Veeva Network

Veeva Network 19R2.1.1 Release Notes

September 2019

Contents

About these Release Notes

These Release Notes describe all features that are included in Veeva Network 19R2.1.1.

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For more information, see About Network Customer Master Releases.

Browser requirements

These are the minimum browser requirements:

- Internet Explorer™ 11+
- Google Chrome™ (most stable version at Network release)
- Safari® 10+
- Microsoft Edge™

Veeva Network is not supported on mobile devices.

Release Note updates

The following feature has been removed from the Release Notes since the Early version was published:

- **Dynamic Access Control** - Permissions for each custom object can now be governed by rules to restrict or provide access to specific users and user groups based on rule criteria defined by administrators.

This feature will be available in a later release.

All material in the Release Notes should be reviewed to ensure that updates to existing topics are noted.

What's new

The following key enhancements will be introduced in Veeva Network 19R2.1.1.

		ST	DS	DM	AD
Widgets					
Affiliation widget	Add this new widget to your web-based application to view relationships and metrics (for example, key influencers, product familiarity) among HCPs in a health care system.	●	●	●	●
Profile					
Revision History	The preview box is updated to display the name of the source subscription instead of a code.	●	●	●	●
Inbox					
Filters	The available filters are enhanced so it is easier to select multiple options and see the number of filters that are applied.		●	●	●
Task ID	The ID in the Task ID column is now a link so you can quickly open a task in a new browser window.		●	●	●
Match					
Fields supported in basic UI	The basic match configuration (UI) now supports several fields; some that were previously supported only in the advanced UI.			●	●
Data export					
Exported files	Administrators and data managers can now choose to export data in individual .zip files.			●	●
Data model					
Cluster Management	Cluster data is now supported for Belgium, France, and Mexico for specific providers.			●	●
Supported countries	A data model has been added for Armenia, Azerbaijan, Georgia, Kyrgyzstan, Moldova, Tajikistan, Turkmenistan, and Uzbekistan.			●	●
Geocodes	A new field is added to indicate the accuracy of the generated geocodes.			●	●
Export the data model	New columns are added to the exported data model file.			●	●

		ST	DS	DM	AD
Integrations					
Veeva Connector	Network now provides an integration pattern to communicate directly with other Veeva applications to extract or publish data.			●	●
Veeva CRM integration	Network can connect to CRM to extract object data and publish the .csv files to Network's FTP server.			●	●
Veeva Vault integration	Network can connect to Vault to extract object data and publish the .csv files to Network's FTP server.			●	●
Veeva Nitro integration	Administrators can now publish Network data to Nitro. Previously, files had to be loaded manually into Veeva Nitro for processing on a regular basis. The process is now streamlined to reduce the number of manual steps.			●	●
General updates					
Home dashboard	Administrators now have access to dashboard widgets that were previously only available to data managers.				●
API					
Updates to support the Nitro integration	Some target subscription and subscription API were updated to support the Nitro integration.		Developers		

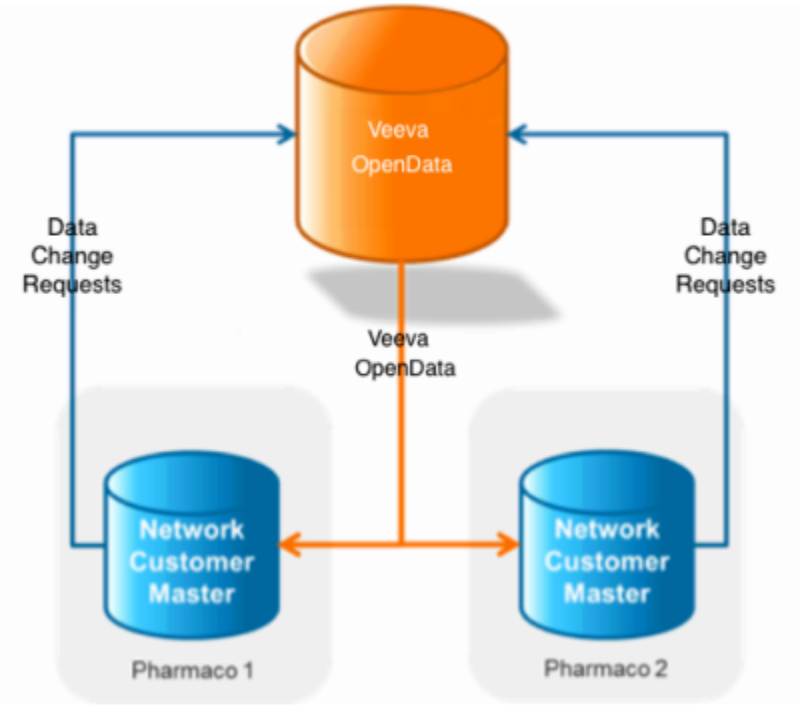
Data Governance - Specific updates for fields and reference data are provided in the *Veeva Network Data Governance* release notes for every minor and major Network release.

Introduction

Veeva Network includes Network Customer Master, and for applicable countries, Veeva OpenData Customer Data.

Veeva OpenData provides identity, demographic, and licensure data about Health Care Professionals and Health Care Organizations.

Network Customer Master is a SaaS Master Data Management (MDM) application that is populated with a subset of the data from Veeva OpenData, according to each pharmaco's contract with Veeva.



Network Customer Master

Veeva Network Customer Master is a multi-tenant SaaS Master Data Management (MDM) application. Each pharmaco that subscribes to Veeva Network has its own Network Customer Master tenant (often referred to as a Network org similar in concept to a Veeva CRM or Salesforce.com org).

Where Veeva OpenData is enabled, each Network org comes pre-populated with data from the Veeva OpenData databases to which the pharmaco has subscribed. Veeva Network automatically keeps the data in each production Network org up-to-date and in sync with the data in Veeva OpenData.

Pharmacos can also load their own data into their Network org and match and merge it with the Veeva OpenData data. Veeva is responsible for stewarding the quality of the Veeva-provided data as well as any new records added in the Network org that can be shared with Veeva OpenData.

Records that do not match Veeva records will be loaded as customer-stewarded records and updates on those records will not be shared with Veeva OpenData.

Widgets

AFFILIATION WIDGET

Network's new widget enables business users to quickly understand influencers between HCPs and identify key players in a health care system. For example, sales representatives, home office users, and key account managers can use the affiliation data to understand the main influencers at a hospital so they know who to target in a product's pre-commercial stage.

Users can access this real-time Network data in their own application without logging into Network. Affiliations can be displayed in an influence map to quickly visualize metrics like influence or product familiarity, or they can be displayed in a table to understand how HCPs are affiliated and their influence on each other. Individual profiles can be opened and explored for more information. Records are restricted to a user's data visibility profile.

Availability

The affiliation widget is available for early adopters; it is not available by default. To discuss becoming an early adopter, contact your Veeva representative.

How it works

Network's affiliation widget is supported for web-based internal applications; for example, intranets or platforms like Salesforce™.

Applications must meet the following requirements:

- The application is web-based.
- Your Network instance uses single sign-on (SSO) authentication (every user must have a Network/SSO account).

Adding the affiliation widget in your internal application has two steps:

1. **Configure the widget** - Network administrators set up the widget in their Network instance. When the configuration is saved, code snippets are automatically generated.
2. **Embed the widget** - Web developers embed the generated code snippets into the internal application.

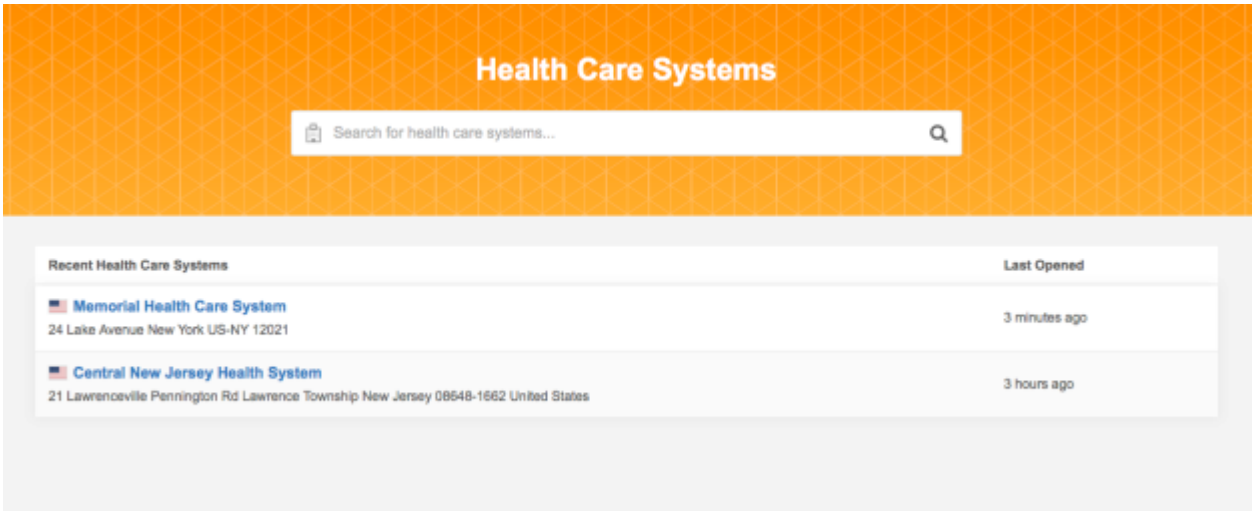
When steps 1 and 2 are complete, the affiliation widget is fully functional for business users to search for and view affiliations in Network from their internal application.

