Experian Pandora
ODBC Installation & User Help

Version 5.9, 5.8

Preface

This document is for reference only; it is not to be followed as gospel. Much of this document covers area's outside of Pandora which is something you should always consult with your IT department regarding before following any suggestions made here.

Installation Help

ODBC Driver Dependencies

The Pandora ODBC driver may be installed on any modern Windows operating system (Windows XP, Windows 7 or Windows 8). It has no additional dependencies on the Pandora client or server – i.e. there is no requirement that the Pandora client or server is installed on the same machine as the ODBC driver.

32 or 64 bit?

The Pandora ODBC driver comes in two variants.

When your Operating System is 32-bit, then you should install the 32-bit driver.
With an Operating System that is 64-bit, then you can install either the 32 or 64-bit driver (better still both). In this case your choice will depend on the "bitness" of the application (client) that will be employing the driver.

E.g. If your Operating System is 64-bit architecture is 32 bit Excel then you must install the 32-bit driver. If you don't know the "bitness" of your Operating System, then navigate to **Start->Control Panel->System**
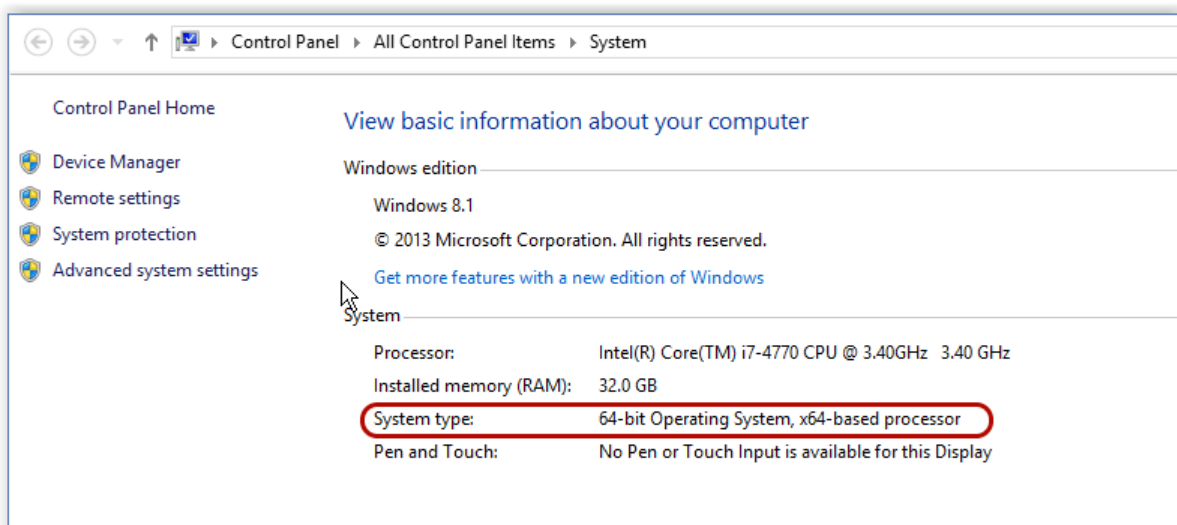
Prerequisites

You will need to know the host name (or IP address) and Report Server port of the Pandora server. By default the Report Server is run on port 7800. You can either check the server log file (at startup) or check the setting using the Pandora client.

Server log file: Find the line that reads

```
Pandora: Starting Report Server on port <number>
```

Pandora client: Navigate to **Home > Settings > Server Settings > Communication > Reporting Client TCP/IP Port**
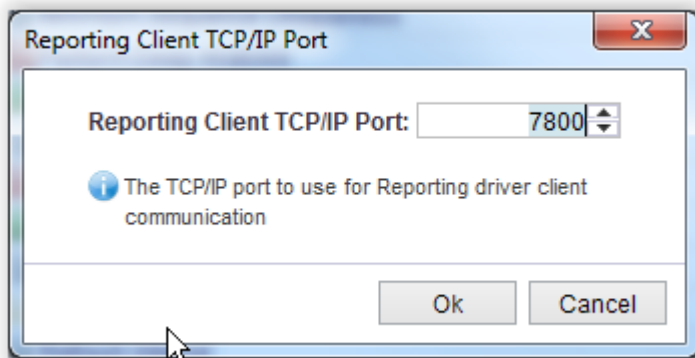
In order to create a DSN for the Pandora server you will require these two bits of information (address and port).
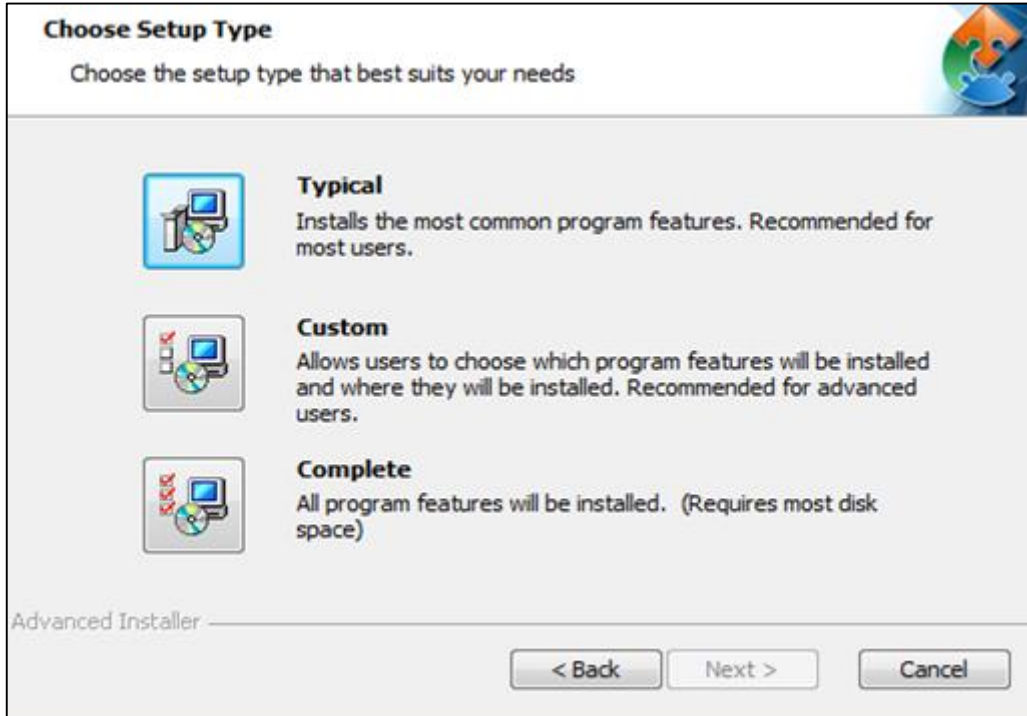
Downloading the ODBC Driver

