Data Warehouse Service (DWS)
8.1.3.331

References

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1 Logs

1.1 Overview

Introduction

Logs record system running status and process execution status, serving as a basis for users to collect fault information and helping maintenance engineers check the system status and locate faults.

Log functions include but are not limited to the following:

- Recording system running status and action information
- Detecting and recording internal errors, including the error conditions, environments, and trajectory

GaussDB(DWS) logs are classified into management logs and tenant logs.

- Management logs: record run logs of each microservice on the management side during GaussDB(DWS) cluster provisioning, and interaction logs between the GaussDB(DWS) cluster and BMS, VPC, IAM, and ECS components. These logs are used to analyze and locate exceptions that occur during GaussDB(DWS) cluster provisioning.
- Tenant logs: include operation logs of tenants on ManageOne Operation Portal and logs on the GaussDB(DWS) cluster side.
  - ManageOne Operation Portal operation logs: For details, see "References > Logs > Log Management > Tenant Operation Logs" in the *Huawei Cloud Stack 8.3.1 Maintenance Guide*.
  - GaussDB(DWS) cluster logs: run logs of internal components (including CN, DN, GTM, and CMS), cluster upgrade logs, cluster scale-out logs, gs command logs, and database audit logs

    📖 NOTE

    The tenant logs in this section mainly refer to the logs on the GaussDB(DWS) cluster side.

This document describes the meanings, formats, parameters, and examples of different run logs to help maintenance engineers quickly locate faults.

- Log Description: describes the information recorded in a log or the usage of the log.

- Log File Naming: describes the naming rule of log files.

- Log Format: describes the elements contained in a log.

- Log Parameters: describes parameters included in a log, such as the log level. **Table1 Log levels** describes log levels and their meanings.

Table 1-1 Log levels

Level	Description
DEBUG	Records the system working process, including the log information and related parameters of each operation.
INFO	Records the system running workflow and key steps involved in the workflow.
WARN	Records the problems or exceptions that may occur during system running.
ERROR	Records the errors that occur during system running.

- Log Example: provides typical examples of a log.

Log List

☐ NOTE

Log paths are classified into container and host log paths. You can log in to the host where the management side is located to view the system logs, and log in to the pods to view the microservice logs.

Table 1-2 Management logs

Microservice Name	Log Type	Log Name	Log Path (Container)	Log Path (Host)
All microservices on the management side	System log	messages	-	/var/log
		secure	-	/var/log
		audit.log	-	/var/log/audit
dwscontroller	Tomcat	internal-dws*.log	/opt/cloud/3rdComponent/tomcat/logs	/var/log/dws/controller
		localhost_access_log-dws*.txt		

Micros ervice Name	Log Type	Log Name	Log Path (Container)	Log Path (Host)
		ossres-dws*.log		
		localhost-dws*.log		
		audit-dws*.log		
		wlm-dws.log		
		catalina.out		
	Call chain log	tracesdk-dws.log	/opt/cloud/ 3rdComponent/ tomcat/logs/dws/ hwctrace	/var/log/dws/ controller/dws/ hwctrace
		trace-dws.log		
dms-monito ring	dms-monito ring	dms-monitoring.l og	/opt/cloud/dms-monitoring/logs	/var/log/dbs/dms-monitoring
dms-collecti on	dms-collecti on	dms-collection.lo g	/opt/cloud/dms-collection/logs	/var/log/dbs/dms-collection
dbseve nt	dbseve nt	eventserver-ecf*.log	/opt/cloud/ dbsevent/logs	/var/log/dbs/event
dbsinsi ght	dbsinsi ght	insight-ecf*.log	/opt/cloud/insight/ logs	/var/log/dbs/insight
dbsmo nitor	dbsmo nitor	hamonitor-ecf*.log	/opt/cloud/ monitor/logs	/var/log/dbs/monitor
ecfclust ermana ger	ecfclust ermana ger	audit-ecf.log	/opt/cloud/ 3rdComponent/ tomcat/logs	/var/log/dws/controller
		catalina-ecf.out		
		internal-ecf.log		
		localhost_ac cess_log-ecf.txt		
		localhost-ecf.log		
		ossres-ecf.log		

Table 1-3 Tenant logs

Log Type	Log Name	Log Directory
Log files of CNs and DNs	postgresql-xxxx-xx-xx_xxxxxx.log	• CN: **/DWS/manager/log/ Ruby/pg_log/cn_***xxxx***/** • DN: **/DWS/manager/log/ Ruby/pg_log/dn_***xxxx***/**
Log file of the GTM instance	gtm-xxxx-xx-xx_xxxxxx.log	GTM: **/DWS/manager/log/ Ruby/pg_log/gtm/**
Log files of **cm_server**, **cm_agent**, **om_monitor**	cm_agent-xxxx-xx-xx_xxxxxx-current.log cm_server-xxxx-xx-xx_xxxxxx-current.log om_monitor-xxxx-xx-xx_xxxxxx-current.log	• cm_agent: **/DWS/ manager/log/Ruby/cm/ cm_agent/** • cm_server: **/DWS/ manager/log/Ruby/cm/ cm_server/** • om_monitor: **/DWS/ manager/log/Ruby/cm/ om_monitor/**
Log files of cluster installation, scaling, and upgrade	gs_check-xxxx-xx-xx_xxxxxx.log gs_checkperf-xxxx-xx-xx_xxxxxx.log gs_install-xxxx-xx-xx_xxxxxx.log gs_local-xxxx-xx-xx_xxxxxx.log gs_om-xxxx-xx-xx_xxxxxx.log gs_preinstall-xxxx-xx-xx_xxxxxx.log gs_replace-xxxx-xx-xx_xxxxxx.log	/DWS/manager/log/Ruby/om/