Affiliation widget scenario

In this example scenario, the affiliation widget has been embedded into Salesforce. A business user is exploring the affiliation widget to look for key targets inside a health care system.

Example

The user opens the affiliation widget. By default, he sees the health care systems that he has recently opened. He can search for a health care system or choose one of the recent systems.



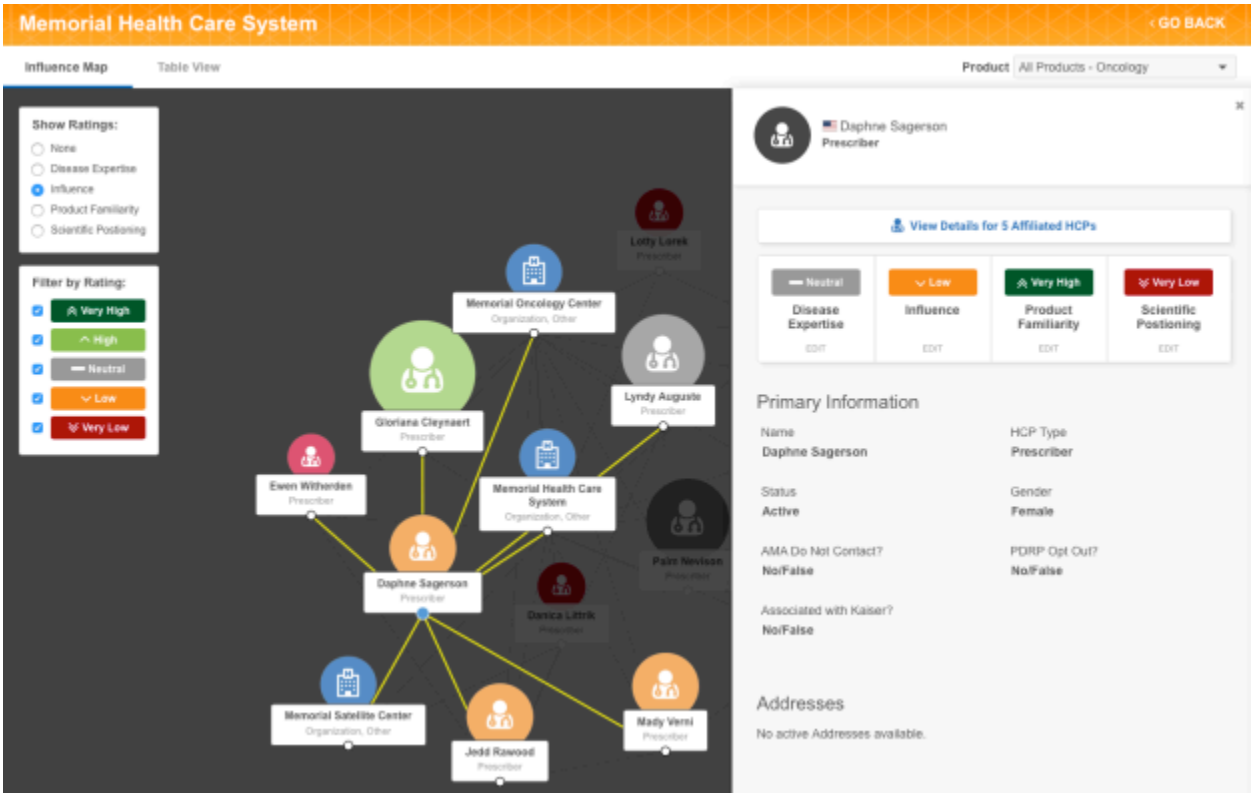
When the health care system opens, the **Influence Map** displays by default. The canvas enables users to understand and visualize the different relationships between the HCPs and HCOs.

The sales rep can use the **Influence Map** to understand HCPs who have the most product familiarity or who has the highest level of disease expertise. He clicks **Influence** in the **Show Ratings** box to see the most influential people connected to a specific HCP.

From the **Influence Map**, the sales rep can do any of the following activities:

- Explore different ratings using the **Show Ratings** filters.
- Click **Table View** to explore key targets inside the health care system.
- Select an HCP or HCO to view the record profile for more information.
- Modify the metric values (Low, High, Very High, and so on) for any HCP.
- Explore the HCPs affiliated to a specific HCP
- Update any of the ratings for a HCP from the profile view or the **Table View**. The updates are automatically processed and reflected in real-time.

The sales rep clicks on an HCP to open the record profile and explore the HCPs affiliations.



This is just one integration scenario that's available using the affiliation widget.

Affiliation object

To support the affiliation widget, Network can now store HCP to HCP affiliations. The affiliation object is available for early adopters of the affiliation widget.

More information

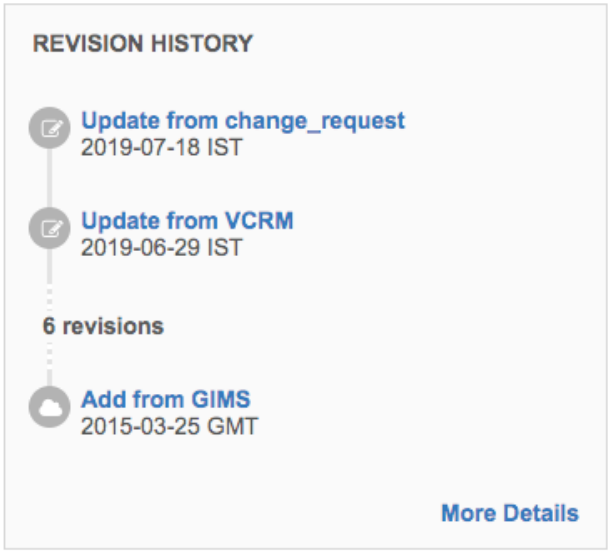
To learn more about the affiliation widget and affiliation object, contact your Veeva representative.

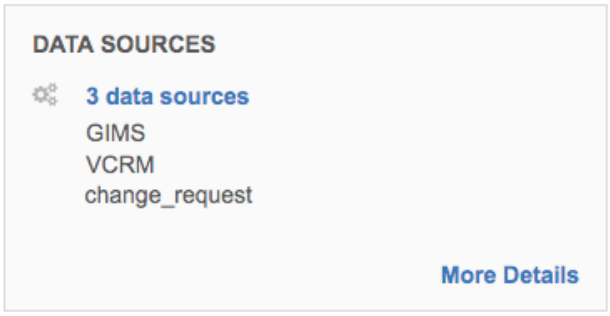
Profiles

REVISION HISTORY

The Revision History preview box on the profile page is updated to display the name of any source systems created by administrators; for example, **concur_system**. Previously, the system description displayed; for example, the preview box displayed **Update from Concur**.

This enhancement ensures that the information in the Data Sources preview box and the Revision History preview box are aligned.





Inbox

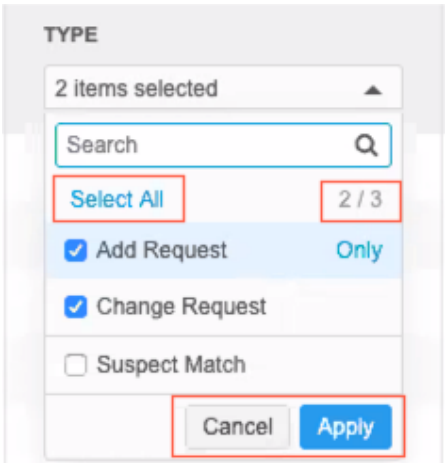
FILTERS

The inbox filter behavior is enhanced so you can easily select multiple options and see the number of filters that are applied.

These enhancements are enabled by default in all Network instances.

Column filters

Columns that contain multiple filter selections (for example, **Type** and **Assignee** columns) are standardized to ensure the behavior is consistent.



The following updates have been made to each multi-select column filter:

- **Filter selections are no longer automatically applied.**

  Each list contains **Apply** and **Cancel** buttons that you can click when your selections are complete. Previously, filters were immediately applied so it could be difficult to select more than one filter.

  Clicking another part of the inbox, outside of the column list, also applies your filter selections to the inbox. Note that if you click outside of the list to navigate away from the inbox, your selections are not applied.