The Pandora drivers are bundled into the Pandora installation exe. If you don't already have this (Pandora setup.exe) then you should ask support for access to the setup.exe and download it.
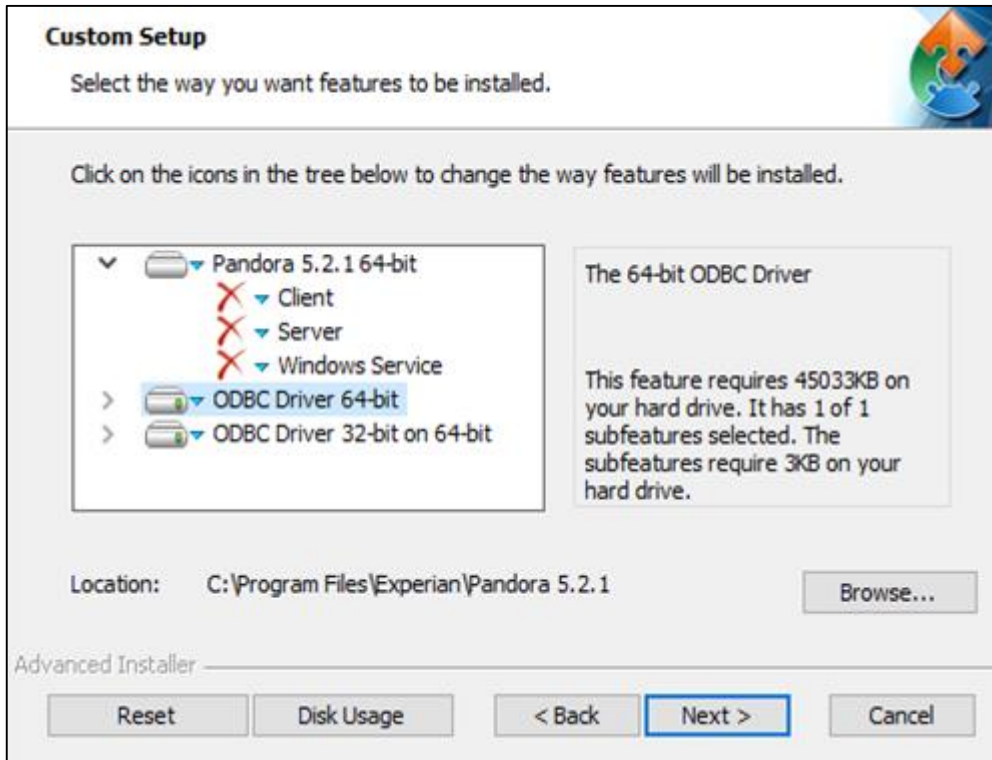
Installation of ODBC drivers

Run the setup.exe from an administrator's account.

Once you reach the "Choose Setup Type" dialog choose the "Custom" option;

If you have a 64-bit operating system, then you should install both the 32-bit and 64-bit ODBC drivers. These are all the questions you need to answer in order to complete the installation.

Post Installation Options

In order to use the ODBC driver, you must first create one or more Data Source Names (DSNs).