Log Type	Log Name	Log Directory
Control log files of the **cm_ctl**, **gs_clean**, and **gs_guc** clusters	cm_ctl-xxxx-xx-xx_xxxxxx-current.log gs_cgroup-xxxx-xx-xx_xxxxxx.log gs_clean-xxxx-xx-xx_xxxxxx-current.log gs_ctl-xxxx-xx-xx_xxxxxx-current.log gs_guc-xxxx-xx-xx_xxxxxx-current.log gs_obs.interface.log gs_obs.operation.log gs_obs.run.log gtm_ctl-xxxx-xx-xx_xxxxxx-current.log	● cm_ctl: **/DWS/manager/log/Ruby/bin/cm_ctl/** ● gs_cgroup: **/DWS/manager/log/Ruby/bin/gs_cgroup/** ● gs_clean: **/DWS/manager/log/Ruby/bin/gs_clean/** ● gs_ctl: **/DWS/manager/log/Ruby/bin/gs_ctl/** ● gs_guc: **/DWS/manager/log/Ruby/bin/gs_guc/** ● gs_obs: **/DWS/manager/log/Ruby/bin/gs_obs/** ● gtm_ctl: **/DWS/manager/log/Ruby/bin/gtm_ctl**
Audit log file	pg_audit	/DWS/manager/log/Ruby/

1.2 Management Logs

1.2.1 Collecting Management Logs

Scenario

This section describes how to collect management logs. You are advised to collect logs on the ManageOne unified log platform. If ManageOne cannot provide services, manually collect logs by following the instructions provided in **Collecting Management Logs on the CloudAutoDeploy-CDK Node**.

Collecting Management Logs on ManageOne Maintenance Portal

Step 1 Log in to ManageOne Maintenance Portal as an O&M administrator.

Step 2 In the main menu, choose **O&M** > **Logs** > **Run Logs**.

Step 3 In the navigation pane on the left, click **Management Run Log Download**.

Step 4 Click **Refresh** to refresh the latest log tasks in the current environment. **Table 1-4** describes the log tasks.

Table 1-4 Log task information

Task	Description
Task Name	Name of the log download task.
User Name	User who downloads logs.
Log Package Size	Size of downloaded logs.
Duration	Time required for downloading logs.
Creation Time	Time when a log download task is created.
Status	Execution status of the current task.
Progress	Execution progress of the current task.
Download File	Click **Download** to export the log file. **NOTE** If the message "There is no log file for this task" is displayed, no log file is generated for the corresponding service in the selected period.
Detail	Click **Detail** to view the task name, time segment, cloud service, application, and path of the log.
Operation	Click 🗑 to delete the task.

Step 5 Click **Add Download Log Task** to download log files.

1. Go to the **Custom** tab page and enter the task name.

2. Set the time segment for the log file. Click **Custom** next to **Time Segment** to set the time segment for the log to be downloaded.

3. In the **Log File** area, select the required log files and the corresponding components under **DWS**, including **DWSController**, **DatabaseManager**, and **dms-collection**. For example, if you want to collect management plane logs, select **/var/log/dws/controller/ossres*log***. If you want to collect ECF logs, select ECF log files.

   The selected log files will be displayed in **Selected Log Files**.

> **NOTICE**
>
> A maximum of 15 log files can be selected at a time. So you are advised to select only the components whose logs you want to collect, for example, **DWSController**.

Figure 1-1 Set a log download task
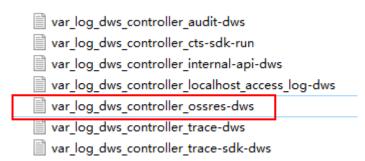
Step 6 Click **OK**. You can view the task progress in the log download task list.

- When **Progress** in the task list reaches 100%, the log collection task is complete.
- Click **Detail** in the task list to view task details.
- If **Status** in the task list is **Success**, the task is successfully executed.
- Click **Download** corresponding to **Download File** to download the log file to the local PC for analysis.

