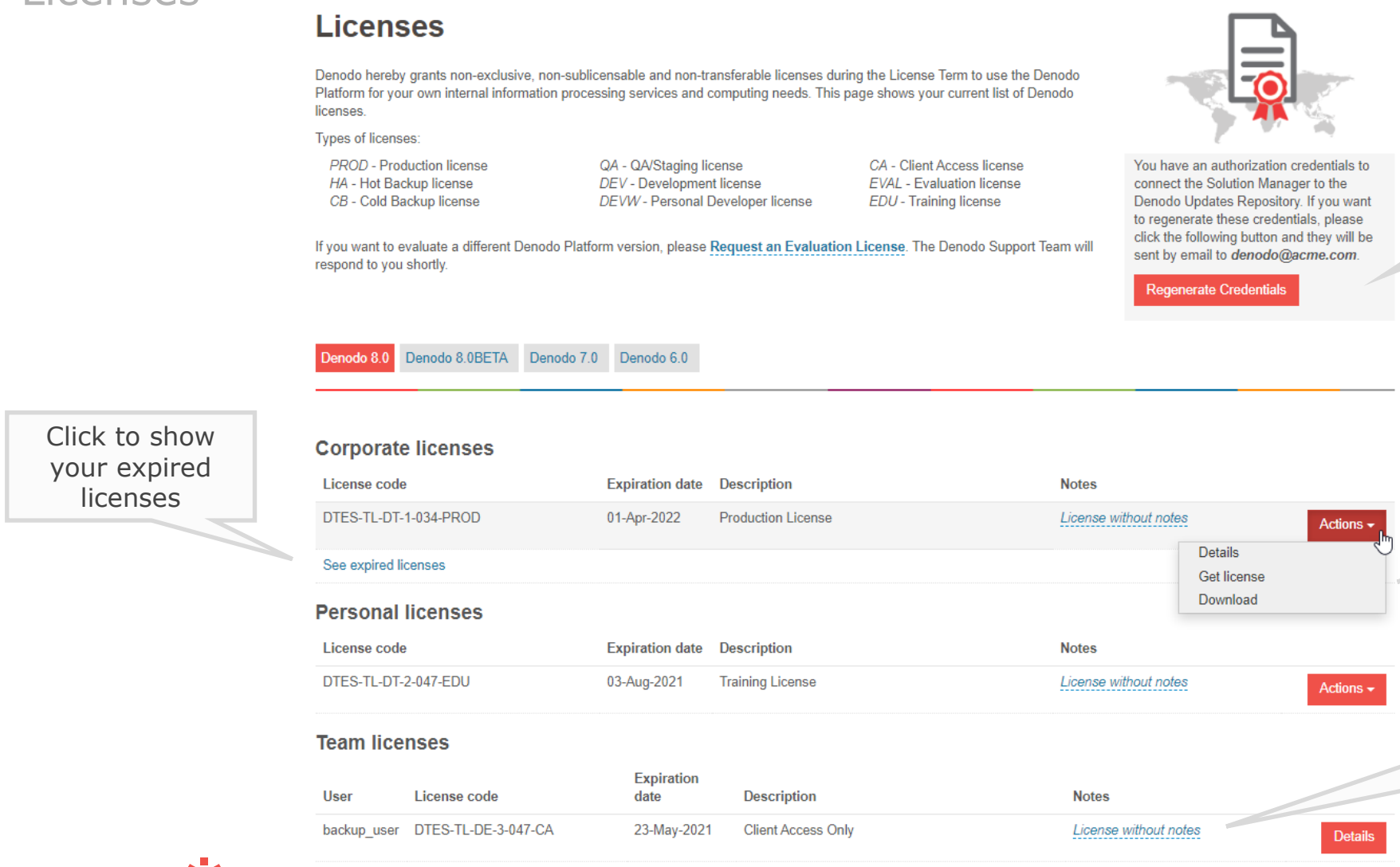
Once synchronized, these Denodo assets can be be governed using Glossary Terms, Governance Rule, Data Stewards, Custom Properties and Collections.

Installation instructions:
The Denodo Governance Bridge is distributed as an autocontained web application with its own lightweight web server. For installation and execution procedures refer to the User Manual included in the Denodo Community site.



Downloads

Licenses



Click here to obtain by email the credentials to connect the Solution Manager with the Denodo Repository

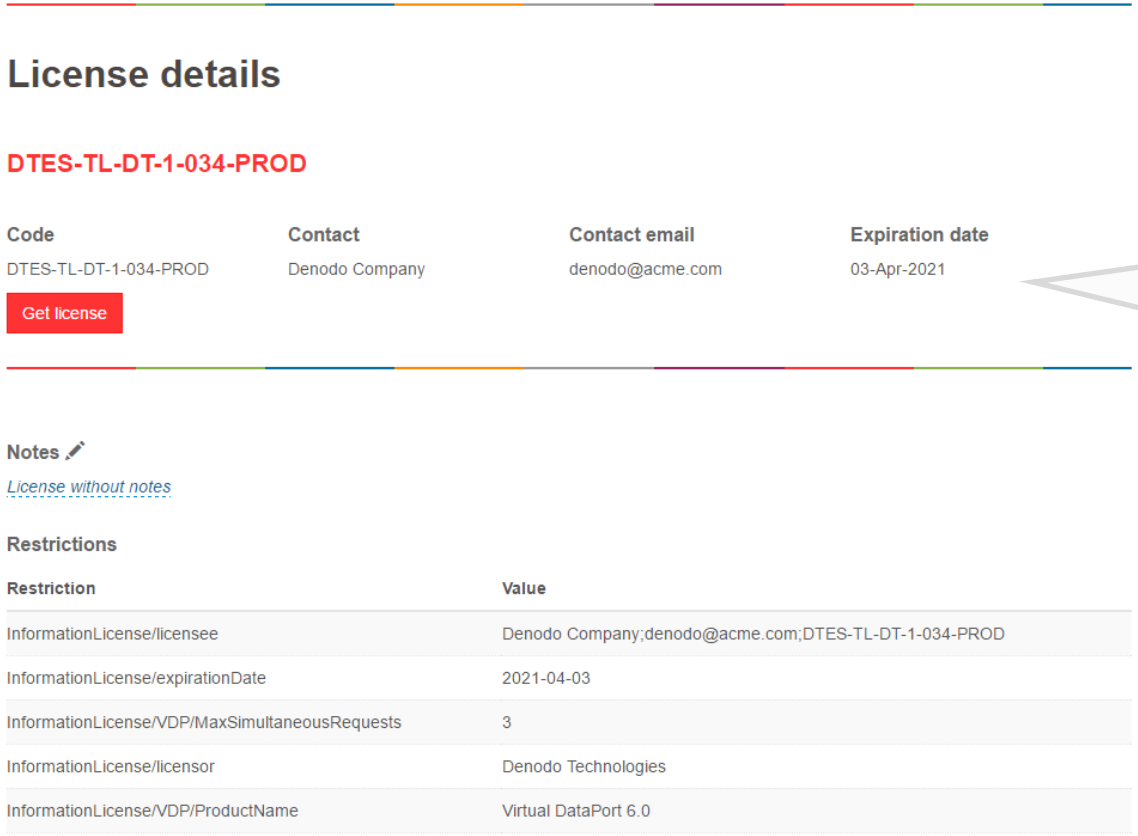
A list with all your non-expired licenses will show up. Click the "Details" link of the license you want to see, click the "Get License" link to obtain your license by email or "Download" it

Click to show your expired licenses

Any personal note you want to add to the license? Click here to add it

Downloads

Licenses: Details

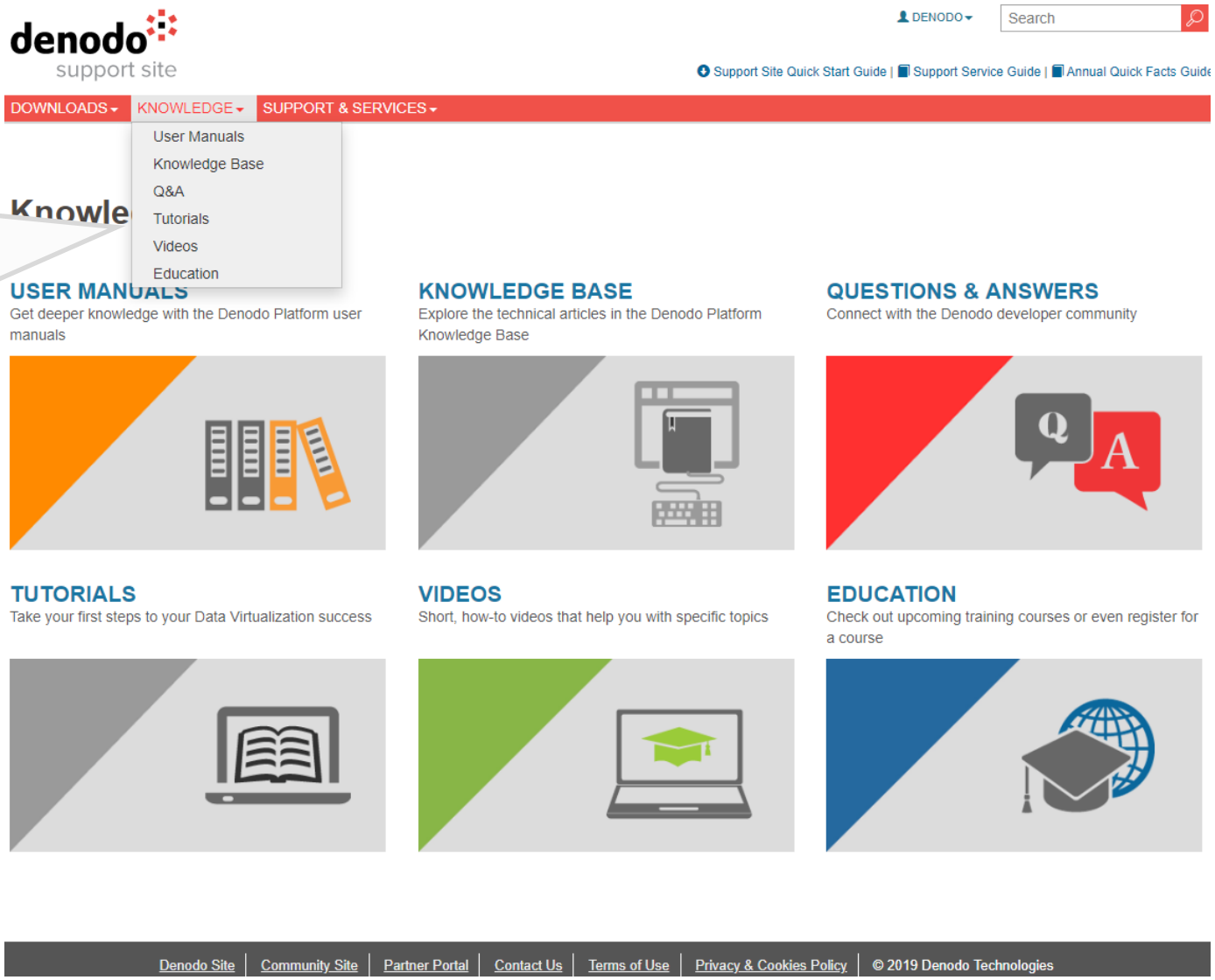


In the license details you can see the expiration date, the components licensed and the license restrictions if any

Knowledge

Knowledge pull-down menu provides access to:

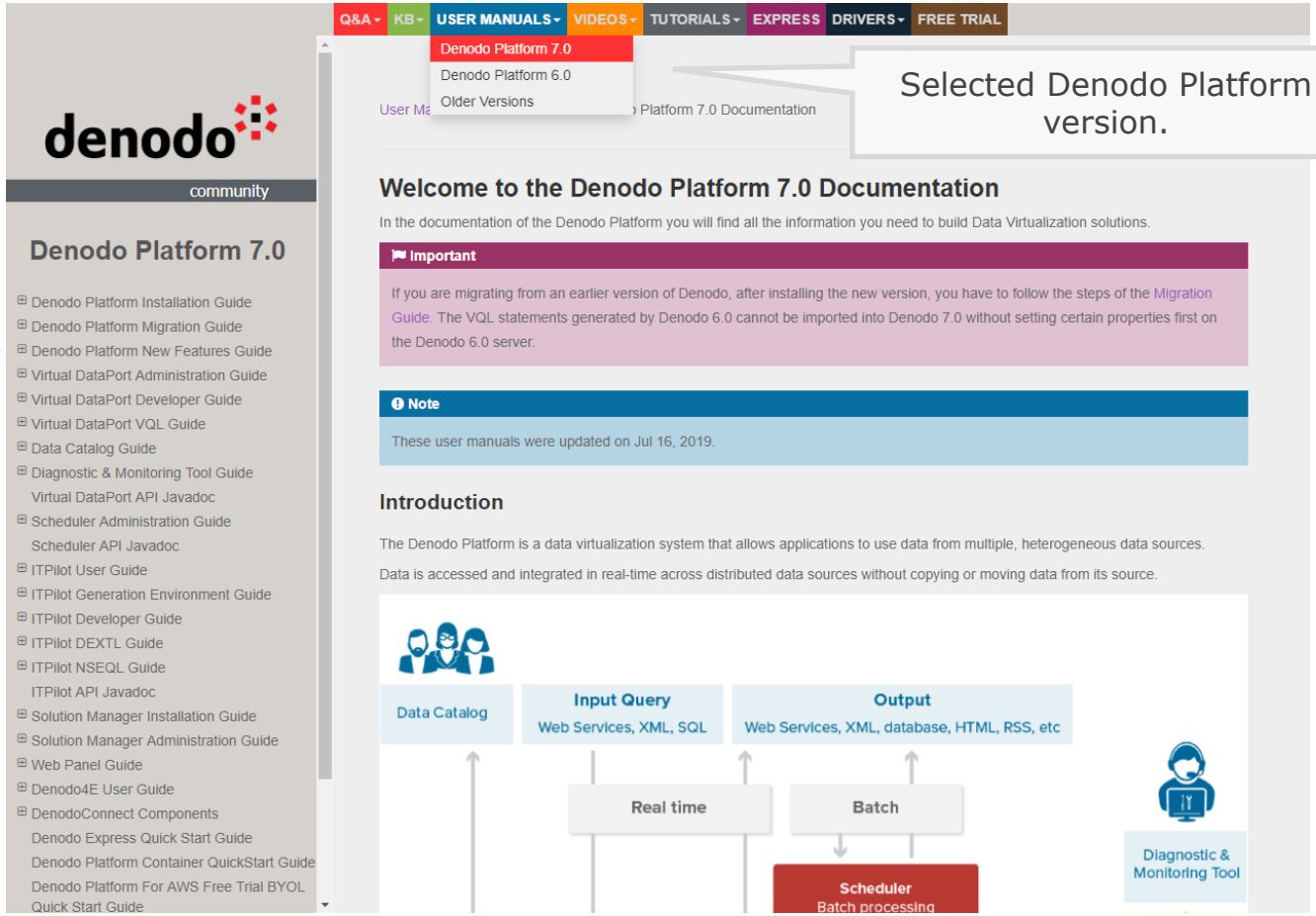
- User Manuals
- Knowledge Base
- Q&A
- Tutorials
- Videos
- Education



Knowledge

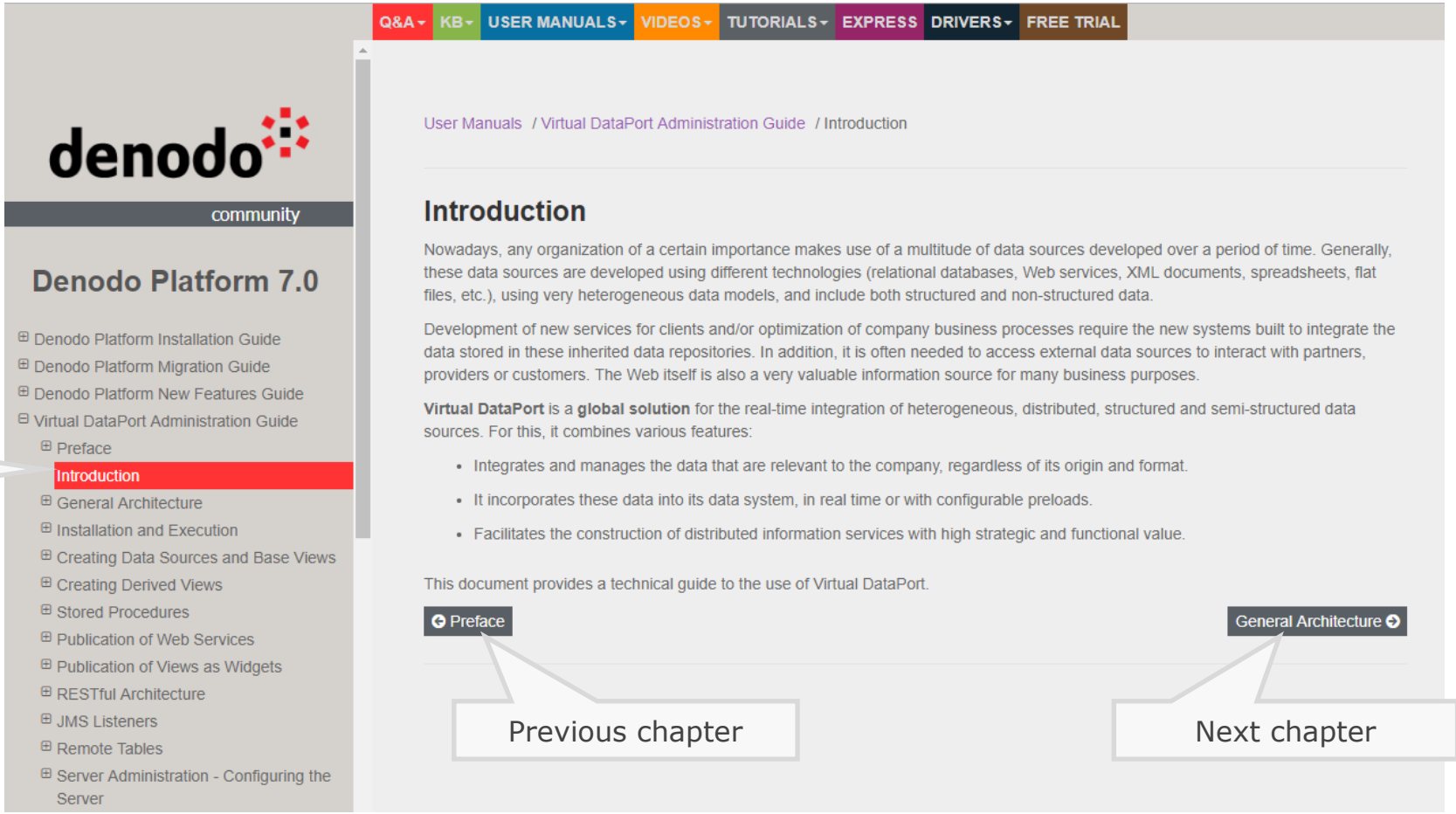
User manuals

List of Denodo Platform user manuals.