The supported way of doing this is to use Microsoft's ODBC administration tool. Navigate to:
Start->Control Panel->Administrative Tools and select either the 32-bit or 64-bit ODBC data source admin tool.
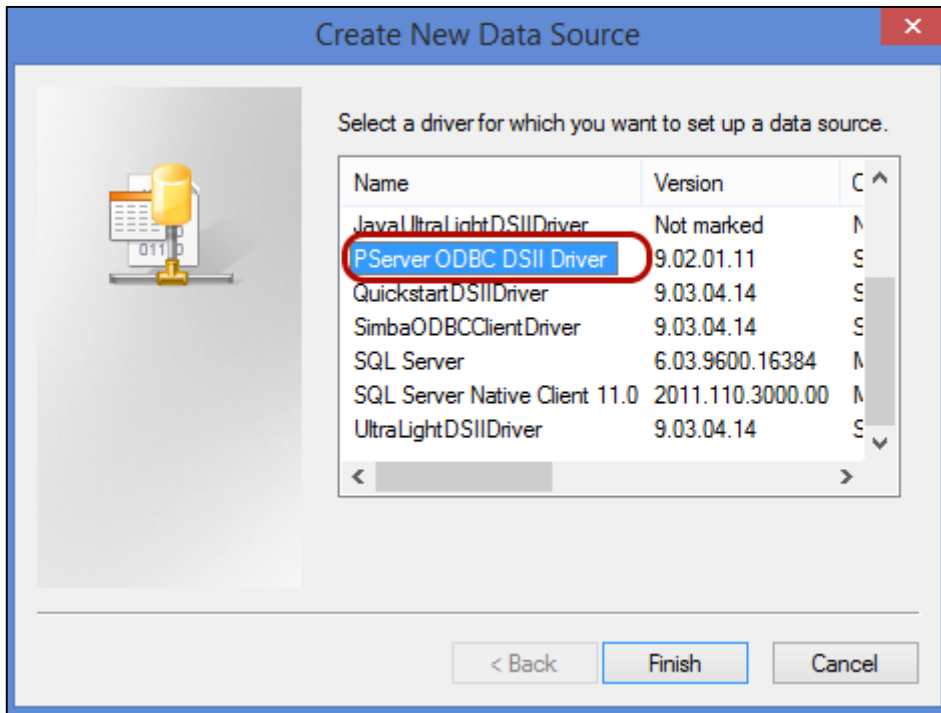If your application (Excel, Tableau etc.) is 32-bit then you must select the 32-bit admin tool. If it is 64-bit, then select the 64-bit tool.
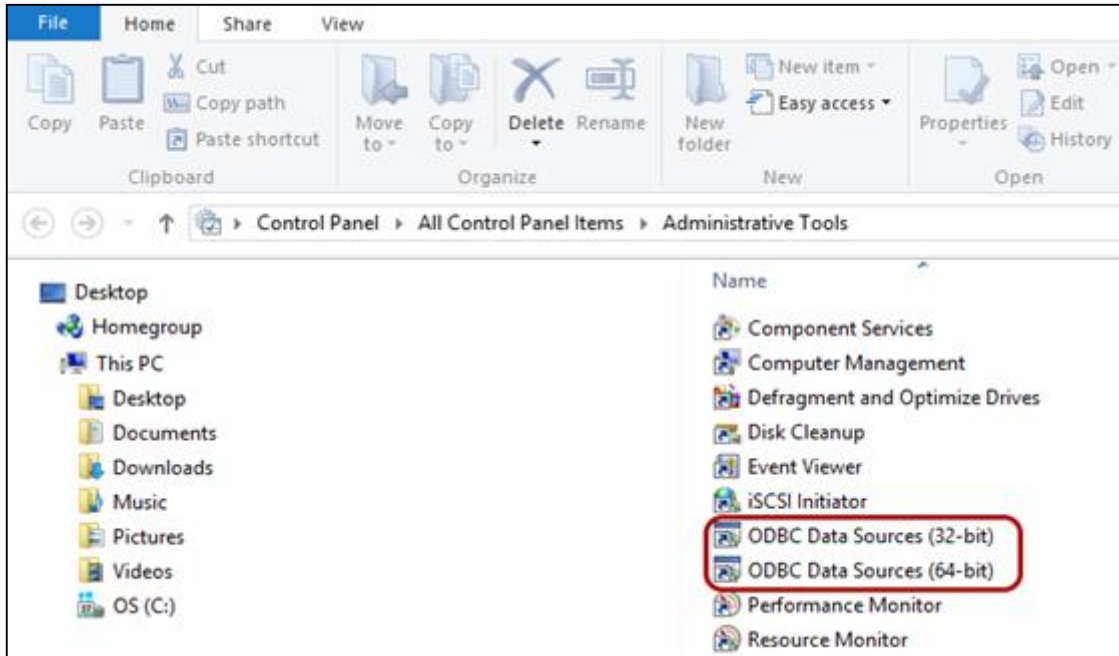
Select the "**System DSN**" tab and verify that the Data source "PServer ##-bit" is present in the list.
Then press "**Add**" to create a new Data Source.
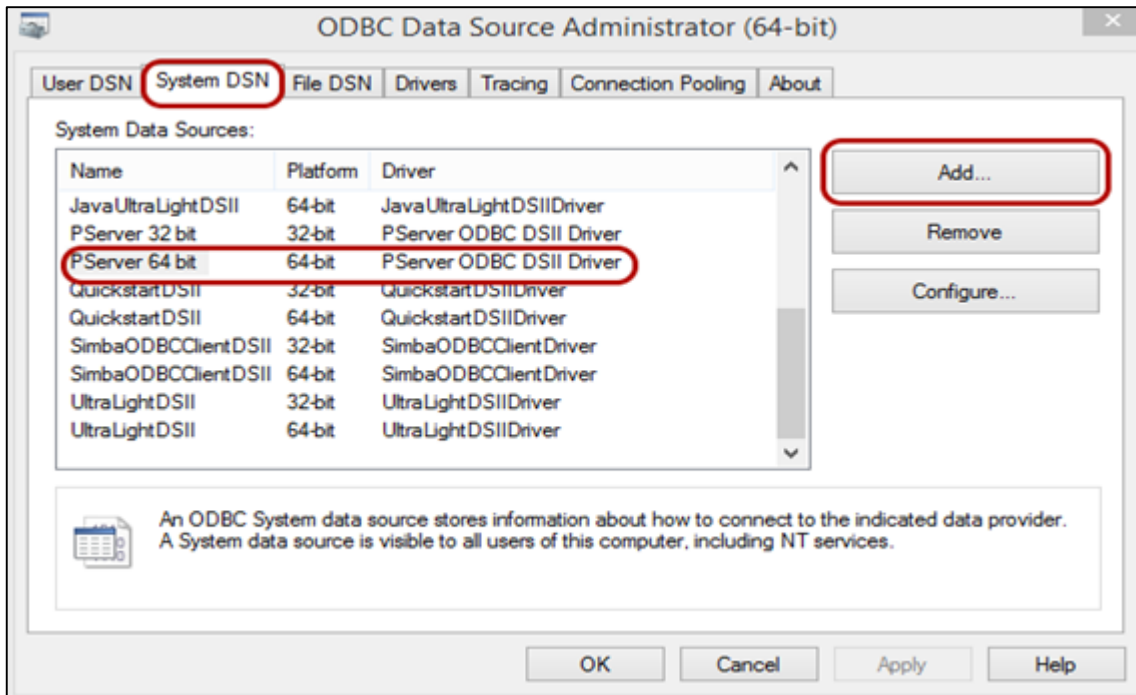
In the "Create New Data Source" dialog select the driver "**PServer ODBC DSII Driver**" and press "Finish".
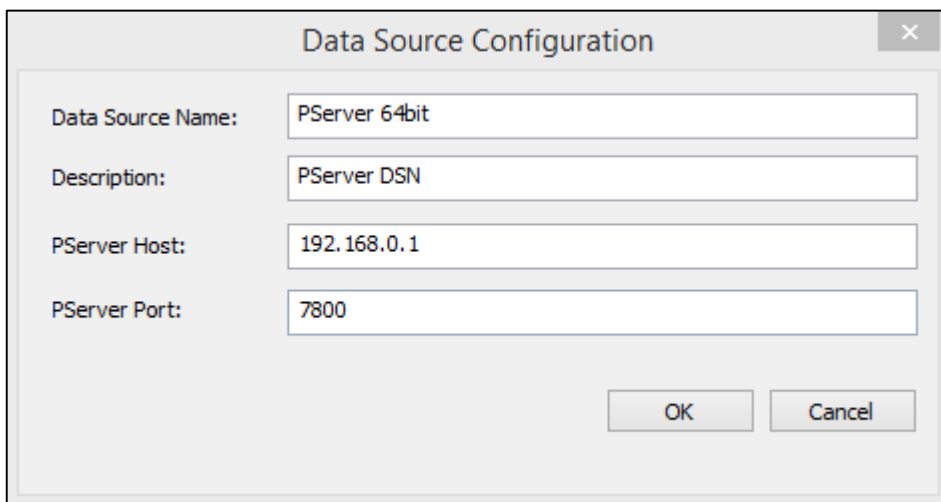

The Data Source Configuration dialog may now be filled in (Image Below).

You must specify a Name, Server address (Host) and Port.
The Server address refers to the IP address (or DNS name) of the Pandora server.
The port refers to the Pandora server's Reporting TCPIP port.
See the earlier Prerequisites section of this document for details.

Note; You should create as many DSNs as you have Pandora servers.

Install Troubleshooting

- No Pandora DSN in the list when you run your application (Excel, Tableau etc.)
  - You may have created a 32-bit DSN for your 64-bit application, or a 64-bit DSN for your 32-bit application. Use the appropriate "bitness" of the ODBC administration tool to create the DSN.

- No Pandora driver in the list of ODBC drivers – you may have installed the wrong "bitness" of driver.

- System error 126 when the "Data Source Configuration" dialog appears.
  - You may not have installed the Microsoft Visual C++ redistributables. You may download the kit from http://www.microsoft.com/en-gb/download/details.aspx?id=30679 If you have a **32-bit** client then you must download the **x86 version**. If you have the 64-bit client, then download the x64 version.

- Connection rejected
  - Check that you have supplied the appropriate Pandora username and password.