□ **NOTE**

- The downloaded log file contains multiple .zip packages. Each .zip package is a log package of a management-plane VM and it is named using the name of the VM combined with the management IP address, as shown in the following figure. As the log files of each container are randomly distributed on different management VMs, you need to decompress all .zip packages. For example, if the **ossres-dws.log** files exist in two different .zip packages, you need to decompress both the two packages to obtain the two **ossres-dws.log** files for analysis.
    - ECF_Region_Node-*02_192.168.2.10*.zip
    - ECF_Region_Node-*03_192.168.2.15*.zip
    - DWS_DMS_Region_Node-*01_192.168.2.30*.zip

    📁 DWS_DMS_Region_Node-01_172.75.8.102
    📁 DWS_Region_Node_172.75.8.101

- For details about logs of each microservice, see **Table 1-2**. The format of the log file is *Directory_level_of_the_host_where_the_log_file_is_located* + *Log_name*. For example, if the path of the host where the dbsinsight component log file **ossres-dws.log** is located is **/var/log/dws/controller**, the log file name can be:

    var_log_dws_controller_ossres-dws.log

    📄 var_log_dws_controller_audit-dws
    📄 var_log_dws_controller_cts-sdk-run
    📄 var_log_dws_controller_internal-api-dws
    📄 var_log_dws_controller_localhost_access_log-dws
    📄 var_log_dws_controller_ossres-dws
    📄 var_log_dws_controller_trace-dws
    📄 var_log_dws_controller_trace-sdk-dws

- All log files generated within the selected time range will be downloaded.
- All the files that meet the requirements in the last-level directory are downloaded.
- If **Status** in the task list is **Failure: There are failed subtasks** and the failure cause of the subtask is **Task file download timed out.**, the VM may be faulty. Perform the following steps:
    1. Click **Retry** to view the task status in the task list.

        Success: The task is complete.

        Failure: Go to **2**.
    2. Wait for 40 minutes and perform **Step 2** to **Step 6** again.
    3. If the fault persists, contact technical support.

    ----End

Collecting Management Logs on the CloudAutoDeploy-CDK Node

Step 1 Log in to the CloudAutoDeploy-CDK master node by referring to **Logging In to the CloudAutoDeploy-CDK Master Node**.

Step 2 Obtain **dwscontroller** logs.

1. Query the DWS Controller pod names.

    kubectl get pod -n dws -owide

Information similar to the following is displayed. **dwscontroller-**_xxx_ indicates a pod name.

```
NAME                         READY  STATUS   RESTARTS  AGE   IP          NODE
NOMINATED NODE   READINESS GATES
dms-collection-cbcb7c6c-gx79t    1/1    Running  0       4d22h  172.16.0.32   172.75.8.118
<none>  <none>
dms-collection-cbcb7c6c-nt7sg    1/1    Running  0       4d22h  172.16.0.107  172.75.8.127
<none>  <none>
dms-monitoring-5f44598478-njkv2  1/1    Running  0       4d22h  172.16.0.128  172.75.8.120
<none>  <none>
dms-monitoring-5f44598478-qwj4l  1/1    Running  0       4d22h  172.16.0.144  172.75.8.119
<none>  <none>
dwscontroller-56864d578d-2kz5s   1/1    Running  0       26h   172.16.0.111  172.75.8.127
<none>  <none>
dwscontroller-56864d578d-wx8qr   1/1    Running  0       26h   172.16.0.75   172.75.8.125
<none>   <none>
```

2. Log in to a **dwscontroller** pod.

   kubectl exec -it _dwscontroller_container_name_ **-n dws bash**

3. Go to the corresponding log directory, obtain the log file by referring to **Table 1-2**, copy the log file to the CloudAutoDeploy-CDK master node, enter **yes** as prompted, and enter the **root** password of the CloudAutoDeploy-CDK master node.

   cd /opt/cloud/3rdComponent/tomcat/logs

   scp _xxx_log_file_ **root@**_IP_address_of_the_CloudAutoDeploy-CDK_master_node_**:/tmp**

4. Log in to the CloudAutoDeploy-CDK master node as user **opsadmin** and run the following commands to switch to user **root** and change the owner of the log file to **opsadmin**:

   su - root

   chown -R opsadmin:wheel /tmp/_xxx_log_file_

5. Use SFTP to log in to the CloudAutoDeploy-CDK master node as user **opsadmin** and download log files from the **/opt** directory.

6. Delete log files.

   rm -rf /tmp/_xxx_log_file_

7. Log in to the **dms** containers to obtain corresponding log files by referring to **Step 2.1** to **Step 2.6**.

Step 3 Obtain ECF logs.

1. Query the ECF pod names.

   kubectl get pod -n ecf -owide

   Information similar to the following is displayed. **ecfclustermanager-**_xxx_ indicates a pod name.

```
NAME                         READY  STATUS   RESTARTS  AGE   IP          NODE
NOMINATED NODE   READINESS GATES
dbsevent-5d68d44987-k5hms        1/1    Running  0       4d22h  172.16.0.86   172.75.8.128
<none>          <none>
dbsevent-5d68d44987-ztnr9        1/1    Running  0       4d22h  172.16.0.73   172.75.8.125
<none>          <none>
dbsinsight-6f7b7b99db-7jcqm      1/1    Running  0       4d22h  172.16.0.72   172.75.8.125
<none>          <none>
dbsinsight-6f7b7b99db-pnwpf      1/1    Running  0       4d22h  172.16.0.54   172.75.8.126
<none>          <none>
dbsmonitor-7777896bbd-blhm2      1/1    Running  0       4d22h  172.16.0.53   172.75.8.126
<none>          <none>
```

dbsmonitor-7777896bbd-mqrcm <none> <none>	1/1	Running	0	4d22h	172.16.0.71	172.75.8.125
ecfclustermanager-994dc596c-82fbq <none> <none>	1/1	Running	0	2d5h	172.16.0.44	172.75.8.118

