

# IBSNOW: FAQ

## General

[I am interested in IoT Bridge for Snowflake. How do I set it up?](#)

[How do I find my Azure MarketPlace Billing ID](#)

[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