



Denodo Support Site Quick Start Guide

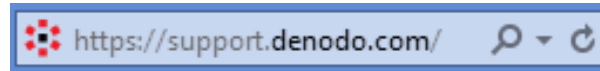
April, 2022

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



Support Requests will be answered by the Denodo Support Team during the business hours of the Denodo Support Center where the licenses were purchased. Please see our phones and time schedules on the side of this page.

Customers with Premium Support may raise a new Severity 1 SR at any time.


If you are a Nominated Technical Contact, you may contact the Denodo Support Center in order to open a new Service Request (SR) —or follow up on an existing one— via this Support Site, by telephone or by email to support@denodo.com (not applicable for evaluation or training licenses).

Alternatively, you can freely access the Denodo Community at <http://community.denodo.com> where you can find valuable technical resources such as manuals, knowledge base articles, tutorials, a video library and Denodo Express downloads for helping you improve your skills as a data ninja.

Note: If you are a new customer or you have a temporary evaluation license and you have been sent a link to the Support Site, please sign in using the credentials you have received in the welcome email we sent you. If you didn't receive that email, please contact support@denodo.com.

Click here to sign in

SIGN IN

Denodo Maintenance and Support:
 [Support Service Guide](#)

Denodo Support Centers:

Denodo America:
Phone: (+1) 800 980 5139
Monday to Friday : 09:00 EDT to 18:00 PDT
Excluding local holidays

Denodo APAC:
Phone: (+91) 44 4654 9360
Monday to Friday : 09:00 AEST to 17:00 IST
Excluding local holidays

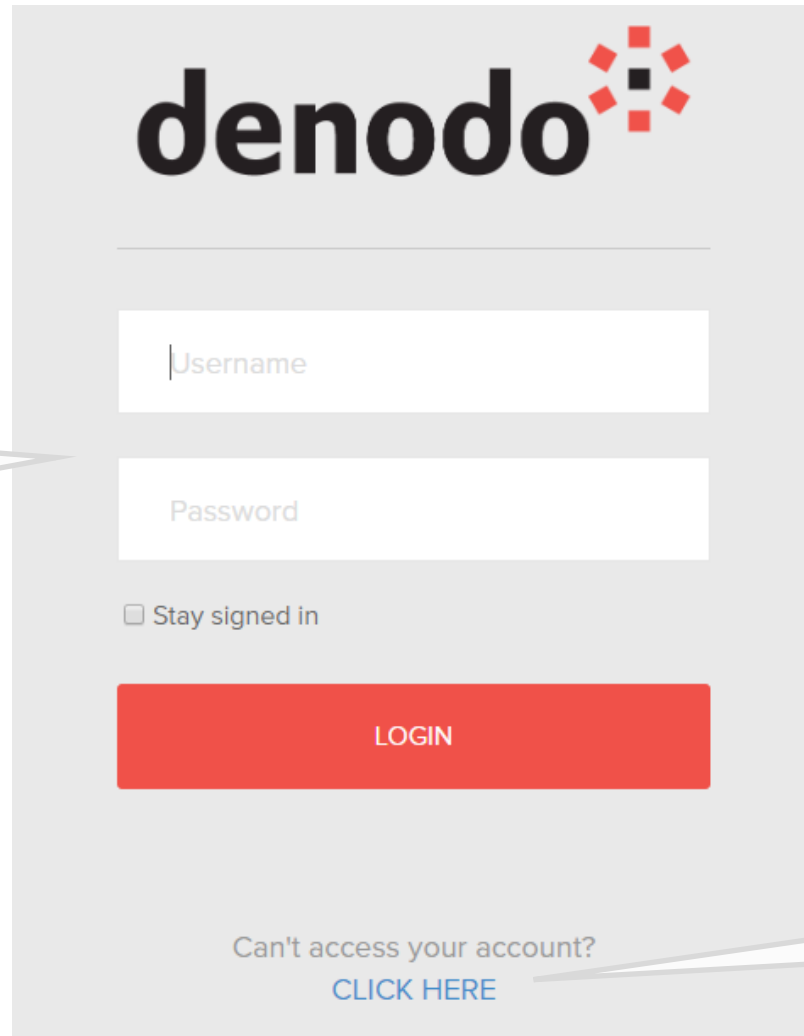
Denodo EMEA:
Phone: (+44) 870 820 0048
Monday to Friday : 09:00 CEST to 18:00 CEST
Excluding local holidays

Denodo Spain:
Phone: (+34) 902 884 590
Monday to Thursday : 09:00 CEST to 18:00 CEST
Friday : 09:00 CEST to 14:00 CEST
Excluding local holidays

Accessing Denodo Support Site

First access

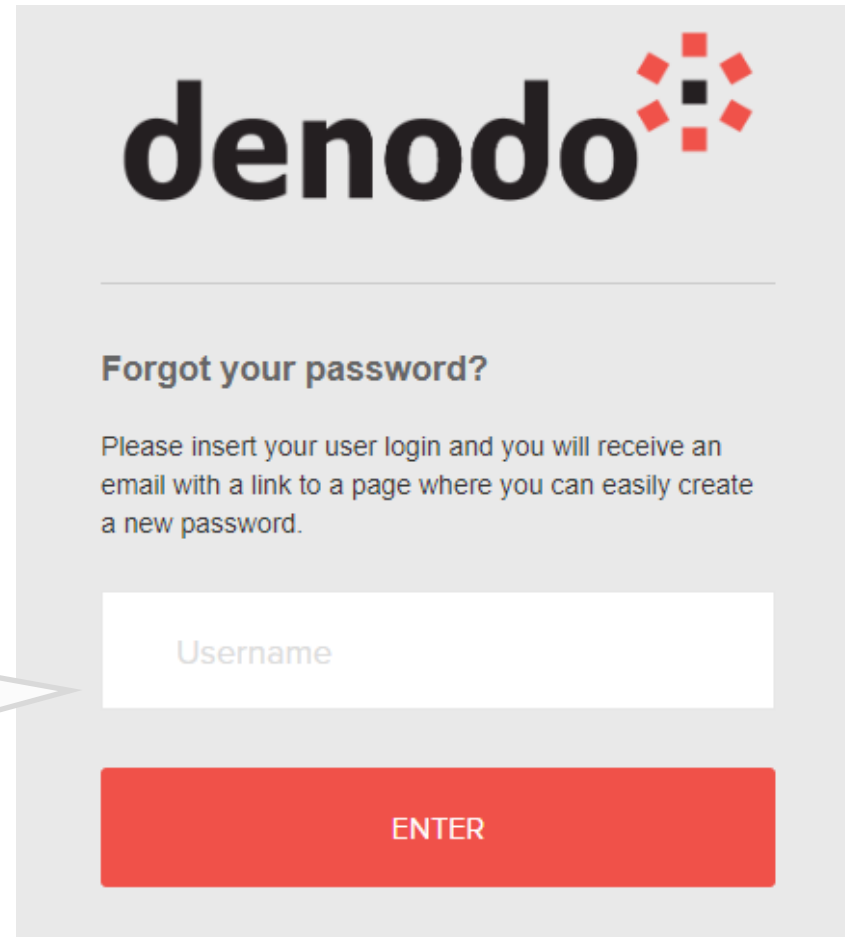
To log in enter your username and password and click the "Login" button

A screenshot of the Denodo login page. At the top is the Denodo logo, consisting of the word "denodo" in a bold, black, sans-serif font, followed by a red icon of a gear with a central square. Below the logo is a horizontal line. Underneath the line are two white input fields with light gray placeholder text: "Username" and "Password". Below the password field is a checkbox with the text "Stay signed in". A large red button with the word "LOGIN" in white capital letters is positioned below the checkbox. At the bottom of the form area, the text "Can't access your account?" is displayed in a small, gray font, with a blue link "CLICK HERE" underneath it.

Click here if you forgot your password

Accessing Denodo Support Site

Forgot your password?



The screenshot shows the Denodo logo at the top, followed by the heading 'Forgot your password?'. Below this is a text instruction: 'Please insert your user login and you will receive an email with a link to a page where you can easily create a new password.' There is a text input field labeled 'Username' and a red button labeled 'ENTER'.

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?

This Agreement is governed by the laws of the State of California, excluding its conflicts of laws principles. You agree to the exclusive jurisdiction and venue of the state and federal courts located in Santa Clara County, California . If any provision of this Agreement is held by a court of competent jurisdiction to be contrary to law, such provision shall be changed and interpreted so as to best accomplish the objectives of the original provision to the fullest extent allowed by law and the remaining provisions of this Agreement shall remain in full force and effect. The headings in this Agreement are inserted for convenience only and do not affect its interpretation. You may not assign this agreement, whether by operation of law, merger or reorganization, without the prior written consent of Licensor ; any attempted assignment in violation of the foregoing will be void. This Agreement constitutes the final, complete and exclusive agreement between the parties with respect to your use of the Software and supersedes any prior or contemporaneous representations or agreements, whether written or oral. Any company names, logos, and product names displayed in the Beta Software are subject to United States' and international copyright, trademark and intellectual property laws and you may not reproduce or distribute any such company names, logos or product names without the express written consent of their respective owners.

11. Questions

Should you have any questions concerning this Agreement, or if you desire to contact Licensor for any reason, please contact sales@denodo.com

BY CLICKING THE "ACCEPT" BUTTON BELOW, YOU ARE INDICATING THAT YOU HAVE READ AND CONSENT TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU HAVE NOT READ THIS AGREEMENT, OR YOU DO NOT AGREE TO BE LEGALLY BOUND BY ITS TERMS, CLICK "DECLINE" AND DO NOT USE THE SOFTWARE.