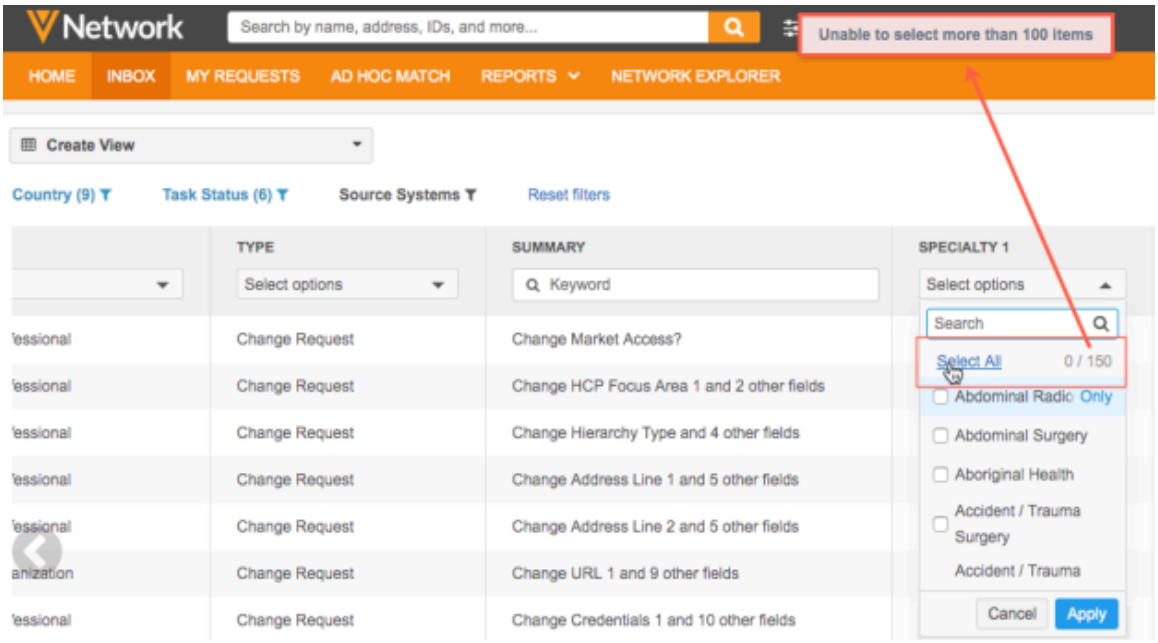
- **Selected values are identified by a count.**

  A count of your selections displays at the top of the list. A count of the total available values also displays below the search field.

- **All values can be selected at once.**

  Each column list now contains a **Select All** option. A limit of 100 values can be selected. A message displays to advise that the limit was exceeded.

  If you click **Select All** and the limit is exceeded, the list reverts to the previous selections. For example, if you had two values previously selected, the list reverts to select those two values again.

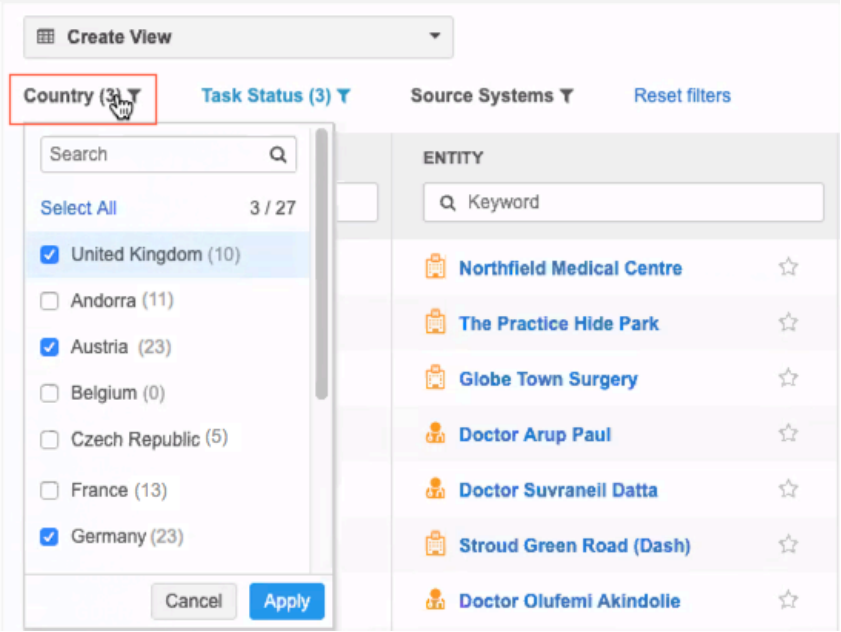


All multi-select columns that you add to your inbox are updated with these enhancements.

Main filters

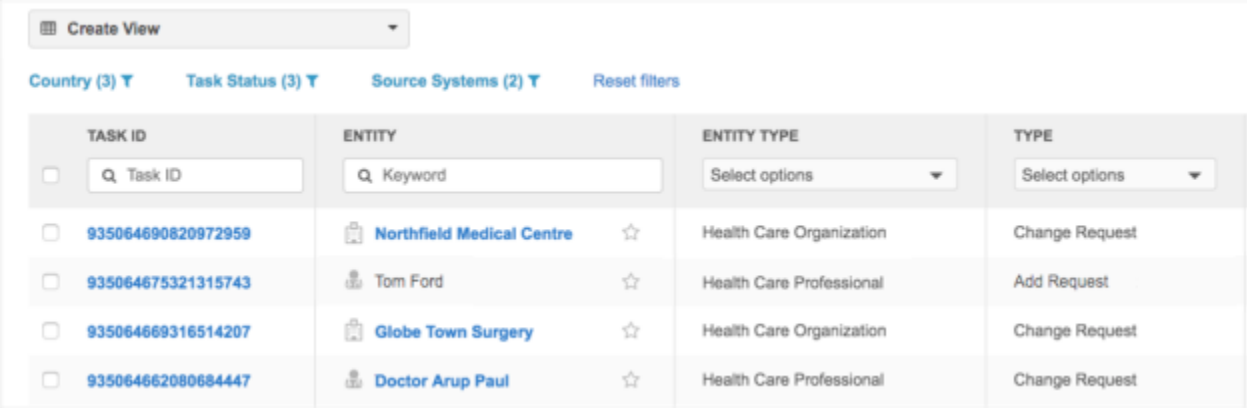
The column filter enhancements are also applied to the main filters that display at the top of the inbox: **Country**, **Task Status**, and **Source System**.

In addition to the column filter enhancements, updates were made to the main filters. As you make selections, a count now displays beside the main filter name. When you apply your selections, the color of the filter name, icon, and the selection count changes from black to blue. This is a quick way to see that you have filters applied.



TASK ID COLUMN

The task IDs are now a link so you can quickly open the request. Right-click the link to open the data change request in another browser tab.



Match

MATCH RULES

The following fields are now available to use when you are creating or editing data groups and match rules using the basic match UI.

- `address_status__v`
- `hco_status__v`
- `hcp_status__v`
- `license_status__v`
- `parent_hco_status__v`

Previously, the `address_status__v` and `parent_hco_status__v` fields were available only in the advanced match UI.

This enhancement is enabled by default in all Network instances.

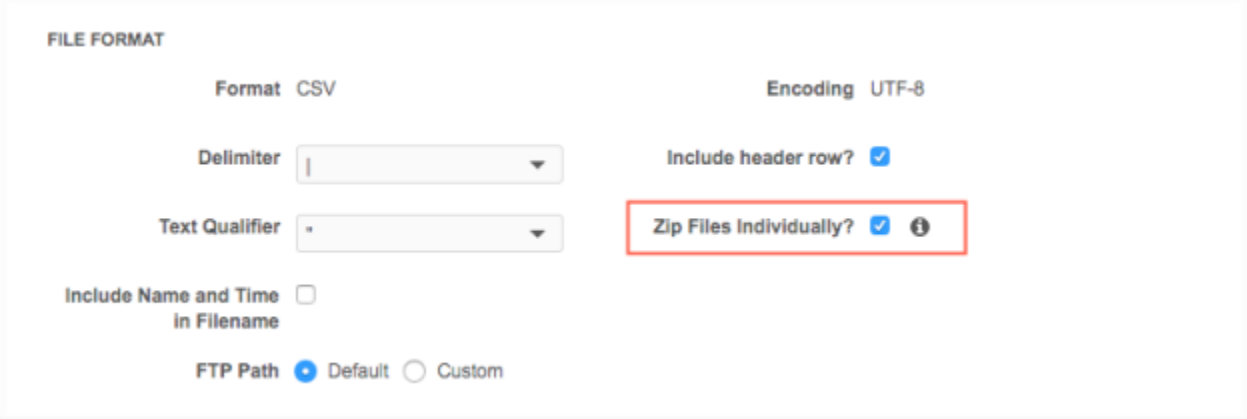
Data export

EXPORTED FILES

Administrators and data managers can now choose to export Network data in individual .zip files. Previously, data could only be exported in one .zip file which contained all of the .csv files. Now, a .zip file for each object can be created.

The setting is available in all target subscriptions, but it is disabled by default.