- Connection timeout
  - Some other network problem is causing this; we advise you to discuss with your IT department the potential for have the correct port numbers/ access.

- DSN Connection Settings Screen instead of login screen when running without Admin Rights.
  - You will need to provide the individual user with **write** capabilities to the Experian Folder in the Program Data file path detailed below.

- Contact your support representative for any other issues.

When you first connect to the Pandora server using the ODBC driver a log file will be created. Each connection will be logged in this file. This log file may be used to diagnose problems you may experience and will be a pre-requisite for support calls.

The log file odbc_session.log can be found in the directory:
 c:\ProgramData\Experian\Pandora\odbc\logs\

The logging level defaults to WARN, however you may change this to one of:

- NONE or OFF
- FATAL
- ERROR
- WARN
- INFO
- DEBUG

You will need to change the following registry key using regedit::

64-bit driver on a 64-bit architecture:
HKEY_LOCAL_MACHINE/SOFTWARE/Experian/Pandora/Driver/PDriverLogLevel

32-bit driver on a 32-bit architecture:
HKEY_LOCAL_MACHINE/SOFTWARE/Experian/Pandora/Driver/PDriverLogLevel

32-bit driver on a 64-bit architecture
HKEY_LOCAL_MACHINE/SOFTWARE/Wow6432Node/Experian/Pandora/Driver/PDriverLogLevel

User Help

Initial requirements

Before you can use the "Reporting" features you must ensure that the Pandora ODBC driver has been installed on a client Windows machine. See the earlier in this document for how to do this.

You should also ensure that the Reporting server's port has been set to an appropriate port number. The default port number is 7800, however you can change this in the Client by navigating to **Home > Settings > Server Settings > Communication > Reporting Client TCP/IP Port** and setting the port number**.**
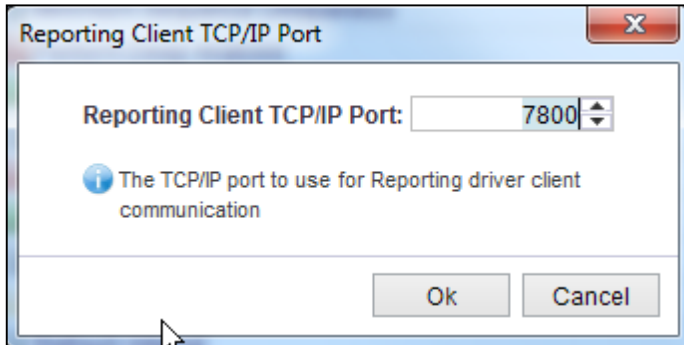

Reporting

Overview

Reporting is the process of making data views available to external client applications via the Pandora ODBC driver. These views (known as Reports) follow the ODBC naming convention of "Catalogue name"."Schema name"."Table name". The catalogue name will always be the brand name of the product.
Reporting schemas are arbitrarily named folders under which you may group the Reports. A Report name must be unique within a Report Folder but can be shared among multiple Report Folders.
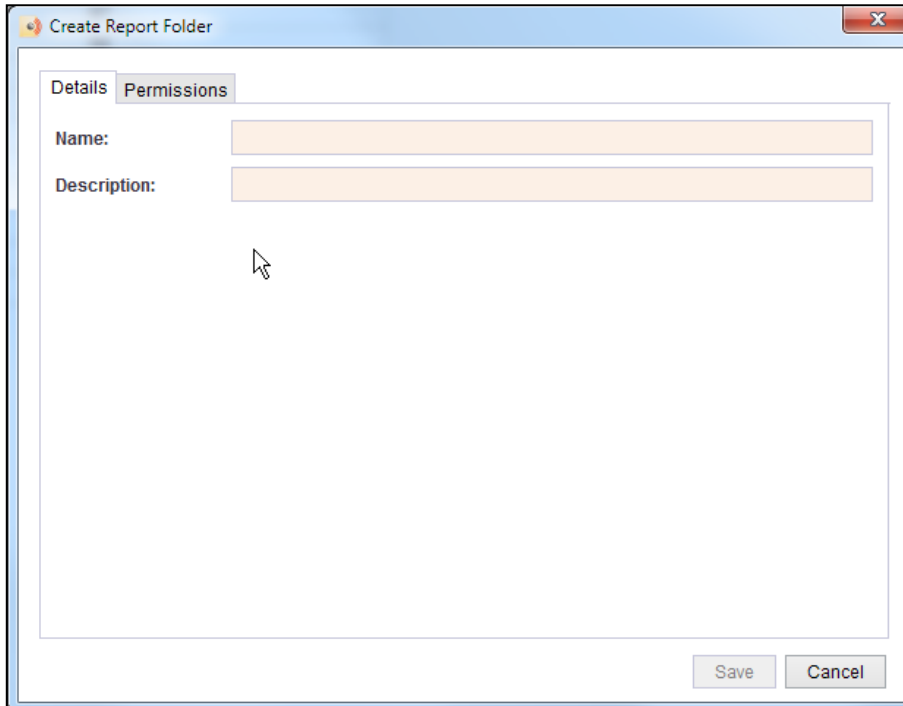Before you create a Report you must first create one or more Report Folders.

Creating a Report Folder

In the explorer navigate to **Home > Collaboration > Report Folders** and right click on "**Report Folders**" and select "New" menu item.
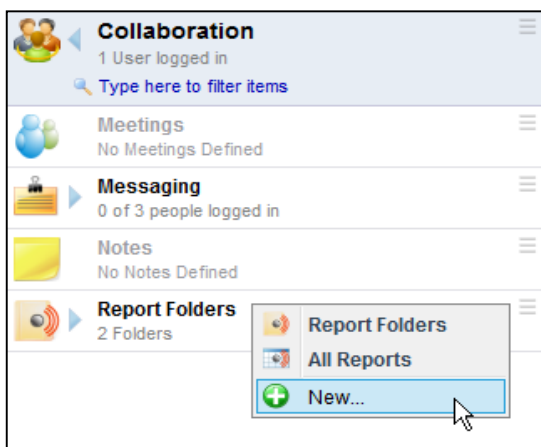
Create a name for the Report Folder and provide a description. You can also set the permissions for this Report Folder in the "Permissions" tab.

Note that since this Report Folder is visible to an ODBC enabled Client as an ODBC Schema then the name you give it must be an ODBC compliant Identifier name. In other words it should:

- Start with an Alphabetic character
- May only contain AlphaNumeric characters and Underscores
- Should not exceed 30 characters in length

Any characters that you type in the name field, other than letters, number and spaces (which will be converted to Underscores) will be ignored.

