pravidha

Pramana

Operations and Troubleshooting

Governance evidence for Snowflake — classification, policy coverage, drift, audit packs

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For whoever keeps Pramana running: the schedule, upgrades, retention, cost, alerts, what to do when something looks wrong, and how to move from the trial to the full version.

Day to day

- **Schedule.** `GOV_START` creates and resumes the nightly task; `GOV_STOP` suspends it; `GOV_STATUS` shows its state and the last run. Nothing else runs on its own.
- **Upgrades.** Snowflake upgrades the application in place. The policy pack and every snapshot and pack survive; a schedule that was running keeps running.
- **Retention.** `CALL PRAMANA.CORE.GOV_RUN('PURGE', NULL);` drops snapshots, and the findings, drift and packs built on them, older than `EVIDENCE_RETENTION_DAYS`. The two newest are always kept.
- **Cost.** A nightly run is a handful of metadata queries plus Pramana's own inserts, on serverless compute. The credits appear under the application's name in your account's usage views.
- **The run log.** Every engine call is a row in `PRAMANA.GOV.GOV_RUN_LOG` with its summary or its error. It is the first place to look.

A quick health check at any time:

```
CALL PRAMANA.CORE.GOV_STATUS();

SELECT STARTED_AT, ACTION, STATUS, ERROR FROM PRAMANA.GOV.GOV_RUN_LOG ORDER BY STARTED_AT DESC LIMIT 10;
```

Be told when governance weakens

Pramana cannot send e-mail itself, so the alert is yours, in a schema of your own, through your own notification integration:

```
CREATE OR REPLACE ALERT <my_db>.<my_schema>.PRAMANA_WEAKENING_ALERT
  SCHEDULE = '60 MINUTE'
  IF (EXISTS (
    SELECT 1 FROM PRAMANA.CORE.GOV_DRIFT_OPEN_V
     WHERE WEAKENING
       AND DETECTED_AT > COALESCE(SNOWFLAKE.ALERT.LAST_SUCCESSFUL_SCHEDULED_TIME(), '1970-01-01'::TIMESTAMP_LTZ)))
  THEN CALL SYSTEM$SEND_EMAIL('<my_email_integration>', 'data-governance@example.com',
       'Pramana: governance weakened', 'Review the Drift page of PRAMANA_REVIEW.');

ALTER ALERT <my_db>.<my_schema>.PRAMANA_WEAKENING_ALERT RESUME;
```

The role that owns the alert needs `PRAMANA_AUDITOR`. Pramana also writes a `WARNING` line (`pramana.weakening`) to your account's event table for each run that finds weakening drift.

Moving from the trial to the full version

The Marketplace listing is a trial of the whole product, for the period shown on the listing. Nothing is switched off; the consoles show **TRIAL** in the sidebar. When the period ends, Snowflake suspends the application.

To keep using Pramana, select **Request** on the listing. Pravidha replies with terms and shares the full version with your account as a private listing. Snowflake installs that as an application of its own; it does not turn the trial into the full version. So, before the trial ends:

Step 1. Keep your policy pack. If you loaded it from CSV files you already have it, and the full version takes the same files in one call (`GOV_LOAD_CONFIG`). If you only used the Setup page, it is a minute to enter again.

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Step 2. Download the evidence packs you want to keep. Console → Evidence → Take it away, or:

```
SELECT PACK_ID, FRAMEWORK, GENERATED_AT, PACK_SHA256, TO_JSON(PACK) AS PACK_JSON, PACK_MD
  FROM PRAMANA.GOV.GOV_EVIDENCE_PACK;
```

Step 3. Remove the trial and install the full version from the private listing under the same name, so that every statement in this documentation works as written:

```
CALL PRAMANA.CORE.GOV_STOP();
DROP APPLICATION PRAMANA CASCADE;

CALL SYSTEM$ACCEPT_LEGAL_TERMS('DATA_EXCHANGE_LISTING', '<global name of the private listing>');
CREATE APPLICATION PRAMANA FROM LISTING '<global name of the private listing>';
```

The private listing has terms of its own, and the third statement accepts them. Run it as yourself, not as a service user; Snowflake refuses the install until it has been done, here or on the listing's page in Snowsight.

Step 4. Make the grants again. The three `GRANT DATABASE ROLE` statements and your application-role grants belong to an installation, so they are made again on the new one (Install and Setup).

History starts again in the full version: snapshots, drift and review decisions stay with the trial. If you would rather keep the trial beside it for a while, install the full version under another name.