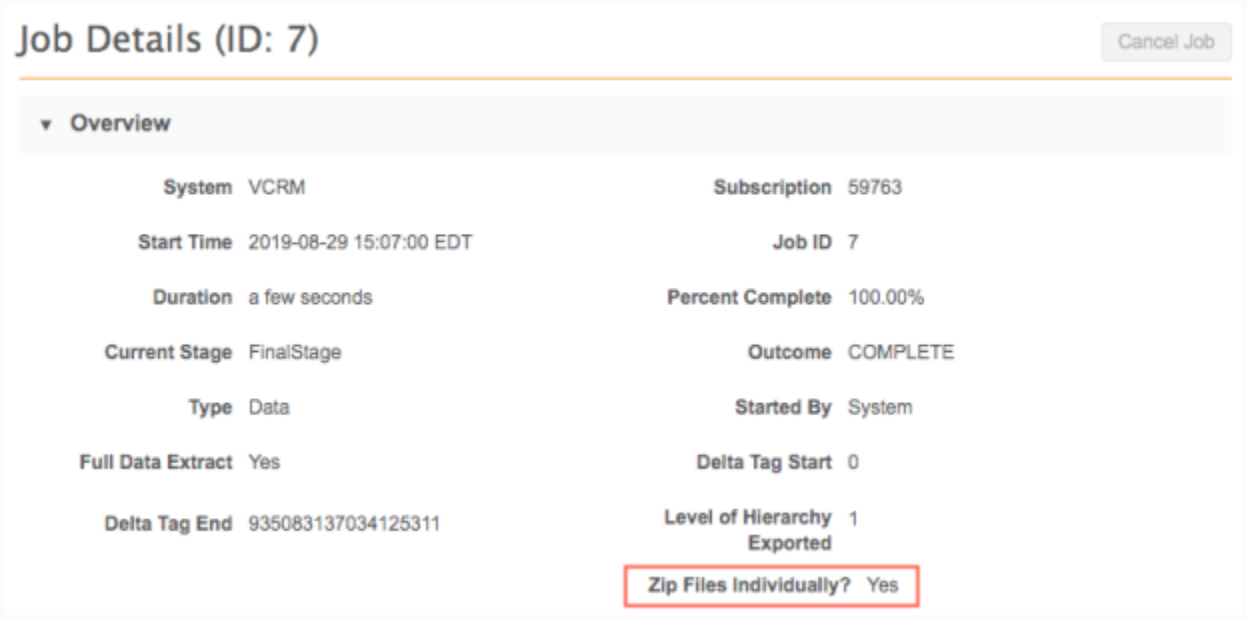
To enable the setting for your target subscription, in the **File Format** section, choose **Zip Files Individually**.



Note: This option should not be set for target subscriptions used by the CRM Bridge.

Job details

On the Job Details page, the **Overview** section displays the selection for the **Zip Files Individually** option.



The **FTP Path** also indicates if the files were zipped individually; it provides the sub-directory that contains the files instead of the individual .zip file.

Example path format:

```
/outbound/<system>/<target subscription name>/<sub directory with archive files>
```

Data model

CLUSTER MANAGEMENT

Customers can now enrich addresses in additional countries by adding cluster codes. In this release, Network has included support for the following third party cluster provider / country combination:

- Belgium - IQVIA™
- France - IQVIA
- Mexico - IQVIA

A TPA must be signed with the third party cluster provider to use the cluster management feature. For more information about this feature, see the topic called Managing clusters in the *Veeva Network Online Help*.

Cluster code support for Belgium

For Belgium, IQVIA offers two types of cluster codes:

- Customized Doctor Groups (CDG) - Codes are mapped at the HCP level and are only available for HCPs.
- General cluster code structure - Codes are mapped at the address level using postal codes.

Network supports the general cluster codes structure for Belgium only; CDG cluster codes are not supported.

NEW COUNTRIES SUPPORTED

A data model has been added for eight new countries for Veeva OpenData:

- Armenia (AM)
- Azerbaijan (AZ)
- Georgia (GE)
- Kyrgyzstan (KG)
- Moldova (MD)
- Tajikistan (TJ)
- Turkmenistan (TM)
- Uzbekistan (UZ)

Reference data

The reference data is a union between the reference codes enabled for Other Countries (ZZ) and the reference codes enabled for Russia (RU).

Data model

The data model for these countries is a union between the Other Countries (ZZ) and Russian (RU) data models.

To view the data model for these new countries, in the Admin console, click **Data Model > Network Data Model**. On the Network Data Model page, expand the **Country** list and select the country.

Localization

English is used for the Network UI and the data model for these countries. Russian is used for the reference data.

GEOCODES

A geocode accuracy field is now available in the Network data model. The field can be used to understand the quality of the geocodes that are returned by Network's third party address cleansing service. For example, you can use the GeoAccuracy code to troubleshoot inaccurate cluster calculations.

Enable the field

The `geo_accuracy_code__v` field is enabled by default in new Network instances. The field is not enabled by default in existing Network instances to prevent mapping issues in downstream systems. Administrators can enable the field.

The field is available for all countries but data is populated only for countries where geocoding is supported: Australia, Canada, France, Italy, and the United States. The field is populated, along with the latitude and longitude fields, when an address is cleansed. Address cleansing occurs when addresses are added or updated in your Network instance.

The geocode accuracy field can be added to profile layouts; it is not added by default.

GeoAccuracy codes

GeoAccuracy codes contain two values:

- **status** - P (Point), I (Interpolated), A (Average), U (Unable to geocode)
- **level** - 5 (Delivery Point), 4 (Premise), 3 (Thoroughfare), 2 (Locality), 1 (AdministrativeArea), 0 (None)

For more information about the values and their meaning, see the documentation from the address cleansing service: https://support.loqate.com/documentation/reportcodes/geoaccuracy-code/.

Examples

A GeoAccuracy code could be one of the following values:

- **P4** - A single geocode matched the address using the premise.
- **A2** - Multiple geocodes matched the address using the locality. An average was used to generate the result.

EXPORTED DATA MODEL

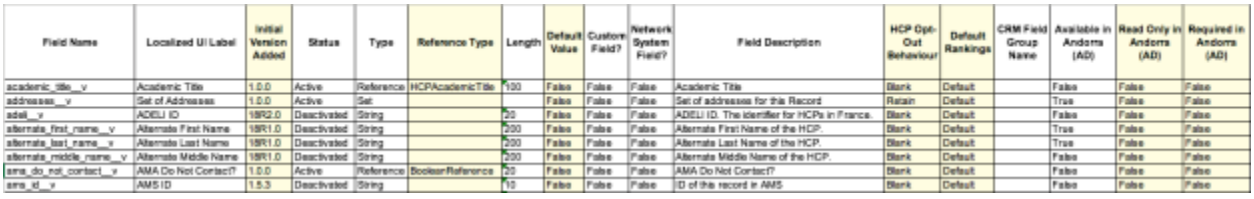
Columns have been added to the file that can be exported from data model. The columns have been added to the Network Data Model and the Custom Objects Data Model so both exports contain the same columns. The columns provide additional information about the data model fields.

The following columns have been added to the exported file.

Column Name	Possible Values	Description
Initial Version Added	Version number	The first time the field was created for at least one country.
Reference Type	Reference type	If the field does not have a reference type, the column is empty.
Default Value	True/False	True if the field has a default value in at least one OpenData country.
HCP Opt Out Behavior	Retain, Blank, Mask	Indicates what happens to the field value if the `data_privacy_opt_out__v` field is set to Yes/True. • `data_privacy_opt_out__v` - The opt out behavior occurs when the record is exported from OpenData to your Network instance. • `data_privacy_opt_out__c` - The opt out behavior occurs when the record is exported from your Network instance to downstream systems.
Default Rankings	Default/Overridden	Identifies if the field rankings have been overridden.
Read Only in (region)	True/False	The value is determined per country. If the field is not available in a country, the column value is always False.
Required in (region)	True/False	The value is determined per country. If the field is not available in a country, the column value is always False.

Example export

The highlighted columns have been added to the exported data model.



Field Name	Localized UI Label	Initial Version Added	Status	Type	Reference Type	Length	Default Value	Custom Field?	Network System Field?	Field Description	HCP Opt-Out Behaviour	Default Rankings	CRM Field Group Name	Available in Andorra (AD)	Read Only in Andorra (AD)	Required in Andorra (AD)
academic_title__v	Academic Title	1.0.0	Active	Reference	HCPAcademicTitle	100	False	False	False	Academic Title	Blank	Default		False	False	False
addresses__v	Set of Addresses	1.0.0	Active	Set			False	False	False	Set of addresses for this Record	Retain	Default		True	False	False
adeli__v	ADELI ID	19R2.0	Deactivated	String		20	False	False	False	ADELI ID. The identifier for HCPs in France.	Blank	Default		False	False	False
alternate_first_name__v	Alternate First Name	19R1.0	Deactivated	String		200	False	False	False	Alternate First Name of the HCP.	Blank	Default		True	False	False
alternate_last_name__v	Alternate Last Name	19R1.0	Deactivated	String		200	False	False	False	Alternate Last Name of the HCP.	Blank	Default		True	False	False
alternate_middle_name__v	Alternate Middle Name	19R1.0	Deactivated	String		200	False	False	False	Alternate Middle Name of the HCP.	Blank	Default		False	False	False
ama_do_not_contact__v	AMA Do Not Contact?	1.0.0	Active	Reference	BooleanReference	20	False	False	False	AMA Do Not Contact?	Blank	Default		False	False	False
ams_id__v	AMS ID	1.5.3	Deactivated	String		10	False	False	False	ID of this record in AMS	Blank	Default		False	False	False

Export the data model

To export the data model, click **Export** at the top of the Network Data Model or the Custom Object Data Model in the Admin console.

Network integrations

VEEVA CONNECTOR

Customers can now communicate with Veeva CRM, Vault, or Nitro using the Veeva Connector feature. Using the Veeva Connector, you can extract object data from CRM or Vault or upload Network data to Nitro. Previously, files had to be created and transferred manually.

The Veeva Connector is enabled by default for all Network instances.

Supported integrations

- **Veeva CRM** - Extract object data to Network FTP using SOQL.
- **Veeva Vault** - Extract object data to Network FTP using VQL.
- **Veeva Nitro** - Upload Network data to Nitro FTP using target subscriptions.

Each integration must be configured in your Network instance.

CRM INTEGRATION

Customers that use Network and Veeva CRM can now extract object data from Veeva CRM and publish the .csv files to Network's FTP server. Previously, users had to manually create the .csv files and load them to the FTP server.