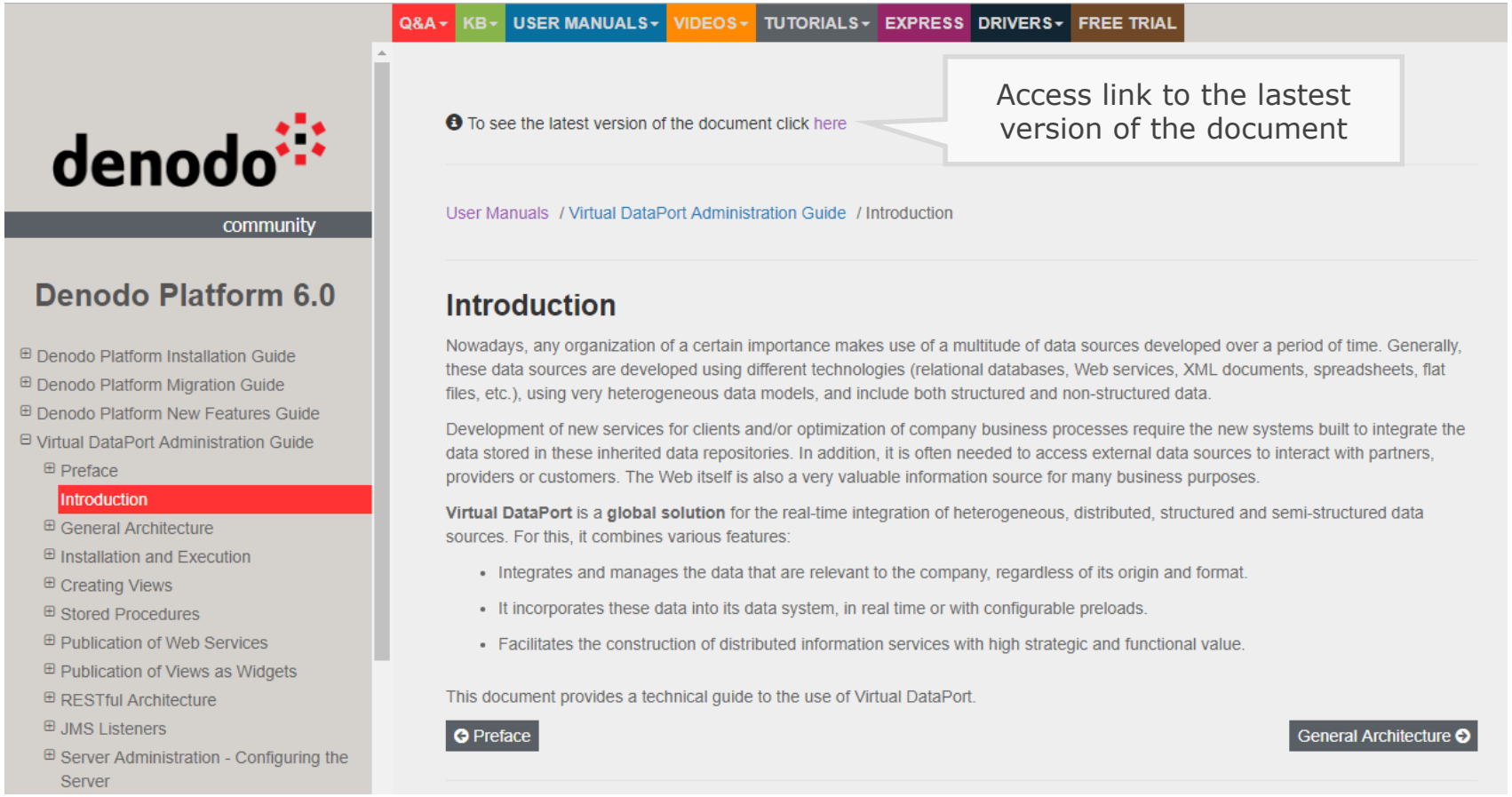
Knowledge

User manuals: Details I



Knowledge

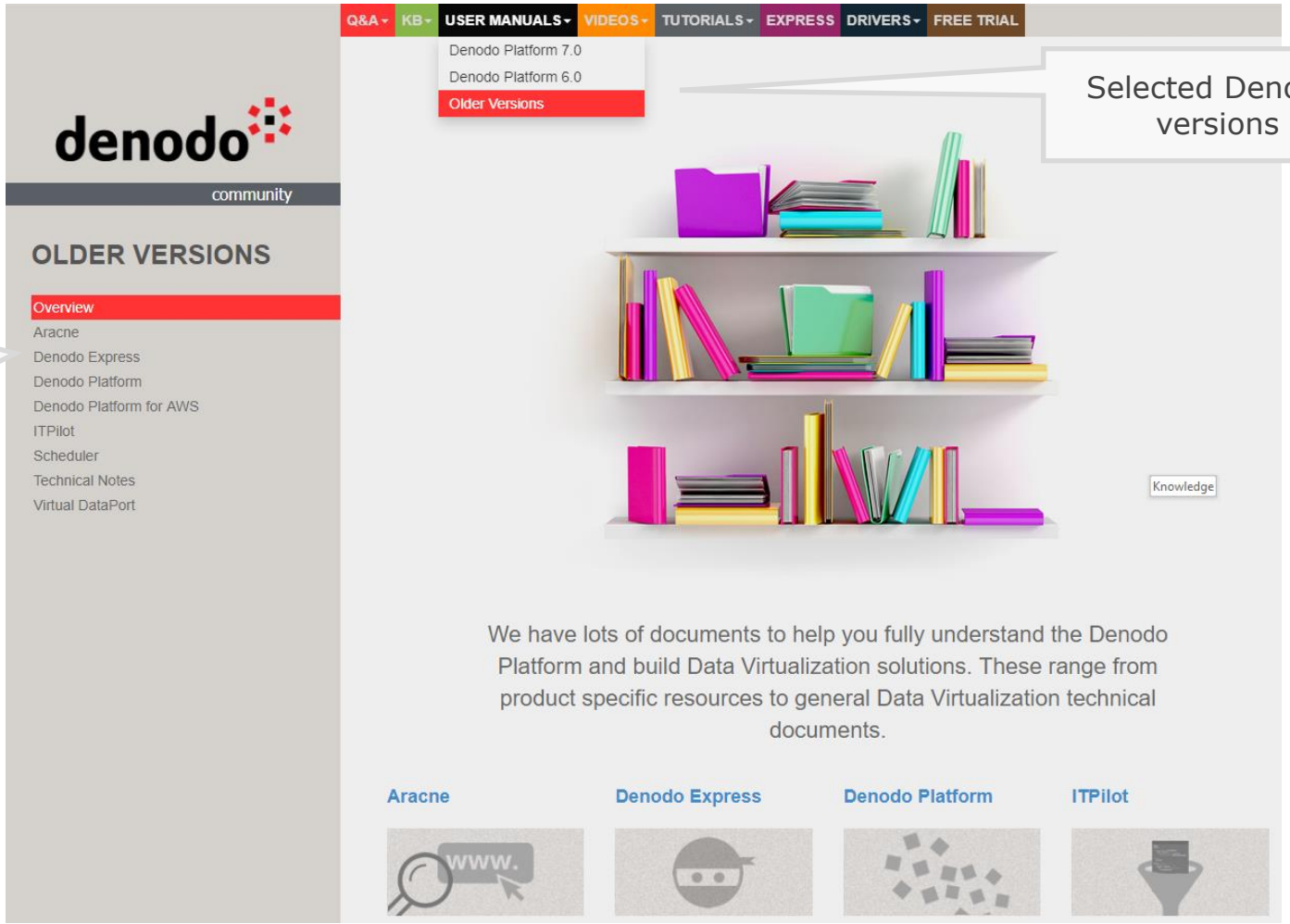
User manuals: Details II



Knowledge

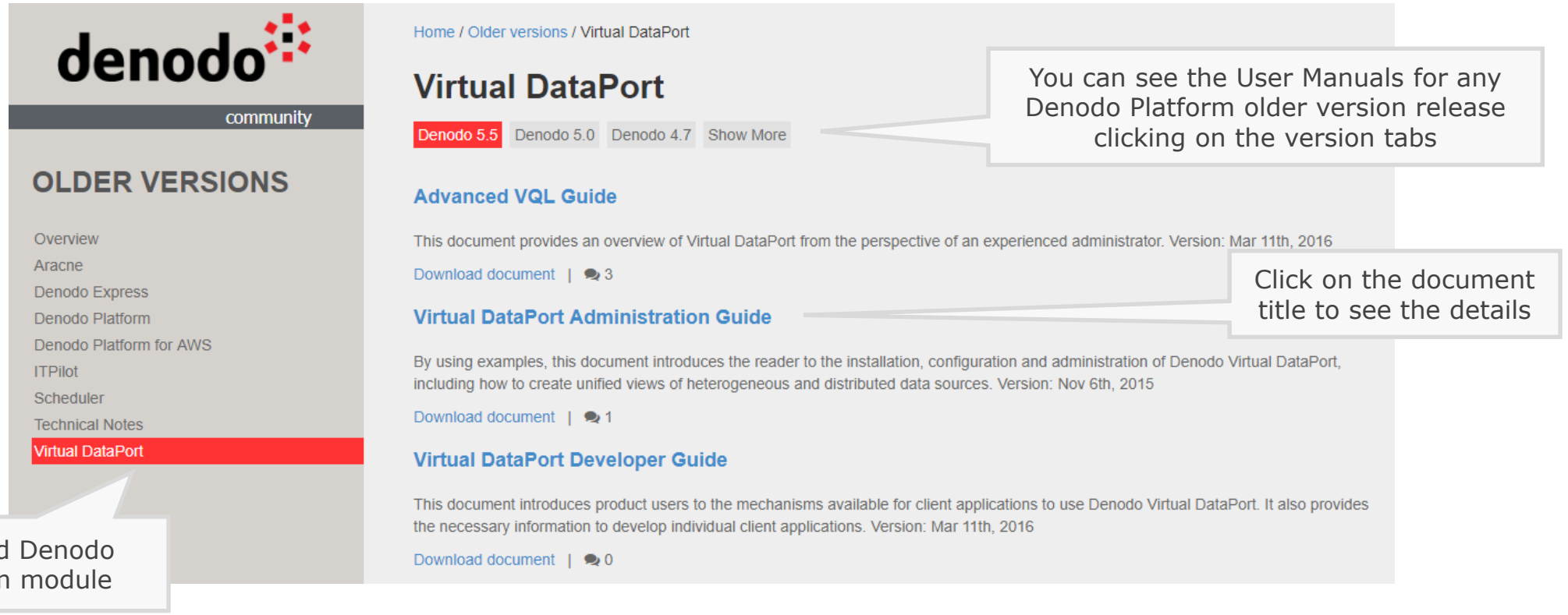
User Manuals: Older versions: Overview

Click on a Denodo Platform module to see the User Manuals



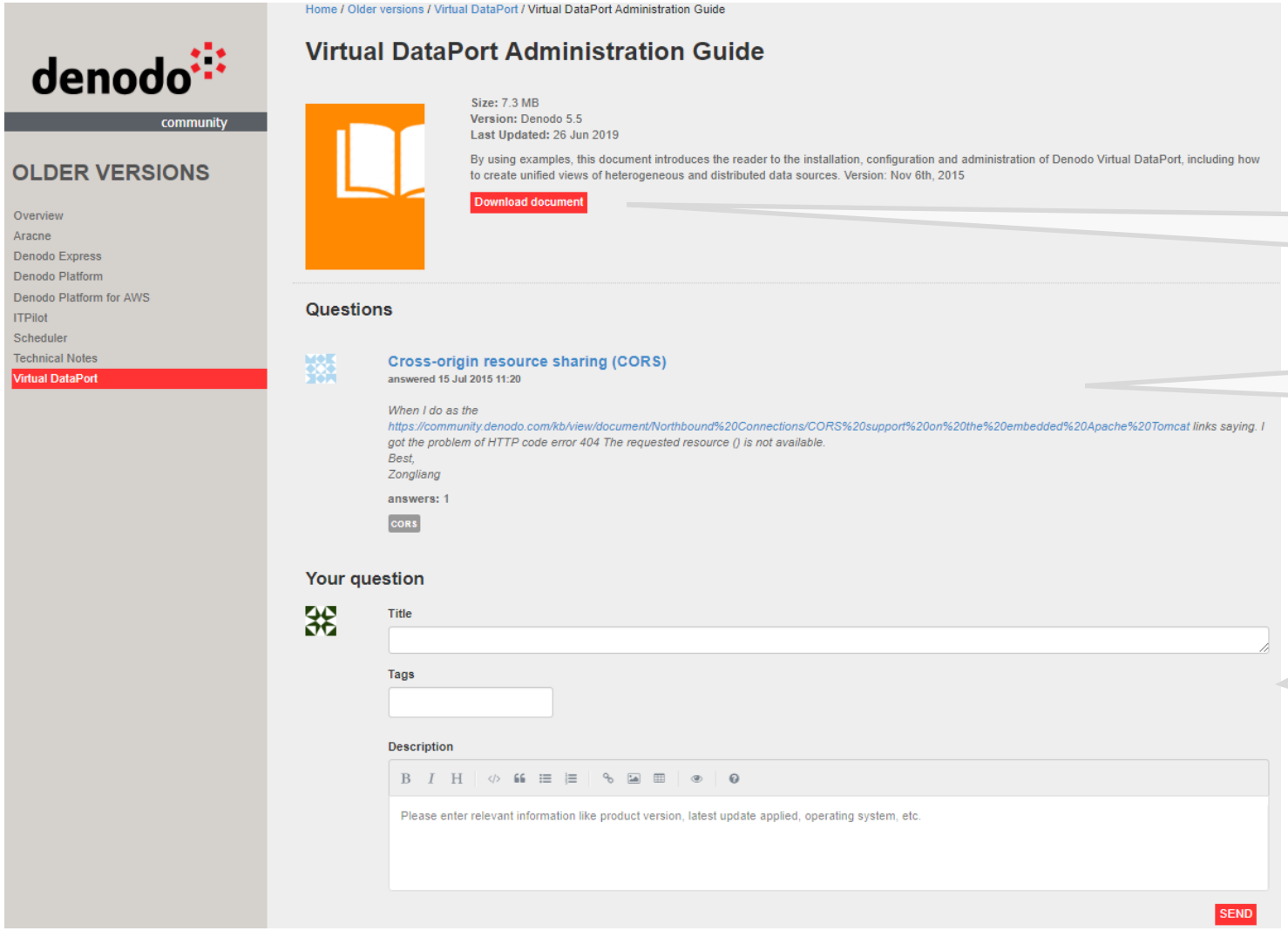
Knowledge

User Manuals: Older versions: Browsing



Knowledge

User Manuals: Older versions: Details



Download the document to see the contents

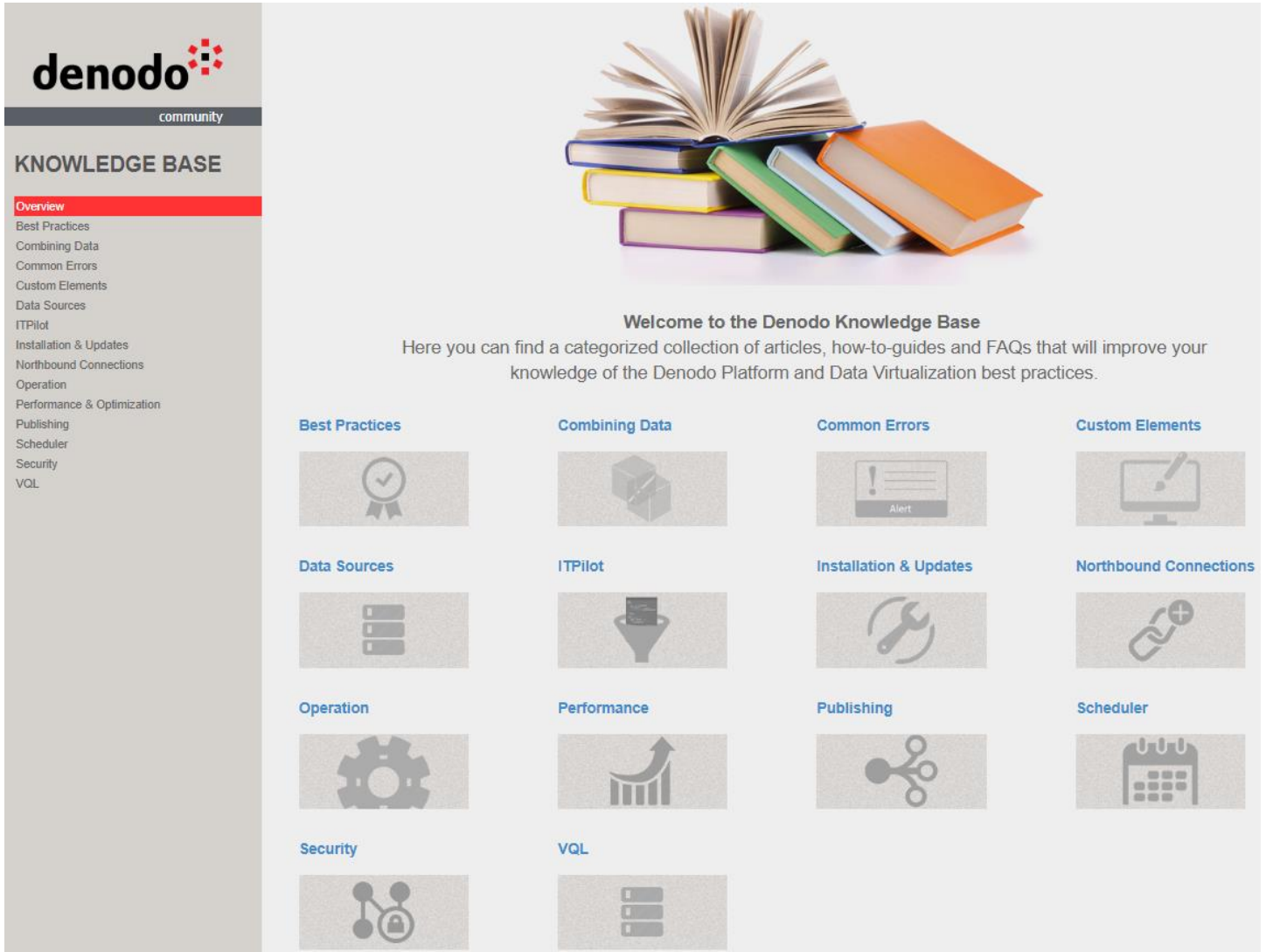
Q&A related to this document

Any questions about this document? Please ask them here

Knowledge

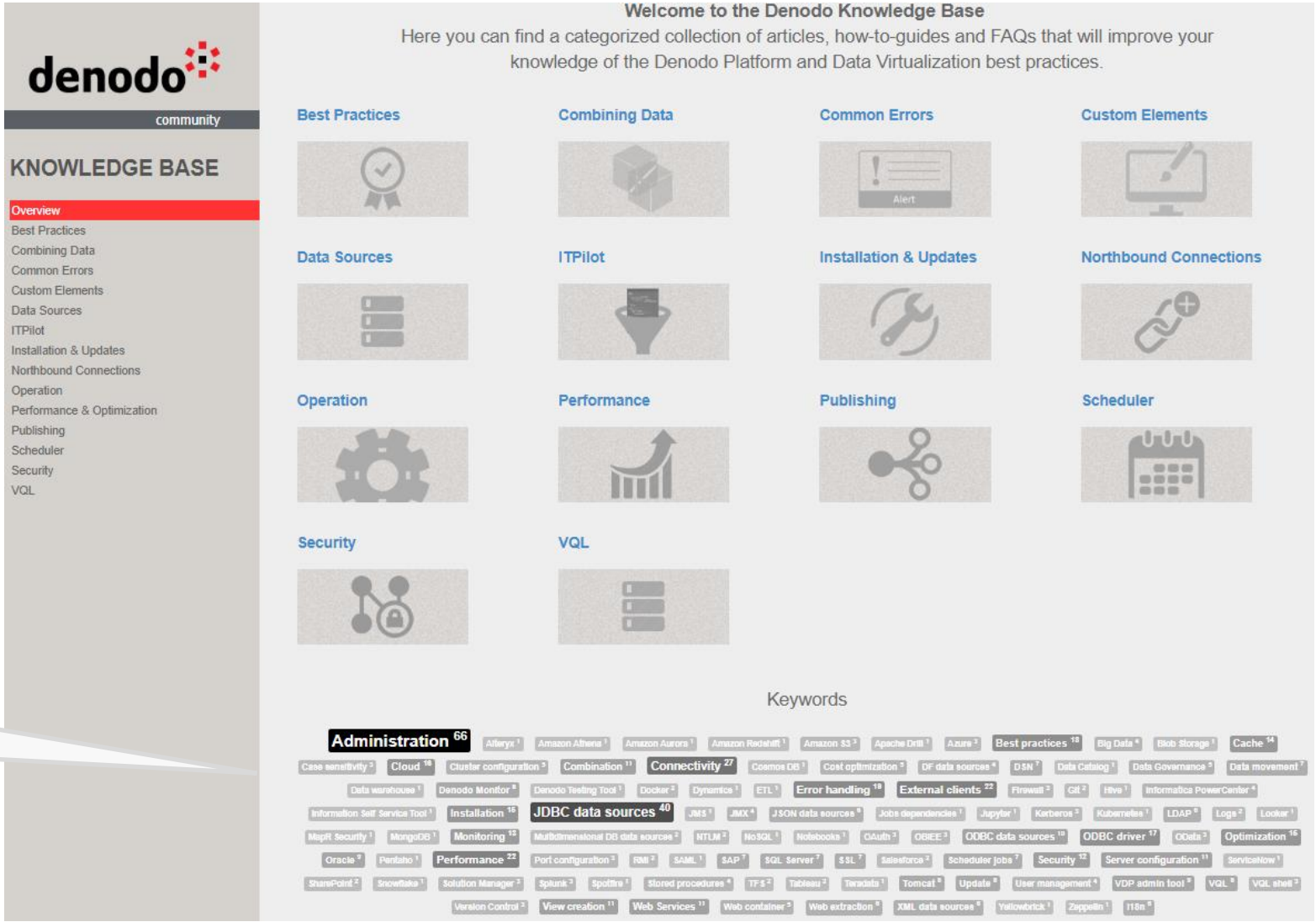
Knowledge Base: Overview I

Select a document category to start browsing articles



Knowledge

Knowledge Base: Overview II



You can also browse the articles by tags/keywords

Knowledge

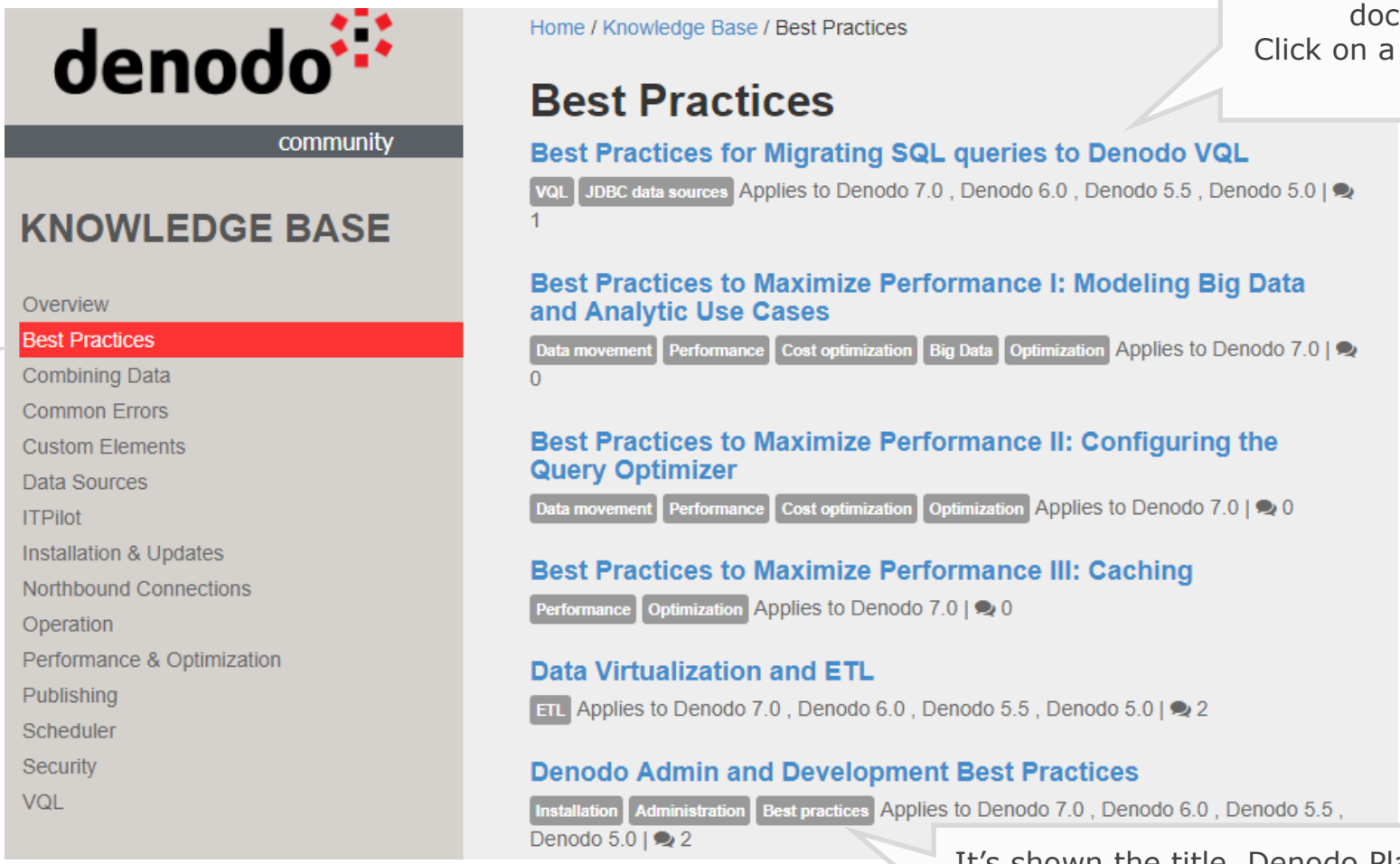
Knowledge Base

Every Knowledge Base document is classified by category and by tag:

- A document belongs to only one category.