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

The screenshot shows the Denodo support site main page. At the top left is the Denodo logo and 'support site' text. To the right is a 'Log out and Profile' button, a user dropdown menu showing 'DENODO', and a search bar. Below these are links to 'Support Site Quick Start Guide', 'Support Service Guide', and 'Annual Quick Facts Guide'. A red navigation bar contains 'DOWNLOADS', 'KNOWLEDGE', and 'SUPPORT & SERVICES' with dropdown arrows. A callout box on the left explains that the support menu provides access to Downloads, Knowledge, and Support & Services. The main content area features a large banner for 'Reimagine Data Management with Denodo 7.0', which includes a 'VIEW ON-DEMAND' button and a graphic of a rocket launching. A callout box on the right points to the search bar and the 'Getting started guides' link. Below the banner are three sections: 'DOWNLOADS' (Access to your Denodo resources: Installers, Updates, Beta Updates, Hotfixes, DenodoConnects and Licenses), 'KNOWLEDGE' (Access to the Denodo Platform technical resources: Manuals, Knowledge Base, Tutorials, Education...), and 'SUPPORT & SERVICES' (Submit your technical questions to our Support Team and review your Enhancement and Service Requests). Each section has a corresponding icon: a laptop with a bar chart for Downloads, a globe with a person for Knowledge, and a laptop with gears for Support & Services.

denodo
support site

Log out and Profile

DENODO

Search

Support Site Quick Start Guide | Support Service Guide | Annual Quick Facts Guide

DOWNLOADS ▾ KNOWLEDGE ▾ SUPPORT & SERVICES ▾

Reimagine Data Management with Denodo 7.0

Introducing Denodo Platform 7.0 to Combine the Power of Data Virtualization with Parallel In-Memory Fabric and Dynamic Data Catalog

VIEW ON-DEMAND

Support menu provides access to:

- Downloads
- Knowledge
- Support & Services

Integrated search

Getting started guides

DOWNLOADS
Access to your Denodo resources: Installers, Updates, Beta Updates, Hotfixes, DenodoConnects and Licenses

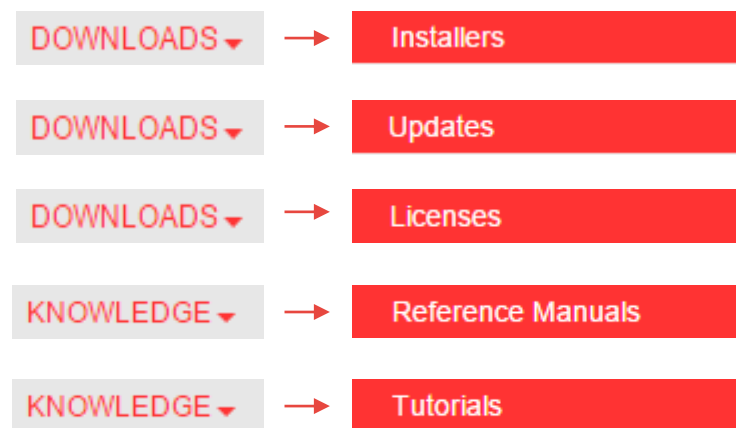
KNOWLEDGE
Access to the Denodo Platform technical resources: Manuals, Knowledge Base, Tutorials, Education...

SUPPORT & SERVICES
Submit your technical questions to our Support Team and review your Enhancement and Service Requests

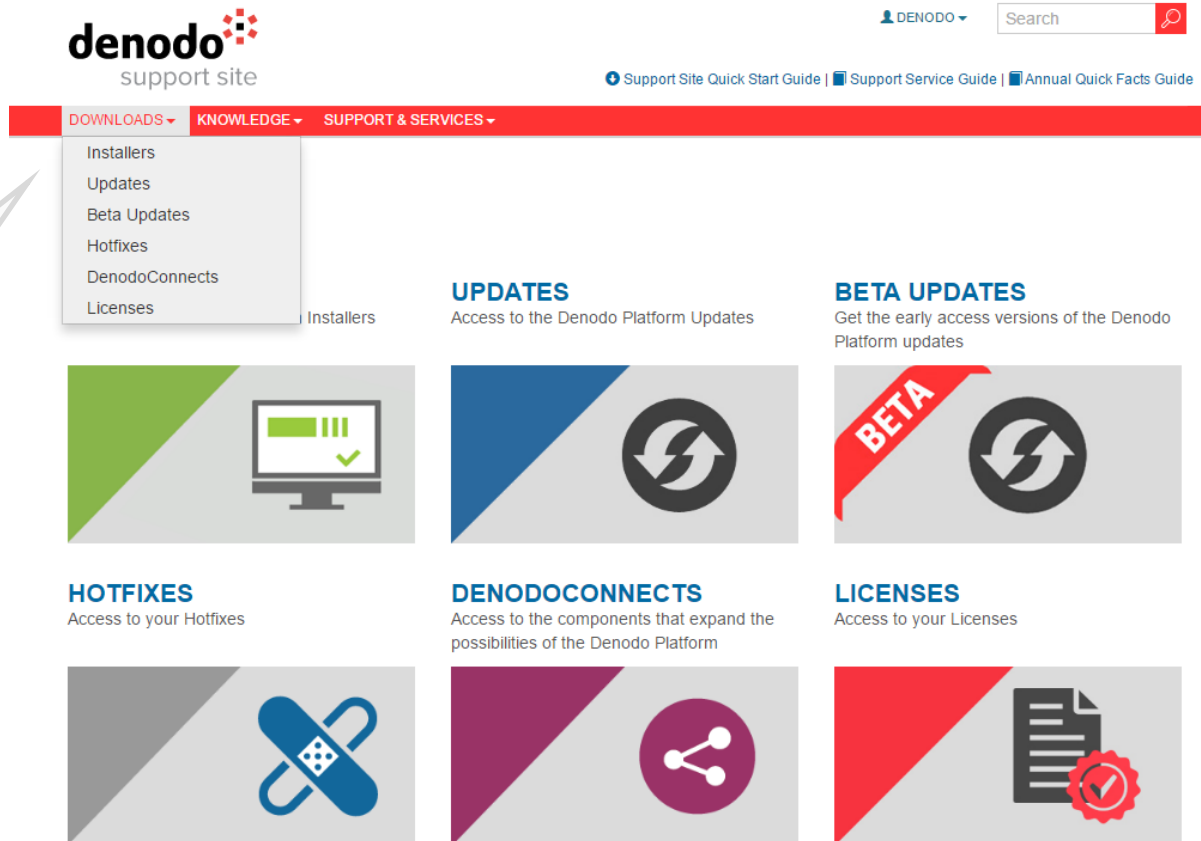
Getting started...

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

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

Denodo Platform installer

Solution Manager tool installer

Virtual DataPort administration tool installer

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.



Denodo 7.0 Denodo 7.0BETA Denodo 6.0



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.



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.



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 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.



Updates

Updates are a collection of enhancements and bug fixes that improves your award-winning Denodo Platform experience. Denodo Platform updates can be safely applied in your production environment.

Clicking on an update "Details" link leads you to comprehensive installation instructions and a detailed description of what is included in the update.



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

Denodo 7.0 Denodo 7.0BETA Denodo 6.0



denodo-v70-update-20190312

Denodo Platform – Virtual DataPort 7.0 20190312

This is the *full update*. It updates all the modules of the Denodo Platform.

Note: it includes all the features included in "denodo-vdp-v70-update-20190312".

IMPORTANT NOTE: this update solves five security vulnerabilities:

- Rhino unsafe code deserialization. Severity HIGH.
- Java JMX Server Insecure Configuration Remote Code Execution Vulnerability for Scheduler and Scheduler Index Servers. Severity CRITICAL.
- Cleartext Storage of Sensitive Information. Severity MEDIUM.
- CSRF vulnerability in Data Catalog and Diagnostic and Monitoring Tool. Severity HIGH.
- Vulnerability in the Denodo Web Container Severity HIGH.

Download (445.6 MB)

CHECKSUMS



denodo-vdp-v70-update-20190312

Denodo Platform – Virtual DataPort 7.0 20190312

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 (321.7 MB)

CHECKSUMS



denodo-solutionmanager-v70-update-20190312

Denodo Platform – Solution Manager 7.0 20190312

IMPORTANT NOTE: this update solves two security vulnerabilities:

- Unnecessary Transmission of Encrypted Passwords. Severity LOW.
- Endpoint for Decrypt Passwords. Severity HIGH.

Download (524 MB)

CHECKSUMS

Show older updates

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

Downloads

Updates: Details

Installation instructions

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

Update Details

denodo-vdp-v70-update-20190312

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

Description of the update

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 enhancements/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 **#37766**, 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.interface.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 **#56836**. 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 **#39516**. 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 **#29469**. Now it is possible to increase the value of the "maxLength" configuration parameter of Denodo Monitor for Oracle.
 - Web Admin Tool (ITPISCHEDIARN)
 - Added enhancement **#29444**. Now it is possible to disable the autocomplete feature in password fields in Denodo web applications.

Downloads

Beta Updates

Beta Updates

Beta updates are early access versions of Denodo Platform updates. Beta updates allow you to test upcoming enhancements and bug fixes in your environment, allowing early detection of problems before the official update is released.

Beta updates are only intended for testing purposes and **must not** be installed on your current environments.

To make the testing of a beta update easier, we have included a temporary license. You can use this license to install and test the beta update on a separate environment without interfering with your current deployments.

If you would like to give us feedback about a beta update please open a case. Your feedback is extremely valuable in ensuring a successful release. Thanks for your interest in our beta updates!



Denodo 7.0

Denodo 7.0BETA

Denodo 6.0

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

Installer icon is different for new elements.



denodo-v70-update-20190725-beta

Denodo Platform – Virtual DataPort 7.0 20190725 BETA

This is the *full update*. It updates all the modules of the Denodo Platform.

Note: it includes all the features included in "denodo-vdp-v70-update-20190725-beta".

Download (452.6 MB)

CHECKSUMS



denodo-vdp-v70-update-20190725-beta

Denodo Platform – Virtual DataPort 7.0 20190725 BETA

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 already installed "denodo-v70-update-20190725-beta".

Download (322.7 MB)

CHECKSUMS



denodo-solutionmanager-v70-update-20190725-beta

Denodo Platform – Solution Manager 7.0 20190725 BETA

Download (534.3 MB)

CHECKSUMS

Show older updates

Downloads

Beta Updates: Details

Installation instructions

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

Beta Update Details

denodo-vdp-v70-update-20190725-beta

Description	Download Size	Format	Product	Version
Denodo Platform – Virtual DataPort 7.0 20190725 BETA 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 already installed "denodo-v70-update-20190725-beta". Download	322.7 MB	application/x-zip-compressed	Denodo	7.0

Description of the update

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 enhancements/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 **#37766**, 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.interface.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 **#37889** 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 20190725

Common

- **BUG FIXES**
 - **Control Center**
 - Fixed bug **#43446**. 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 **#42608**. 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 **#41178**. 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 **#43646**. 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 **#42023**. 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

Downloads

Hotfixes

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

Hotfixes

Hotfixes are temporary solutions to address a specific customer Support Request and must not be distributed outside the customer organization. A hotfix allows you to apply severe bug fixes or enhancements to your environments before the official update that contains those fixes is released. The support for a hotfix ends two weeks after the official update is released.