Overview of tasks

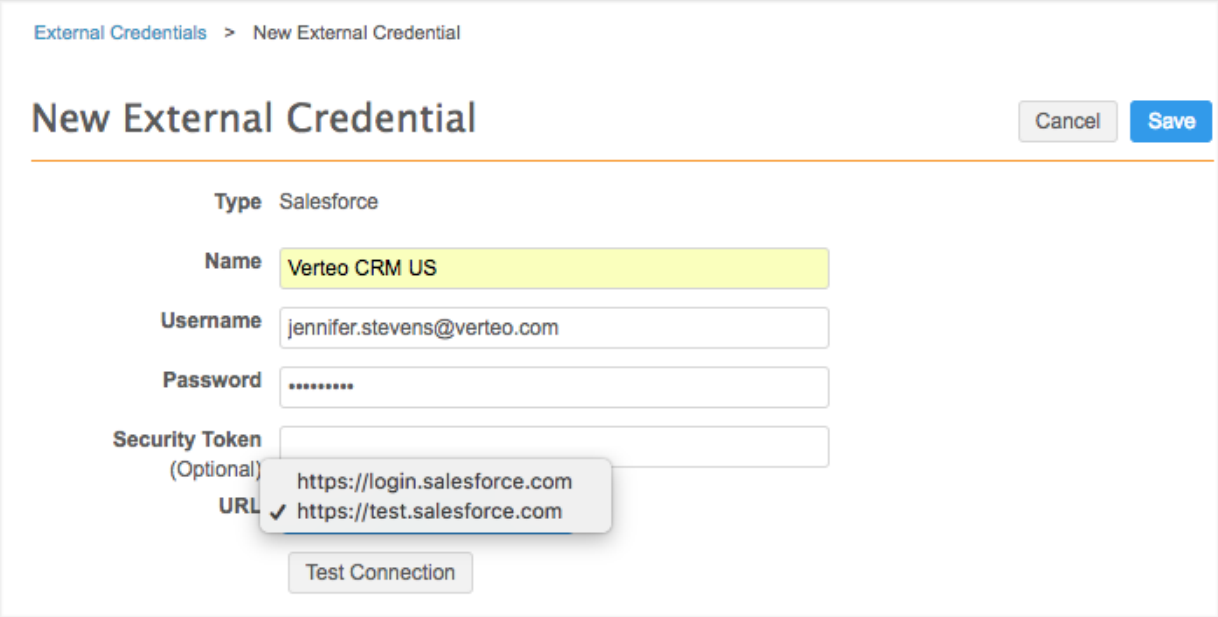
To extract data from CRM, the following tasks must be completed:

- **Add Salesforce credentials to Network** - The credentials are used to connect to Veeva CRM.
- **Create a connector** - Connect to Veeva CRM to extract the object data using SOQL and publish the files to Network's FTP server.

The following sections describe how to complete these tasks.

Salesforce credentials

Add the Salesforce credentials so they are saved in Network and you can refer to them when you are creating the Veeva Connector configuration for CRM.



To add the Salesforce credentials:

1. In the Admin console, click **Settings > External Credentials**.
2. Click **Add Credentials**.
3. In the **New External Credential** dialog, select **Salesforce**. Click **OK**.
4. On the New External Credential page, provide the following information:
    a. **Name** - Type a name for the credential. For example, *Verteo CRM US*. Names must be unique.
    b. **Username** - The CRM integration user ID.
    c. **Password** - The password for the CRM integration user.
5. In the **URL** list, choose one of the following URLs for the Salesforce domain:
    - `https://login.salesforce.com` - Use for production instances.
    - `https://test.salesforce.com` - Use for test instances.
6. Click **Test Connection** to ensure that the credentials are correct.

    Messages will display at the top of the page to indicate if the credentials are valid or invalid, or if there were issues connecting to the Salesforce server (not credential-related).

7. **Save** your changes. If you did not test the credentials, they will be tested now. Invalid credentials will not be saved.

    The credentials are stored and can be used in the Veeva Connector configuration for CRM.

Create a connector to Veeva CRM

Create a Veeva Connector configuration for CRM so you can extract the object data and load it to your Network FTP.

1. In the Admin console, click **System Interfaces > Veeva Connector**.
2. Click **Add Veeva Connector**.
3. In the **Add Veeva Connector** dialog, expand the lists to select the following values:
   - **Connector Type** - CRM
   - **Operation** - Extract

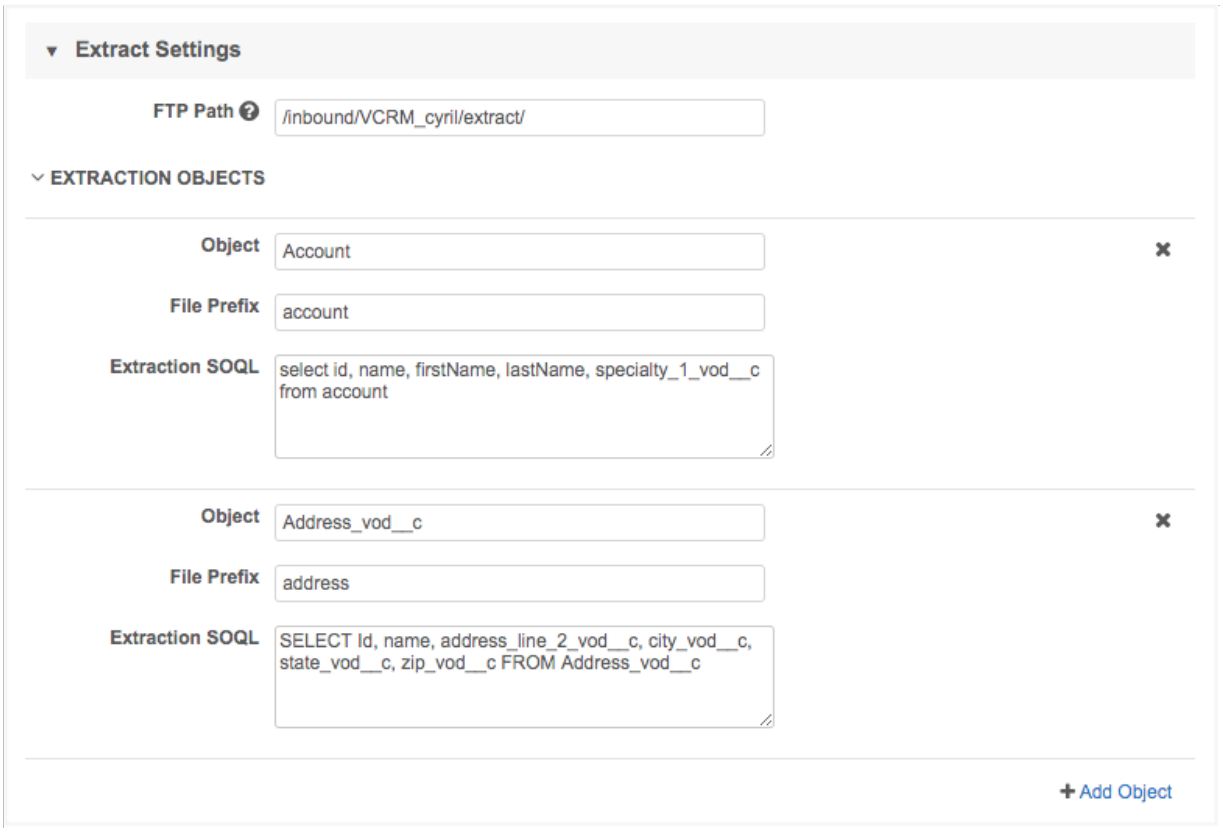
   Click **Next**.
4. In the **Details** section, choose **Enabled** and define the following information:
   - **Name** - Type a meaningful name for the connector.
   - **System** - Choose a system. If you do not have a system configured for CRM, create one by navigating to **System Interfaces >Systems**.
5. Choose the Salesforce credentials in the **Connection Settings** section.

   Click **Test Connection** to ensure that the credentials are valid.
6. In the **Extract Settings** section, define the Network FTP path to store the .csv files that will be extracted from CRM.

   Tip: Define the FTP path that you will use to load the data into Network using a source subscription.
7. Under the **Extraction Objects** heading, specify the objects that will be taken from CRM. For each object, define the following details:
   - **Object** - The CRM object name; for example, `Account`.
   - **File Prefix** - The prefix for the .csv file that will be saved to Network FTP server.

     The .csv file name is the following format: `<prefix>_<organization_id>_<timestamp>.csv`.

     Example: `account_5014000000C8cuI024_20190825_1345.csv`
   - **Extraction SOQL** - The Salesforce Object Query Language (SOQL) query to extract the object from CRM.



To include more objects, click **+ Add Object**.

8. In the **Job Trigger Configuration** section, define the schedule for the job and any subsequent actions that will start when this job finishes.

   Job Schedule - Run the job manually or on a scheduled basis. If you select **Manual**, the job only runs when you click the **Start Job** button on the configuration page.

   Job Triggers - Trigger other actions to start after a job runs.

   Available triggers:

   - **Send email** - Specify users that should be notified for successful and unsuccessful job outcomes.
   - **Start a job** - Start a subsequent job when this job successfully completes. For example, you can start a source subscription to load the data into Network when the CRM extract job completes.

   For more information, see Subscription job triggers.

9. **Save** your changes.