- A document can be tagged several times. This is a content related classification and it is not just a simple categorization.

Knowledge

Knowledge Base: Categories



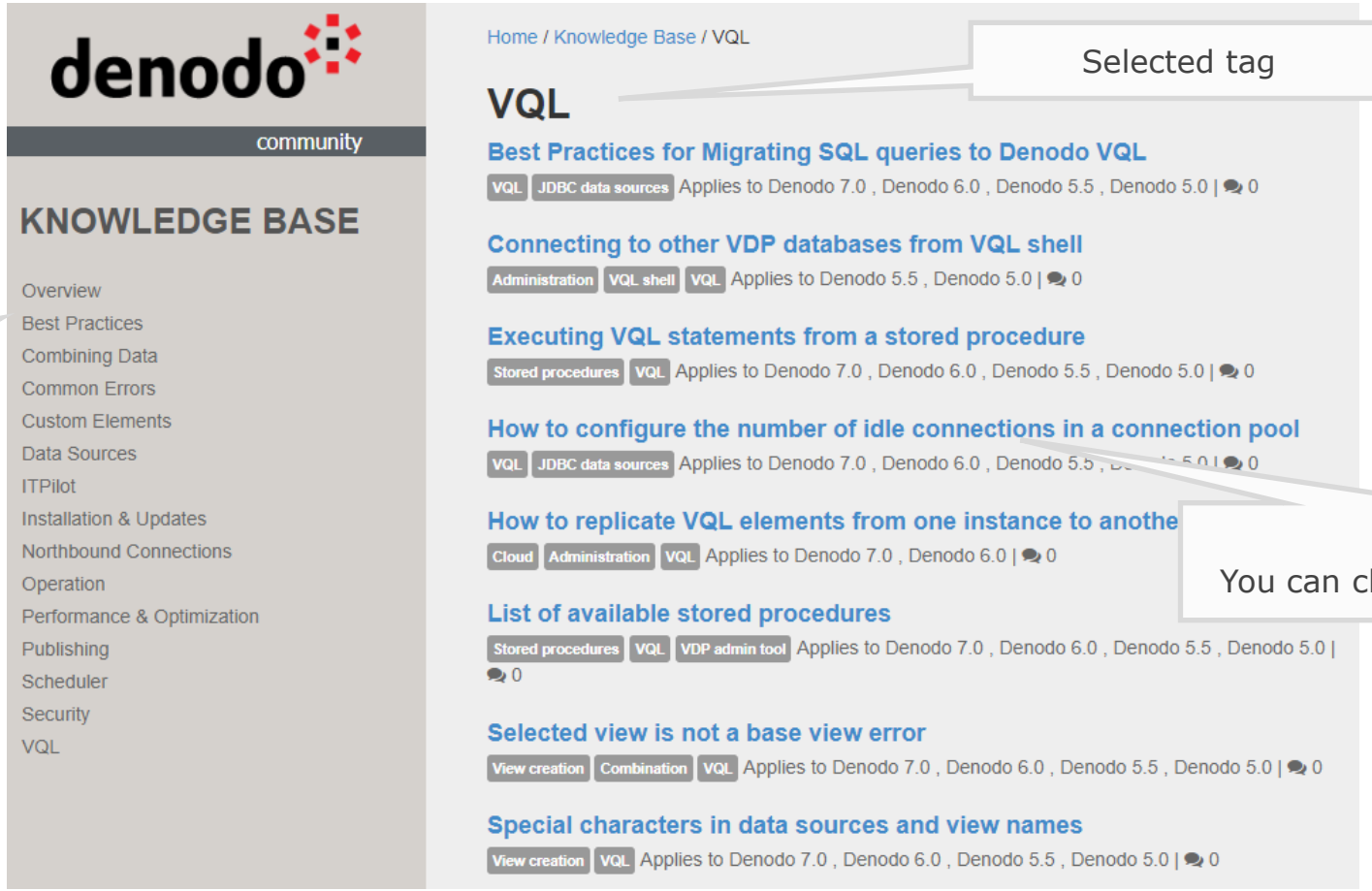
Selected category

Once a category is selected, a document list is shown.
Click on a document title to read the content

It's shown the title, Denodo Platform versions it applies to and document tags. Clicking on document tag will lead you to a documents by tag listing

Knowledge

Knowledge Base: Tags



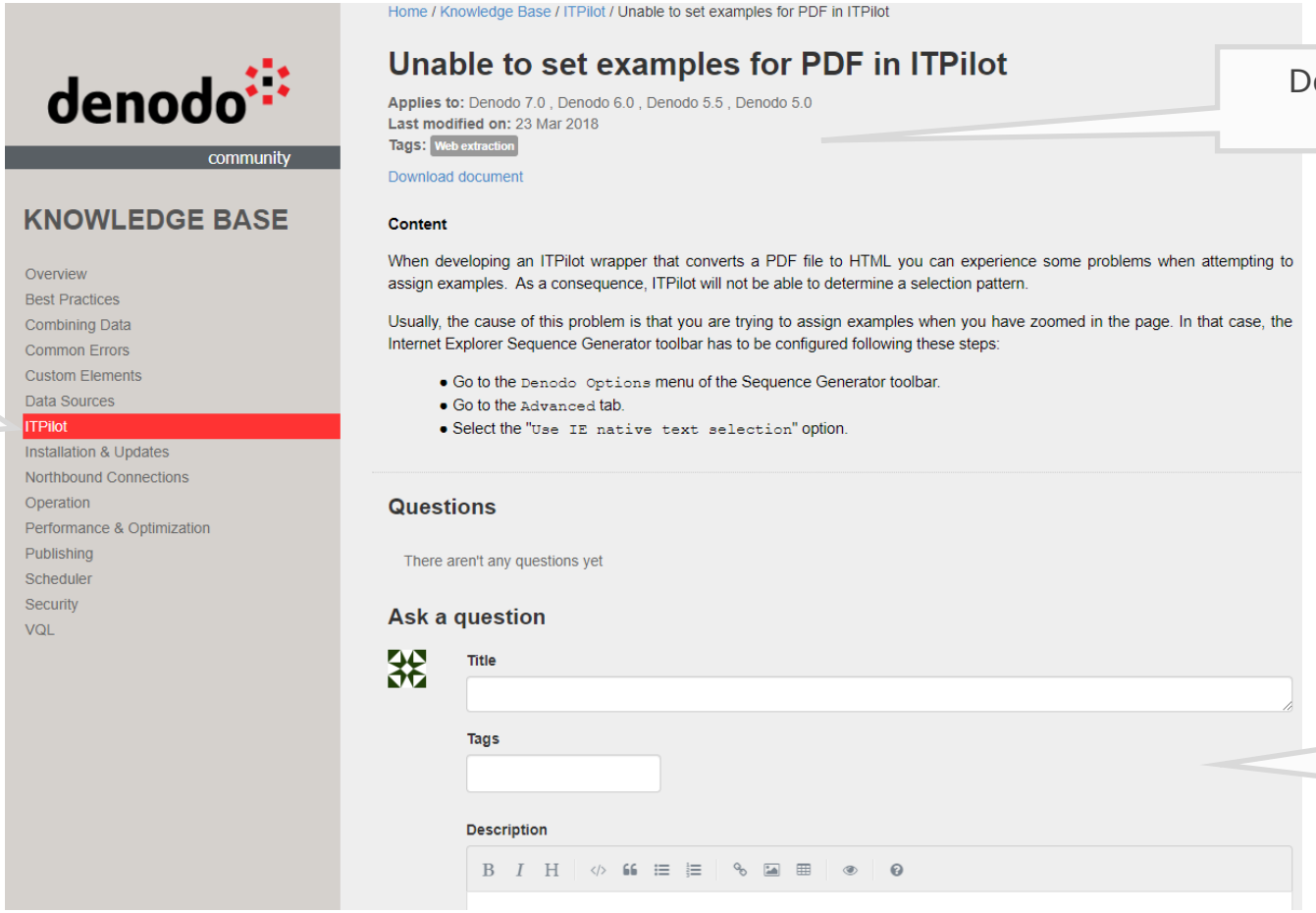
Selected tag

Back to previously selected category list

Document list.
You can click on any document tag

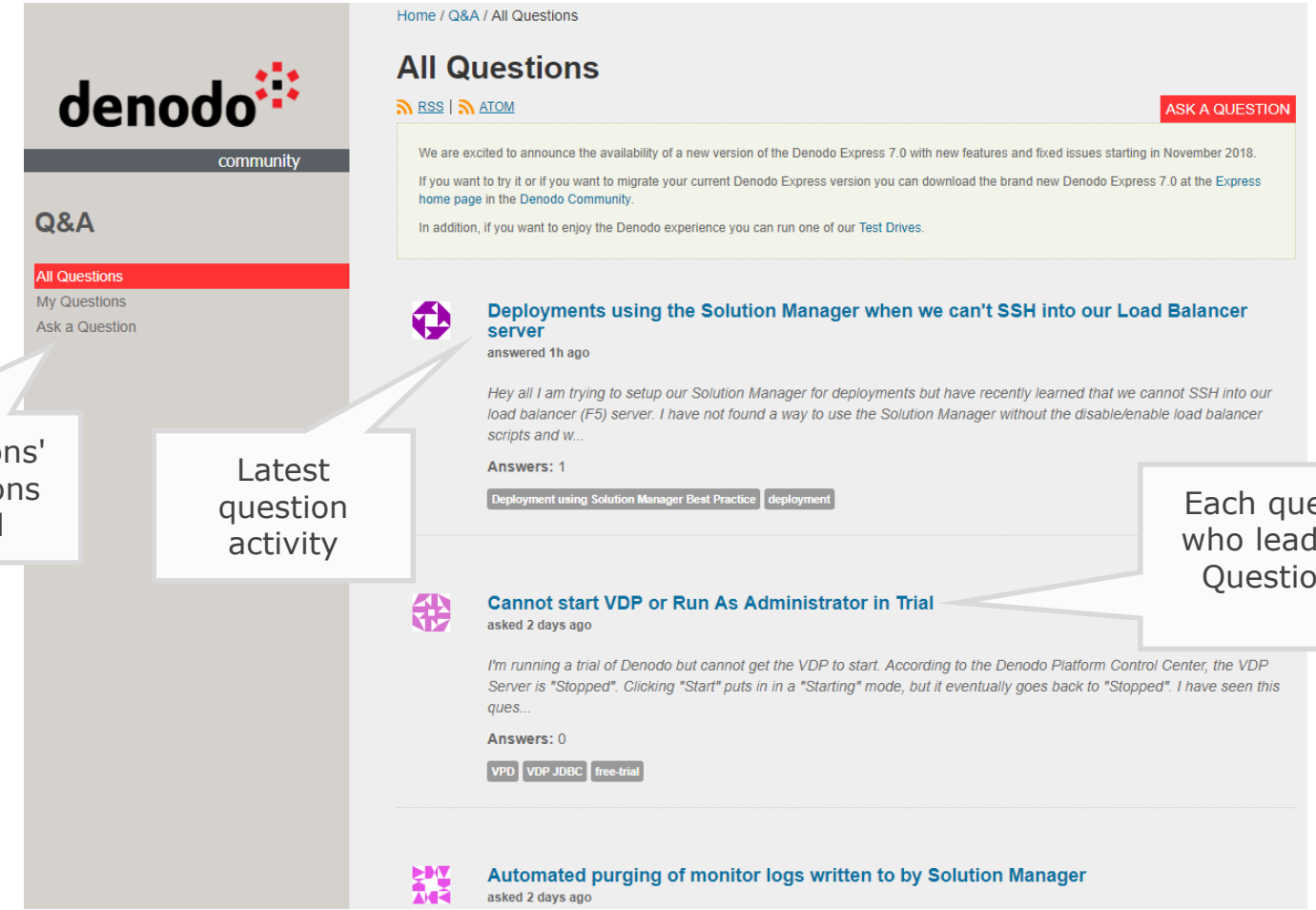
Knowledge

Knowledge Base: Article



Knowledge

Q&A



Click here if you want to ask a new question

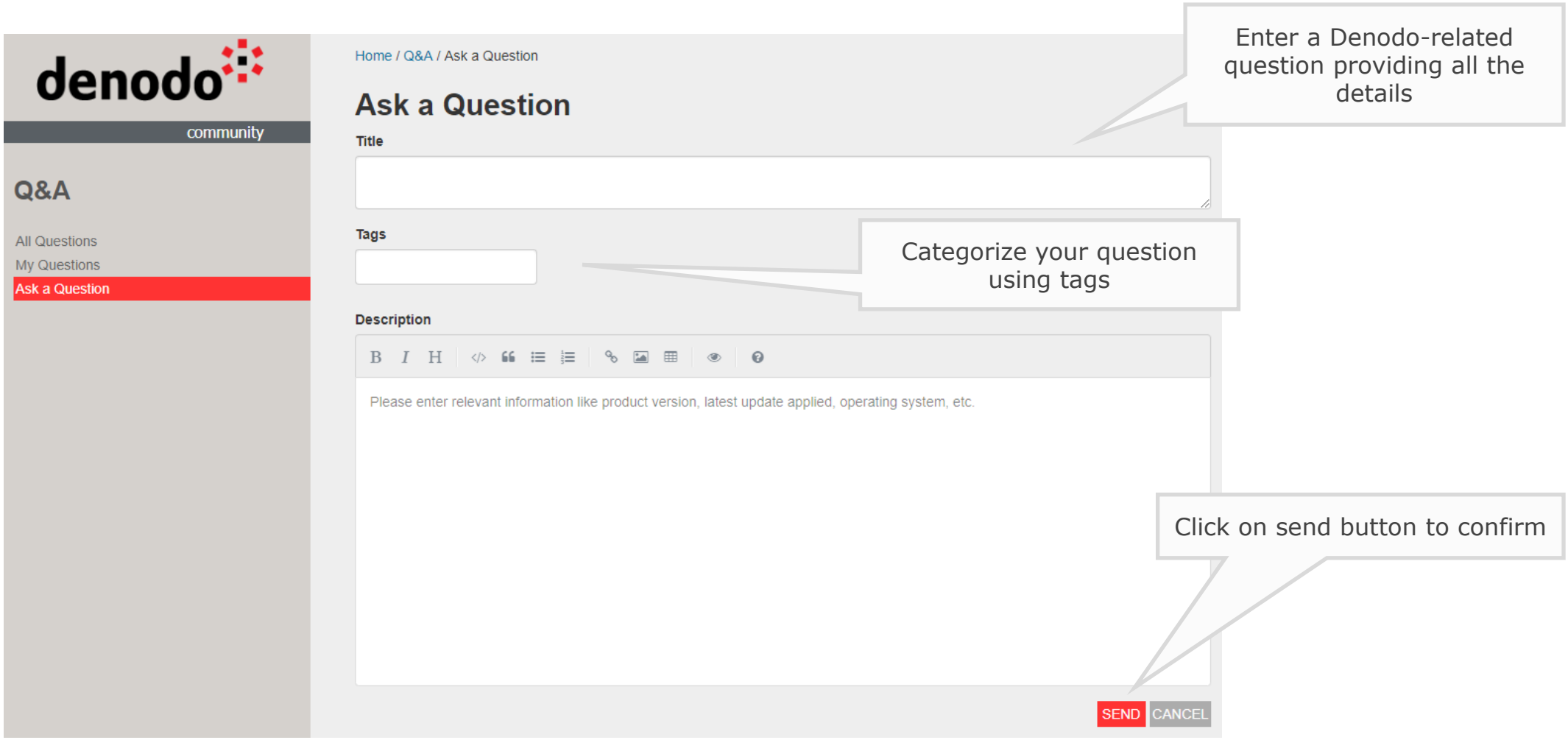
Click on 'My questions' to show the questions you have created

Latest question activity

Each question has a clickable title who leads you to question details. Question description is partially showed.