We would like you to give us feedback about hotfixes, please, update the Support Case you used to request the hotfix.



Denodo 7.0 Denodo 7.0BETA Denodo 6.0



denodo-v70-hotfix-20190618

Denodo Platform 7.0 Hotfix 20190618

[Download \(100 MB\)](#)

[CHECKSUMS](#)



denodo-v70-hotfix-20190612_1

Denodo Platform 7.0 Hotfix 20190612

[Download \(100 MB\)](#)

[CHECKSUMS](#)



denodo-v70-hotfix-20190530_1

Denodo Platform 7.0 Hotfix 20190530

[SP-DT-2432-19-47](#)

[Download \(9.6 MB\)](#)

[CHECKSUMS](#)

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

Downloads

DenodoConnects

DenodoConnects

DenodoConnects are a collection of components that expand the possibilities of the Denodo Platform. Here you can find external tools, connectors and small applications that improve (even more) your Data Virtualization experience. Please be aware these components don't belong to the core of the Denodo Platform and are not covered by the same maintenance rules.



Denodo 7.0 Denodo 7.0BETA Denodo 8.0

DenodoConnect Enterprise downloads

DenodoConnect Enterprise components are a full set of components that we consider key for your enterprise deployments. For these tools we offer the following Support Service: we provide an active maintenance of components* and support coverage in our local business hours**.

* We continuously release new versions including new features. Issues related to Enterprise components will be fixed in those new versions, but we don't publish periodic updates or hotfixes.
** Support for Severity-1 cases is not included.

Denodo Governance Bridge



Denodo Model Bridge



Denodo Monitor Reports



Denodo Salesforce Custom Wrapper



Denodo Testing Tool



Click to get more information about this DenodoConnect Enterprise

DenodoConnect icon changes if a new version is available

Download this DenodoConnect Open.

DenodoConnect Open downloads

DenodoConnect Open components add new functionalities and components to the Denodo Platform. We want to share them with you covered by a Basic Support Service: we will try to solve any issues found.

Please note, almost every component includes its source code and they are distributed as open source tools, so feel free to expand their functionality by yourself!



Denodo SFTP Exported Files Custom Handler

The **Denodo SFTP Exported Files Custom Handler** is a Denodo Scheduler custom handler that copies by SFTP data from the job's exporters.

Version: 20190723
License: Apache 2.0

Download (822 KB)

CHECKSUMS

Downloads

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

More information about Denodo Governance Bridge

What is it?

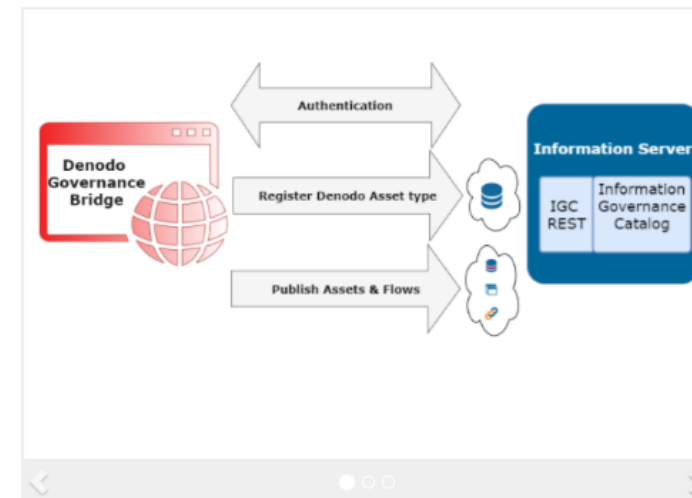
The Denodo Governance Bridge tool allows the synchronization of Denodo metadata and data lineage into IBM® InfoSphere® Information Governance Catalog (IGC) in order to support the inclusion of Denodo virtual databases in enterprise-wide Data Governance initiatives.

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 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.



Download this
DenodoConnect Enterprise

Plenty of information about
this DenodoConnect
Enterprise

Downloads

Licenses

Licenses

Denodo hereby grants non-exclusive, non-sublicensable and non-transferable licenses during the License Term to use the Denodo Platform for your own internal information processing services and computing needs. This page shows your current list of Denodo licenses.

Types of licenses:

<i>PROD</i> - Production license	<i>QA</i> - QA/Staging license	<i>CA</i> - Client Access license
<i>HA</i> - Hot Backup license	<i>DEV</i> - Development license	<i>EVAL</i> - Evaluation license
<i>CB</i> - Cold Backup license	<i>DEVW</i> - Personal Developer license	<i>EDU</i> - Training license

If you want to evaluate a different Denodo Platform version, please [Request an Evaluation License](#). The Denodo Support Team will respond to you shortly.



You have an authorization credentials to connect the Solution Manager to the Denodo Updates Repository. If you want to regenerate these credentials, please click the following button and they will be sent by email to `denodo@acme.com`.

Regenerate Credentials

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

Denodo 8.0 Denodo 8.0BETA Denodo 7.0 Denodo 6.0

Corporate licenses

License code	Expiration date	Description	Notes	
DTES-TL-DT-1-034-PROD	01-Apr-2022	Production License	License without notes	Actions ▾
See expired licenses				

Details
Get license
Download

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

Personal licenses

License code	Expiration date	Description	Notes	
DTES-TL-DT-2-047-EDU	03-Aug-2021	Training License	License without notes	Actions ▾

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

Team licenses

User	License code	Expiration date	Description	Notes	
backup_user	DTES-TL-DE-3-047-CA	23-May-2021	Client Access Only	License without notes	Details

Downloads

Licenses: Details

License details

DTES-TL-DT-1-034-PROD

Code	Contact	Contact email	Expiration date
DTES-TL-DT-1-034-PROD	Denodo Company	denodo@acme.com	03-Apr-2021
Get license			

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

Notes

[License without notes](#)


Restrictions

Restriction	Value
InformationLicense/licensee	Denodo Company;denodo@acme.com;DTES-TL-DT-1-034-PROD
InformationLicense/expirationDate	2021-04-03
InformationLicense/VDP/MaxSimultaneousRequests	3
InformationLicense/licensor	Denodo Technologies
InformationLicense/VDP/ProductName	Virtual DataPort 6.0

Knowledge

Knowledge pull-down menu provides access to:

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



DENODO

Search

[Support Site Quick Start Guide](#) | [Support Service Guide](#) | [Annual Quick Facts Guide](#)

DOWNLOADS

KNOWLEDGE

SUPPORT & SERVICES

Knowledge pull-down menu

User Manuals

Knowledge Base

Q&A


Tutorials

Videos

Education


USER MANUALS

Get deeper knowledge with the Denodo Platform user manuals




KNOWLEDGE BASE

Explore the technical articles in the Denodo Platform Knowledge Base




QUESTIONS & ANSWERS

Connect with the Denodo developer community




TUTORIALS

Take your first steps to your Data Virtualization success




VIDEOS

Short, how-to videos that help you with specific topics




EDUCATION

Check out upcoming training courses or even register for a course



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20

Knowledge

User manuals

List of Denodo Platform user manuals.

The screenshot shows the Denodo Platform 7.0 Documentation website. The left sidebar contains a list of user manuals under the heading "Denodo Platform 7.0". The main content area displays the "Welcome to the Denodo Platform 7.0 Documentation" page, which includes an "Important" notice about migrating from earlier versions and a "Note" about the update date. A diagram at the bottom illustrates the data flow from the Data Catalog through Input Query (Real time and Batch) to Output (Web Services, XML, database, HTML, RSS, etc.), with a Scheduler for Batch processing and a Diagnostic & Monitoring Tool.

denodo community

Denodo Platform 7.0

- Denodo Platform Installation Guide
- Denodo Platform Migration Guide
- Denodo Platform New Features Guide
- Virtual DataPort Administration Guide
- Virtual DataPort Developer Guide
- Virtual DataPort VQL Guide
- Data Catalog Guide
- Diagnostic & Monitoring Tool Guide
- Virtual DataPort API Javadoc
- Scheduler Administration Guide
- Scheduler API Javadoc
- ITPilot User Guide
- ITPilot Generation Environment Guide
- ITPilot Developer Guide
- ITPilot DEXTL Guide
- ITPilot NSEQL Guide
- ITPilot API Javadoc
- Solution Manager Installation Guide
- Solution Manager Administration Guide
- Web Panel Guide
- Denodo4E User Guide
- DenodoConnect Components
- Denodo Express Quick Start Guide
- Denodo Platform Container QuickStart Guide
- Denodo Platform For AWS Free Trial BYOL Quick Start Guide

Q&A **KB** **USER MANUALS** **VIDEOS** **TUTORIALS** **EXPRESS** **DRIVERS** **FREE TRIAL**

Denodo Platform 7.0
Denodo Platform 6.0
Older Versions

Selected Denodo Platform version.

Welcome to the Denodo Platform 7.0 Documentation

In the documentation of the Denodo Platform you will find all the information you need to build Data Virtualization solutions.

Important

If you are migrating from an earlier version of Denodo, after installing the new version, you have to follow the steps of the [Migration Guide](#). The VQL statements generated by Denodo 6.0 cannot be imported into Denodo 7.0 without setting certain properties first on the Denodo 6.0 server.

Note

These user manuals were updated on Jul 16, 2019.

Introduction

The Denodo Platform is a data virtualization system that allows applications to use data from multiple, heterogeneous data sources. Data is accessed and integrated in real-time across distributed data sources without copying or moving data from its source.

Data Catalog **Input Query** **Output**

Web Services, XML, SQL Web Services, XML, database, HTML, RSS, etc

Real time **Batch**

Scheduler Batch processing

Diagnostic & Monitoring Tool

Knowledge

User manuals: Details I

The screenshot shows the Denodo Platform 7.0 User Manual website. The left sidebar contains a table of contents for the 'Virtual DataPort Administration Guide'. The 'Introduction' chapter is highlighted in red. A callout box labeled 'Selected chapter' points to this red highlight. The main content area displays the 'Introduction' page, which includes a breadcrumb trail 'User Manuals / Virtual DataPort Administration Guide / Introduction', a title 'Introduction', and two paragraphs of text. Below the text is a bulleted list of features. At the bottom of the main content area, there are two buttons: 'Previous chapter' (labeled 'Preface') and 'Next chapter' (labeled 'General Architecture'). Callout boxes labeled 'Previous chapter' and 'Next chapter' point to these buttons respectively. The top navigation bar includes links for Q&A, KB, USER MANUALS, VIDEOS, TUTORIALS, EXPRESS, DRIVERS, and FREE TRIAL.

denodo community

Denodo Platform 7.0

- Denodo Platform Installation Guide
- Denodo Platform Migration Guide
- Denodo Platform New Features Guide
- Virtual DataPort Administration Guide
 - Preface
 - Introduction**
 - General Architecture
 - Installation and Execution
 - Creating Data Sources and Base Views
 - Creating Derived Views
 - Stored Procedures
 - Publication of Web Services
 - Publication of Views as Widgets
 - RESTful Architecture
 - JMS Listeners
 - Remote Tables
 - Server Administration - Configuring the Server

User Manuals / Virtual DataPort Administration Guide / Introduction

Introduction

Nowadays, any organization of a certain importance makes use of a multitude of data sources developed over a period of time. Generally, these data sources are developed using different technologies (relational databases, Web services, XML documents, spreadsheets, flat files, etc.), using very heterogeneous data models, and include both structured and non-structured data.