Publishing Reports

A **Report** can only be created from a saved Drilldown. Reports are published to one or more Report Folders. The visibility of the Report data is governed by the Owner of the Report Folder, so a Drilldown that has been created by the user "Administrator" and published to a Folder owned by "Administrator" may not have the same visible data as the same Drilldown published to a Folder owned by "Analyst". Using the permissions on a Report Folder you may publish the same Drilldown to different Folders but exclude confidential parts of the data depending on the owner of the Folder.

Right click on the Drilldown you wish to use to create a Report and select the folder you want to publish the report to.
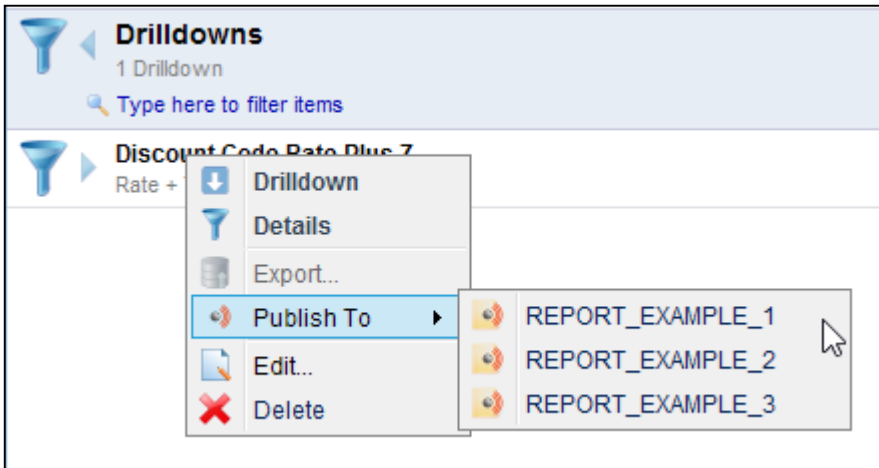

In this example we have 3 Report Folders to which we can publish the Drilldown. If this Drilldown has already been published to one or more Report Folders then the folder names will appear in the list but will be greyed out.
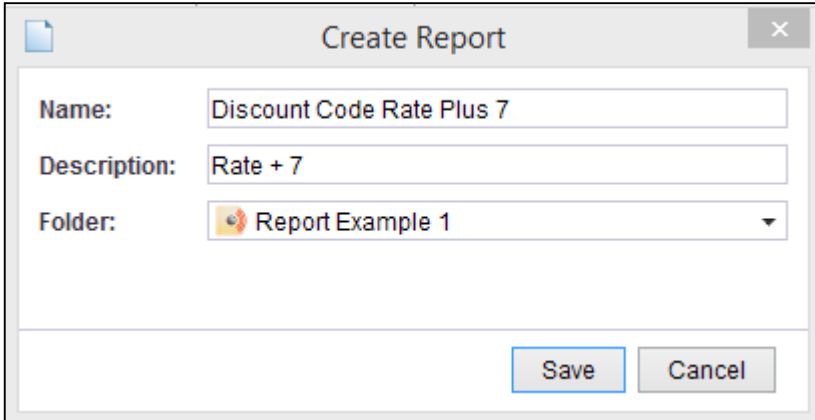
Just as the **Report Folder** ODBC Schema name is ODBC compliant, the **Report** ODBC Table name must also be ODBC compliant and is limited to 30 characters.
In this example the ODBC table name will appear as **Discount_Code_Rate_plus_7**. When the Report has been Published it will be listed under its parent **Reporting Folder**.

A Drilldown that has been published will have an Icon indicating this.
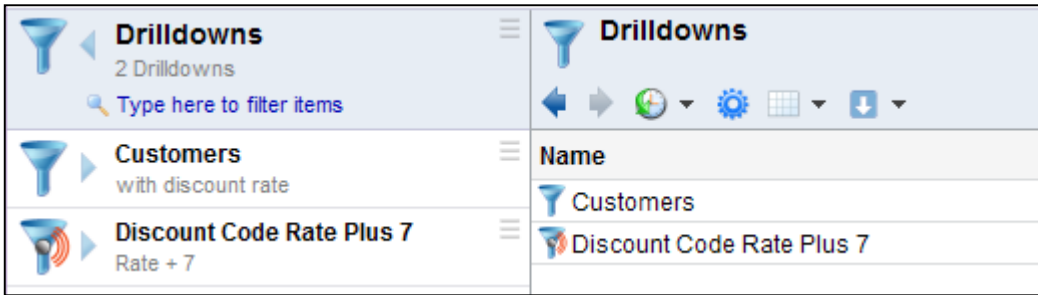
When an ODBC client connects to the Pandora ODBC DSN only the Report Folders that allow Read access to the User for that connection will be visible.

List or Reports

To view all the Reports for a Report Folder navigate to **Home > Collaboration > Report Folders > Folder_Name > Reports**

To view all the Reports for a Drilldown navigate to **Home > Data > Drilldowns**, right-click on the Drilldown name and select Details. Then double click on the row "Reports".

Deleting Publishing Reports

Reports may be unpublished either individually or collectively. Navigate to **Home > Collaboration > Report Folders > Reports.** Select the Folder you want to delete the report friom and right click on the Report name, select Delete.
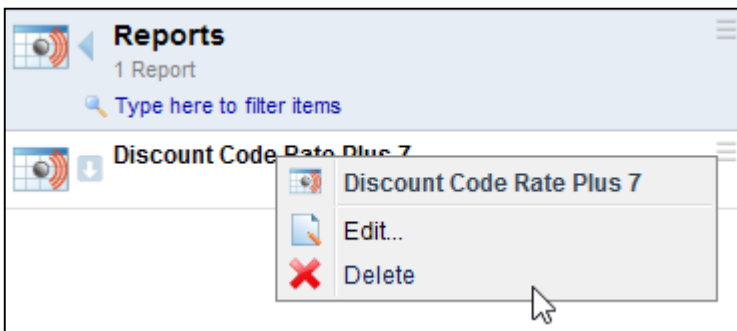
If you want to delete more than one report within the Report Folder, open the drilldown of the Report Folder, select the reports you want to delete, right click and select Delete Reports.

Reports may be collectively unpublished by Deleting their parent Drilldown. When a Drilldown is deleted all Reports that use that Drilldown will be deleted as well.

Note you only delete empty Reporting Folders.