Troubleshooting

Symptom	Likely cause	What to do
Installing from a worksheet fails with "Application cannot be installed because the terms for the associated listing … have not been accepted"	The listing's terms have not been accepted on this account. Snowflake requires that before any install from a listing	Run `CALL SYSTEM$ACCEPT_LEGAL_TERMS('DATA_EXCHANGE_LISTING', '<listing global name>');` as yourself (not a service user), or accept the terms on the listing's page in Snowsight. Then install again
A remediation statement fails with "Database … does not exist or not authorized"	The statement is fine; the role running it has no access to that database. Or the built-in sample is loaded, and the database is one of the sample's fictional ones	Run the statements with the role that owns the tables, or one that holds the privileges to apply tags and policies (Closing findings). The sample's statements cannot be run: clear the sample, scan your own account, and generate them again
A statement you have already run is still on the Remediation page	No scan has seen the change yet. A batch is written from the latest evaluation, which goes by the latest scan, and `ACCOUNT_USAGE` runs up to two or three hours behind your account	Give the views time to catch up, then scan and evaluate again (Run page, or the nightly run) and generate the statements once more. Closing findings
A scan fails with "cannot read SNOWFLAKE.ACCOUNT_USAGE…"	One of the three viewer roles is not granted	The message names the role. Install and Setup
A scan fails with "GOV_SCOPE has no enabled database"	Nothing is in scope yet	Setup → Scope

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Symptom	Likely cause	What to do
A scan fails with "the built-in sample is loaded"	The sample is still in place	`CALL PRAMANA.CORE.GOV_SAMPLE_CLEAR();`
A scan returns 0 tables	The database name in the scope differs from the real one, or the database is newer than `ACCOUNT_USAGE` has caught up with	Check `GOV_SCOPE`; wait a few hours for a new database
Tags or policies you just set are not in the snapshot	`ACCOUNT_USAGE` latency	They appear in a later run
POL-01 or POL-02 report a policy as missing that you know is attached	`ACCOUNT_USAGE.POLICY_REFERENCES` does not list the attachment yet. The control's note says so when the view is empty for the whole account	Check with `SELECT COUNT(*) FROM SNOWFLAKE.ACCOUNT_USAGE.POLICY_REFERENCES`; the finding clears in the first run after the view lists it
`VALIDATE` lists problems	The pack refers to something it does not define	Fix the row it names
The queue is empty but columns are obviously sensitive	No classifier result and no name rule matches	Add `NAME_REGEX` rules, or classify the tables
Decisions show `UNRECORDED`	`READ SESSION` is not granted	Install and Setup
DQ-01 is `SKIPPED`	No Vigil source enabled, or Pramana may not read its view	The Vigil recipe in the Administrator Guide
`GOV_SAMPLE_LOAD` refuses	The installation already holds snapshots of your account	Explore the sample in a second installation
`GOV_START` returns an error about the schedule	`NIGHTLY_SCHEDULE` is not a task schedule	`USING CRON <expression> <time zone>`, or `<n> MINUTES`
A console page shows a permission message	That action lives in another console	PRAMANA_REVIEW for stewards, PRAMANA_CONSOLE for admins

Questions people ask

Does Pramana read my data? No. It reads metadata from `ACCOUNT_USAGE`: which tables and columns exist, which tags and policies are attached, who has been granted what, and whatever classifier results your account already holds. It has no privilege on your tables.

Does it change anything? No. It writes only inside itself. Every fix is a statement you run.

Can I use my own taxonomy and tag? Yes. Any tag, any values.

How current is it? As current as `ACCOUNT_USAGE`: up to two or three hours behind. For evidence produced nightly, that is a sound trade for needing no access to your databases.

How do I share a pack with an auditor? `PACK_MD` is a Markdown document, `PACK` is the JSON, `PACK_SHA256` is the seal. The Evidence Guide shows how to take one away and how the auditor checks it.

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Which editions of Snowflake? Enterprise Edition or higher for scanning your own account, because tags, masking policies, row access policies and classification are Enterprise features. The built-in sample runs anywhere.

Is there a version I can run under my own roles? Yes. Pramana also exists as a standalone install, which adds a live-metadata mode and the option to apply approved fixes itself. Ask us.

Removing Pramana

```
CALL PRAMANA.CORE.GOV_STOP();
DROP APPLICATION PRAMANA CASCADE;
```

That removes the application, its schedule, the policy pack and every snapshot and evidence pack it holds. Export the packs you need to keep first, with the query under "Moving from the trial to the full version".

Getting support

Problems and requests: **support@pravidha.com**, on any day and at any hour. We aim to send a first reply within two hours. It helps to include the output of `CALL PRAMANA.CORE.GOV_STATUS();` and the row of `GOV_RUN_LOG` for the run in question.

If you want Pravidha to see the application's errors and warnings while a problem is investigated, you can switch on event sharing for the application in Snowsight, and switch it off again afterwards. Nothing is shared unless you do.

General questions about Pramana or Pravidha: **info@pravidha.com**.

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