Development of new services for clients and/or optimization of company business processes require the new systems built to integrate the data stored in these inherited data repositories. In addition, it is often needed to access external data sources to interact with partners, providers or customers. The Web itself is also a very valuable information source for many business purposes.

Virtual DataPort is a **global solution** for the real-time integration of heterogeneous, distributed, structured and semi-structured data sources. For this, it combines various features:

- Integrates and manages the data that are relevant to the company, regardless of its origin and format.
- It incorporates these data into its data system, in real time or with configurable preloads.
- Facilitates the construction of distributed information services with high strategic and functional value.

This document provides a technical guide to the use of Virtual DataPort.

Previous chapter: Preface

Next chapter: General Architecture

Knowledge

User manuals: Details II

denodo community

Denodo Platform 6.0

- Denodo Platform Installation Guide
- Denodo Platform Migration Guide
- Denodo Platform New Features Guide
- Virtual DataPort Administration Guide
 - Preface
 - Introduction**
 - General Architecture
 - Installation and Execution
 - Creating Views
 - Stored Procedures
 - Publication of Web Services
 - Publication of Views as Widgets
 - RESTful Architecture
 - JMS Listeners
 - Server Administration - Configuring the Server

Q&A **KB** **USER MANUALS** **VIDEOS** **TUTORIALS** **EXPRESS** **DRIVERS** **FREE TRIAL**

To see the latest version of the document click [here](#)

Access link to the latest version of the document

User Manuals / Virtual DataPort Administration Guide / Introduction

Introduction

Nowadays, any organization of a certain importance makes use of a multitude of data sources developed over a period of time. Generally, these data sources are developed using different technologies (relational databases, Web services, XML documents, spreadsheets, flat files, etc.), using very heterogeneous data models, and include both structured and non-structured data.

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Virtual DataPort is a **global solution** for the real-time integration of heterogeneous, distributed, structured and semi-structured data sources. For this, it combines various features:

- Integrates and manages the data that are relevant to the company, regardless of its origin and format.
- It incorporates these data into its data system, in real time or with configurable preloads.
- Facilitates the construction of distributed information services with high strategic and functional value.

This document provides a technical guide to the use of Virtual DataPort.

[Preface](#) [General Architecture](#)

Knowledge

User Manuals: Older versions: Overview

The screenshot shows the Denodo Knowledge Center interface. At the top, a navigation bar includes links for Q&A, KB, USER MANUALS, VIDEOS, TUTORIALS, EXPRESS, DRIVERS, and FREE TRIAL. The 'USER MANUALS' dropdown menu is open, showing 'Denodo Platform 7.0', 'Denodo Platform 6.0', and 'Older Versions'. The left sidebar features the Denodo logo and a 'community' link, followed by an 'OLDER VERSIONS' section with a red 'Overview' link and a list of modules: Aracne, Denodo Express, Denodo Platform, Denodo Platform for AWS, ITPilot, Scheduler, Technical Notes, and Virtual DataPort. The main content area has a bookshelf graphic with colorful books. A callout box points to the books, stating 'Selected Denodo Platform older versions user manuals'. Below the bookshelf, a paragraph reads: 'We have lots of documents to help you fully understand the Denodo Platform and build Data Virtualization solutions. These range from product specific resources to general Data Virtualization technical documents.' At the bottom, there are four tiles for 'Aracne', 'Denodo Express', 'Denodo Platform', and 'ITPilot', each with a representative icon.

Click on a Denodo Platform module to see the User Manuals

Selected Denodo Platform older versions user manuals

We have lots of documents to help you fully understand the Denodo Platform and build Data Virtualization solutions. These range from product specific resources to general Data Virtualization technical documents.

Aracne Denodo Express Denodo Platform ITPilot

Knowledge

User Manuals: Older versions: Browsing


The screenshot displays the Denodo Virtual DataPort documentation page for older versions. The left sidebar, under the 'denodo community' header, lists 'OLDER VERSIONS' with links to Overview, Aracne, Denodo Express, Denodo Platform, Denodo Platform for AWS, ITPilot, Scheduler, Technical Notes, and Virtual DataPort (which is highlighted in red). A callout points to this list, stating: 'Selected Denodo Platform module'.

The main content area shows the breadcrumb 'Home / Older versions / Virtual DataPort' and the title 'Virtual DataPort'. Below the title are version tabs: 'Denodo 5.5' (highlighted in red), 'Denodo 5.0', 'Denodo 4.7', and 'Show More'. A callout points to these tabs, stating: 'You can see the User Manuals for any Denodo Platform older version release clicking on the version tabs'.

Under the 'Advanced VQL Guide' section, there is a document overview for 'Virtual DataPort Administration Guide' (Version: Mar 11th, 2016). A callout points to the document title, stating: 'Click on the document title to see the details'. Below this, the 'Virtual DataPort Developer Guide' is also listed with its version (Mar 11th, 2016).

Knowledge

User Manuals: Older versions: Details



community

OLDER VERSIONS

[Overview](#)
[Aracne](#)
[Denodo Express](#)
[Denodo Platform](#)
[Denodo Platform for AWS](#)
[ITPilot](#)
[Scheduler](#)
[Technical Notes](#)
[Virtual DataPort](#)

Home / Older versions / Virtual DataPort / Virtual DataPort Administration Guide

Virtual DataPort Administration Guide




Size: 7.3 MB
Version: Denodo 5.5
Last Updated: 26 Jun 2019

By using examples, this document introduces the reader to the installation, configuration and administration of Denodo Virtual DataPort, including how to create unified views of heterogeneous and distributed data sources. Version: Nov 6th, 2015

Download document

Questions



Cross-origin resource sharing (CORS)
answered 15 Jul 2015 11:20


When I do as the <https://community.denodo.com/kb/view/document/Northbound%20Connections/CORS%20support%20on%20the%20embedded%20Apache%20Tomcat> links saying, I got the problem of HTTP code error 404 The requested resource () is not available.

Best,
Zongliang

answers: 1

CORS









Your question



Title

Tags

Description


B **I** **H** `</>`        

Please enter relevant information like product version, latest update applied, operating system, etc.

Download the document to see the contents

Q&A related to this document

Any questions about this document? Please ask them here


denodo

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Knowledge

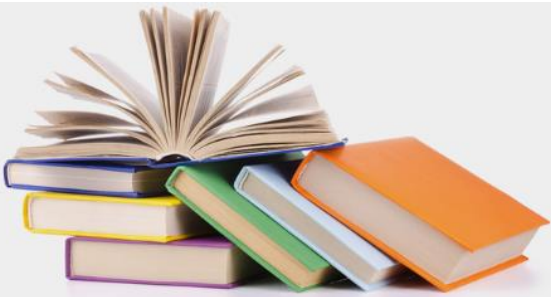
Knowledge Base: Overview I

Select a document category to start browsing articles



community


KNOWLEDGE BASE

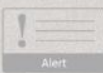
Overview
Best Practices
Combining Data
Common Errors
Custom Elements
Data Sources
ITPilot
Installation & Updates
Northbound Connections
Operation
Performance & Optimization
Publishing
Scheduler
Security
VQL





Welcome to the Denodo Knowledge Base
Here you can find a categorized collection of articles, how-to-guides and FAQs that will improve your knowledge of the Denodo Platform and Data Virtualization best practices.


Best Practices



Combining Data



Common Errors



Custom Elements



Data Sources



ITPilot



Installation & Updates



Northbound Connections



Operation


Performance


Publishing


Scheduler


Security


VQL


Knowledge

Knowledge Base: Overview II

denodo community

KNOWLEDGE BASE

Overview

- Best Practices
- Combining Data
- Common Errors
- Custom Elements
- Data Sources
- ITPilot
- Installation & Updates
- Northbound Connections
- Operation
- Performance & Optimization
- Publishing
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- Security
- VQL

Welcome to the Denodo Knowledge Base

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Best Practices

Combining Data

Common Errors

Custom Elements

Data Sources

ITPilot

Installation & Updates

Northbound Connections

Operation

Performance

Publishing

Scheduler

Security

VQL

Keywords

Administration ⁶⁶

Alteryx ¹ Amazon Athena ¹ Amazon Aurora ¹ Amazon Redshift ¹ Amazon S3 ¹ Apache Drill ¹ Azure ² Best practices ¹⁸ Big Data ⁴ Blob Storage ¹ Cache ¹⁴

Case sensitivity ² Cloud ¹⁸ Cluster configuration ² Combination ¹¹ Connectivity ²⁷ Cosmos DB ¹ Cost optimization ² DF data sources ⁴ D3N ² Data Catalog ¹ Data Governance ⁴ Data movement ⁷

Data warehouse ¹ Denodo Monitor ⁸ Denodo Testing Tool ¹ Docker ² Dynamics ¹ ETL ¹ Error handling ¹⁸ External clients ²² Firewall ² Git ² Hive ¹ Informatica PowerCenter ⁴

Information Self Service Tool ¹ Installation ¹⁶ JDBC data sources ⁴⁰ JMS ¹ JMX ⁴ JSON data sources ⁸ Jobs dependencies ¹ Jupyter ¹ Kerberos ² Kubernetes ¹ LDAP ² Logs ² Locker ¹

MapR Security ¹ MongoDB ¹ Monitoring ¹² Multidimensional DB data sources ² NTLM ¹ NoSQL ¹ Notebooks ¹ OAuth ¹ OBIEE ² ODBC data sources ¹⁰ ODBC driver ¹⁷ OData ² Optimization ¹⁵

