

# Troubleshooting DataSync for Snowflake Issues

Gold

Below are some common issues you may come across while using DataSync for Snowflake. Contact [support@perspectium.com](mailto:support@perspectium.com) if your issue is not listed below or you have any other questions.

## Connection Issues

When starting the meshlet, you may encounter connection issues showing the following error messages. See below for some areas to check to troubleshoot these issues.

Verify if the [ACCOUNT](#) connection parameter was specified. Depending on your version of Snowflake, this parameter can be either **ACCOUNT** or **ACCOUNT\_NAME** and should be specified in the [connectionUrl](#) configuration.

```
connectionUrl: jdbc:snowflake://<account>.<region>.snowflakecomputing.com/?ACCOUNT=<account>
```

```
connectionUrl: jdbc:snowflake://<account>.<region>.snowflakecomputing.com/?ACCOUNT_NAME=<account>
```

Verify the [database](#) is valid and one the user has access to.

Verify the [warehouse](#) is valid and one the user has access to.

Verify the [schema](#) is valid and one the user has access to.

Verify the [role](#) is valid and one that has access to the database, warehouse and schema specified.

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## General Issues

When the meshlet is running, you may encounter issues showing the following error messages. See below for some areas to check to troubleshoot these issues.

Verify databaseConfig.json file exist in ./static/config/databaseConfig.json and has required fields.

Verify the ServiceNow credentials are correct and the user specified has the proper [role](#).

Verify the encryption key in the yaml configuration file (.yaml) matches the key from the sharing source.

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Can't find what you're looking for?

See [the FAQ](#) or browse the [Perspectium Community Forum](#).

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## Similar topics

- [DataSync for Snowflake](#)
- [Create a ServiceNow bulk/dynamic share for Snowflake](#)
- [Get started with DataSync for Snowflake](#)
- [Meshlet Configurations for Snowflake](#)
- [Meshlet Configurations for Jira](#)

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## Contact Perspectium Support



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