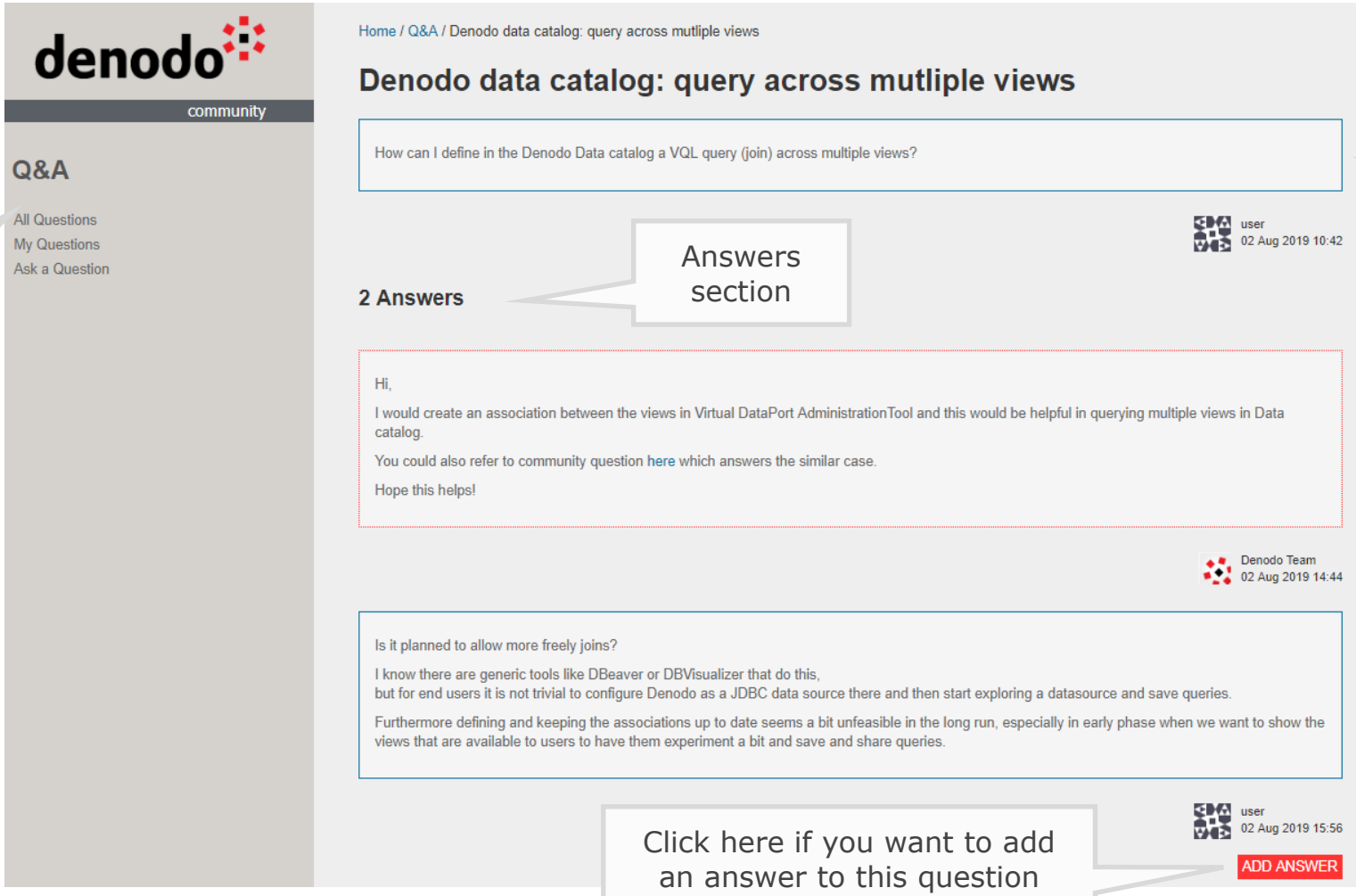
Knowledge

Q&A: Ask a question



Knowledge

Q&A: See Answers



Back to questions list

Answers section

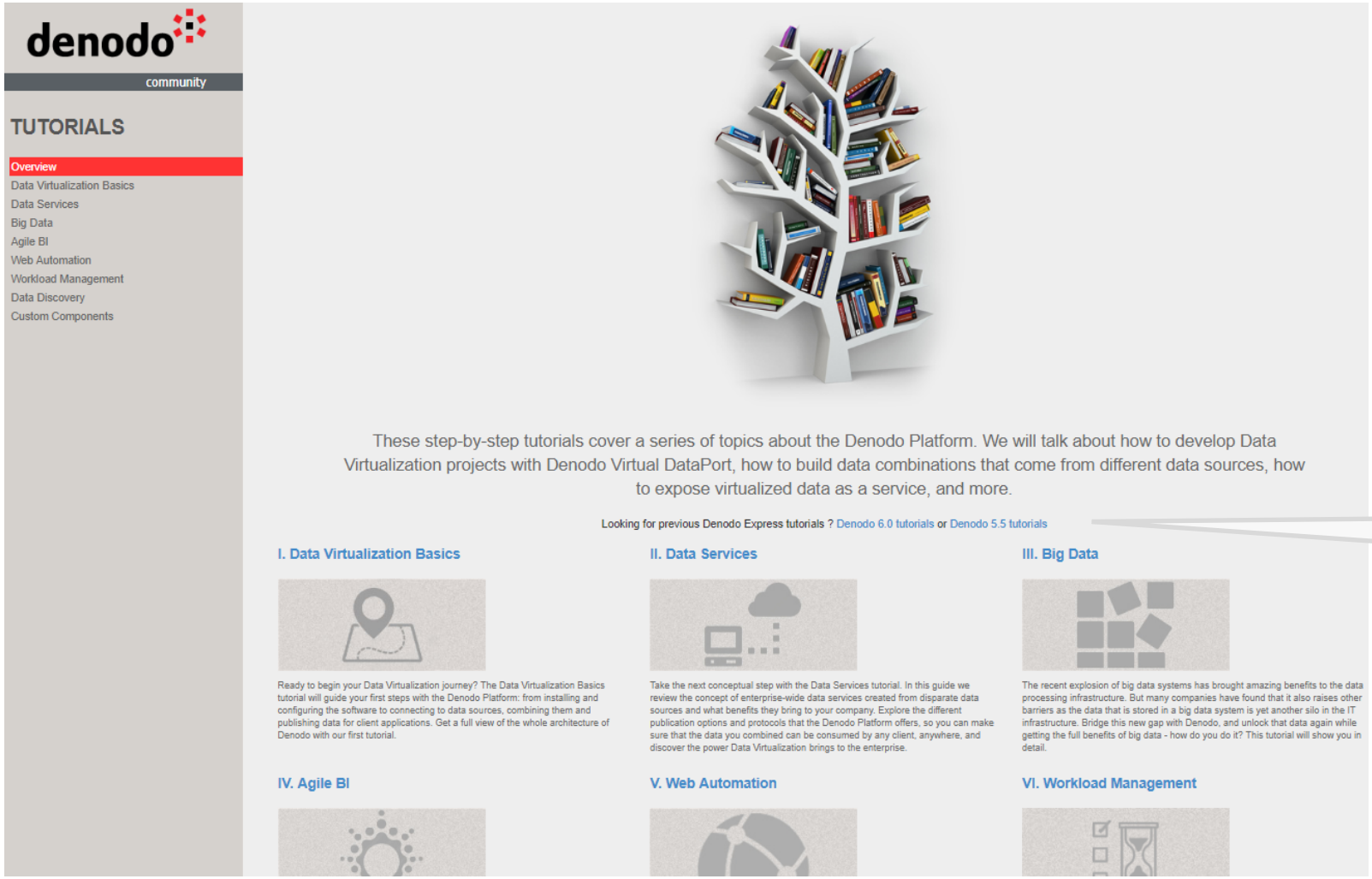
Question title and description

Click here if you want to add an answer to this question

Knowledge

Tutorials

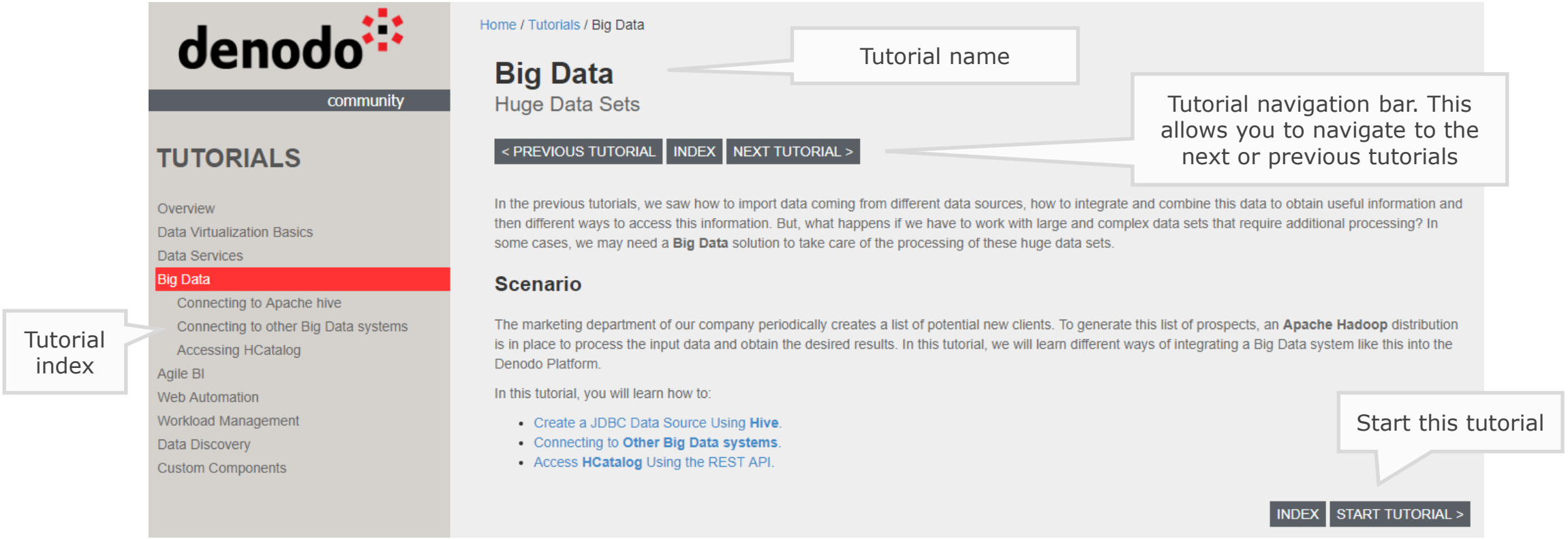
Select a tutorial



Previous versions tutorials

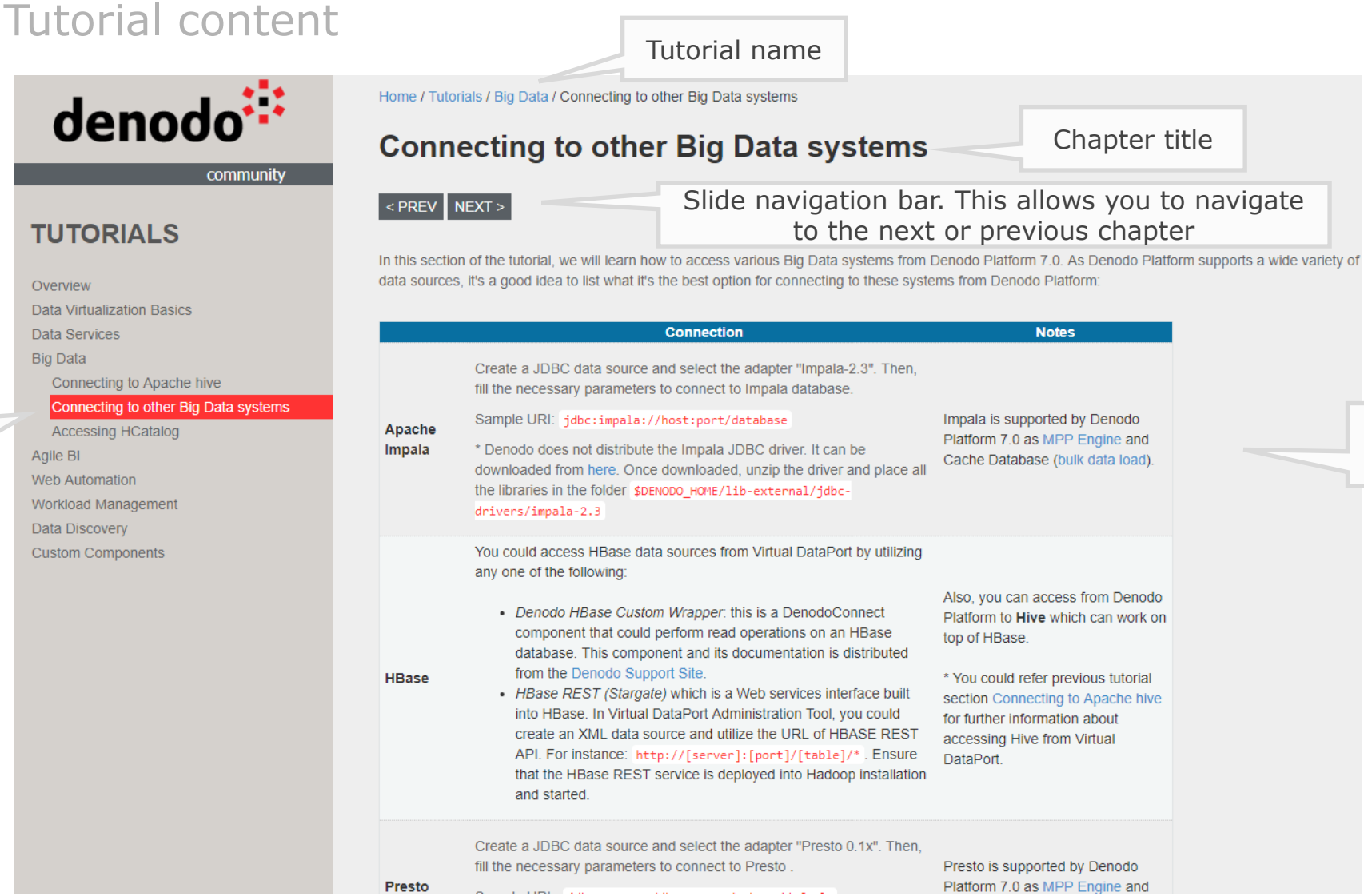
Knowledge

Tutorials: Front page



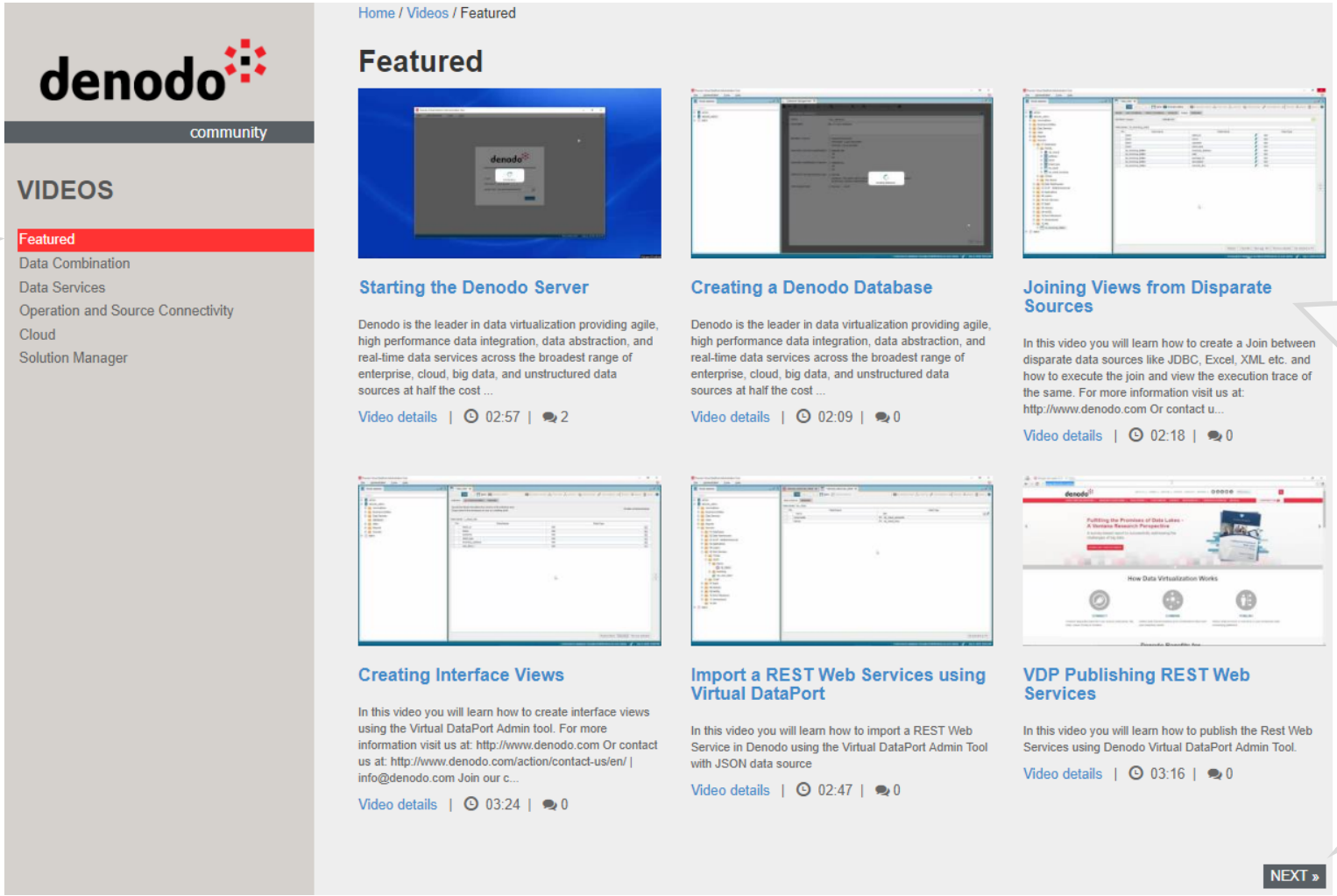
Knowledge

Tutorials: Tutorial content



Knowledge

Videos



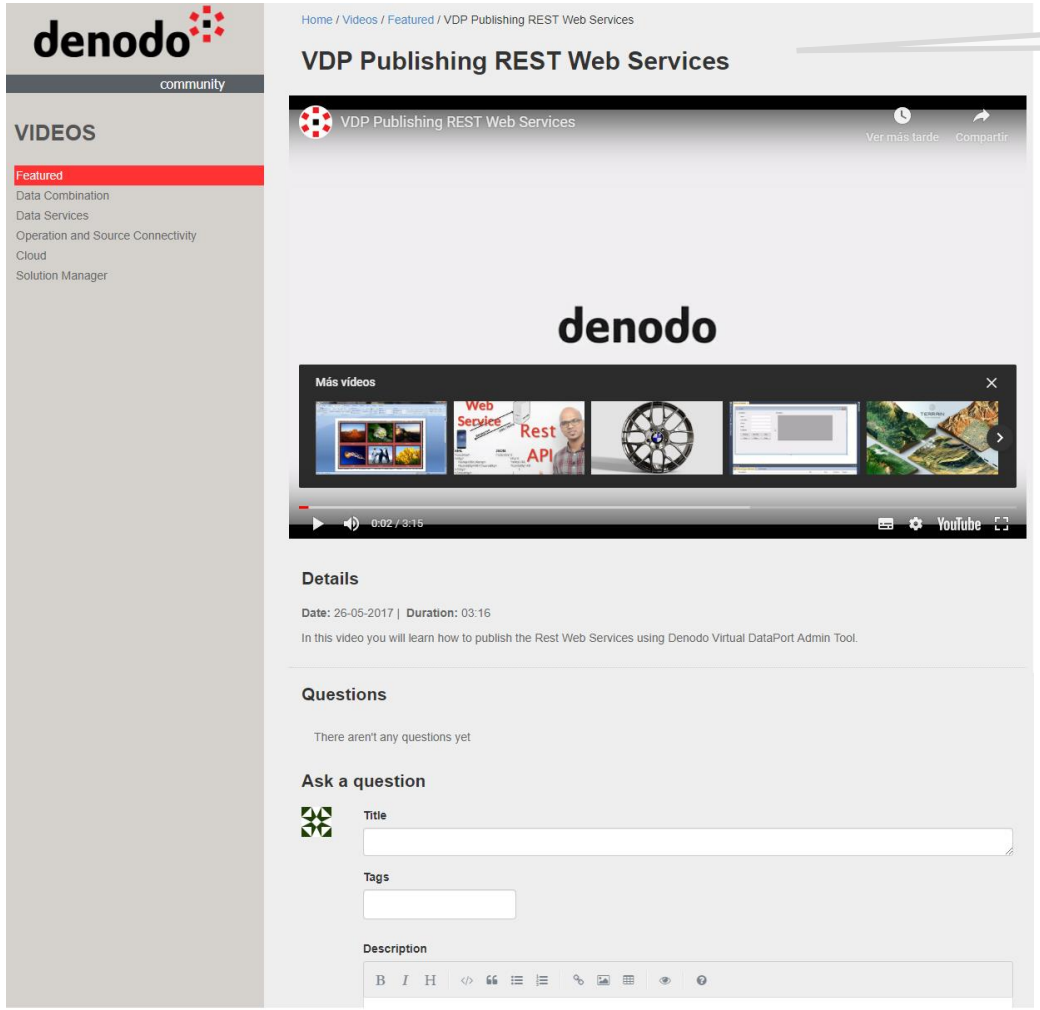
Video playlists

Video name, description, link to the video details, duration and number of related questions

Playlist pagination

Knowledge

Videos: Details



Title

Video player

Description of the video contents

Video related questions

Knowledge

Education

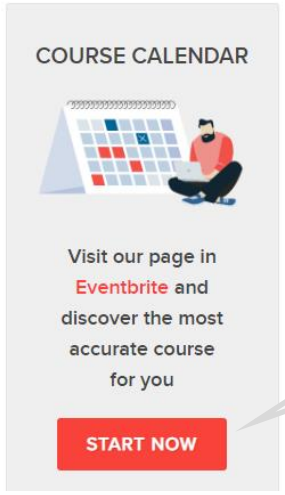
Click here to see the training courses list

Become an Expert in Data Virtualization with Denodo Education

Training for the Chief Data Officers of the future