Oracle ⁹ Pentaho ¹ Performance ²² Port configuration ² RDB ² SAML ¹ SAP ⁷ SQL Server ⁷ SSL ⁷ Salesforce ⁴ Scheduler jobs ⁷ Security ¹² Server configuration ¹¹ ServiceNow ¹

SharePoint ² Snowflake ¹ Solution Manager ² Splunk ³ Spotfire ¹ Stored procedures ⁴ TF-S ² Tableau ² Teradata ¹ Tomcat ⁴ Update ⁴ User management ⁴ VDP admin tool ⁹ VQL ⁴ VQL shell ²

Version Control ² View creation ¹¹ Web Services ¹¹ Web container ² Web extraction ¹ XML data sources ⁸ Yellowbrick ¹ Zippin ¹ J11n ⁸

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

The screenshot displays the Denodo Knowledge Base interface. On the left, a sidebar titled 'denodo community KNOWLEDGE BASE' lists various categories. The 'Best Practices' category is highlighted with a red background. The main content area, titled 'Home / Knowledge Base / Best Practices', shows a list of documents under the 'Best Practices' heading. Each document entry includes a title, tags, applicable Denodo versions, and a comment count.

denodo community KNOWLEDGE BASE

- Overview
- Best Practices**
- Combining Data
- Common Errors
- Custom Elements
- Data Sources
- ITPilot
- Installation & Updates
- Northbound Connections
- Operation
- Performance & Optimization
- Publishing
- Scheduler
- Security
- VQL

Best Practices

[Home](#) / [Knowledge Base](#) / [Best Practices](#)

Best Practices for Migrating SQL queries to Denodo VQL

VQL **JDBC data sources** Applies to Denodo 7.0 , Denodo 6.0 , Denodo 5.5 , Denodo 5.0 | 1

Best Practices to Maximize Performance I: Modeling Big Data and Analytic Use Cases

Data movement **Performance** **Cost optimization** **Big Data** **Optimization** Applies to Denodo 7.0 | 0

Best Practices to Maximize Performance II: Configuring the Query Optimizer

Data movement **Performance** **Cost optimization** **Optimization** Applies to Denodo 7.0 | 0

Best Practices to Maximize Performance III: Caching

Performance **Optimization** Applies to Denodo 7.0 | 0

Data Virtualization and ETL

ETL Applies to Denodo 7.0 , Denodo 6.0 , Denodo 5.5 , Denodo 5.0 | 2

Denodo Admin and Development Best Practices

Installation **Administration** **Best practices** Applies to Denodo 7.0 , Denodo 6.0 , Denodo 5.5 , Denodo 5.0 | 2

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

denodo community

KNOWLEDGE BASE

- Overview
- Best Practices
- Combining Data
- Common Errors
- Custom Elements
- Data Sources
- ITPilot
- Installation & Updates
- Northbound Connections
- Operation
- Performance & Optimization
- Publishing
- Scheduler
- Security
- VQL

Home / Knowledge Base / VQL

VQL

Selected tag

Best Practices for Migrating SQL queries to Denodo VQL
VQL JDBC data sources Applies to Denodo 7.0 , Denodo 6.0 , Denodo 5.5 , Denodo 5.0 | 0

Connecting to other VDP databases from VQL shell
Administration VQL shell VQL Applies to Denodo 5.5 , Denodo 5.0 | 0

Executing VQL statements from a stored procedure
Stored procedures VQL Applies to Denodo 7.0 , Denodo 6.0 , Denodo 5.5 , Denodo 5.0 | 0

How to configure the number of idle connections in a connection pool
VQL JDBC data sources Applies to Denodo 7.0 , Denodo 6.0 , Denodo 5.5 , Denodo 5.0 | 0

How to replicate VQL elements from one instance to another
Cloud Administration VQL Applies to Denodo 7.0 , Denodo 6.0 | 0

List of available stored procedures
Stored procedures VQL VDP admin tool Applies to Denodo 7.0 , Denodo 6.0 , Denodo 5.5 , Denodo 5.0 | 0

Selected view is not a base view error
View creation Combination VQL Applies to Denodo 7.0 , Denodo 6.0 , Denodo 5.5 , Denodo 5.0 | 0

Special characters in data sources and view names
View creation VQL Applies to Denodo 7.0 , Denodo 6.0 , Denodo 5.5 , Denodo 5.0 | 0

Document list.
You can click on any document tag

Knowledge

Knowledge Base: Article

The screenshot displays the Denodo Knowledge Base interface. On the left is a sidebar with the Denodo logo and a 'community' tab. Below this is the 'KNOWLEDGE BASE' section with a list of categories: Overview, Best Practices, Combining Data, Common Errors, Custom Elements, Data Sources, **ITPilot** (highlighted in red), Installation & Updates, Northbound Connections, Operation, Performance & Optimization, Publishing, Scheduler, Security, and VQL. A callout box points to this list with the text 'Back to previously selected category list'.

The main content area shows the breadcrumb 'Home / Knowledge Base / ITPilot / Unable to set examples for PDF in ITPilot'. The article title is 'Unable to set examples for PDF in ITPilot'. Below the title, it states 'Applies to: Denodo 7.0 , Denodo 6.0 , Denodo 5.5 , Denodo 5.0', 'Last modified on: 23 Mar 2018', and 'Tags: Web extraction'. A 'Download document' link is present. A callout box points to the breadcrumb and title area with the text 'Document metadata and download link'.

The 'Content' section begins with the text: 'When developing an ITPilot wrapper that converts a PDF file to HTML you can experience some problems when attempting to assign examples. As a consequence, ITPilot will not be able to determine a selection pattern. Usually, the cause of this problem is that you are trying to assign examples when you have zoomed in the page. In that case, the Internet Explorer Sequence Generator toolbar has to be configured following these steps:'. A list of steps follows: 'Go to the Denodo Options menu of the Sequence Generator toolbar.', 'Go to the Advanced tab.', and 'Select the "Use IE native text selection" option.' A callout box points to this text with the text 'Content'.

Below the content is a 'Questions' section stating 'There aren't any questions yet'. Underneath is an 'Ask a question' form with fields for 'Title', 'Tags', and 'Description'. A callout box points to the 'Tags' field with the text 'Document questions section'.

Knowledge

Q&A

The screenshot shows the Denodo Q&A community page. The left sidebar contains the Denodo logo, a 'community' header, and a 'Q&A' section with links for 'All Questions' (highlighted in red), 'My Questions', and 'Ask a Question'. The main content area is titled 'All Questions' and includes a breadcrumb 'Home / Q&A / All Questions'. It features a yellow announcement banner about Denodo Express 7.0, a red 'ASK A QUESTION' button, and a list of questions. Each question entry includes a question mark icon, a title, the time since it was asked/answered, a partial description, the number of answers, and tags. Callouts provide instructions: 'Click on 'My questions' to show the questions you have created' points to the sidebar; 'Latest question activity' points to the 'All Questions' link; 'Click here if you want to ask a new question' points to the 'ASK A QUESTION' button; and 'Each question has a clickable title who leads you to question details. Question description is partially showed.' points to a question title.

denodo

community

Q&A

All Questions

My Questions

Ask a Question

Home / Q&A / All Questions

All Questions

RSS | ATOM

ASK A QUESTION

We are excited to announce the availability of a new version of the Denodo Express 7.0 with new features and fixed issues starting in November 2018. If you want to try it or if you want to migrate your current Denodo Express version you can download the brand new Denodo Express 7.0 at the [Express home page](#) in the Denodo Community. In addition, if you want to enjoy the Denodo experience you can run one of our [Test Drives](#).

Deployments using the Solution Manager when we can't SSH into our Load Balancer server

answered 1h ago

Hey all I am trying to setup our Solution Manager for deployments but have recently learned that we cannot SSH into our load balancer (F5) server. I have not found a way to use the Solution Manager without the disable/enable load balancer scripts and w...

Answers: 1

Deployment using Solution Manager Best Practice deployment

Cannot start VDP or Run As Administrator in Trial

asked 2 days ago

I'm running a trial of Denodo but cannot get the VDP to start. According to the Denodo Platform Control Center, the VDP Server is "Stopped". Clicking "Start" puts in in a "Starting" mode, but it eventually goes back to "Stopped". I have seen this ques...

Answers: 0

VPD VDP JDBC free-trial

Automated purging of monitor logs written to by Solution Manager

asked 2 days ago

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

Latest question activity

Click here if you want to ask a new question

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

Knowledge

Q&A: Ask a question

The screenshot shows the Denodo community 'Ask a Question' page. The left sidebar contains the Denodo logo, a 'community' tab, and a 'Q&A' section with links for 'All Questions', 'My Questions', and 'Ask a Question' (highlighted in red). The main content area has a breadcrumb 'Home / Q&A / Ask a Question' and a title 'Ask a Question'. It includes a 'Title' text box, a 'Tags' text box, and a 'Description' text area with a rich text editor toolbar. A 'SEND' button is at the bottom right. Three callout boxes provide instructions: 'Enter a Denodo-related question providing all the details' points to the title box; 'Categorize your question using tags' points to the tags box; and 'Click on send button to confirm' points to the send button.

denodo

community

Q&A

All Questions

My Questions

Ask a Question

Home / Q&A / Ask a Question

Ask a Question

Title

Tags

Description

B I H </> [icons]

Please enter relevant information like product version, latest update applied, operating system, etc.

SEND CANCEL

Enter a Denodo-related question providing all the details

Categorize your question using tags

Click on send button to confirm

Knowledge

Q&A: See Answers

The screenshot shows the Denodo community Q&A interface. On the left is a sidebar with the Denodo logo and 'community' header. Below it, the 'Q&A' section includes links for 'All Questions', 'My Questions', and 'Ask a Question'. A callout box labeled 'Back to questions list' points to the 'All Questions' link. The main content area has a breadcrumb trail 'Home / Q&A / Denodo data catalog: query across multiple views' and a title 'Denodo data catalog: query across multiple views'. A callout box labeled 'Question title and description' points to the question text: 'How can I define in the Denodo Data catalog a VQL query (join) across multiple views?'. Below the question, it says '2 Answers' and 'Answers section'. The first answer, from a user on 02 Aug 2019 10:42, starts with 'Hi, I would create an association between the views in Virtual DataPort AdministrationTool and this would be helpful in querying multiple views in Data catalog. You could also refer to community question [here](#) which answers the similar case. Hope this helps!'. The second answer, from the Denodo Team on 02 Aug 2019 14:44, asks 'Is it planned to allow more freely joins?' and discusses the challenges of configuring Denodo as a JDBC data source. A callout box labeled 'Click here if you want to add an answer to this question' points to the 'ADD ANSWER' button at the bottom right of the second answer.

denodo

community

Q&A

- All Questions
- My Questions
- Ask a Question

Home / Q&A / Denodo data catalog: query across multiple views

Denodo data catalog: query across multiple views

How can I define in the Denodo Data catalog a VQL query (join) across multiple views?

user
02 Aug 2019 10:42

2 Answers

Answers section

Hi,

I would create an association between the views in Virtual DataPort AdministrationTool and this would be helpful in querying multiple views in Data catalog.