2. Log in to the **ecfclustermanager** pod.

   kubectl exec -it *ecfclustermanager_container_name* **-n ecf bash**

3. Go to the corresponding log directory, obtain the log file by referring to **Table 1-2**, copy the log file to the CloudAutoDeploy-CDK master node, enter **yes** as prompted, and enter the **root** password of the CloudAutoDeploy-CDK master node.

   cd /opt/cloud/3rdComponent/tomcat/logs

   scp *xxx_log_file* **root@**IP_address_of_the_CloudAutoDeploy-CDK_master_node**:/tmp**

4. Log in to the CloudAutoDeploy-CDK master node as user **opsadmin** and run the following commands to switch to user **root** and change the owner of the log file to **opsadmin**:

   su - root

   chown -R opsadmin:wheel /tmp/xxx_log_file

5. Use SFTP to log in to the CloudAutoDeploy-CDK master node as user **opsadmin** and download log files from the **/opt** directory.

6. Delete log files.

   rm -rf /tmp/xxx_log_file

7. Log in to the event/insight/monitor containers and obtain corresponding log files by performing **Step 3.2** to **Step 3.6**.

   ----End

1.2.2 Service Audit Log

Overview

A service audit log records information about operations performed by DWS users (including O&M personnel).

Naming Rule

The audit log file name is **audit-dws*.log**.

Path

The audit log file is stored in the **/opt/cloud/3rdComponent/tomcat/logs** directory of the DWS Controller container.

Format

The log format is as follows:

[Time] | [userId] [clusterId] [instanceId][Operation type][Detail][Operation result]

Parameters

Field	Description
Time	Time when a log is generated. The format is **YYYY-MM-DD hh:mm:ss,ms**.
userId	ID of the user who performs an operation.
clusterId	ID of the cluster on which the operation is performed.
instanceId	ID of the node in the cluster on which the operation is performed.
Operation type	Operation type.
detail	Detailed information about an operation.
Operation result	Whether the operation is successful.

Example

Examples of audit logs are as follows:

- Audit log for cluster creation:

  2017-09-08 09:44:46,733|[userId]=0caf79be03f7435cb387f7097a9108cd,
  [clusterId]=00000000-0000-0000-0000-000000000000,[instanceId]=null,[operation]=createCluster,
  [detail]={"links":[{"href":"https://172.30.32.132:443/rds/v1.0/13981c13bcaa4a11af70ee133c22bdfb/
  clusters/2626a675-1db4-4b6b-8c6c-39effb8c0a99","rel":"self"},{"href":"https://172.30.32.132:443/rds/
  clusters/
  2626a675-1db4-4b6b-8c6c-39effb8c0a99","rel":"bookmark"}],"id":"2626a675-1db4-4b6b-8c6c-39effb8
  c0a99","name":"dws-a044","task":
  {"id":"ff8080815e56457d015e6072b6ea0ce6","name":"rdsCreateBackupJob"},"datastore":
  {"type":"dws","version":"1.0.0"},"instances":[{"links":[{"href":"https://172.30.32.132:443/rds/
  v1.0/13981c13bcaa4a11af70ee133c22bdfb/instances/2469f466-d0ed-4163-
  b7f5-011d4a3ad840","rel":"self"},{"href":"https://172.30.32.132:443/rds/instances/2469f466-
  d0ed-4163-b7f5-011d4a3ad840","rel":"bookmark"}],"id":"2469f466-d0ed-4163-
  b7f5-011d4a3ad840","name":"dws-a044-dws-cn-cn-1-1","type":"dws-cn","shard_id":"cn-1"},{"links":
  [{"href":"https://172.30.32.132:443/rds/v1.0/13981c13bcaa4a11af70ee133c22bdfb/instances/
  f2c05370-107c-4a5e-8ea6-0efed2316610","rel":"self"},{"href":"https://172.30.32.132:443/rds/instances/
  f2c05370-107c-4a5e-8ea6-0efed2316610","rel":"bookmark"}],"id":"f2c05370-107c-4a5e-8ea6-0efed23
  16610","name":"dws-a044-dws-cn-cn-2-1","type":"dws-cn","shard_id":"cn-2"},{"links":[{"href":"https://
  172.30.32.132:443/rds/v1.0/13981c13bcaa4a11af70ee133c22bdfb/instances/6623409c-83e8-4b0e-bfce-
  bb4feb2818b9","rel":"self"},{"href":"https://172.30.32.132:443/rds/instances/6623409c-83e8-4b0e-bfce-
  bb4feb2818b9","rel":"bookmark"}],"id":"6623409c-83e8-4b0e-bfce-bb4feb2818b9","name":"dws-a044-
  dws-dn-1-1","type":"dws","shard_id":"dn-1"}]},[restul]=success

- Audit log for a snapshot creation failure:

  2017-09-08 11:10:15,940|[userId]=be73b3a2e6514c9d8cb233554b9a6bc1,[clusterId]=3386713a-
  e9dd-4f51-a84d-3272e1b76f0e,[instanceId]=null,[operation]=createBackup,
  [detail]={"errCode":"RDS.0011","externalMessage":"Other operations are being performed on the
  instance or the instance is faulty. Therefore, this operation is not allowed. Try again later."},[restul]=fail

1.2.3 Tomcat Run Log

Overview

A Tomcat run log records information about the Tomcat running process.
Currently, the Tomcat default configuration is used.