The Denodo training courses provide expert data virtualization training for data professionals, including administrators, architects, and developers. These courses are specifically designed to help our customers build leading-edge data solutions that address your organization's data integration and information management needs.

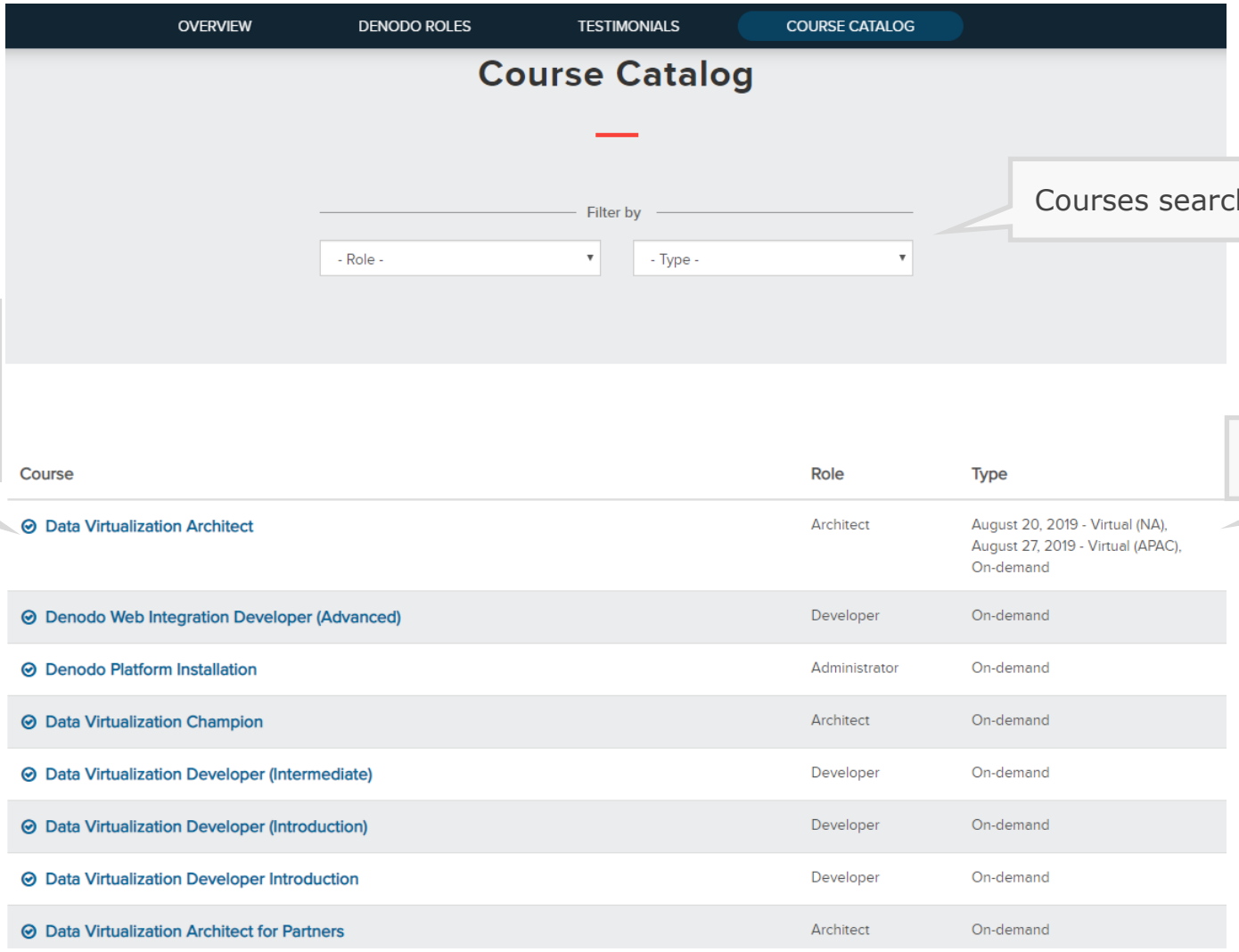
Our coursework covers the full life-cycle of a data virtualization project, from vision of architectures, to development, deployment and operation. Our instructors and experts offer a combination of lectures, hands-on exercises, and laboratories so our students acquire skills and learn best practices that immediately apply



Press this button to access to the Eventbrite course calendar

Knowledge

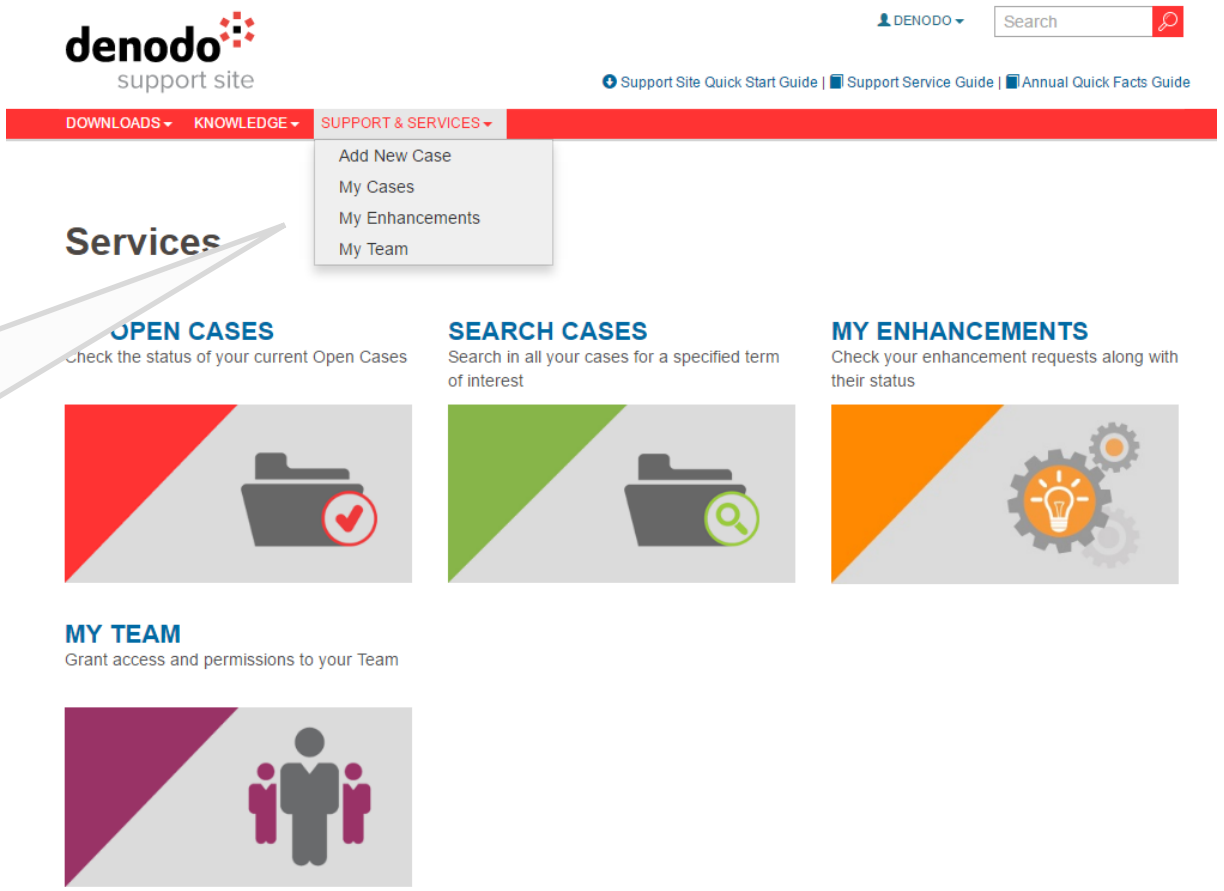
Education: Course catalog



Support & Services

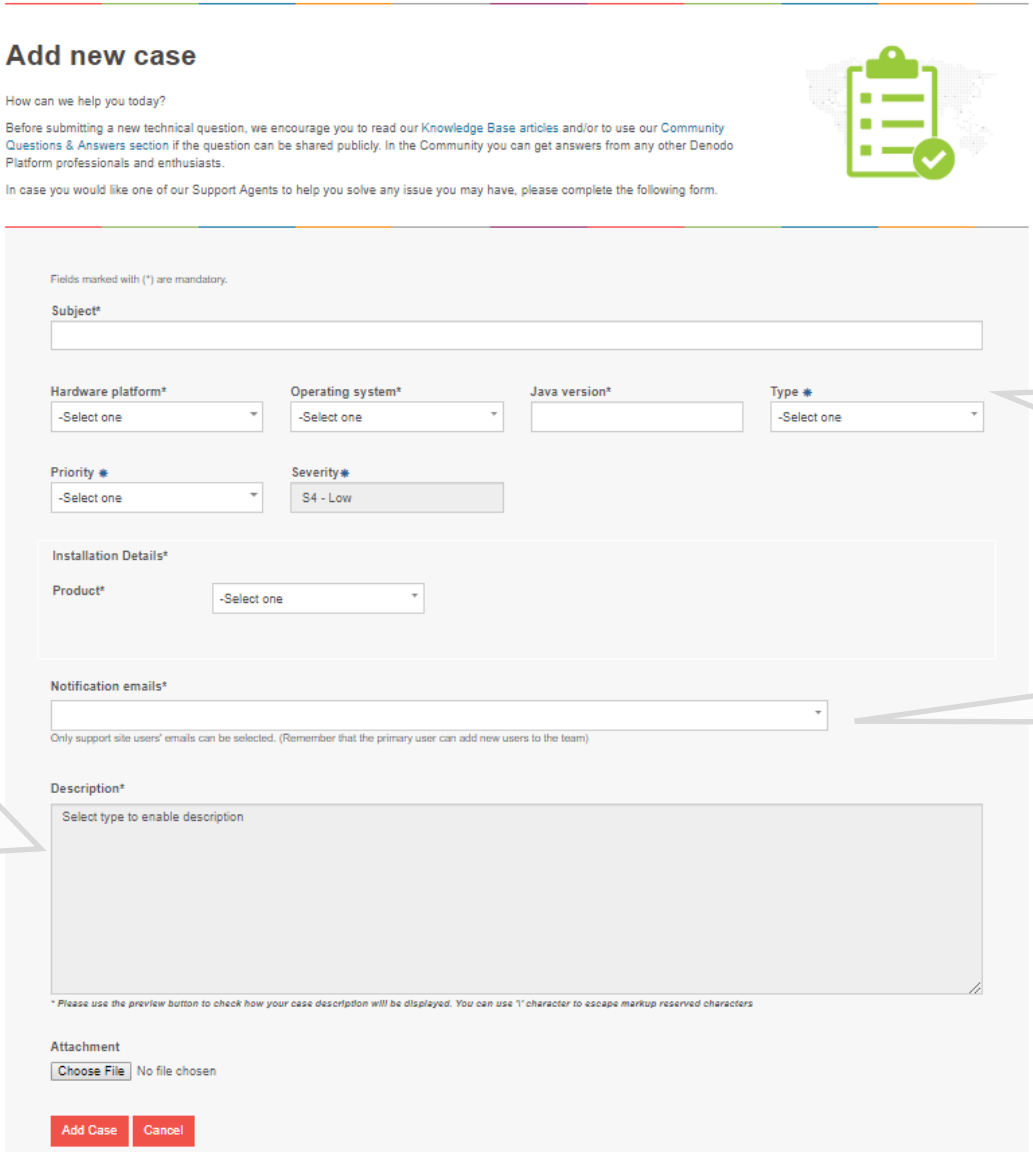
Support & Services menu provides access to:

- Add New Case
- My Cases
- My Enhancements
- My Team



Support & Services

Add New Case



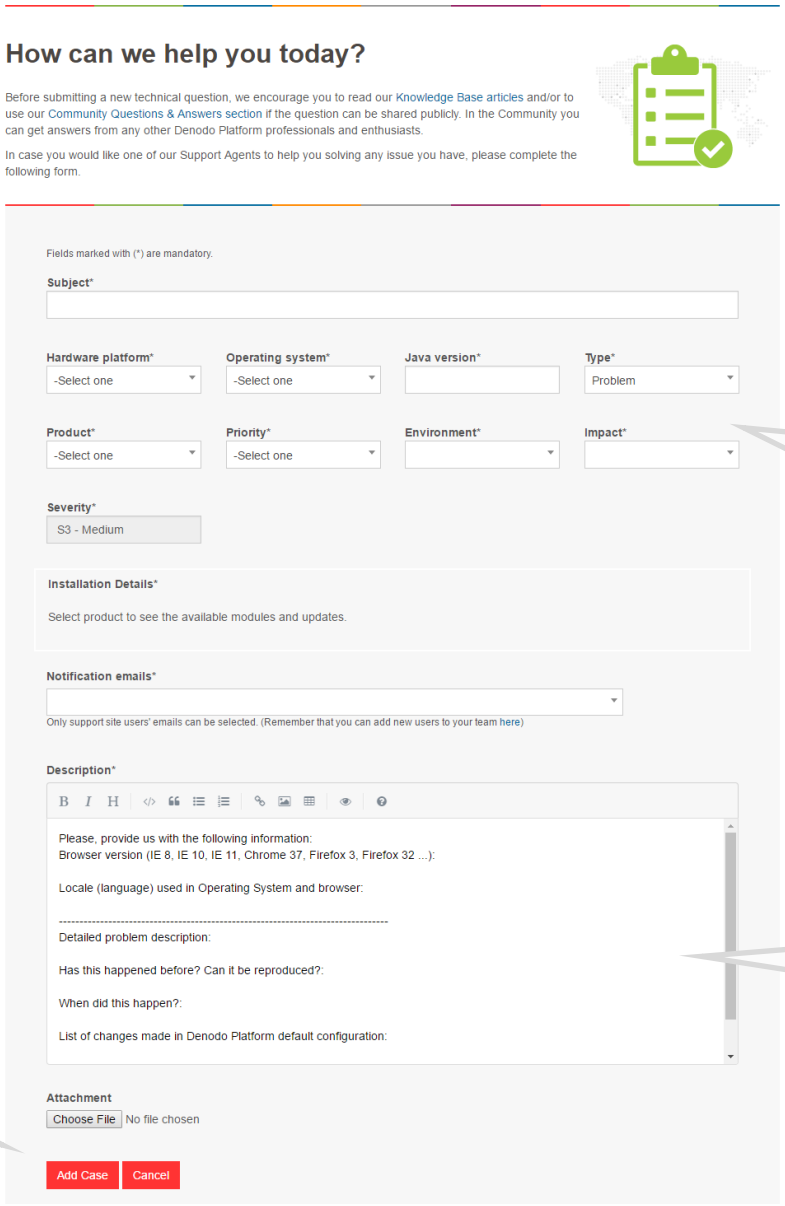
Start by providing the platform basic information, the type of case, priority and severity.