You could also refer to community question [here](#) which answers the similar case.

Hope this helps!

Denodo Team
02 Aug 2019 14:44

Is it planned to allow more freely joins?

I know there are generic tools like DBeaver or DBVisualizer that do this, but for end users it is not trivial to configure Denodo as a JDBC data source there and then start exploring a datasource and save queries.

Furthermore defining and keeping the associations up to date seems a bit unfeasible in the long run, especially in early phase when we want to show the views that are available to users to have them experiment a bit and save and share queries.

user
02 Aug 2019 15:56

ADD ANSWER

Back to questions list


Question title and description

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

Knowledge

Tutorials

Select a
tutorial


community

TUTORIALS
Overview
Data Virtualization Basics
Data Services
Big Data
Agile BI
Web Automation
Workload Management
Data Discovery
Custom Components



These step-by-step tutorials cover a series of topics about the Denodo Platform. We will talk about how to develop Data Virtualization projects with Denodo Virtual DataPort, how to build data combinations that come from different data sources, how to expose virtualized data as a service, and more.

Looking for previous Denodo Express tutorials ? [Denodo 6.0 tutorials](#) or [Denodo 5.5 tutorials](#)

I. Data Virtualization Basics


Ready to begin your Data Virtualization journey? The Data Virtualization Basics tutorial will guide your first steps with the Denodo Platform: from installing and configuring the software to connecting to data sources, combining them and publishing data for client applications. Get a full view of the whole architecture of Denodo with our first tutorial.

II. Data Services


Take the next conceptual step with the Data Services tutorial. In this guide we review the concept of enterprise-wide data services created from disparate data sources and what benefits they bring to your company. Explore the different publication options and protocols that the Denodo Platform offers, so you can make sure that the data you combined can be consumed by any client, anywhere, and discover the power Data Virtualization brings to the enterprise.

III. Big Data


The recent explosion of big data systems has brought amazing benefits to the data processing infrastructure. But many companies have found that it also raises other barriers as the data that is stored in a big data system is yet another silo in the IT infrastructure. Bridge this new gap with Denodo, and unlock that data again while getting the full benefits of big data - how do you do it? This tutorial will show you in detail.

IV. Agile BI


V. Web Automation


VI. Workload Management


Previous versions
tutorials

Knowledge

Tutorials: Front page

The screenshot shows the Denodo community website's tutorial page for 'Big Data'. The left sidebar contains a 'TUTORIALS' menu with items like Overview, Data Virtualization Basics, Data Services, Big Data (highlighted), Connecting to Apache hive, Connecting to other Big Data systems, Accessing HCatalog, Agile BI, Web Automation, Workload Management, Data Discovery, and Custom Components. A callout 'Tutorial index' points to this menu. The main content area has a breadcrumb 'Home / Tutorials / Big Data', the title 'Big Data' with subtitle 'Huge Data Sets', and a navigation bar with buttons '< PREVIOUS TUTORIAL', 'INDEX', and 'NEXT TUTORIAL >'. A callout 'Tutorial name' points to the title, and another callout 'Tutorial navigation bar. This allows you to navigate to the next or previous tutorials' points to the navigation buttons. Below this is an introductory paragraph and a 'Scenario' section. A callout 'Start this tutorial' points to the 'START TUTORIAL >' button at the bottom right. The bottom left of the page features the Denodo logo.

denodo community

TUTORIALS

- Overview
- Data Virtualization Basics
- Data Services
- Big Data**
- Connecting to Apache hive
- Connecting to other Big Data systems
- Accessing HCatalog
- Agile BI
- Web Automation
- Workload Management
- Data Discovery
- Custom Components

Home / Tutorials / Big Data

Big Data

Huge Data Sets

< PREVIOUS TUTORIAL INDEX NEXT TUTORIAL >

In the previous tutorials, we saw how to import data coming from different data sources, how to integrate and combine this data to obtain useful information and then different ways to access this information. But, what happens if we have to work with large and complex data sets that require additional processing? In some cases, we may need a **Big Data** solution to take care of the processing of these huge data sets.

Scenario

The marketing department of our company periodically creates a list of potential new clients. To generate this list of prospects, an **Apache Hadoop** distribution is in place to process the input data and obtain the desired results. In this tutorial, we will learn different ways of integrating a Big Data system like this into the Denodo Platform.

In this tutorial, you will learn how to:

- Create a JDBC Data Source Using **Hive**.
- Connecting to **Other Big Data systems**.
- Access **HCatalog** Using the REST API.

INDEX START TUTORIAL >

Tutorial index


Tutorial name

Tutorial navigation bar. This allows you to navigate to the next or previous tutorials

Start this tutorial

Knowledge

Tutorials: Tutorial content


community

TUTORIALS

Overview

Data Virtualization Basics

Data Services

Big Data

Connecting to Apache hive

Connecting to other Big Data systems

Accessing HCatalog

Agile BI

Web Automation

Workload Management

Data Discovery

Custom Components

Home / Tutorials / Big Data / Connecting to other Big Data systems

Connecting to other Big Data systems

< PREV NEXT >

In this section of the tutorial, we will learn how to access various Big Data systems from Denodo Platform 7.0. As Denodo Platform supports a wide variety of data sources, it's a good idea to list what it's the best option for connecting to these systems from Denodo Platform:

	Connection	Notes
Apache Impala	<p>Create a JDBC data source and select the adapter "Impala-2.3". Then, fill the necessary parameters to connect to Impala database.</p> <p>Sample URI: <code>jdbc:impala://host:port/database</code></p> <p>* Denodo does not distribute the Impala JDBC driver. It can be downloaded from here. Once downloaded, unzip the driver and place all the libraries in the folder <code>\$DENODO_HOME/lib-external/jdbc-drivers/impala-2.3</code></p>	<p>Impala is supported by Denodo Platform 7.0 as MPP Engine and Cache Database (bulk data load).</p>
HBase	<p>You could access HBase data sources from Virtual DataPort by utilizing any one of the following:</p> <ul style="list-style-type: none"><i>Denodo HBase Custom Wrapper</i>: this is a DenodoConnect component that could perform read operations on an HBase database. This component and its documentation is distributed from the Denodo Support Site.<i>HBase REST (Stargate)</i> which is a Web services interface built into HBase. In Virtual DataPort Administration Tool, you could create an XML data source and utilize the URL of HBASE REST API. For instance: <code>http://[server]:[port]/[table]/*</code>. Ensure that the HBase REST service is deployed into Hadoop installation and started.	<p>Also, you can access from Denodo Platform to Hive which can work on top of HBase.</p> <p>* You could refer previous tutorial section Connecting to Apache hive for further information about accessing Hive from Virtual DataPort.</p>
Presto	<p>Create a JDBC data source and select the adapter "Presto 0.1x". Then, fill the necessary parameters to connect to Presto .</p>	<p>Presto is supported by Denodo Platform 7.0 as MPP Engine and</p>

Tutorial index

Tutorial name

Chapter title

Slide navigation bar. This allows you to navigate to the next or previous chapter

Chapter content




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Featured



Starting the Denodo Server

Denodo is the leader in data virtualization providing agile, high performance data integration, data abstraction, and real-time data services across the broadest range of enterprise, cloud, big data, and unstructured data sources at half the cost ...

[Video details](#) | ⌚ 02:57 | 💬 2



Creating a Denodo Database

Denodo is the leader in data virtualization providing agile, high performance data integration, data abstraction, and real-time data services across the broadest range of enterprise, cloud, big data, and unstructured data sources at half the cost ...

[Video details](#) | ⌚ 02:09 | 💬 0



Joining Views from Disparate Sources

In this video you will learn how to create a Join between disparate data sources like JDBC, Excel, XML etc. and how to execute the join and view the execution trace of the same. For more information visit us at: <http://www.denodo.com> Or contact u...

[Video details](#) | ⌚ 02:18 | 💬 0



Creating Interface Views

In this video you will learn how to create interface views using the Virtual DataPort Admin tool. For more information visit us at: <http://www.denodo.com> Or contact us at: <http://www.denodo.com/action/contact-us/en/> | info@denodo.com Join our c...

[Video details](#) | ⌚ 03:24 | 💬 0



Import a REST Web Services using Virtual DataPort

In this video you will learn how to import a REST Web Service in Denodo using the Virtual DataPort Admin Tool with JSON data source

[Video details](#) | ⌚ 02:47 | 💬 0



VDP Publishing REST Web Services

In this video you will learn how to publish the Rest Web Services using Denodo Virtual DataPort Admin Tool.

