# 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?**

Sparkplug B is supported as well as non-Sparkplug data via the 'Snowflake Raw MQTT Application Enabled' flag

**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 [Chariot_Install_Dir]/yajsw/conf/wrapper.conf (default is 2 GB)

wrapper.java.additional.3 = -Xmx2g

The following would set it to 4 GB:

wrapper.java.additional.3 = -Xmx4g

Note this is the max heap allocation for all of Chariot.

**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

**I am seeing "Throttled due to memory pressure" warnings in the log**

The usual cause for this error is that Snowflake is throttling the data throughput because too much data is trying to be pushed through too few channels.

By default, in the configuration the 'Streaming Configuration  Channel Scheme' = EDGE_ID which means there is a channel per Sparkplug Edge Node.

We can increase the number of 'streaming channels' available for pushing to Snowflake streaming ingest services by modifying the schema to read 'Stream ing Configuration  Channel Scheme' = DEVICE_ID which will create a channel on a per Sparkplug Device basis.

By increasing the number of channels, we should be able to increase the throughput and free up the memory backup.