Only support site users emails can be added as notification emails

In "Description" field you can enter the detailed information. You can also add Platform log files by clicking in the "Choose File" button

Support & Services

Add New Case



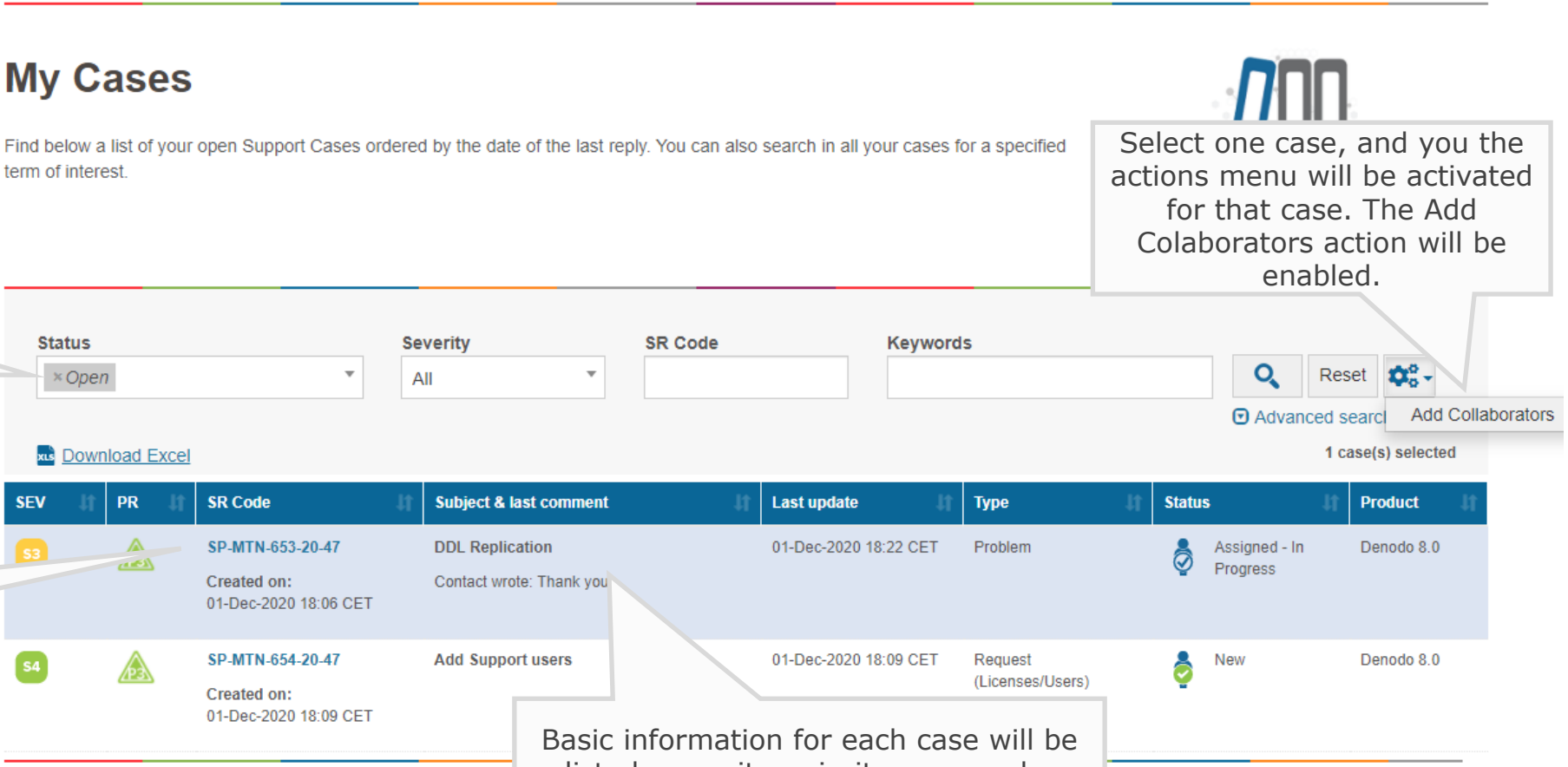
"Type" selection will add "Environment" and/or "Impact" selectors.
These selectors will set the "Severity" field automatically

Problem type sets a template in the "Description" field that will help us solve your case

Click the "Add Case" button to submit the case

Support & Services

My Cases



It will search "Open" cases by default.

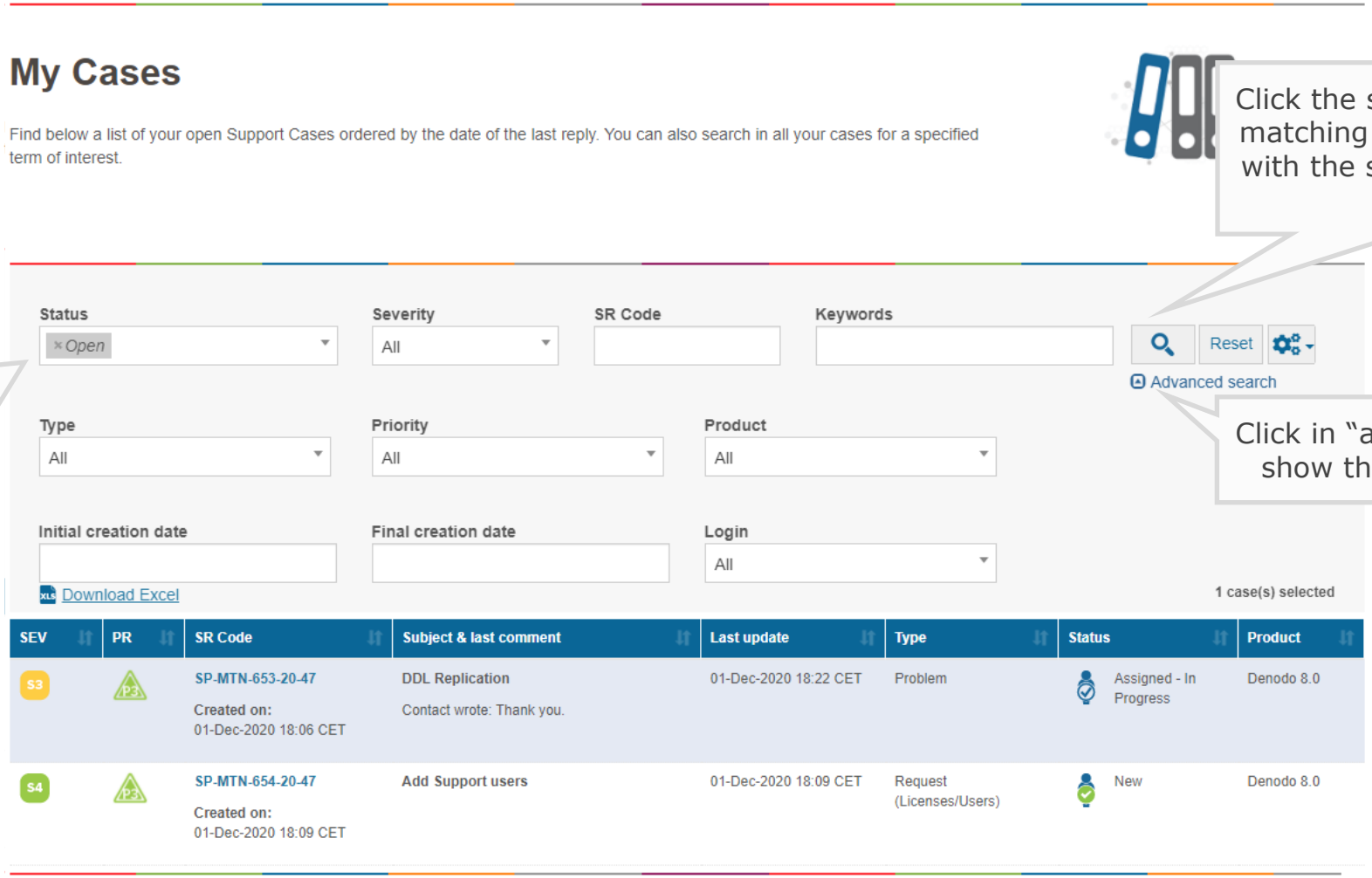
Click in a particular case code to see the details

Select one case, and you the actions menu will be activated for that case. The Add Colaborators action will be enabled.

Basic information for each case will be listed: severity, priority, case code, created date, subject and last comment, last update date, type, status and product.

Support & Services

My Cases: Advanced search



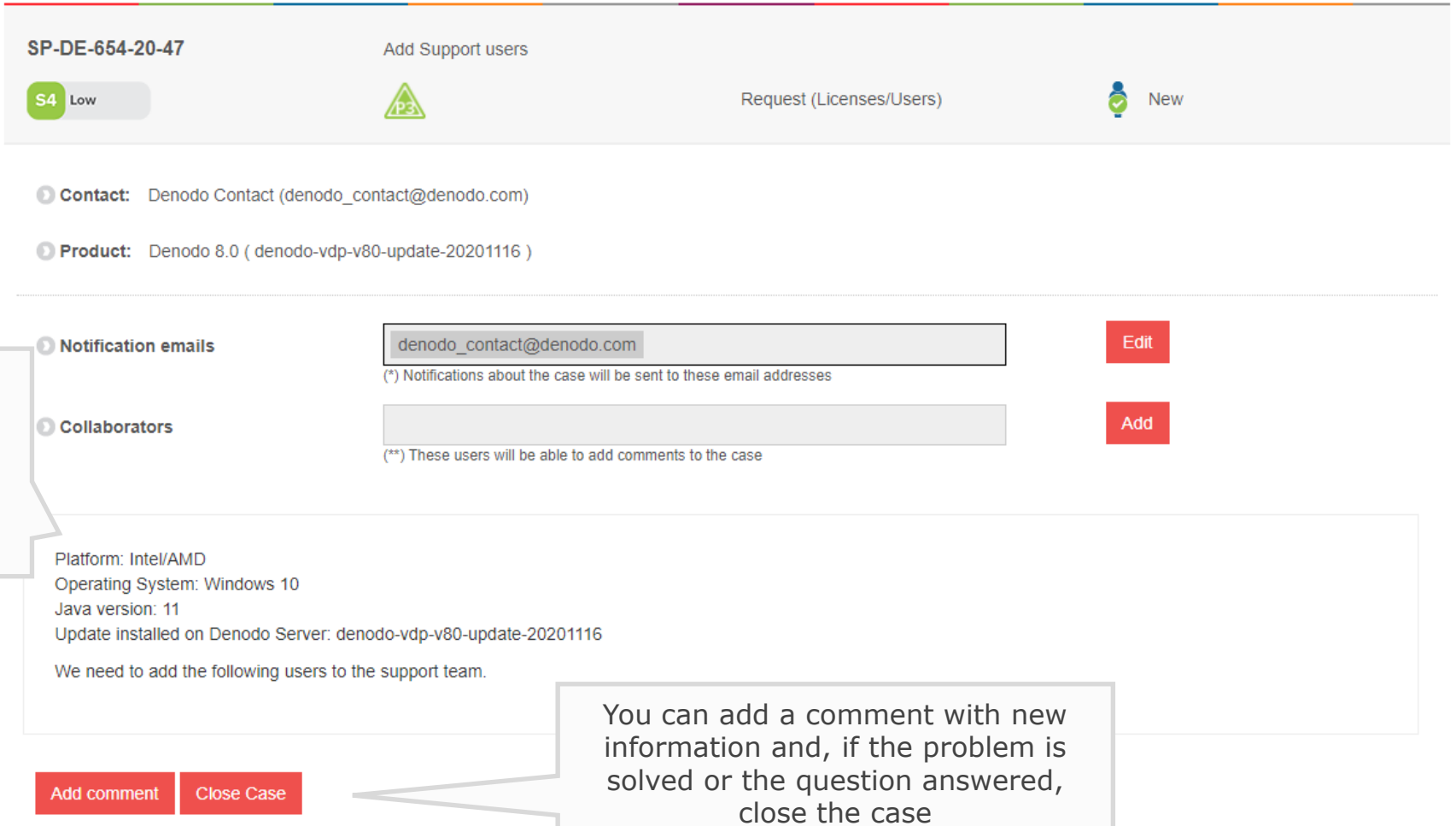
As search criteria you can specify: status, severity, case code, subject keywords, type, priority, product and a date range.

Click the search icon and the matching cases will show up with the same "Open cases" format

Click in "advanced search" to show the full search form

Support & Services

My Cases: Detail

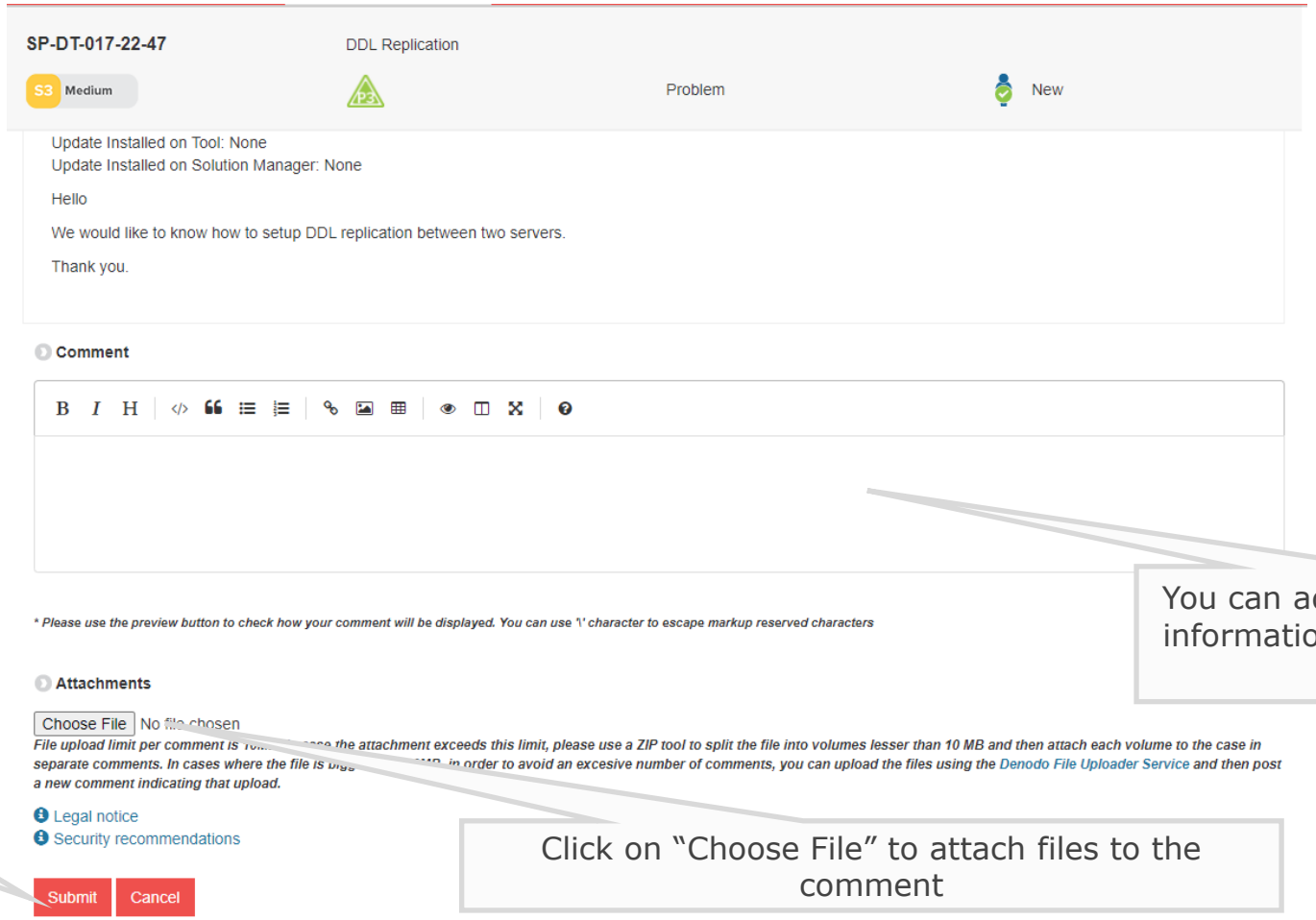


The case overview will be presented, including the initial description. Any additional comment added by you or by the support team will be listed here

You can add a comment with new information and, if the problem is solved or the question answered, close the case

Support & Services

My Cases: Detail: Adding a comment



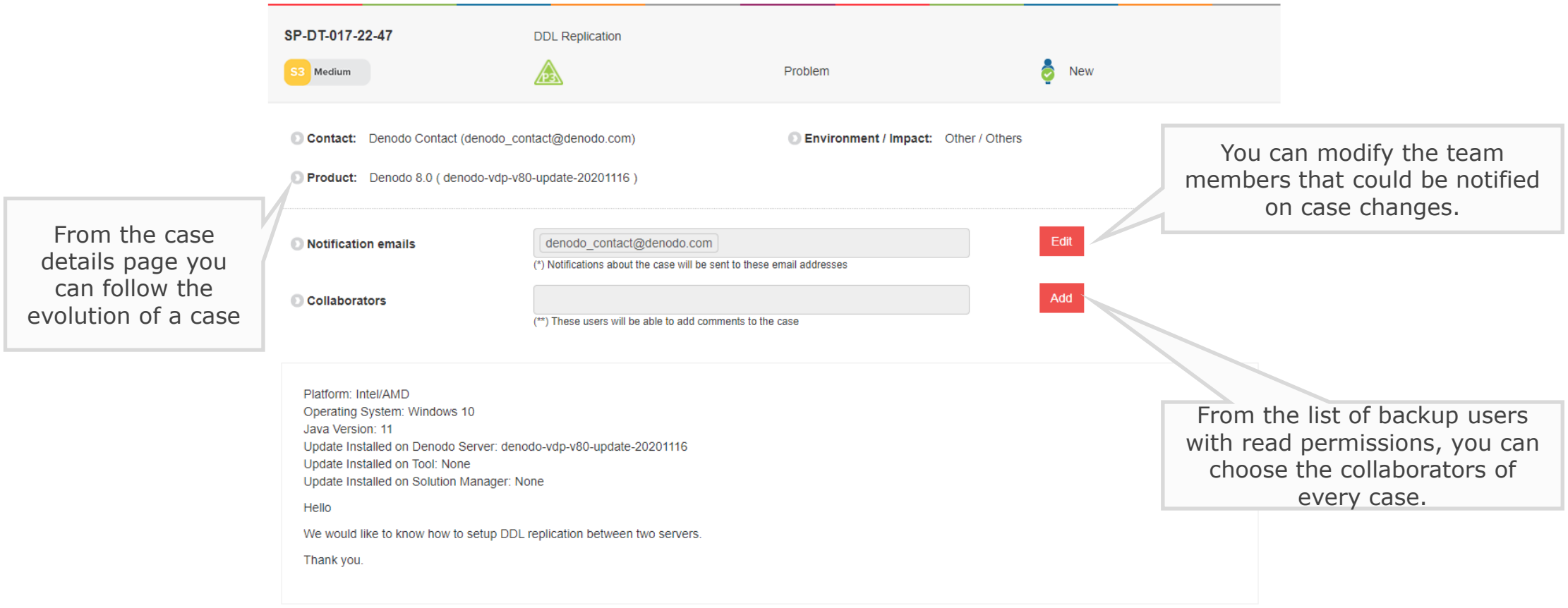
You can add a comment with new information by using a markdown editor