[Video details](#) | ⌚ 03:16 | 💬 0

NEXT »

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

Playlist pagination

Videos: Details

Title

Video player

Description of the video contents

Video related questions

Knowledge

Education

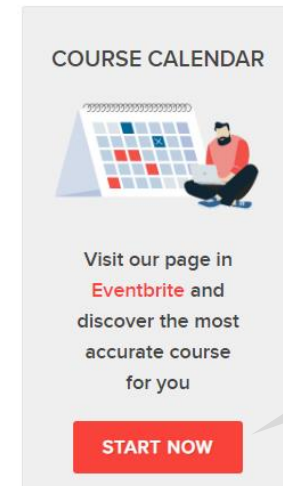


Become an Expert in Data Virtualization with Denodo Education

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



Knowledge

Education: Course catalog

OVERVIEW DENODO ROLES TESTIMONIALS COURSE CATALOG		
Course Catalog		
Filter by		
- Role -	- Type -	
Course	Role	Type
Data Virtualization Architect	Architect	August 20, 2019 - Virtual (NA), August 27, 2019 - Virtual (APAC), On-demand
Denodo Web Integration Developer (Advanced)	Developer	On-demand
Denodo Platform Installation	Administrator	On-demand
Data Virtualization Champion	Architect	On-demand
Data Virtualization Developer (Intermediate)	Developer	On-demand
Data Virtualization Developer (Introduction)	Developer	On-demand
Data Virtualization Developer Introduction	Developer	On-demand
Data Virtualization Architect for Partners	Architect	On-demand

Courses search criteria

Clicking on this link you can see some information about the course

List of courses

Support & Services

The screenshot shows the Denodo support site interface. At the top, the Denodo logo and 'support site' text are on the left, and a user profile 'DENODO' with a search bar is on the right. Below the header is a red navigation bar with 'DOWNLOADS', 'KNOWLEDGE', and 'SUPPORT & SERVICES' (which is expanded). The expanded menu lists 'Add New Case', 'My Cases', 'My Enhancements', and 'My Team'. Below the menu, the word 'Services' is written. A callout box on the left explains that the 'Support & Services' menu provides access to the listed items. The main dashboard area contains four tiles: 'OPEN CASES' (check status of current open cases), 'SEARCH CASES' (search in all cases for a specified term), 'MY ENHANCEMENTS' (check enhancement requests), and 'MY TEAM' (grant access and permissions). Each tile has a corresponding icon: a folder with a checkmark for Open Cases, a folder with a magnifying glass for Search Cases, a lightbulb with gears for My Enhancements, and three people icons for My Team.

denodo
support site

DENODO Search

Support Site Quick Start Guide | Support Service Guide | Annual Quick Facts Guide

DOWNLOADS KNOWLEDGE **SUPPORT & SERVICES**

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

Services

Support & Services menu provides access to:

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

OPEN CASES
Check the status of your current Open Cases

SEARCH CASES
Search in all your cases for a specified term of interest

MY ENHANCEMENTS
Check your enhancement requests along with their status

MY TEAM
Grant access and permissions to your Team

Support & Services

Add New Case

Add new case

How can we help you today?

Before submitting a new technical question, we encourage you to read our [Knowledge Base](#) articles and/or to use our [Community Questions & Answers](#) section if the question can be shared publicly. In the Community you can get answers from any other Denodo Platform professionals and enthusiasts.

In case you would like one of our Support Agents to help you solve any issue you may have, please complete the following form.



Fields marked with (*) are mandatory.

Subject*

Hardware platform*

-Select one

Operating system*

-Select one

Java version*

Type *

-Select one

Priority *

-Select one

Severity*

S4 - Low

Installation Details*

Product*

-Select one

Notification emails*

Only support site users' emails can be selected. (Remember that the primary user can add new users to the team)

Description*

Select type to enable description

* Please use the preview button to check how your case description will be displayed. You can use "<" character to escape markup reserved characters

Attachment

No file chosen

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

How can we help you today?

Before submitting a new technical question, we encourage you to read our [Knowledge Base articles](#) and/or to use our [Community Questions & Answers](#) section if the question can be shared publicly. In the Community you can get answers from any other Denodo Platform professionals and enthusiasts.

In case you would like one of our Support Agents to help you solving any issue you have, please complete the following form.



Fields marked with (*) are mandatory.

Subject*

Hardware platform*

Operating system*

Java version*

Type*

Product*

Priority*

Environment*

Impact*

Severity*

Installation Details*

Select product to see the available modules and updates.

Notification emails*

Only support site users' emails can be selected. (Remember that you can add new users to your team [here](#))

Description*

B I H

Please, provide us with the following information:
Browser version (IE 8, IE 10, IE 11, Chrome 37, Firefox 3, Firefox 32 ...):

Locale (language) used in Operating System and browser:

Detailed problem description:

Has this happened before? Can it be reproduced?:

When did this happen?:

List of changes made in Denodo Platform default configuration:

Attachment

 No file chosen

"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

My Cases

Find below a list of your open Support Cases ordered by the date of the last reply. You can also search in all your cases for a specified term of interest.



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

It will search "Open" cases by default.

Search filters: Status (Open), Severity (All), SR Code, Keywords. Buttons: Search, Reset, Add Collaborators. Advanced search. 1 case(s) selected.

[Download Excel](#)

SEV	PR	SR Code	Subject & last comment	Last update	Type	Status	Product
S3	P3	SP-MTN-653-20-47	DDL Replication Contact wrote: Thank you	01-Dec-2020 18:22 CET	Problem	Assigned - In Progress	Denodo 8.0
S4	P3	SP-MTN-654-20-47	Add Support users	01-Dec-2020 18:09 CET	Request (Licenses/Users)	New	Denodo 8.0

Click in a particular case code to see the details

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

My Cases

Find below a list of your open Support Cases ordered by the date of the last reply. You can also search in all your cases for a specified term of interest.



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

Search filters:

- Status:
- Severity:
- SR Code:
- Keywords:
- Type:
- Priority:
- Product:
- Initial creation date:
- Final creation date:
- Login:

[Advanced search](#)

[Download Excel](#)

1 case(s) selected

SEV	PR	SR Code	Subject & last comment	Last update	Type	Status	Product
S3	P3	SP-MTN-653-20-47	DDL Replication Contact wrote: Thank you.	01-Dec-2020 18:22 CET	Problem	Assigned - In Progress	Denodo 8.0
S4	P3	SP-MTN-654-20-47	Add Support users Created on: 01-Dec-2020 18:09 CET	01-Dec-2020 18:09 CET	Request (Licenses/Users)	New	Denodo 8.0


Support & Services

My Cases: Detail


SP-DE-654-20-47

Add Support users

S4 Low



Request (Licenses/Users)

 New

1 **Contact:** Denodo Contact (denodo_contact@denodo.com)

1 **Product:** Denodo 8.0 (denodo-vdp-v80-update-20201116)

1 **Notification emails**

denodo_contact@denodo.com

(*) Notifications about the case will be sent to these email addresses

1 **Collaborators**

(**) These users will be able to add comments to the case


Platform: Intel/AMD
Operating System: Windows 10
Java version: 11
Update installed on Denodo Server: denodo-vdp-v80-update-20201116
We need to add the following users to the support team.

Add comment

Close Case

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

denodo

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My Cases: Detail: Adding a comment

My Cases: Detail: Adding a comment

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

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

Support & Services


My Cases: Detail: Tracking the case status

SP-DT-017-22-47


DDL Replication

S3

Medium

 P3

Problem

 New

1 **Contact:** Denodo Contact (denodo_contact@denodo.com)

2 **Product:** Denodo 8.0 (denodo-vdp-v80-update-20201116)

3 **Notification emails**

denodo_contact@denodo.com

(*) Notifications about the case will be sent to these email addresses

4 **Collaborators**

(**) These users will be able to add comments to the case

5 **Environment / Impact:** Other / Others

Platform: Intel/AMD
Operating System: Windows 10
Java Version: 11
Update Installed on Denodo Server: denodo-vdp-v80-update-20201116
Update Installed on Tool: None
Update Installed on Solution Manager: None
Hello
We would like to know how to setup DDL replication between two servers.
Thank you.

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

The screenshot displays a support case detail page. At the top, there is a 'Change order' link with up and down arrows. The main content area shows a comment from the 'Denodo Team' dated '05-Apr-2022 18:50 CEST' with a status of 'New'. The comment text discusses metadata replication methods. Below the comment is a 'Was this comment useful?' section with thumbs up and down icons. A second comment from 'Support Contact' dated '05-Apr-2022 18:51 CEST' with a status of 'New' is shown below, with a unique comment ID. At the bottom, there are three buttons: 'Add comment', 'Close Case', and 'Case Options'. Three callout boxes provide additional information: one points to the 'Change order' arrows, another points to the thumbs up/down icons, and a third points to the 'Support Contact' comment.

Change order

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

Denodo Customer,
The Denodo Platform support several ways to completely replicate the metadata between several servers:
1.- Use the Import/Export options available on the Administration Tool (File > Export .. >, File > Import, File > Export database)
a) Note that the import options allows to import simultaneously on several VDP Servers.
.....
Let us know if you have any other question.
Best regards,
Support Team

Denodo Team
05-Apr-2022 18:50 CEST
Status: New
Was this comment useful?

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

Thank you.

Support Contact
05-Apr-2022 18:51 CEST
Status: New
comment00a7500000M7dxAAC

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

Add comment Close Case Case Options

Support & Services

My Cases: Feedback

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

The screenshot shows a support case interface with a feedback modal. The background case details include the ID 'SP-DT-647-20-47', priority 'S3 Medium', and status 'Closed (01-Dec-2020)'. The modal, titled 'Your feedback is important to us', asks for a rating of the overall experience using five stars. Below the stars is a 'Comments' section with a text input field and a red 'Send' button. The case details on the left also list 'Denodo Contact (denodo)' and 'Denodo 8.0 (None)', along with sections for 'Notification emails' and 'Collaborators'.

SP-DT-647-20-47

S3 Medium

Denodo Contact (denodo)

Denodo 8.0 (None)

Notification emails

Collaborators

Closed (01-Dec-2020)

Your feedback is important to us

☆ How do you rate your overall experience?

☆ ☆ ☆ ☆ ☆

Comments

Enter your comments

Send

Support & Services

My Enhancements: Requested

My Enhancements

Below are your enhancement requests along with their status. If you need further information on specific enhancement just click on the associated support case link.

If you have more ideas on how to improve the Denodo Platform, please let us know by opening a [Support Case](#). Don't forget to enter a meaningful title and description for your request and to include why your enhancement would be useful and its potential business impact.

Thank you for your suggestions and for helping us improve the Denodo Platform!

My Enhancements

Implemented



Export your enhancements to a CSV file

 [CSV](#)

Enhancement code	Description	Requested by	Status *	Delivery Method	Last Modification Date
#42362	Case details: modify Maintenance information	SP-DT-047-19-47	Registered		10/abr/2019
#20848	Automatic publication of comments at specific time	SP-DT-023-19-47	Planned		01/feb/2019

This option shows Registered, Planned and Dismissed enhancement requests

A list of your enhancement requests

Support & Services

My Enhancements: Implemented

My Enhancements

Below are your enhancement requests along with their status. If you need further information on specific enhancement just click on the associated support case link.

If you have more ideas on how to improve the Denodo Platform, please let us know by opening a [Support Case](#). Don't forget to enter a meaningful title and description for your request and to include why your enhancement would be useful and its potential business impact.

Thank you for your suggestions and for helping us improve the Denodo Platform!

[My Enhancements](#)

Implemented

This option shows the Delivered enhancement requests



Export your enhancements to a CSV file

 [CSV](#)

Enhancement code	Description	Requested by	Status *	Delivery Method	Last Modification Date	Version
#39275	Added support for configuring SSL in Tomcat without using command line system properties.	SP-DT-017-19-47	Delivered	denodo-vdp-v70-update-20190712	01/mar/2019	Denodo 7.0

A list of your implemented enhancements

Update that includes the enhancement.