Updating Reports

When a new version of the underlying Table is loaded and Novation has been enabled for that Table all Drilldowns associated with the table will be novated as well. Similarly any Reports associated with those Drilldowns will be novated automatically.
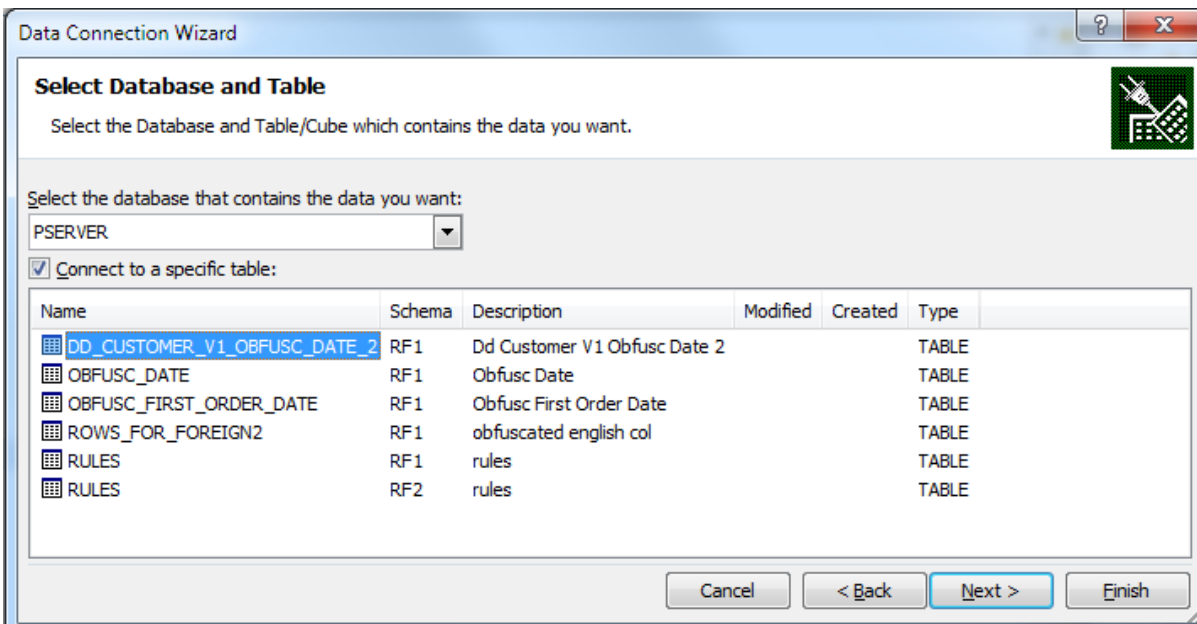
Using ODBC Driver