Naming Rule

The Tomcat run log is named in any of the following formats:

- ossres-dws*.log
- catalina-dws.out
- localhost-dws*.log
- localhost_access_log-dws*.txt

Path

The Tomcat log file is stored in the **/opt/cloud/3rdComponent/tomcat/logs** directory of the DWS Controller container.

Format

Time Log level TraceId [Tomcat information]- Operation process description

Parameters

Table 1-5 Log parameters

Field	Description
Time	Time when a log is generated. The format is GMT.
Log level	Log level. - **INFO**: Logs of this level record normal running status information about the system and events. - **ERROR**: Logs of this level record error information about system running. - **WARN**: Logs of this level record abnormal information about the current event processing.
TraceId	Unique ID of a user request, which consists of three parts: - 32-digit UUID - Standard timestamp of the Universal Time Coordinated (UTC) - Current host name Example: b3234fda698f44ea9ed249a569f43cfc_2018-04-16 08:07:28_service2
Tomcat information	Information such as the Tomcat port and thread pool.
Running process description	Tomcat running information.

Example

Examples of Tomcat logs are as follows:

- Take **ossres-dws*.log** as an example:

  10-Aug-2017 15:44:18.029 [INFO] [main] org.apache.coyote.AbstractProtocol.start Starting ProtocolHandler ["ajp-nio-4209"]
  10-Aug-2017 15:44:18.035 [INFO] [main] org.apache.catalina.startup.Catalina.start Server startup in 20114 ms

- The following is an example of **ossres-dws*.log** in which **TraceId** exists at the end of the user request:

  2018-04-1616:07:29,177|https-jsse-nio-192.168.12.157-6979-exec-3|INFO|
  b3234fda698f44ea9ed249a569f43cfc_2018-04-16 08:07:28_service2 IamInterceptor.request method=get,no need toaudit.|
  com.huawei.hwclouds.rds.api.interceptor.IamInterceptor.afterCompletion(IamInterceptor.java:1395)

- Take **localhost-dws.log** as an example:

  17-Aug-2017 11:09:38.922 SEVERE [localhost-startStop-3] org.apache.catalina.core.ApplicationContext.log StandardWrapper.Throwable
   com.alibaba.dubbo.rpc.RpcException: Fail to start server(url: dubbo://192.168.16.56:9990/
  com.huawei.hwclouds.dbs.instancemanagement.mongo.service.MongoDBInstanceService?
  anyhost=true&application=mongodb_instancemanager&channel.readonly.sent=true&codec=dubbo&connections=100&default.service.filter=exception&docker=false&dubbo=2.8.4&generic=false&heartbeat=60000&interface=com.huawei.hwclouds.dbs.instancemanagement.mongo.service.MongoDBInstanceService&methods=enlargeMongoDBInstanceVolume,getMongoDBSlowLog,deleteMongoDBInstance,restarMongodb,queryMatrix,createMongoDBInstance,queryMongoInstances,modifyMongodbPort,ssl,getMongoDBInstance,enlargeMongoDBGroup,enlargeMongoGourp,createMongoDBReplicaSet,HASwitchover,queryMongoNode,queryMongoGroup,restoreInstance,resetPassord&owner=mongodb_instancemanager&pid=45268&revision=1.0-
  SNAPSHOT&side=provider&threadpool=cached&timestamp=1502939378761&version=7.8.9.mongo.dev.dlf.log) Failed to bind NettyServer on /192.168.16.56:9990, cause: Failed to bind to: /0.0.0.0:9990

1.2.4 Call Chain Log

Overview

A call chain log records the invocation relationships between requests.

Naming Rule

The call chain log file is named as follows:

- trace-dws*.log

Path

The trace-dws*.log file is stored in the **/opt/cloud/3rdComponent/tomcat/logs/dws/hwctrace/** directory of the DWS Controller container.

Format

TraceId, id, name, timestamp, duration, annotations, binaryAnnotations

Parameters

Field	Description
TraceId	Unique ID (32-digit UUID) of a user request.

Field	Description
id	Unique ID of the API that is being called.
name	Method invocation types, including GET, PUT, DELETE, and POST.
timestamp	Timestamp (start time of the current invocation).
duration	Invocation duration.
annotations	Annotations that provide the internal details about the invocation.
binaryAnnotations	Binary annotations that provide the internal details about the invocation (similar to **annotations**).

