

To Our Valued Customer;

SAISON INFORMATION SYSTEMS Co., Ltd.

HULFT Technical Support Center

Information about the DataSpider Servista's Patch Release for
Additional Authentication Method for Tableau Online

We value the trust you have put in our technical support service and would like to thank you for that.

We would like to announce the release of a patch module for the Tableau adapter in DataSpider Servista that adds authentication methods to Tableau Online.

If you are connected to Tableau Online using the Tableau adapter or considering using it in the future, please check the following information and apply the patch module.

1. Applicable Products and Versions

- DataSpider Servista with Software Protection 4.0 SP1 or later versions.

2. Range of Influence

- Tableau Adapter
 - ※It will only affect you if you are connected to Tableau Online.

3. Support Details

Tableau has announced that multi-factor authentication will be required for Tableau Online.

With the activation of multi-factor authentication, authentication using PAT (Personal Access Token) will be required when connecting from the Tableau adapter. However, the current Tableau adapter only supports password authentication, so the connection will no longer be available.

Therefore, we will now support authentication using PAT.

4. Future Support

We will release a standalone patch to support authentication using PAT for the latest service packs of the following DataSpider Servista versions.

- DataSpider Servista with Software Protection 4.2 SP4
Scheduled Release Date: April 2022

■ Notes

If you enable multi-factor authentication on the Tableau Online side before applying the patch, you will not be able to connect from the Tableau adapter.
Therefore, please be careful not to enable multi-factor authentication before applying the patch.

■ Reference Information

Tableau Online MFA (multi-factor authentication) FAQ

<https://kb.tableau.com/articles/howto/tableau-online-mfa-multi-factor-authentication-faq>

5. Contact for inquiries regarding this information

Please contact your technical support service contractor.

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【Revision History】

January 7 th , 2022	First edition created
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