Support & Services

My Team: Managing your team

My Team

My team allows you to decide who can read your Support Cases. You can either grant permissions to your current backup users or add new read-only users by just clicking on the "Add User" button and entering the user email.

For more information about the available types of Technical Contacts, please read our [Support Service Guide](#).



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

Backup Technical Contacts

Your Support allows you to have 4 backup technical contacts

Find below your current list of *Backup technical contacts**. Here you can grant read access for all Support Site cases to them.

[Add backup user](#)

Email	Login	Status	Read Cases			
backup1@gmail.com	dt1683_support	active	🚫	✖ Remove	🔑 Grant Read Access	✎ Edit
backup2@gmail.com	dt2315_support	active	✔	✖ Remove	🔑 Revoke Read Access	✎ Edit

* Backup Technical Contacts are responsible for resolving user issues and are sole liaisons between the Customer and Denodo for Technical Support. In order to do that, they are able to open their own Support Requests.

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

You can manage your backup users here

My Team Users

Feel free to invite users to join your Team. The system will send an email with an invitation allowing them to read all of your cases.

[Add team user](#)

Email	Status		
active_team_member@denodo.com	active	✖ Remove	
pending_team_member@denodo.com	activation pending	✖ Remove	✉ Resend Invite

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

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

Support & Services

My Team: Adding backup users

Add Backup User

Just enter the user's email address and we will take care of it. Your user will receive an invitation email to be backup that will guide him through the registration process. You can check if the user has finished the registration process by checking your backup list.



Email address

Email

You can enter multiple email addresses separated by commas

Add

Cancel

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

Edit Backup User

You can change here the backup user



Email address

backup1@denodo.com

Save

Cancel

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

Add Team User

Just enter the user's email address and its permissions and we will take care of it. Your user will receive an invitation email to your team that will guide him through the registration process. You can check if the user has finished the registration process by checking your team members list.



Email address

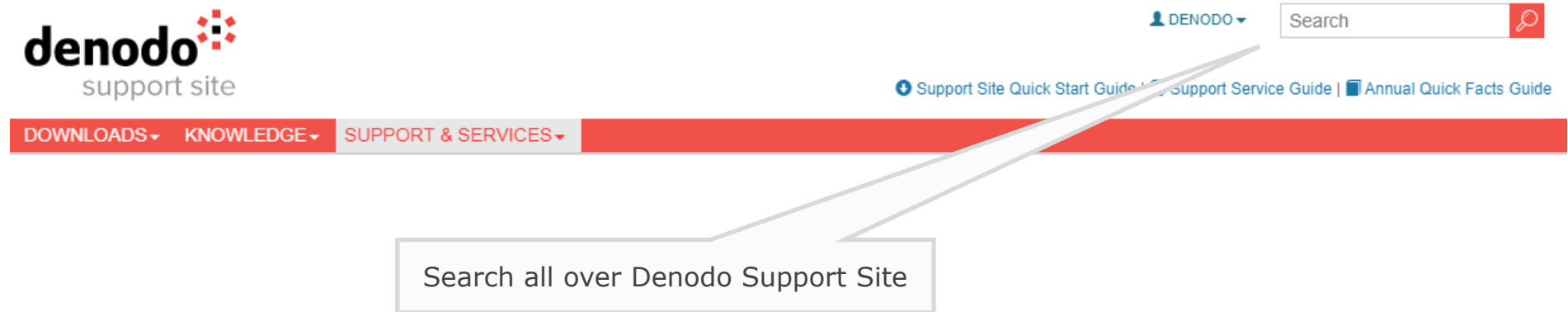
You can enter multiple email addresses separated by commas

Add

Cancel

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

Search



Search

Results

The screenshot shows the Denodo Search Results page. At the top, the Denodo logo is on the left and a user profile 'DENODO' is on the right. Below the header, the 'SEARCH RESULTS' section contains a search bar with the text 'vdp' and a red search icon. A callout points to this search bar, stating: 'Current search. This search box works like the one in the header'. Below the search bar, there are filter tabs: 'ALL 3073', 'KNOWLEDGE BASE 141', 'Q&A 2322', 'VIDEOS 43', 'USER MANUALS 7.0 202', 'USER MANUALS 6.0 155', 'USER GUIDES (PREVIOUS VERSIONS) 83', 'TUTORIALS 31', 'DOWNLOADS 96', and 'CASES 0'. A callout points to these tabs, stating: 'Clickable search results categorizations. Each one shows the number of results'. The main content area lists search results with blue titles and gray category tags. A callout points to the first result, stating: 'Search result categorization'. The results listed are:

- "error unmarshalling return" error**
Update VDP admin tool Applies to Denodo 5.5 , Denodo 5.0
- "invalid credentials" error starting Denodo Monitor**
Denodo Monitor Applies to Denodo 7.0 , Denodo 6.0 , Denodo 5.5 , Denodo 5.0
- Accessing MS SQL Server using Windows Authentication**
JDBC data sources NTLM SQL Server Applies to Denodo 7.0 , Denodo 6.0 , Denodo 5.5 , Denodo 5.0
- Accessing network drives from Denodo Virtual DataPort**
Administration Best practices Applies to Denodo 7.0 , Denodo 6.0
- Address already in use: JVM_Bind**
Administration Error handling Port configuration Applies to Denodo 7.0 , Denodo 6.0 , Denodo 5.5 , Denodo 5.0
- Architecture mismatch between the Driver and Application**
DSN External clients ODBC driver Applies to Denodo 5.5 , Denodo 5.0
- Associations in Denodo**
Best practices Combination Applies to Denodo 5.5

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

Profile

Credentials

You have an authorization credentials to connect the Solution Manager to the Denodo Updates Repository. If you want to regenerate these credentials, please click the following button and they will be sent by email to **denodo@denodo.com**.

Regenerate Credentials

Cases notifications

List of emails separated either by ';' or ',' where receive support case notifications

denodo_contact@denodo.com

Downloads notifications

Check the products for which you want to receive new downloads notifications

☒ Denodo 8.0

☒ Denodo 7.0

☐ Denodo 6.0

List of emails separated either by ';' or ',' where receive new resources notifications

denodo_contact@denodo.com

Denodo cloud configuration

If you want to enter your AWS Account Id used for subscribing Denodo Platform for AWS products please click [here](#)

If you want to enter your Azure Subscription Id used for subscribing Denodo Platform for Azure products please click [here](#)

If you want to enter your Google Cloud Platform Id used for subscribing Denodo Platform for Google Cloud Platform products you can do it directly from the Google Cloud Platform Web

Cases configuration

Hardware platform

-Select one-

Operating System

-Select one-

Java version

-Select one-

Product

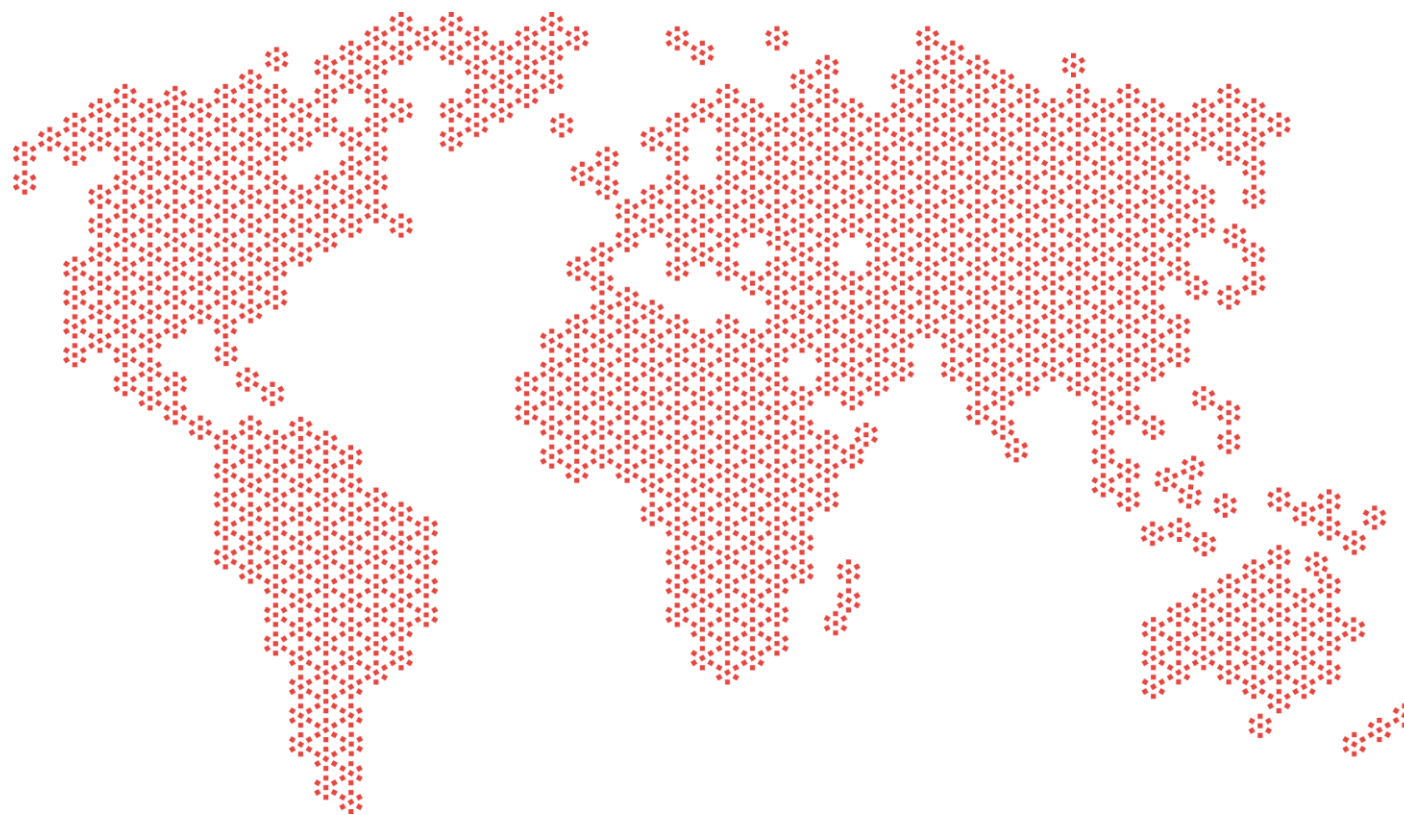
-Select one-

Save

Logout



And logout when you are done!



www.denodo.com

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