Example

Examples of Tomcat logs are as follows:

- **trace.log**:

{"traceId":"**22efcafe7284e204add901c65f0e6cea**","id":"add901c65f0e6cea","name":"get","timestamp" :1523809622287939,"duration":642235,"annotations": [{"timestamp":1523809622287939,"value":"sr","endpoint": {"serviceName":"dws","ipv4":"10.125.1.169"}}, {"timestamp":1523809622930174,"value":"ss","endpoint": {"serviceName":"dws","ipv4":"10.125.1.169"}}],"binaryAnnotations": [{"key":"ca","value":true,"endpoint":{"serviceName":"","ipv4":"192.168.32.103","port":37287}}, {"key":"http.status_code","value":"200","endpoint":{"serviceName":"dws","ipv4":"10.125.1.169"}}, {"key":"http.url","value":"https://192.168.12.157:6979/rds/v1.0/36207752225f420cb7fae54fcf18807c/ clusters","endpoint":{"serviceName":"dws","ipv4":"10.125.1.169"}}, {"key":"port","value":"6979","endpoint":{"serviceName":"dws","ipv4":"10.125.1.169"}}, {"key":"protocol","value":"HTTP/1.1","endpoint":{"serviceName":"dws","ipv4":"10.125.1.169"}}, {"key":"region_id","value":"southchina","endpoint":{"serviceName":"dws","ipv4":"10.125.1.169"}}, {"key":"req_msg_size","value":"0","endpoint":{"serviceName":"dws","ipv4":"10.125.1.169"}}, {"key":"result_code","value":"200","endpoint":{"serviceName":"dws","ipv4":"10.125.1.169"}}, {"key":"rsp_msg_size","value":"0","endpoint":{"serviceName":"dws","ipv4":"10.125.1.169"}}]}

- Log in JSON format:

{
"traceId":"**22efcafe7284e204add901c65f0e6cea**",
"id":"add901c65f0e6cea",
"name":"get",
"timestamp":1523809622287939,
"duration":642235,
"annotations":
[
{
        "timestamp":1523809622287939,
        "value":"sr",
        "endpoint":{
        "serviceName":"dws",
        "ipv4":"10.125.1.169"
}
},
{
        "timestamp":1523809622930174,
        "value":"ss",
        "endpoint":{
        "serviceName":"dws",
        "ipv4":"10.125.1.169"
}

```
            }
          ],
          "binaryAnnotations":

          [
          {

              "key":"ca",
              "value":true,
              "endpoint":{
              "serviceName":"",
              "ipv4":"192.168.32.103",
              "port":37287

          }
          },
          {

              "key":"http.status_code",
              "value":"200",
              "endpoint":{
              "serviceName":"dws",
              "ipv4":"10.125.1.169"

          }
          },
          {

              "key":"http.url",
              "value":"https://192.168.12.157:6979/rds/v1.0/36207752225f420cb7fae54fcf18807c/clusters",
              "endpoint":{
              "serviceName":"dws",
              "ipv4":"10.125.1.169"

          }
          },
          {

              "key":"port",
              "value":"6979",
              "endpoint":{
              "serviceName":"dws",
              "ipv4":"10.125.1.169"

          }
          },
          {

              "key":"protocol",
              "value":"HTTP/1.1",
              "endpoint":{
              "serviceName":"dws",
              "ipv4":"10.125.1.169"

          }
          },
          {

              "key":"region_id",
              "value":"southchina",
              "endpoint":{
              "serviceName":"dws",
              "ipv4":"10.125.1.169"

          }
          },
          {

              "key":"req_msg_size",
              "value":"0",
              "endpoint":{
              "serviceName":"dws",
              "ipv4":"10.125.1.169"

          }
          },
          {

              "key":"result_code",
              "value":"200",
              "endpoint":{
              "serviceName":"dws",
              "ipv4":"10.125.1.169"

          }
          },
```

```
{
     "key":"rsp_msg_size",
     "value":"0",
     "endpoint":{
     "serviceName":"dws",
     "ipv4":"10.125.1.169"
}
}
]
}
```

1.3 Tenant Logs

1.3.1 Collecting Tenant Logs

This section describes how to collect tenant logs. You are advised to collect logs on Service CM. If Service CM cannot provide services, manually collect logs by following the instructions provided in **Collecting Tenant Logs on the Background**.

Collecting Tenant Logs Through Service CM

Step 1 Log in to CloudScope and open the **dws-servicecm** page.

Step 2 In the navigation pane, choose **Log Management**. The **Operation Logs** page is displayed.

Cluster Logs

Step 3 Choose **Resource Management > Cluster**. In the **Advanced Search** box, enter required information to query the cluster whose logs are to be collected.

Step 4 Locate the row that contains the target cluster. Click **Collect Log** in the **Operation** column.

Instance Logs

Step 5 Choose **Resource Management > Instance**, locate the row that contains the target instance, and click **Collect Log**.

Step 6 Click **View Log** in the **Operation** column of the target instance to view and download the collected instance logs.

----End

Collecting Tenant Logs on the Background

Step 1 Log in to the CloudAutoDeploy-CDK master node by referring to **Logging In to the CloudAutoDeploy-CDK Master Node**.