The Veeva CRM integration is complete. When the extract job runs, Network will connect to CRM to retrieve the object data and load the .csv files to Network's FTP server. To load the data into Network, create a source subscription. For more information, see Add a source subscription.

VAULT INTEGRATION

Customers that use Network and Veeva Vault can now extract object data from Vault and publish the .csv files to Network's FTP server. For example, you might want to extract product data from Vault and load it into a custom object that you have enabled in your Network instance.

Overview of tasks

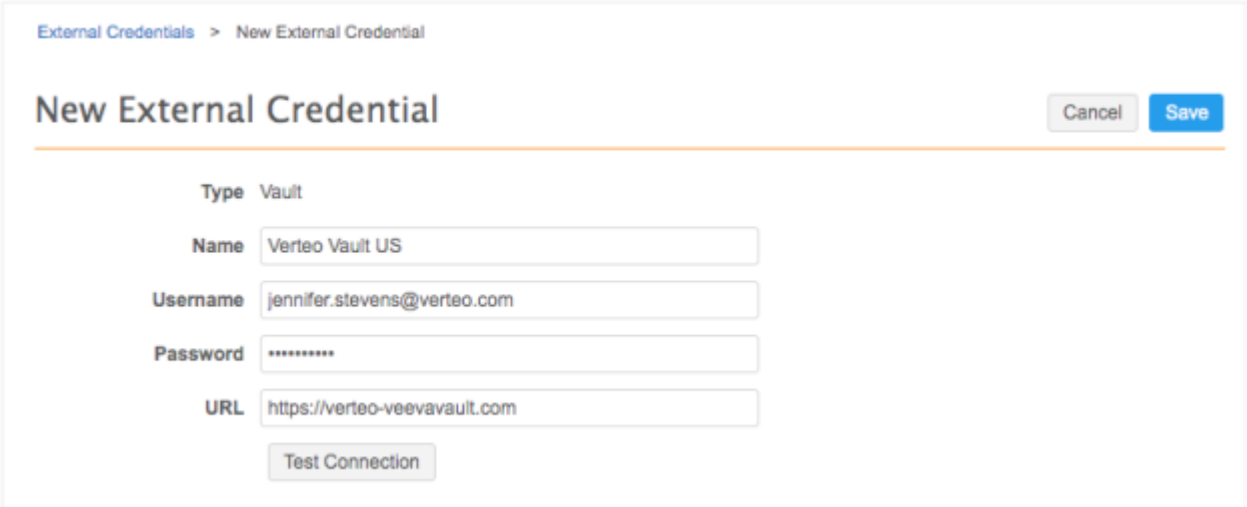
To extract data from Vault, the following tasks must be completed:

- **Add Vault credentials to Network** - The credentials are used to connect to Veeva Vault.
- **Create a connector** - Connect to Veeva Vault to extract the object data using VQL and publish the files to Network's FTP server.

The following sections describe how to complete these tasks.

Vault credentials

Add the credentials to your Vault application so they are saved in Network and you can refer to them when you are creating the Veeva Connector configuration for Vault.



To add the Vault credentials:

1. In the Admin console, click **Settings > External Credentials**.
2. Click **Add Credentials**.
3. In the **New External Credential** dialog, select **Vault**. Click **OK**.
4. On the New External Credential page, provide the following information:
    a. **Name** - Type a name for the credential. For example, *Verteo Vault US*. Names must be unique.
    b. **Username** - The user name to log into your Vault application.
    c. **Password** - The password for the Vault user.
5. In the **URL** list, type the URL for your Vault application:

6. Click **Test Connection** to ensure that the credentials are correct.

   Messages will display at the top of the page to indicate if the credentials are valid or invalid, or if there were issues connecting to the Vault server (not credential-related).

7. **Save** your changes. If you did not test the credentials, they will be tested now. Invalid credentials will not be saved.

   The credentials are stored and can be used in the Veeva Connector configuration for Veeva Vault.

Create a connector to Veeva Vault

Create a Veeva Connector configuration for Vault so you can extract the object data and load it to your Network FTP.

1. In the Admin console, click **System Interfaces > Veeva Connector**.
2. Click **Add Veeva Connector**.
3. In the **Add Veeva Connector** dialog, expand the lists to select the following values:
   - **Connector Type** - Vault
   - **Operation** - Extract

   Click **Next**.

4. In the **Details** section, choose **Enabled** and define the following information:
   - **Name** - Type a meaningful name for the connector.
   - **System** - Choose a system. If you do not have a system configured for Vault, navigate to **System Interfaces >Systems**.
5. Choose the Vault credentials in the **Connection Settings** section.

   Click **Test Connection** to ensure that the credentials are valid.

6. In the **Extract Settings** section, define the Network FTP path to store the .csv files that will be extracted from Vault.

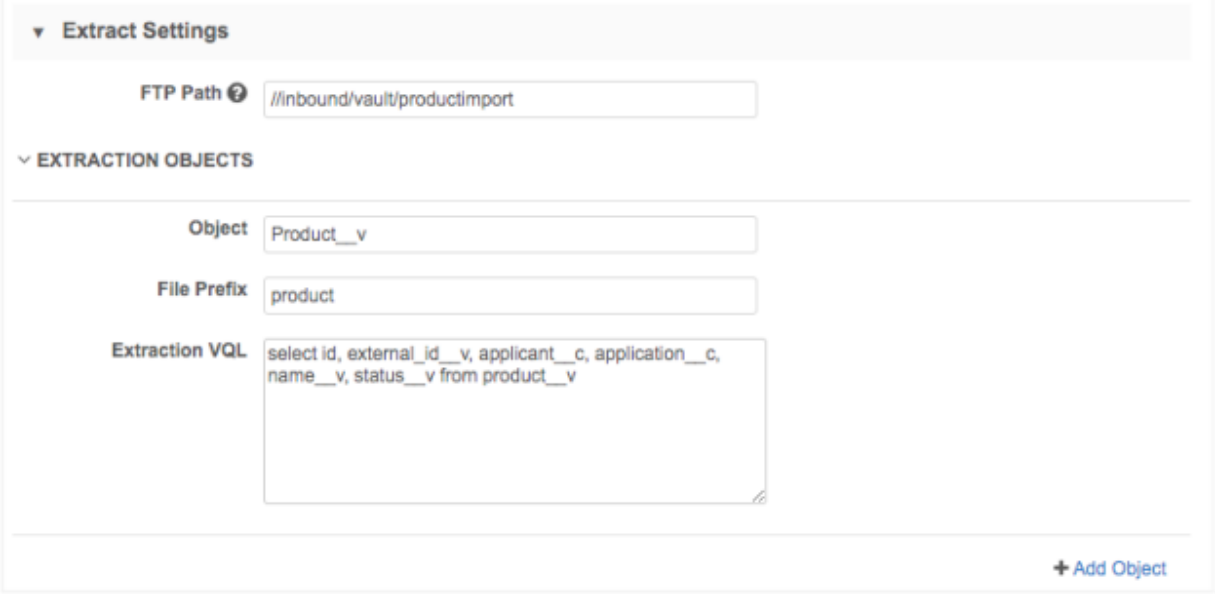
   Tip: Define the FTP path that you will use to load the data into Network using a source subscription.

7. Under the **Extraction Objects** heading, specify the objects to be retrieved from Vault. For each object, define the following details:
   - **Object** - The Vault object name; for example, `product__v`.
   - **File Prefix** - The prefix for the .csv file that will be saved to Network FTP server.

     The .csv file name is the following format:
     `<prefix>_<organization_id>_<timestamp>.csv`.

     Example: `product_5014000000C8cuI024_20190825_1345.csv`.

   - **Extraction VQL** - The Vault Query Language (VQL) query to extract the object data from Vault.



To include more objects, click **+ Add Object**.

8. In the **Job Trigger Configuration** section, define the schedule for the job and any subsequent actions that will start when this job finishes.

   Job Schedule - Run the job manually or on a scheduled basis. If you select **Manual**, the job only runs when you click the **Start Job** button on the configuration page.

   Job Triggers - Trigger other actions to start after a job runs.

   Available triggers:

   - **Send email** - Specify users that should be notified for successful and unsuccessful job outcomes.
   - **Start a job** - Start a subsequent job when this job successfully completes. For example, you can start a source subscription to load the data into Network when the Vault exact job completes.

   For more information, see Subscription job triggers.

9. **Save** your changes.

The Veeva Vault integration is complete. When the extract job runs, Network will connect to Vault to retrieve the object data and load the .csv files to Network's FTP server. To load the data into Network, create a source subscription. For more information, see Add a source subscription.

NITRO INTEGRATION

Customers that use Network and Veeva Nitro can now publish Network data to Nitro. Previously, files had to be loaded manually into Veeva Nitro for processing on a regular basis. The process is now streamlined to reduce the number of manual steps.

Integration highlights

The following steps have been automated to support the upload process:

- Exporting CSV files in individual ZIP files
- Generating Nitro control files (CTL) in Network
- Uploading .zip files and CTL files from Network to Nitro SFTP for processing

Overview of tasks

To publish Network data to Nitro, the following tasks must be completed:

- **Add Veeva Nitro FTP and API credentials to Network** - The credentials are used to publish files to Nitro's FTP server and to connect to Veeva Nitro.
- **Create a system** - The system for Nitro is used for target subscriptions and the Veeva connector.
- **Create a target subscription** - Export the Network data in individual files to your FTP server.
- **Create a connector** - Connect to Veeva Nitro to publish the Network data to Nitro's FTP.