Click in "Submit" to send your comment

Click on "Choose File" to attach files to the comment

Support & Services

My Cases: Detail: Tracking the case status



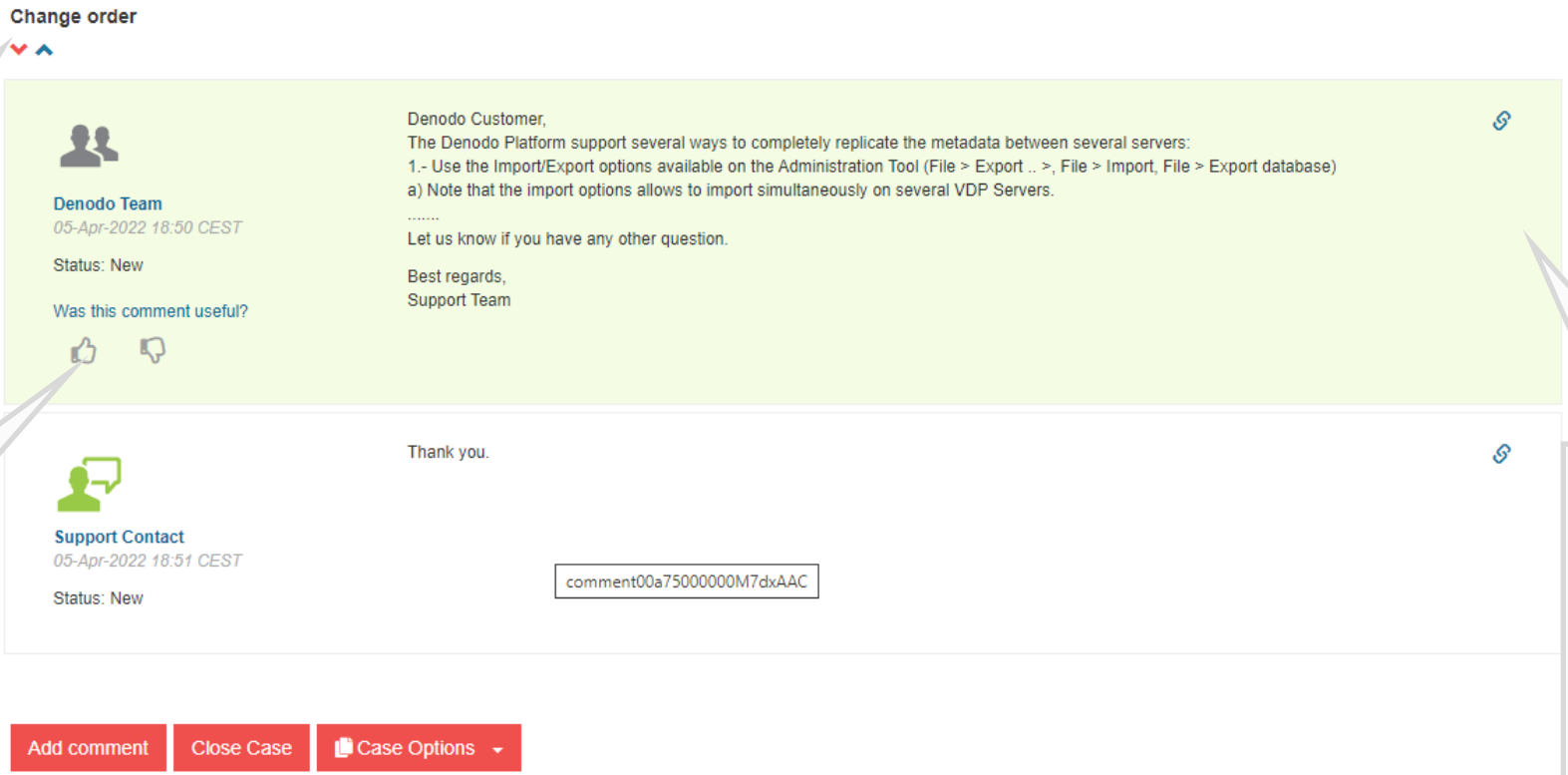
From the case details page you can follow the evolution of a case

You can modify the team members that could be notified on case changes.

From the list of backup users with read permissions, you can choose the collaborators of every case.

Support & Services

My Cases: Detail: Tracking the case status



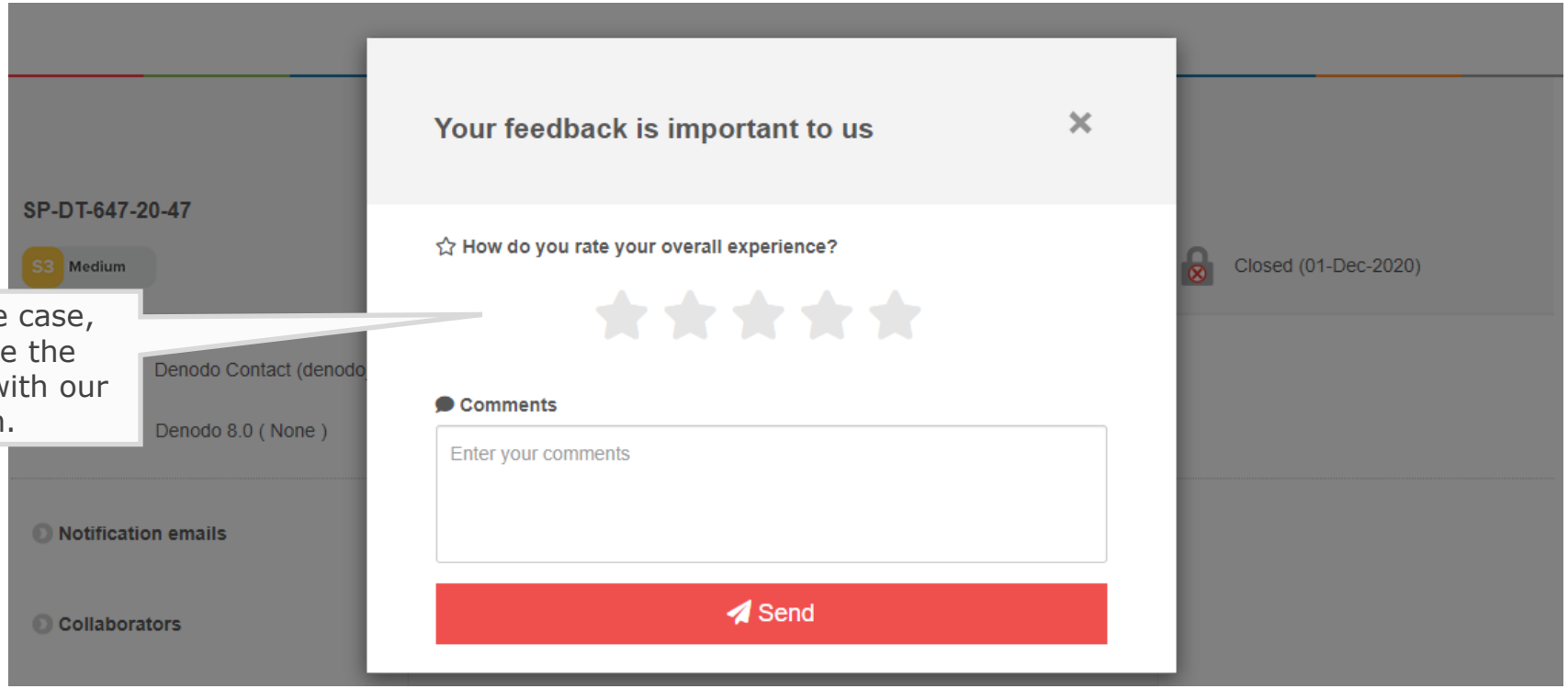
Click on the "Change order" arrows to show the newest or the oldest comment first

Your feedback is appreciated, please rate how useful are our comments.

Any time a Support Team member adds a new comment you will receive a notification email and the comment will be listed here

Support & Services

My Cases: Feedback

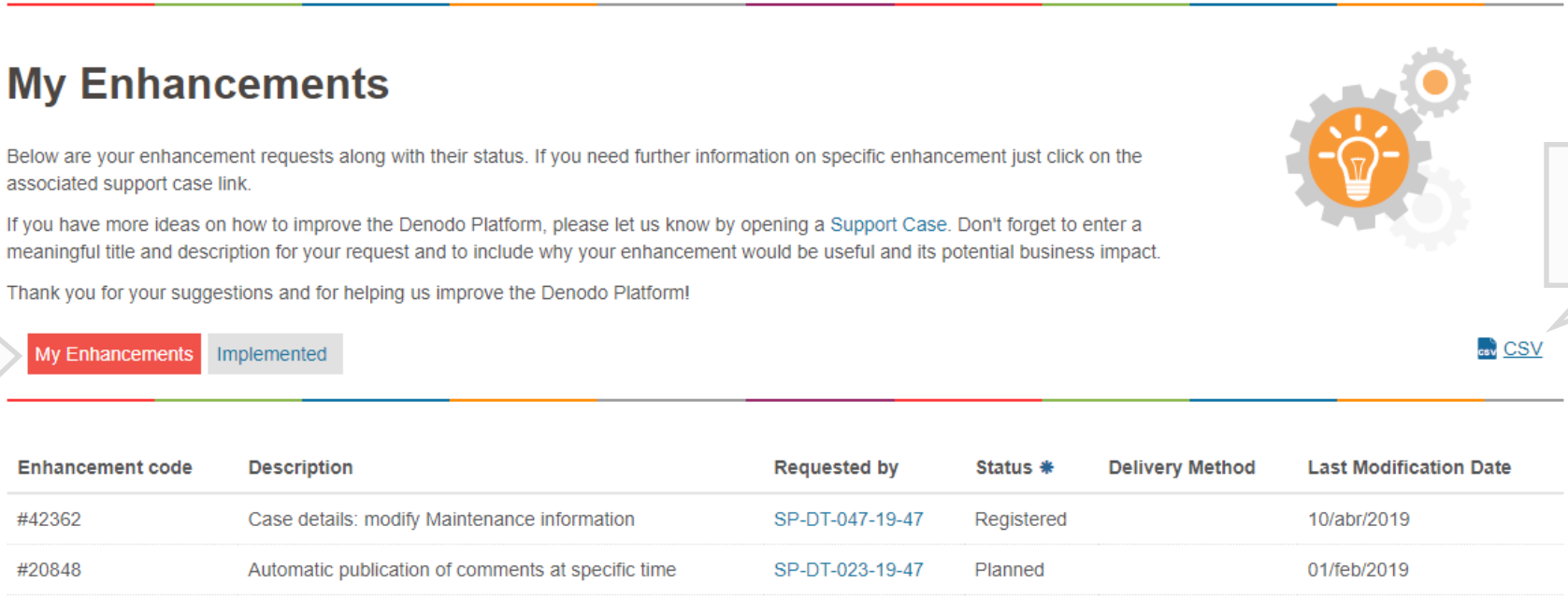


Once you close one case, you could evaluate the overall experience with our Support Team.

Support & Services

My Enhancements: Requested

This option shows Registered, Planned and Dismissed enhancement requests

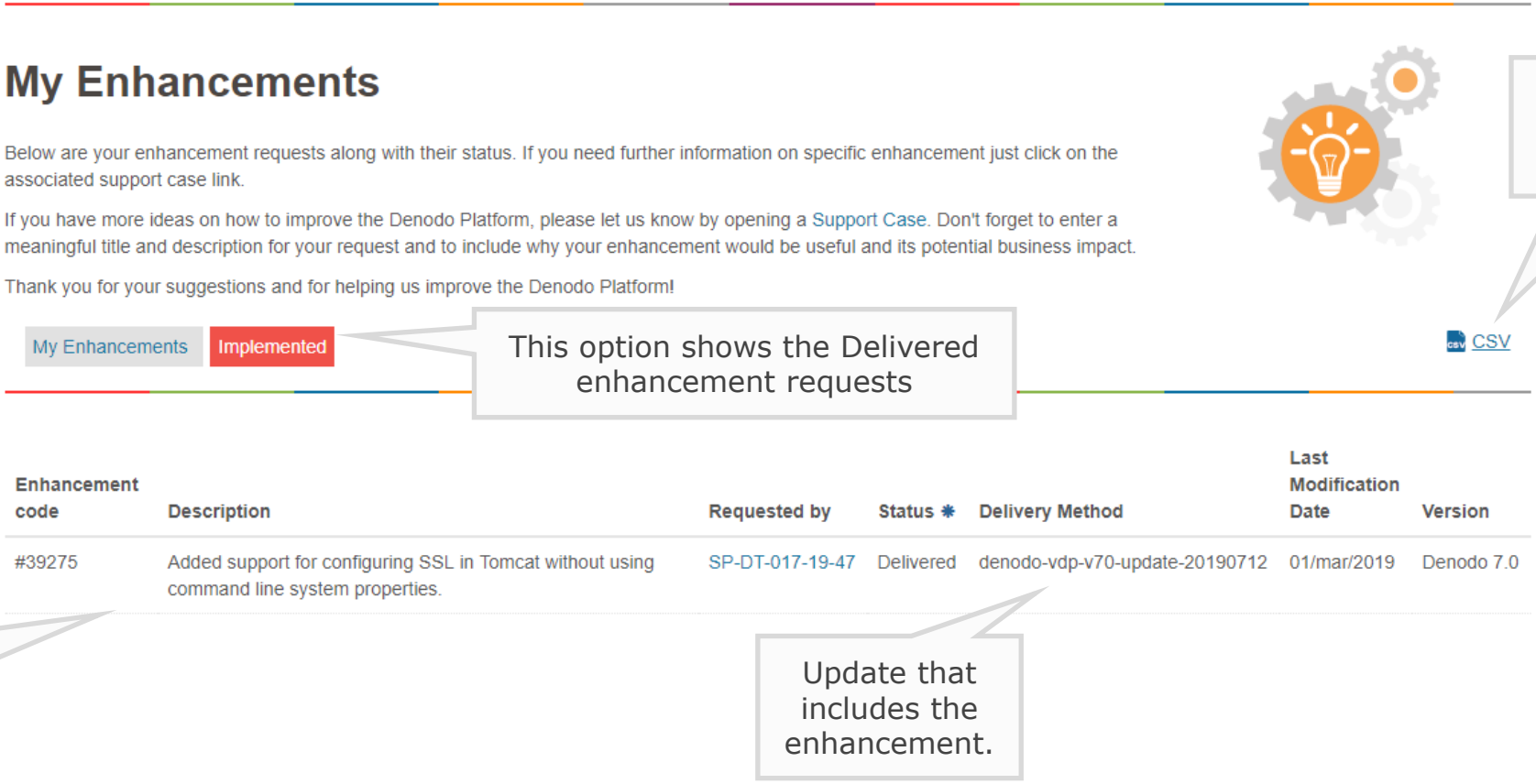


Export your enhancements to a CSV file

A list of your enhancement requests

Support & Services

My Enhancements: Implemented



Export your enhancements to a CSV file

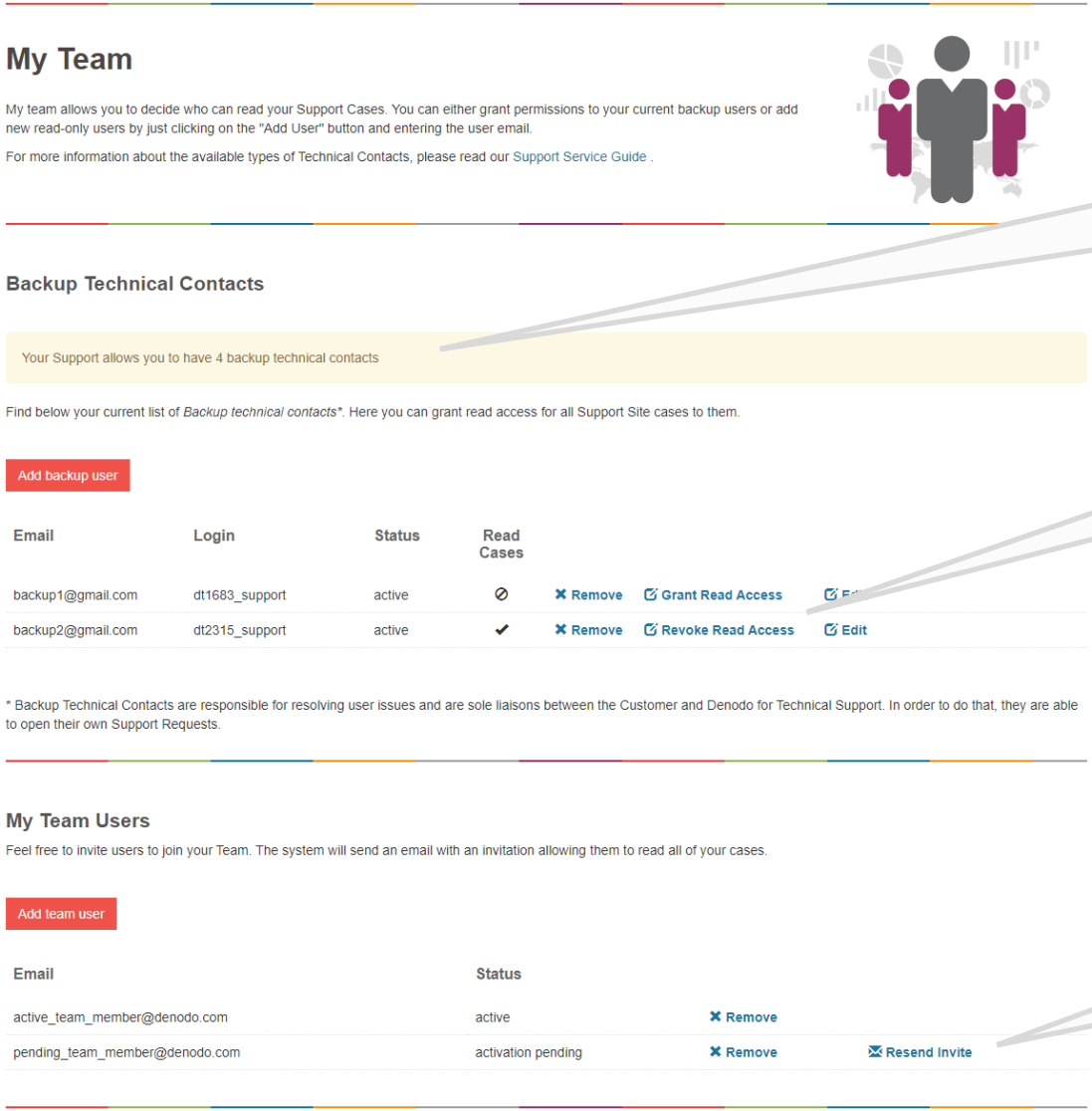
This option shows the Delivered enhancement requests

A list of your implemented enhancements

Update that includes the enhancement.