Step 2 Query the O&M container names.

kubectl get pod -n ecf

Step 3 Log in to an O&M container.

kubectl exec -it *O&M_container_name* **-n ecf bash**

Step 4 Query the database username, IP address, and port number. For details, see **Querying MySQL Database Information**.

Step 5 In the O&M container, run the following command to log in to the database and switch to the **rms** database: For details about the password, see the **Type A (Background)** sheet of **Huawei Cloud Stack 8.3.1 Account List**. Select **DWS** for **Product Name** in column A, and search for **ecf**.

mysql -h_Host_IP_address_**-P**_Port_number_ **-u**_Username_**-p**_Password_;

use rms;

Step 6 When the connection is successful, run the following statement to query the cluster instance names.

You can view the cluster ID on the console or in the alarm information on the ManageOne alarm platform.

select name from rds_instance where clusterId='_Cluster_ID_';

The query result contains the names of all nodes in the cluster. You can log in to any node.

Step 7 Run the **\q** command to return to the O&M container and run the following command to connect to the cluster instance node:

cd opsTool

sh connectTool.sh -u_Username_ **-drms -h**_Host_IP_ **-p**_Port_number_ **-n** _Instance_name_ **-t Standalone**

Obtain the username, host IP address, and port number by referring to **Querying MySQL Database Information**. Obtain the instance name by referring to **Step 6**.

Step 8 Switch to user **Ruby**, query the cluster node, and log in to the sandbox of a cluster node through SSH.

su - Ruby

cm_ctl query -Cvd

ssh _Host_name_of_a_cluster_node_

Step 9 Go to the corresponding location to collect tenant logs.

📖 NOTE

The log path varies depending on the component. For details, see **Table 1-3**.

cd /DWS/manager/log/Ruby/pg_log

Step 10 Copy the log file to the CloudAutoDeploy-CDK master node, enter **yes** as prompted, and enter the **root** password of the CloudAutoDeploy-CDK master node.

cd /opt/cloud/3rdComponent/tomcat/logs

scp _xxx_log_file_ **root@**_IP_address_of_the_CloudAutoDeploy-CDK_master_node_:**/opt**

Step 11 Log in to the CloudAutoDeploy-CDK master node as user **opsadmin** and run the following commands to switch to user **root** and change the owner of the log file to **opsadmin**:

su - root

chown -R opsadmin:wheel /opt/_xxx_log_file_

Step 12 Use SFTP to log in to the CloudAutoDeploy-CDK master node as user **opsadmin** and download log files from the **/opt** directory.

Step 13 Delete log files.

rm -rf /opt/_xxx_log_file_

----End

1.3.2 CN/DN Logs

Description

Records CN/DN logs.

Naming

postgresql-_xxxx-xx-xx_xxxxxx_.log

_xxxx-xx-xx_xxxxxx_ indicates the time when a log file is created. By default, a new log file is generated at 0:00 every day, or when the latest log file exceeds 16 MB, or when a database instance (CN or DN) is restarted.

Format

[_Date_] [_Time_] [_Session ID_] [_Database name_] [_Process ID_] [_Application name_] [_Transaction ID_] [_Node name_] [_SQL status error code_] [_Query ID_] [_Log type_] [_Log content_]

Parameters

Table 1-6 CN/DN log parameters

Parameter	Description
Date	Date when a log is generated. The format is yyyy-mm-dd.
Time	Time when a log is generated. The format is hh:mm:ss,ms.
Session ID	ID of the session for connecting to the CN or DN.
Database name	Name of the database to connect to.
Process ID	Process ID of a task.
Application name	Name of an application.

Parameter	Description
Transaction ID	ID of a transaction.
Node name	Instance name, for example, **cn_5001**.
SQL status error code	Error code of the SQL statement. If the SQL statement is executed successfully, **00000** is returned.
Query ID	Query ID of the SQL statement.
Log type	Type of a log, including **BACKEND** and **OPT**.
Log content	Content of a log.

Examples

CN example:

```
2021-08-23 06:20:52.690 61233e2d.508 postgres 139795378374400 OM 2346871 cn_5001 00000
73183493961040441 [OPT] STATEMENT:  SET datestyle='ISO, MDY'; SELECT o_total_blocks_read,
o_total_blocks_hit, o_shared_buffer_hit_ratio, o_total_bloc
ks_read_hit_speed FROM pmk.get_cluster_shared_buffer_stat(null, null);
2021-08-23 06:20:53.026 61233e41.521 postgres 139795267204864 OM 2346896 cn_5001 00000
73183493961040553 [OPT] LOG:  [RUNTIME-ANALYZE] Failed to do analyze for table pmk.pmk_snapshot.
```

