# IBSNOW: FAQ

## General

**I am interested in IoT Bridge for Snowflake. How do I set it up?**

**Where can I get more information on MQTT Transmission and setting it up?**

**I have a logging error of "Failed to load the private key based on <PRIVATE KEY>"**

**I have a warning error of "400 Status"**

**Is the Ingestion able to handle a UNS Topic Namespace or only Sparkplug B?**

Currently, only Sparkplug B is supported

**Where can we find the machine models data?**

All machine models can be found in the NODE_MACHINE_REGISTRY_VW view

**How does the *snowflake_streaming_channel_scheme = EDGE_ID* work?**

The channel scheme setting defines how IBSNOW connects to the Snowflake streaming endpoint. A channel represents a logical, named streaming connection to Snowflake. When you choose EDGE_ID as your channel scheme, IBSNOW will make a separate connections to the Snowflake streaming endpoint for each unique Sparkplug edge node.

**Why are my SPARKPLUG_DEVICE_MESSAGES table and NODE_MACHINE_REGISTRY_VW view empty?**

If you are not publishing MQTT Sparkplug messages formatted using Sparkplug templates, these will not be populated as the templates are used to create and maintain the NODE_MACHINE_REGISTRY_VW view. The payload will be present in the SPARKPLUG_RAW table.

If you are using Ignition and MQTT Transmission, you will need to ensure that your Transmitter is configured with Convert UDTs set to False

**Are Edge Level UDTs supported?**

Currently only device level UDTs are supported.

**How do I increase the max heap / max memory allocation for the IoT Bridge?**

Update the following configuration option in /opt/ibsnow/yajsw/conf/wrapper.conf (default is 1024MB)

wrapper.java.additional.4 = -Xmx1024m

**I have data in the SPARKPLUG_RAW table but not in the SPARKPLUG_DEVICE_MESSAGES table**

The most common cause is that the stream on the source view is stale. Review the Stream Staleness document on identifying, correcting and avoid future stream staleness

**Azure Marketplace offering fails to deploy with subscription error**

**I am not getting data uploaded to Snowflake**

If you are failing to upload data to Snowflake, check the common items below:

- Review our config docs and sanity check your configuration
- Make sure Ingest user doesn't have 'must change password' set to true
- Ingest user has been granted the CL_BRIDGE_PROCESS_RL role