Accessing the Report

Any ODBC enabled client application should now be able to access the Report. This example uses Microsoft Excel to import the data. From the **Data** tab in Excel select **From Other Sources > From Data Connection Wizard**
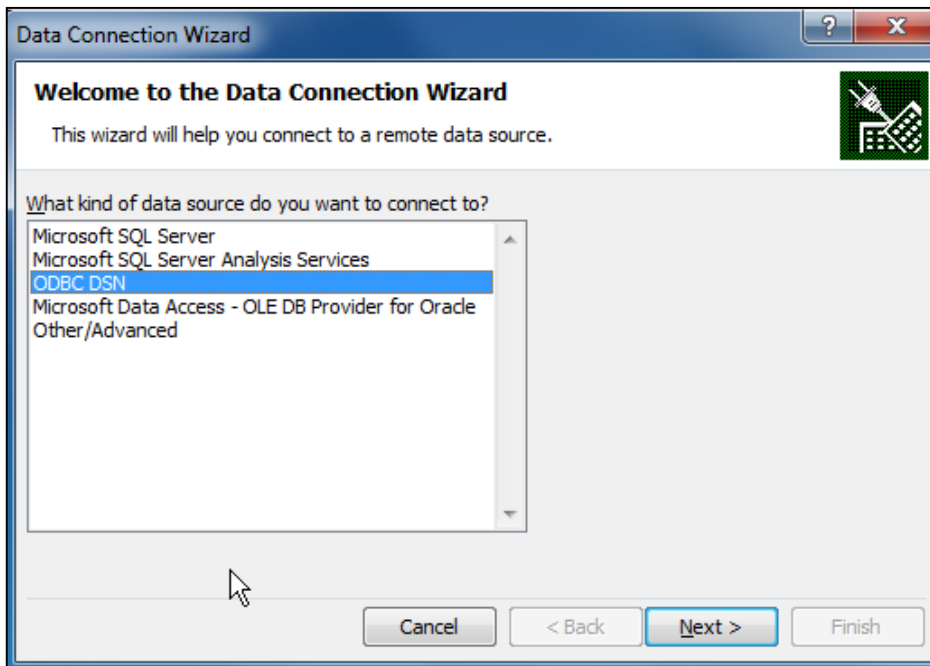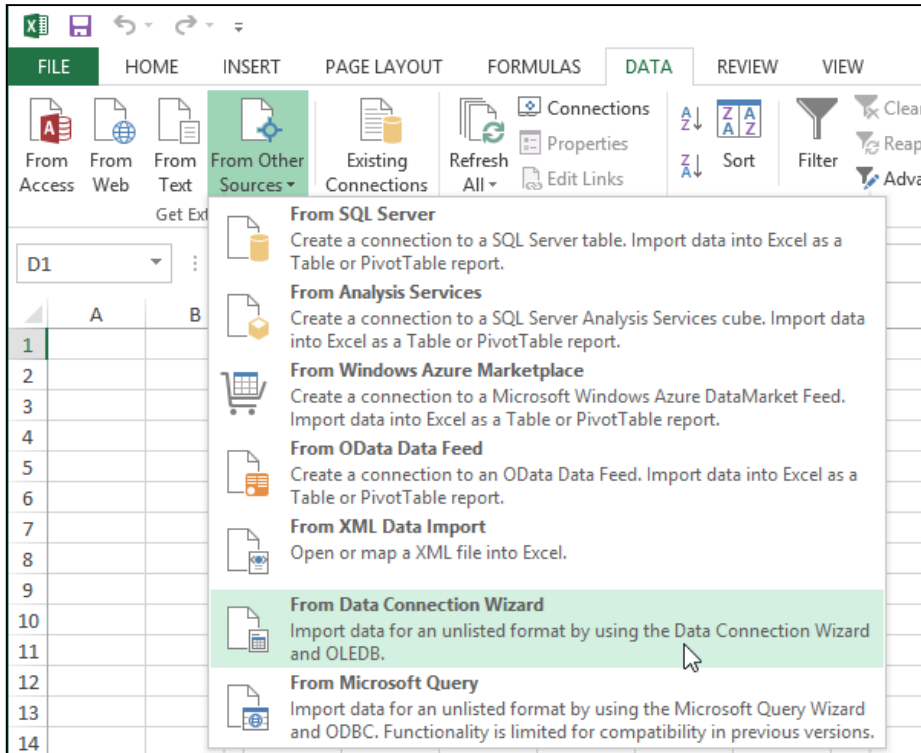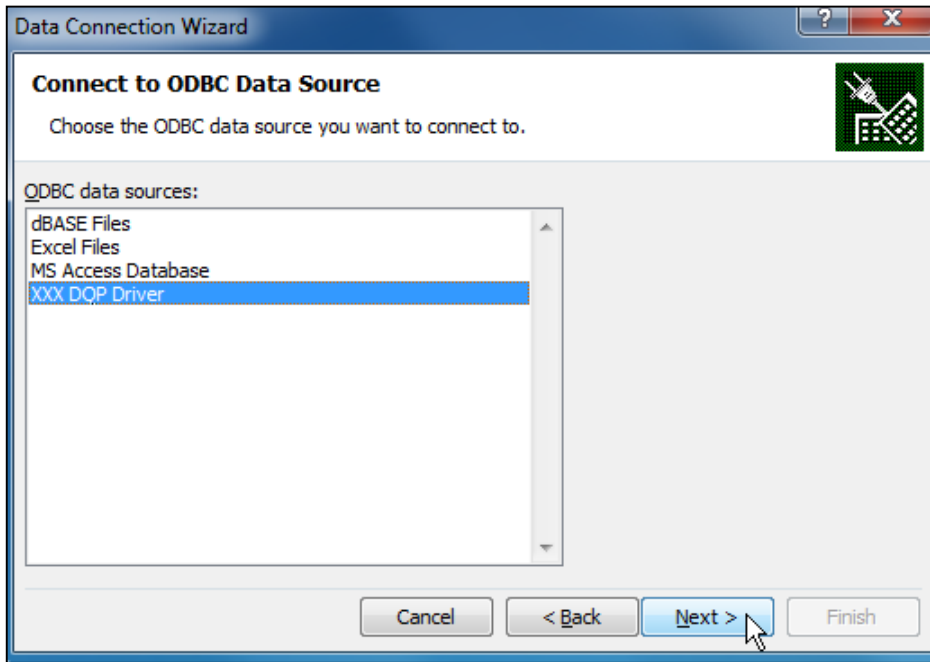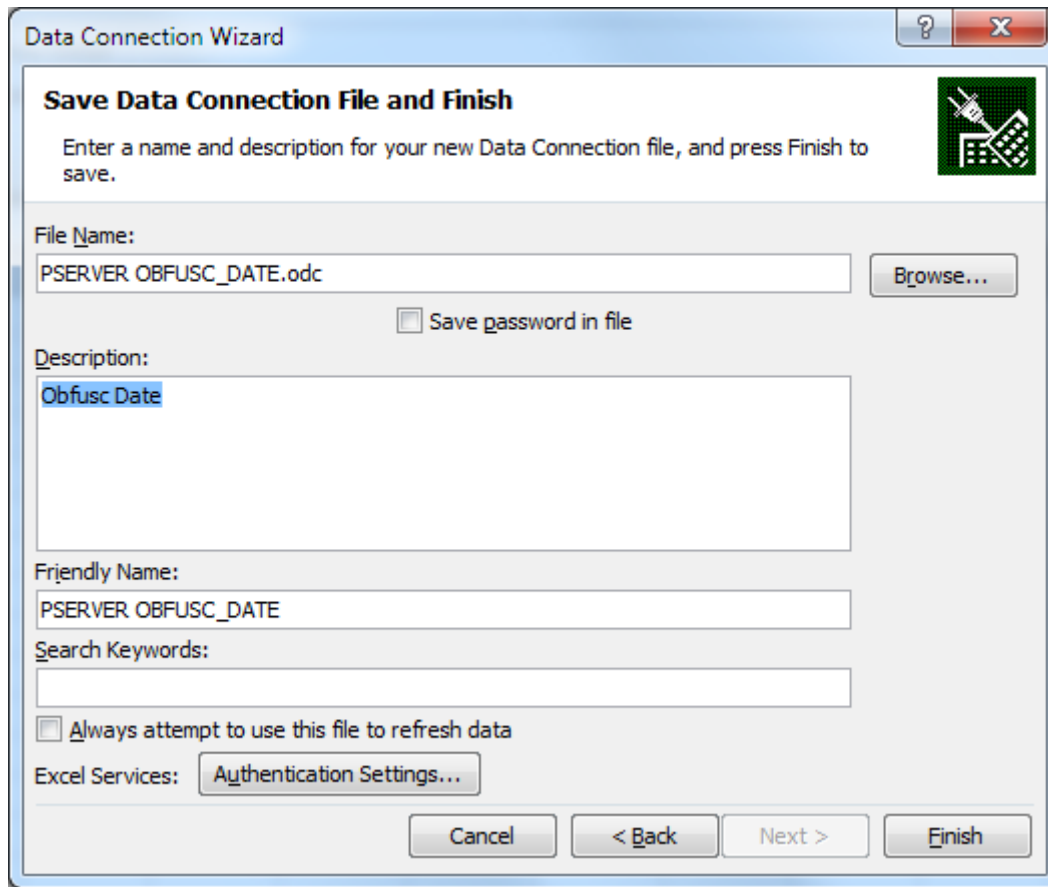
In the next next dialog box select the table you want to import to Excel.

Finally click "Finish".

In the final dialog you can add a description and various other options and select Finish.

