

**Troubleshooting SCIM issues**

Purpose of the document:

Adding users to a specific Active Directory group automatically creates them in Snowflake. If there is a delay (over 30 minutes), check the SCIM token validity.

A ticket will be created to assign the user to the group in Active Directory called Snowflake Data Warehouse – User. SCIM allows the user to be automatically created within Snowflake Ponce the user is added as a member to this group. In most cases this is resolved within 10 minutes the user will show up in the Snowflake Users List. If after 30 minutes the user has not populated, then there might be an issue.

The first thing that can be attempted is running the following stored procedure:

CALL dba.info.GetSCIMToken();

This will populate the most current token and show if it is actively validated:

1. Create a request that can be sent to HD-IT-Security group in Jira to have the appropriate team to look at.

If the token is not actively validated,

There will need to be a process of recreating the token:

1. Log into Snowflake as SYSADMIN or ACCOUNTADMIN execute the following script:

SELECT system$generate\_scim\_access\_token('GENERIC\_SCIM\_PROVISIONING')

1. Take the results that is populated on the screen and create CyberArk entry then create a ticket to the HD-IT-Security group in Jira for the security group to apply to Pingfederate.

**Note: All Tokens should be resolved a week prior to expiration. There is active work to create an alert or mechanism to handle this so that it is not dependent on one person.**