The following sections describe how to complete these tasks.

Veeva Nitro requirements

Veeva Nitro must also be configured to enable the integration with Network. For more information, contact your Veeva Nitro representative.

Add Nitro credentials to Network

Add the Nitro FTP and API credentials so Network can access Nitro.

FTP credentials

Add the FTP credentials so Network can publish files to your Nitro FTP server.

To add the FTP credentials:

1. In the Admin console, click **Settings > External Credentials**.
2. Click **Add Credentials**.
3. In the **New External Credential** dialog, select **Nitro FTP**. Click **OK**.
4. Type the credentials and the URL to the appropriate server.
5. Click **Test Connection** to ensure the credentials are correct.
6. **Save** your changes.

API credentials

These credentials are used to connect to Veeva Nitro.

To add the API credentials:

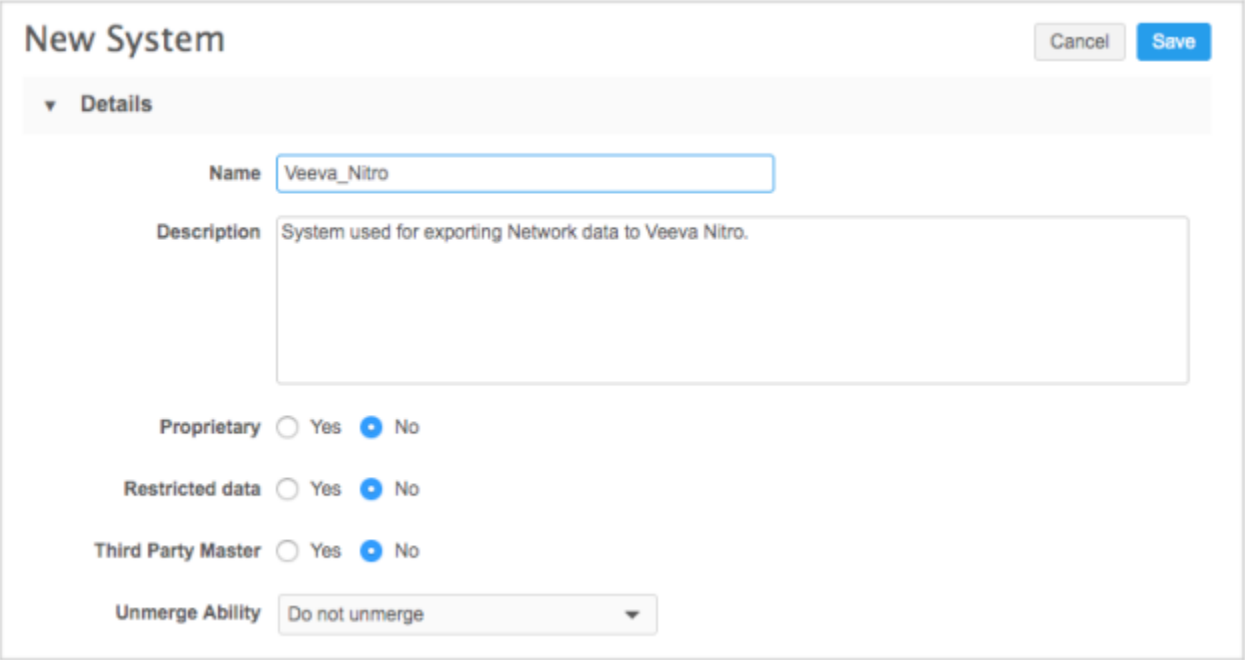
1. On the External Credentials page, click **Add Credentials**.
2. In the **New External Credential** dialog, select **Nitro API**. Click **OK**.
3. Type the credentials that can be used to log into your Nitro application.
4. Type the URL to the Nitro server.
5. Click **Test Connection** to ensure the credentials are correct. Network will connect to Nitro using the SFTP protocol.
6. Click **Generate API Key**. The Nitro API key is used in the CTL file generation.

   If the password changes for these user credentials, the API key becomes invalid. A new key must be generated.
7. **Save** your changes.

Create a system

Create the system (**System Interfaces >Systems**) that you will use for target subscriptions and the connector. The settings for the system are minimal. Ensure that the **Name** and **Description** specifically identifies the system's purpose to avoid confusion.

Example Nitro system



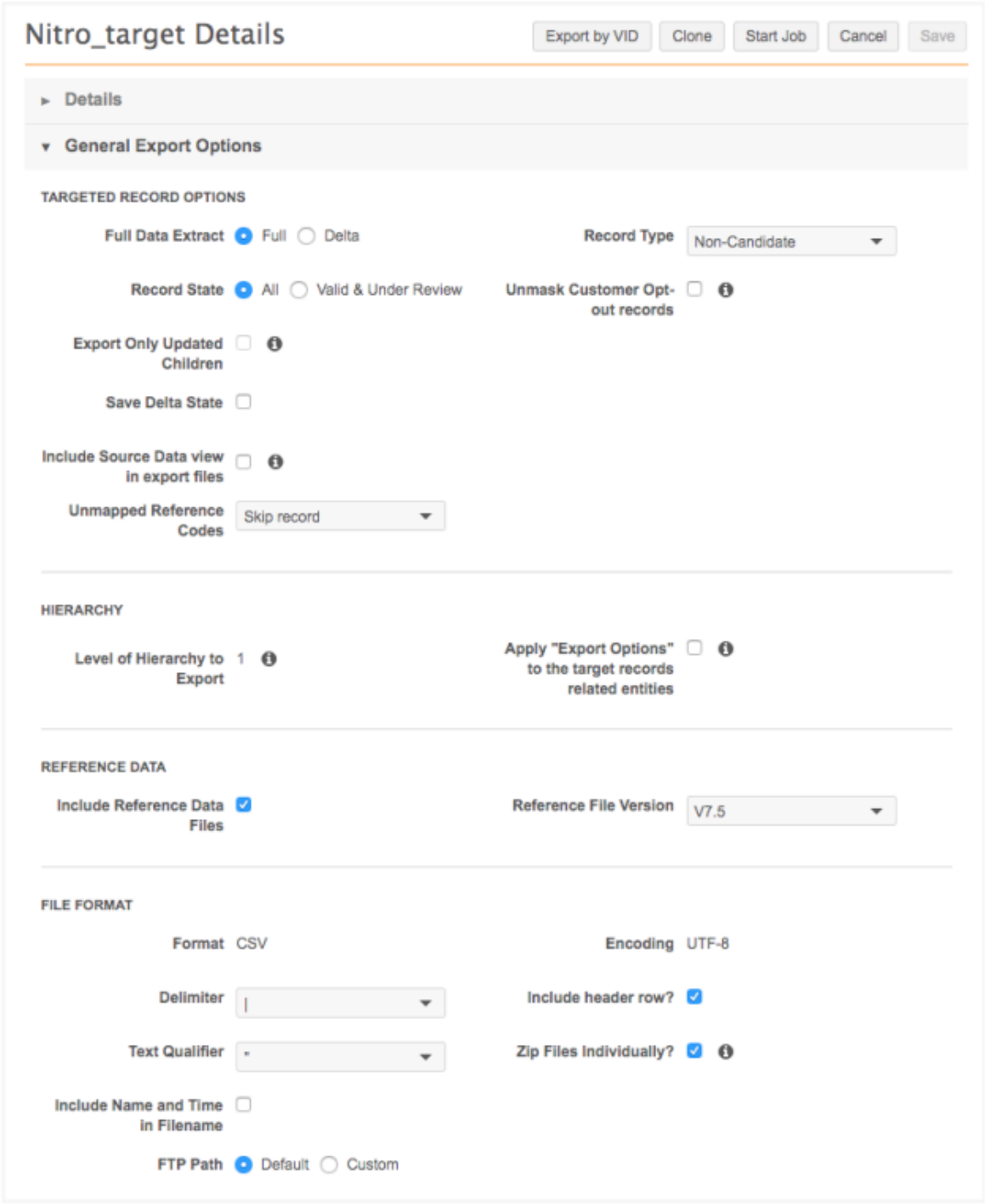
Create a target subscription

Use a target subscription to export data from Network in individually compressed (zip) files so the Network data can be uploaded to the Nitro FTP server.

To create the target subscription:

1. In the Admin console, click **System Interfaces > Target Subscriptions**.
2. Click **Add Subscription**.
3. Configure the subscription **Details** and **General Export Options** sections as usual.

   For information about target subscription settings, see Add a target subscription.
4. In the **File Format** section, select **Zip Files Individually**.
5. Save and run the target subscription.



On the Job Details page, the **FTP Path** indicates if the files were zipped individually.

