

Support

Stuck on something? We're here to help.

Troubleshooting

We've all been there: You're building something, and it's not working quite as expected. (Don't give up - it might just be a typo!).

Your first action should always be to look closely at the error. In general, the Tinybird UI tries to give you direct feedback and notifications if it spots anything going wrong, and you can use Tinybird's [Service Data Sources](#) to get more details on what's going on under the hood in your data and queries.

There is also a wealth of knowledge in the docs, and in Tinybird's blog - www.tinybird.co/blog.

FAQs

There are a handful of common questions that get asked. In no particular order, these are:

How do I... iterate a Data Source?

If you're using version control to manage your Workspace, you manage iterating the Data Source using the version control process. We recommend you read the docs on [version control](#) and then explore the GitHub repo with [examples for iterating different things](#) to understand the process. Be careful: Iterating Data Sources often needs a careful approach to [backfilling data](#).

If you're **not** using version control to manage your Workspace, follow the [Iterating a Data Source Guide](#).

How do I... change a sorting key or a type?

Both of these changes require you to iterate the Data Source (see above).

How do I... copy/move data?

You have two options when it comes to moving or copying data.



1. [Copy Pipes](#): the recommended option. Tinybird provides Copy Pipes purely to make copying data between Data Sources easier.
2. [Materialized Views](#): The legacy way to copy data. You can either create a materialization over a Data Source with a compatible schema, or you can create a new materialization.

Once created and linked, there is a populate to copy all the data from the origin to the destination, and for each new ingest on the origin, it will also send the data to the destination.

How do I... recover data from quarantine?

The quickest way to recover rows from quarantine is to fix the cause of the errors and then re-ingest the data. However, that is not always possible. Read the [docs on recovering data from quarantine](#).

You can also use the [Service Data Sources](#), especially `datasources_ops_log`. There is also a `Log` tab on each of your Data Sources in the UI, which displayed the information from `datasources_ops_log`.

How do I... know if there was an error on an endpoint?

Your Tinybird API Endpoints return standard HTTP success or error codes. For errors, the response also includes extra information about what went wrong, encoded in the response as JSON. See the docs on [API errors](#) for more information.

How do I... know how much I'm consuming and how much I'm going to pay?

Great idea! Monitoring you usage is really helpful. Use the [Service Data Sources](#) and, if you're part of an Enterprise account, check your [Consumption overview in the Organizations UI](#).

Get help

If you haven't been able to solve the issue, or it looks like there is a problem on Tinybird's side, get in touch. You can always reach out to us and the community in the [Tinybird Slack](#) or email us at support@tinybird.co.

If you have an Enterprise account with Tinybird, contact us using your shared Slack channel.

Give feedback

Can't find what you need or spotted a typo? Let us know! We really appreciate your feedback - submit it [in this form](#).

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