Support & Services

My Team: Managing your team



You can see how many backup users your account has allowed to create, based on your maintenance

You can mange your backup users here

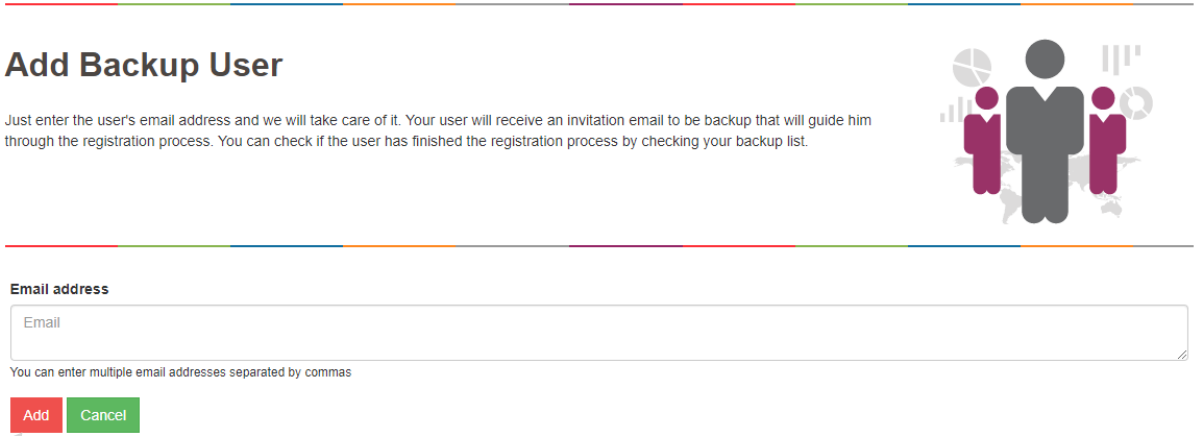
Grant read access to all of your support cases to your backup users

You can add team members than can read your support cases by clicking here

You can resend team invitation email to your non active team users

Support & Services

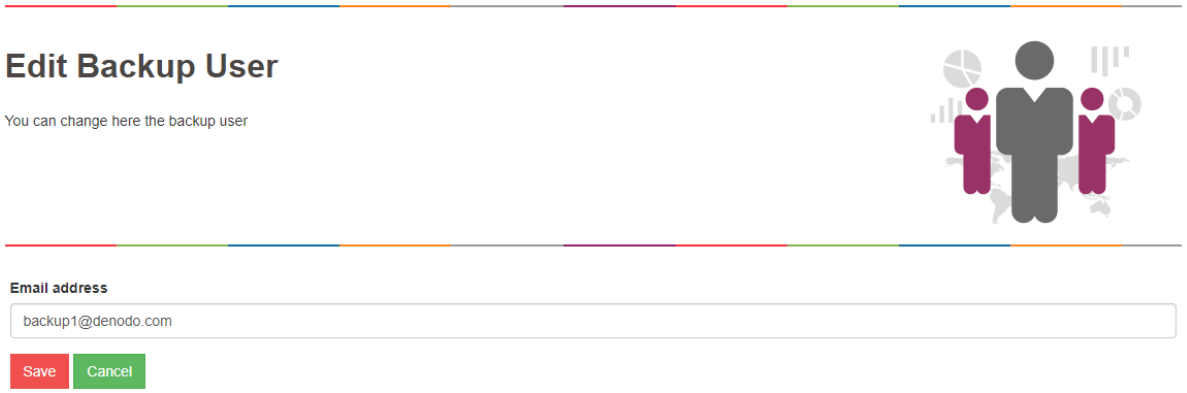
My Team: Adding backup users



You only need to enter comma separated emails and click "Add". Your users will receive an invitation email to finish the registration process

Support & Services

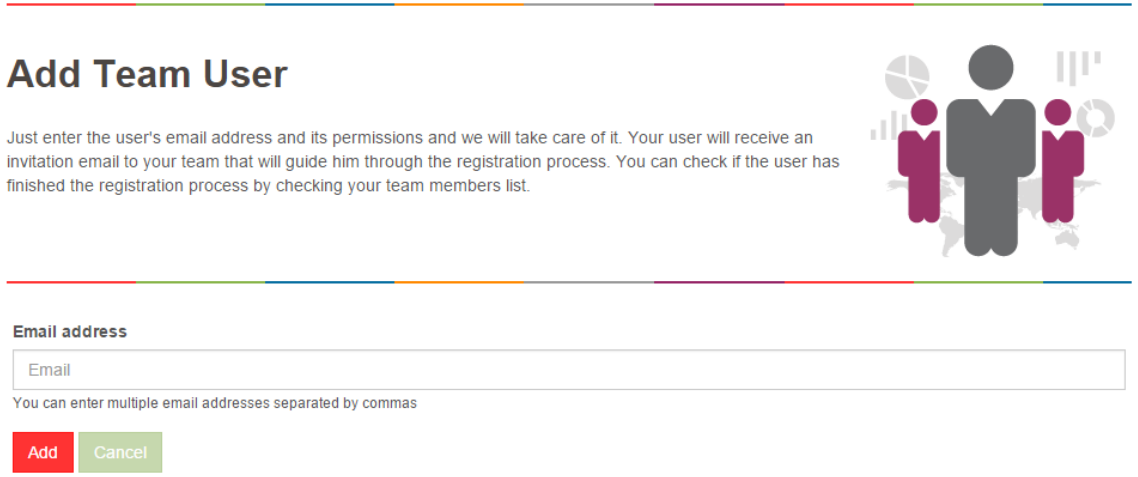
My Team: Changing backup user



You only need to change the assigned email address of one already created backup user to change it. The new email address will receive an invitation email to finish the registration process

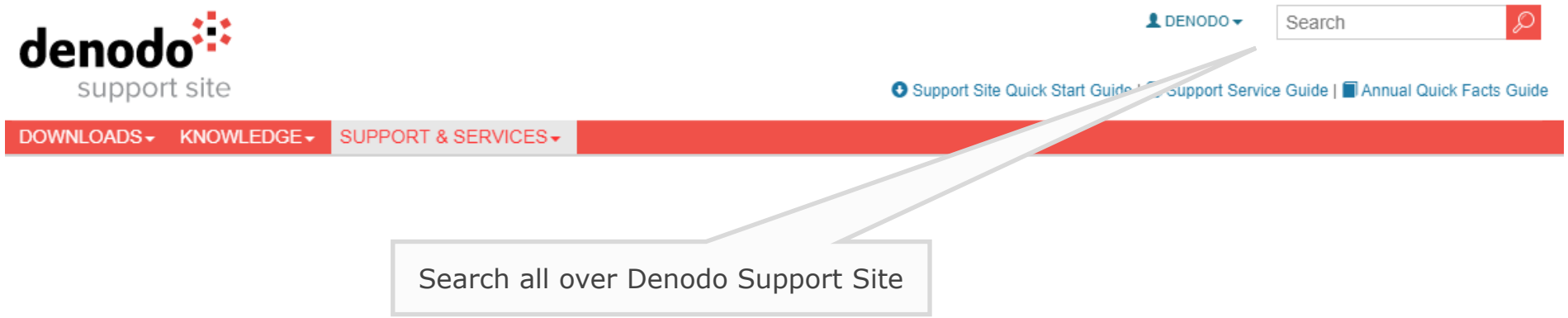
Support & Services

My Team: Adding team members



You only need to enter comma separated emails and click "Add". Your users will receive an invitation email to finish the registration process

Search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Support Site Quick Start Guide
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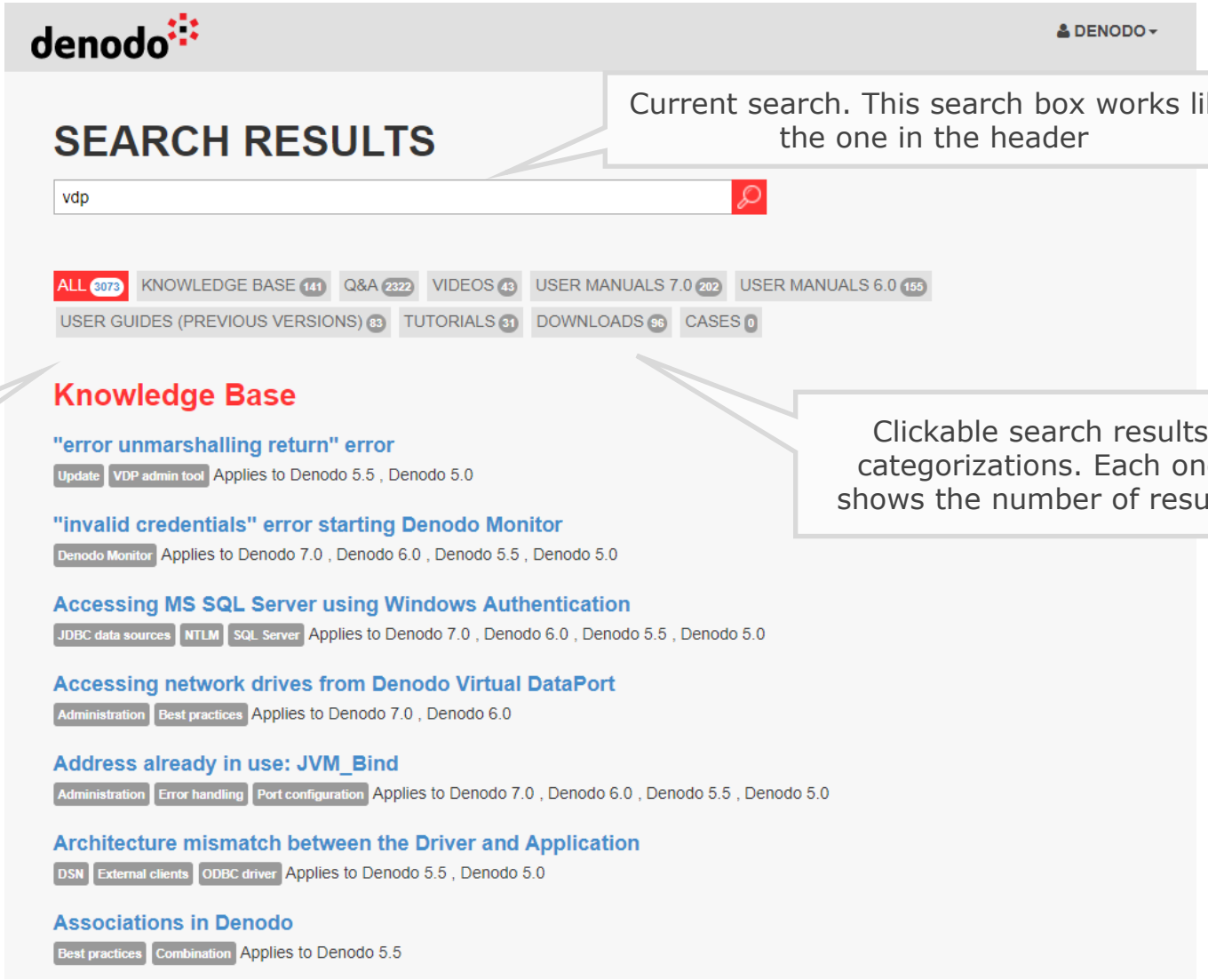
Search

Results



Profile

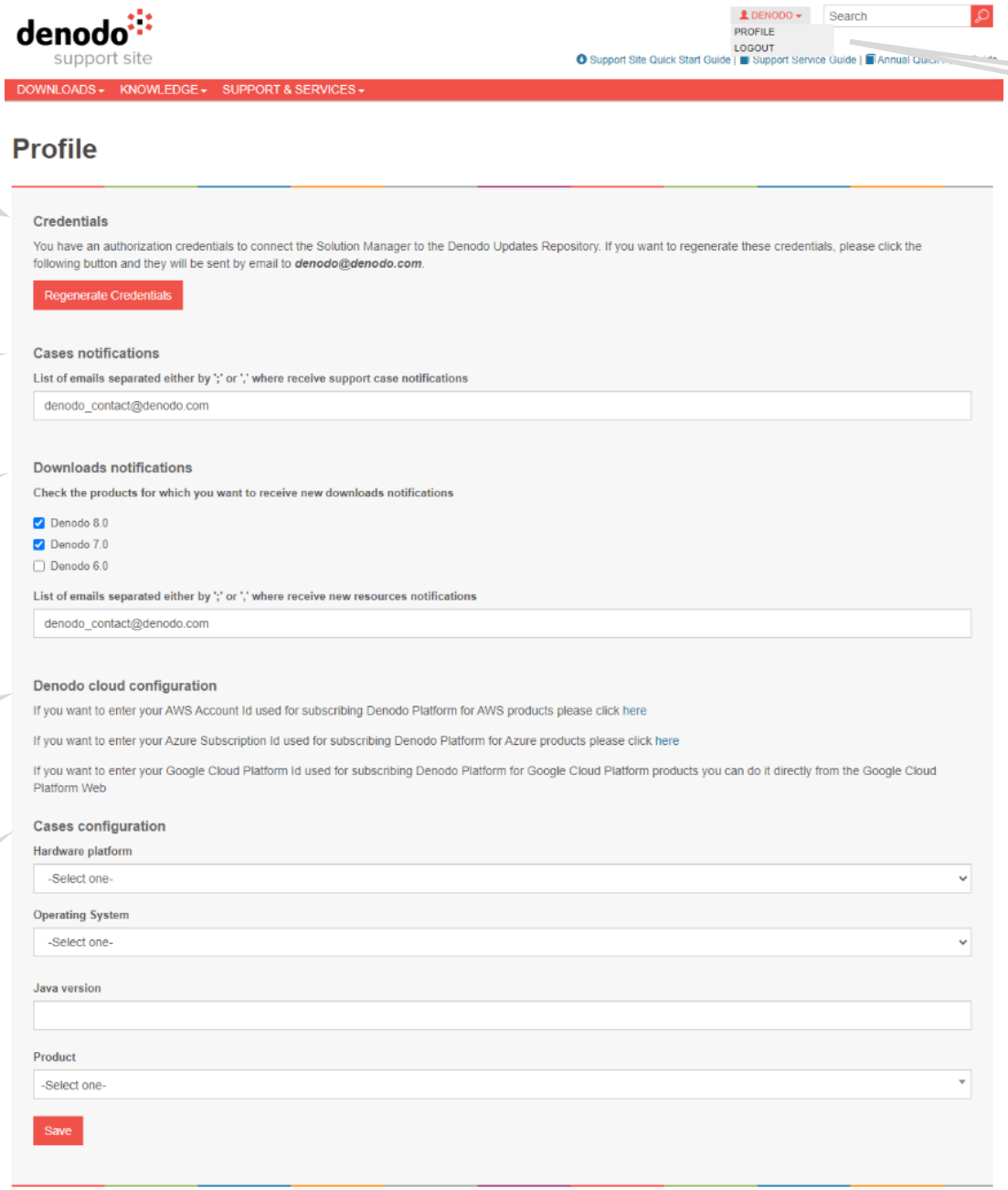
Get by email the credentials to connect the Solution Manager with the Denodo Repository

Support cases notifications

Product download notifications

Add your Denodo for Cloud subscription to your profile

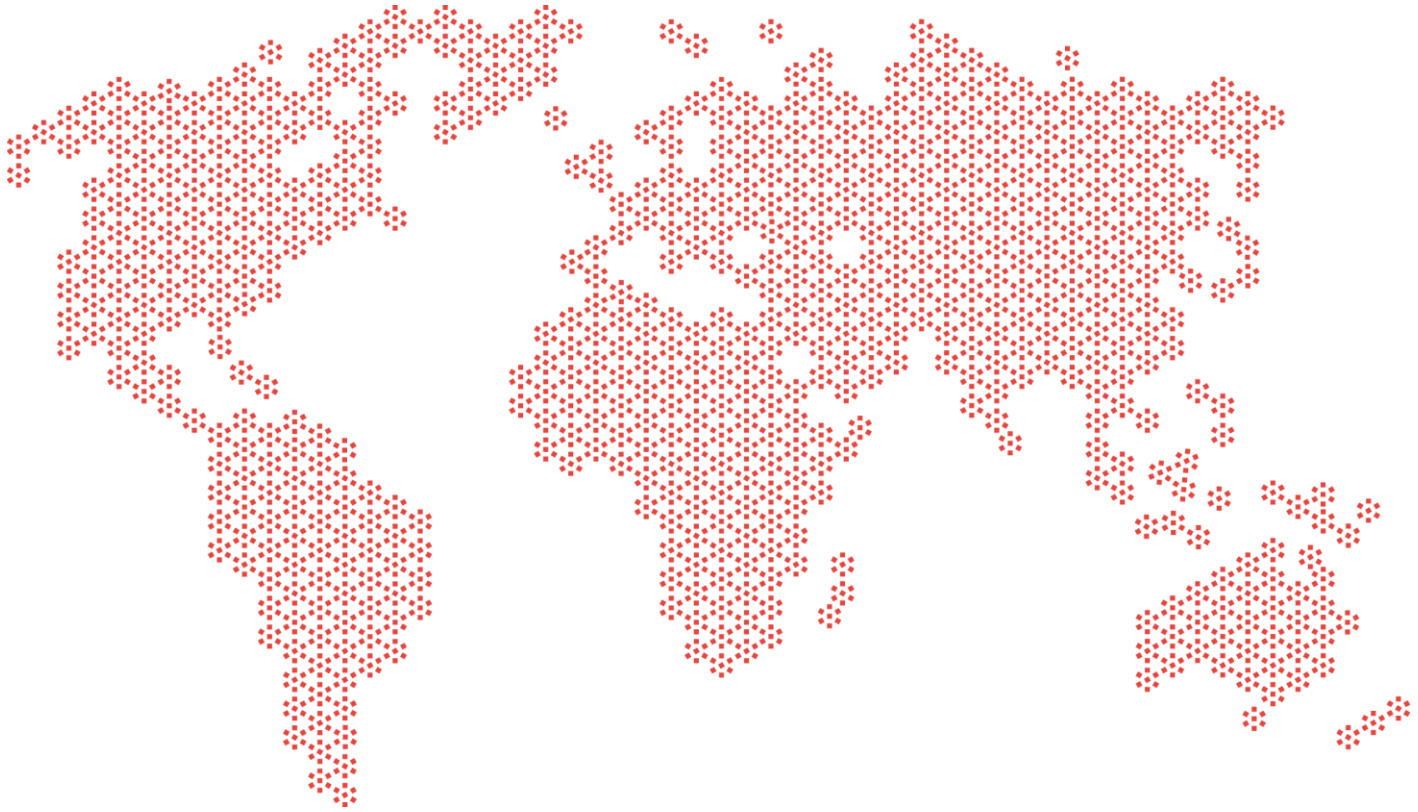
Save your default configuration for new support cases



Change your profile settings

Logout

And logout when you are done!



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