Example path format:

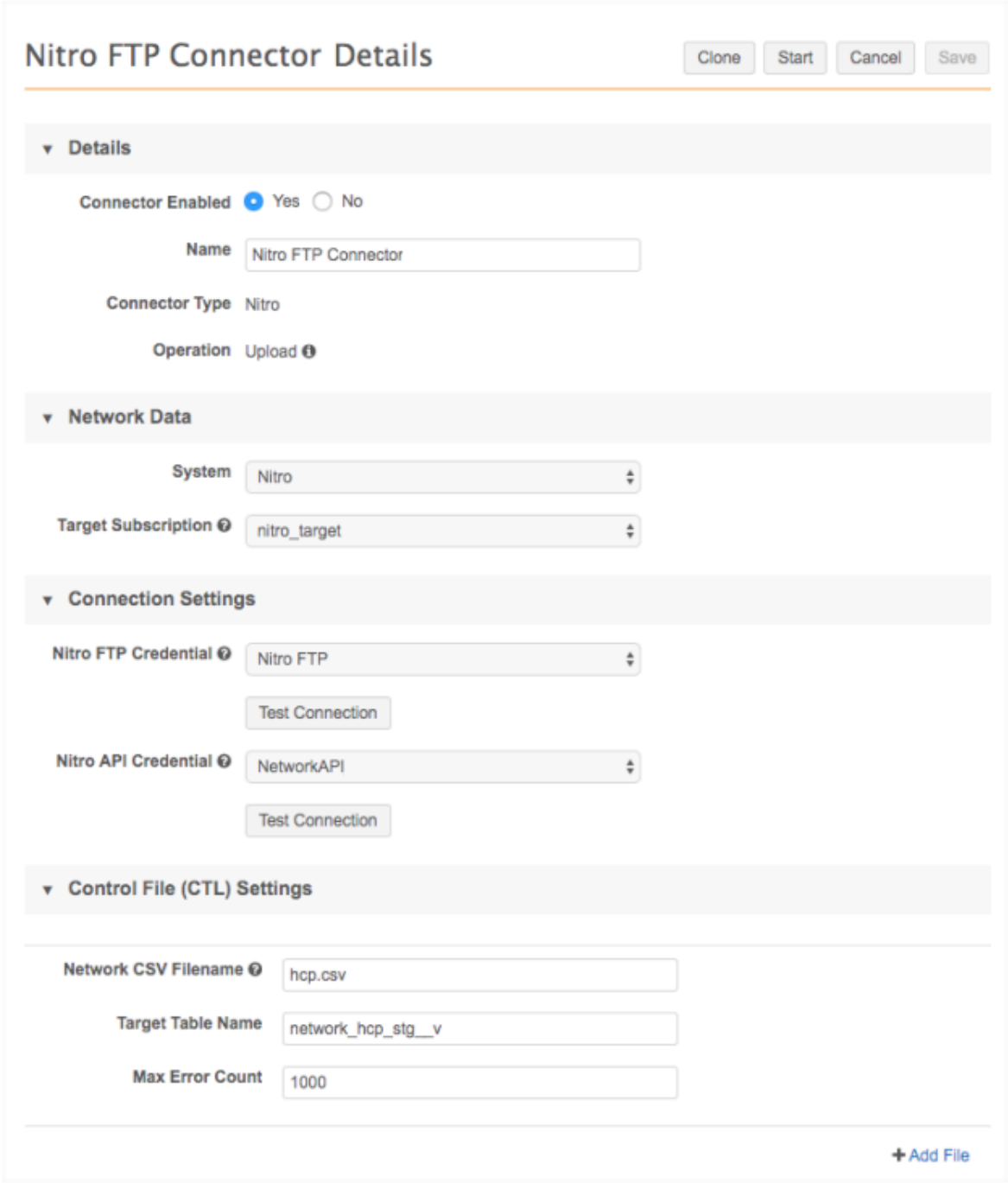
```
/outbound/<system>/<target subscription name>/<sub directory with archive files>
```

Next steps

When the files are uploaded to your Network FTP server, create a connector to Nitro so you can publish the data to Nitro's FTP server.

Create a connector to Veeva Nitro

Configure the Veeva Connector to upload the target subscription data to Nitro's FTP server.



1. In the Admin console, click **System Interfaces > Veeva Connector**.
2. Click **Add Veeva Connector**.
3. In the **Add Veeva Connector** dialog, expand the lists to select the following values:
   - **Connector Type** - Nitro
   - **Operation** - Upload

   Click **Next**.
4. In the **Details** section, choose **Enabled** and type a **Name** for the connector.
5. Define the following details in the **Network Data** section:
   - **System** - Select the Nitro system that you created.
   - **Target Subscription** - Select the target system that you used to export the data for Nitro.
6. Specify the Nitro credentials in the **Connection Settings** section:
   - **Nitro FTP Credential** - Choose the credential that you created for Nitro FTP.
   - **Nitro API Credential** - Choose the credential that you created for Nitro API.

   For each credential, click **Test Connection** to ensure that the credentials are valid.
7. In the **Control File (CTL) Settings** section, define the following details:
   - **Network CSV Filename** - The name of the .csv file that you exported in the target subscription; for example, `hcp.csv` or `address.csv`.
   - **Target Table Name** - The name of the staging table in Veeva Nitro.
   - **Max Error Count** - Set a maximum number of errors that can occur before the job stops processing.

   To include more files, click **+ Add File**.
8. In the **Job Trigger Configuration** section, define the schedule for the job and any subsequent actions that will start when this job finishes.

   Job Schedule - Run the subscription manually or on a scheduled basis. If you select **Manual**, the subscription only runs when you click the **Start Job** button on the subscription page.

   Job Triggers - Trigger other actions to start after a job runs.

   Available triggers:

   - **Send email** - Specify users that should be notified for successful and unsuccessful job outcomes.
   - **Start a job** - Start a subsequent job when this job successfully completes.

   For more information, see Subscription job triggers.
9. **Save** your changes.

When the job runs, Network generates the .ctl files and connects to the Nitro FTP to publish the files.

API updates

The Network API is updated to support the integration with Nitro. For more information, see the "API" section in these *Release Notes*.

General updates

HOME DASHBOARD

The Home dashboard for administrators is updated to include dashboard widgets that were previously available only to data managers. These widgets are available by default. Administrators can add them to their dashboard using the **Manage Dashboard** button on their home page.

The following dashboard widgets are now available for administrators:

- **Task Breakdown Today** - Displays all of the tasks in your local timezone.
- **DCRs Created and Processed by Hour** - Displays the number of DCRs that were created and processed in the last 24 hours.
- **Steward Productivity over Time** - Identifies the number of tasks processed by data steward for the past week.

> **Note:** For the three dashboard widgets above, administrators must belong to inbox task groups to have access to the available data.

- **Data Quality Results** - Displays the latest results for data quality reports run in the Network instance.

For more information, see the Home dashboard topic in the *Veeva Network Online Help*.

API

UPDATES TO SUPPORT THE NITRO INTEGRATION

The Network API is updated to support the Veeva Nitro-Network integration.

Create target subscription job

New parameter

The following parameter is now supported. It is not required.

- `export_archive`

Values

- **all** - Compress all .csv files into a single .zip file. The .zip file will be exported to the specified path in the target subscription (if not specified, the default path is used).
- **individual** - Compress each .csv file into an individual .zip file. The .zip files will be exported to a separate subfolder in the specified path in the target subscription (if not specified, the default path is used).
- **none** - Does not compress .csv files. Files will be exported to a separate subfolder in the specified path in the target subscription (if not specified, the default path is used).

Sample request

```
POST
https://my.veevanetwork.com/api/v18.0/systems/Nitro/target_subscriptions/nitro_dwh/job
?export_archive=individual
```

Create subscription job

The `export_archive` parameter and values are also supported in the Create Subscription Job API for target subscriptions.

Sample request

```
POST https://my.veevanetwork.com/api/v18.0/subscriptions/nitro
dwh/job?export_archive=individual
```

Retrieve target subscription job

API Response fields

These new response fields are used in the control file (CTL) generation.

- **exportFormatDelimiter** - The .csv delimiter.
- **exportFormatTextQualifier** - The .csv text qualifier.
- **export_archive** - The archive mode of the target subscription.

Sample response


```
{
   "responseStatus": "SUCCESS",
   "subscriptionId": 15,
   "subscriptionName": "targetSubscriptionCustomer",
   "durationInMilliseconds": 2000,
   "type": "MANUAL",
   "errorCount": 0,
   "badRecordCount": 0,
   "exportReferenceCount": 0,
   "exportFull": true,
   "exportIncludeReference": false,
   "exportUpdatedChildOnly": false,
   "exportSetSubscriptionStateOnFull": false,
   "exportFormat": "CSV",
   "exportReferenceVersion": "4",
   "exportActiveOnly": false,
   "jobExportCount": {
     "LICENSE": 3961,
     "RELATION": 333,
     "HCO": 819,
     "HCP": 1060,
     "ADDRESS": 1801,
     "EXTERNALKEYS": 8038
   },
   "job_id": 453,
   "job_status": "COMPLETE",
   "created_date": "2019-06-17T10:58:49.000-08:00",
```

```
   "data_revision_first": "0",
   "data_revision_last": "929335226137870335",
   "export_package_path":
"export/change_request/targetSubscriptionCustomer/exp_000001C5.zip",
   "total_records_exported": "1879",
   "completed_date": "2019-06-17T10:58:51.000-08:00",
   "export_archive": individual,
   "exportFormatDelimiter":"|",
   "exportFormatTextQualifier":"\""
 }
```


Retrieve subscription job

The new response fields are also supported for target subscriptions in the Retrieve Subscription Job API.

- **exportFormatDelimiter** - The .csv delimiter.
- **exportFormatTextQualifier** - The .csv text qualifier.
- **export_archive** - The archive mode of the target subscription.

More information

For more information about the Network - Nitro integration, see the "Nitro integration" topic in these *Release Notes*.