In Excel click Existing Connections and choose your connection from the dialog box and click Open.
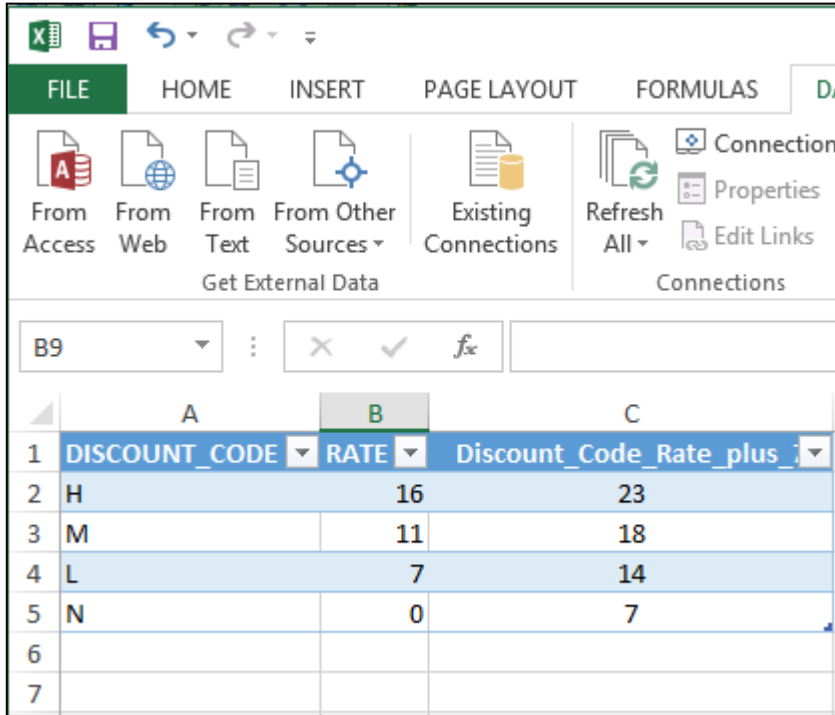A list of available tables will open. Select the table you wish to Import and a new dialog opens:
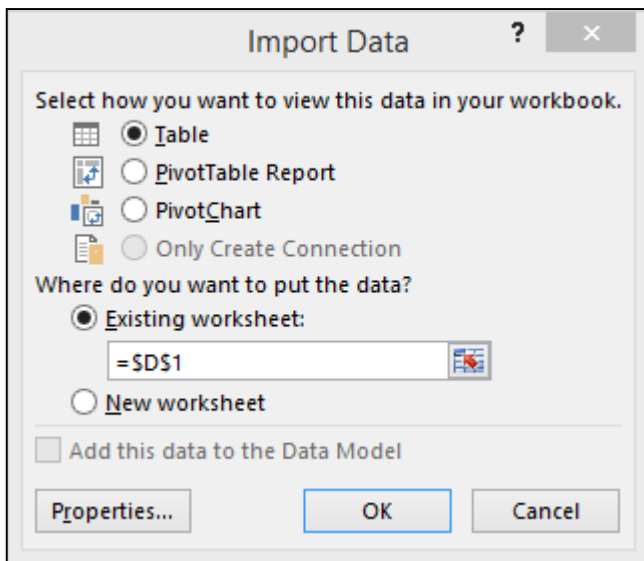
Select Properties and then Definition to enter your User name and password details.
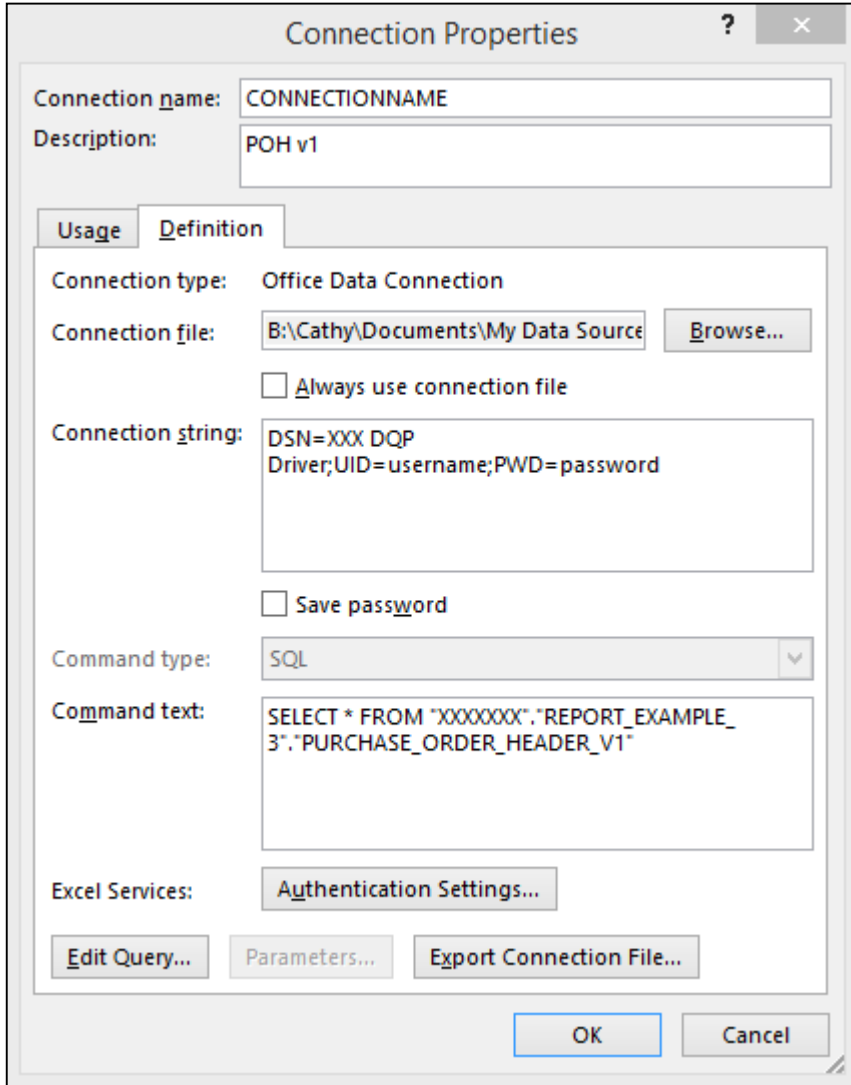
If there is only one table in the Schema it will be loaded automatically, otherwise select the table from the list of tables presented by Excel.
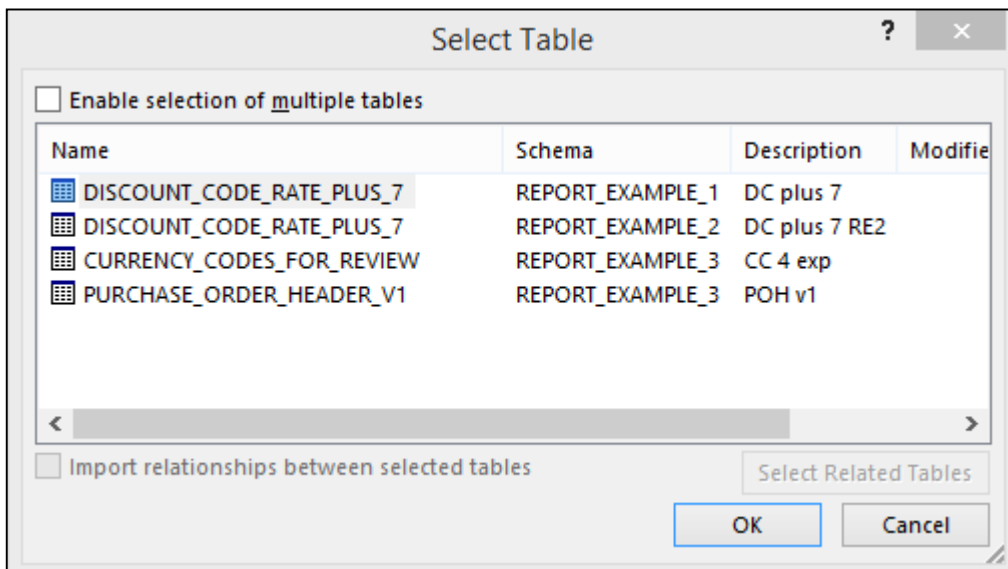
Once the Connection has been created, the next time you want to Import data, use the Existing Connections button in Excel, select the Connection and you will go directly to the Tables available.