DN example:

```
2021-08-23 08:05:26.948 612335ba.1010 postgres 139964023908096 cn_5001 2350964 dn_6001_6002
00000 73183493961083191 [BACKEND] LOG:  analyze rel pmk_snapshot_datanode_stat xid 0
2021-08-23 08:05:27.594 612335ba.1010 postgres 139964023908096 cn_5001 2350964 dn_6001_6002
00000 73183493961083191 [BACKEND] LOG:  analyze rel pmk_snapshot_datanode_stat xid 2350988
2021-08-23 08:05:29.138 612335ba.1010 postgres 139964023908096 cn_5001 2350964 dn_6001_6002
00000 73183493961083191 [BACKEND] LOG:  analyze rel pmk_snapshot xid 0
2021-08-23 08:05:29.167 612335ba.1010 postgres 139964023908096 cn_5001 2350964 dn_6001_6002
00000 73183493961083191 [BACKEND] LOG:  analyze rel pmk_snapshot xid 2350989
2021-08-23 08:05:29.321 612335ba.1010 postgres 139964023908096 cn_5001 2350964 dn_6001_6002
00000 73183493961083191 [BACKEND] LOG:  analyze rel pmk_snapshot_coordinator_stat xid 0
```

1.3.3 GTM Logs

Description

Records GTM logs.

Naming

gtm-*xxxx-xx-xx_xxxxxx*.log

xxxx-xx-xx_xxxxxx indicates the time when a log file is created. By default, a new log file is generated when the latest log file exceeds 16 MB, or when a GTM instance is restarted.

Format

[*Date*] [*Time*] [*Session ID*] [*Log level*] [*Log content*] [*Log reporting location*]

Parameters

Table 1-7 CN/DN log parameters

Parameter	Description
Date	Date when a log is generated. The format is yyyy-mm-dd.
Time	Time when a log is generated. The format is hh:mm:ss,ms.
Session ID	ID of a session.
Log level	Including **FATAL**, **LOG**, and **WARNING**.
Log content	Content of a log.
Log reporting location	Location where a log is reported.

Examples

```
2021-07-27 06:42:17.206 139718779561728 -LOG:  could not connect to GTM standby in all configured channels.
2021-07-27 06:42:17.206 139718779561728 -WARNING:  failed to connect to GTM standby in sync xid.
2021-07-27 06:42:17.206 139718779561728 -LOG:  saving transaction restoration info, backed-up gxid: 899895
2021-07-27 06:42:17.270 139718169716480 -LOG:  saving transaction restoration info, backed-up gxid: 899900
2021-07-27 06:42:17.273 139718169716480 -LOG:  Prepare to set Xid 899900 to etcd
2021-07-27 06:42:17.274 139718169716480 -LOG:  saving backed-up uuid: 1800000
```

1.3.4 CM Logs

Description

Records CM run logs, including logs of the cm_agent, cm_server, and om_monitor components.

Naming

- cm_agent logs: **cm_agent-***creation time***.log**, **cm_agent-***creation time-***current.log**, **system_call-***creation time***.log**, and **system_call-***creation time-***current.log**

- cm_server logs: **cm_server-***creation time***.log** and **cm_server-***creation time-***current.log**

- om_monitor logs: **om_monitor-***creation time***.log** and **om_monitor-***creation time-***current.log**

Logs whose names do not contain **current** are historical log files. Logs whose names contain **current** are current log files. When a process is invoked for the first time, a log file whose name contains **current** is created. If the size of this file exceeds 16 MB, the file is renamed in the historical log file name format, and a new log file is generated at the current time point.

Format

[*Date*] [*Time*] [*Thread ID*] [*Log content*]

Parameters

Table 1-8 CN/DN log parameters

Parameter	Description
Date	Date when a log is generated. The format is yyyy-mm-dd.
Time	Time when a log is generated. The format is hh:mm:ss,ms.
Thread ID	ID of a thread, expressed with **tid**.
Log content	Content of a log.

Examples

cm_agent example:

```
2021-08-23 09:13:07.604 tid=3194 LogCompress LOG: gzCompressLogByPattern begins.
2021-08-23 09:13:07.686 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=cm_agent-,File Count=1
2021-08-23 09:13:07.793 tid=3194 LogCompress LOG: Compress log directory.Directory Name=cm_ctl-,File
Count=1
2021-08-23 09:13:07.905 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=cm_server-,File Count=1
2021-08-23 09:13:08.007 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=gs_backup-,File Count=0
2021-08-23 09:13:08.093 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=gs_check-,File Count=0
2021-08-23 09:13:08.179 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=gs_checkos-,File Count=0
2021-08-23 09:13:08.271 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=gs_checkperf-,File Count=0
```

```
2021-08-23 09:13:08.377 tid=3194 LogCompress LOG: Compress log directory.Directory Name=gs_clean-,File
Count=1
2021-08-23 09:13:08.456 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=gs_collector-,File Count=0
2021-08-23 09:13:08.546 tid=3194 LogCompress LOG: Compress log directory.Directory Name=gs_ctl-,File
Count=1
2021-08-23 09:13:08.644 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=gs_dump-,File Count=0
2021-08-23 09:13:08.736 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=gs_dumpall-,File Count=0
2021-08-23 09:13:08.817 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=gs_expand-,File Count=0
2021-08-23 09:13:08.902 tid=3194 LogCompress LOG: Compress log directory.Directory Name=gs_guc-,File
Count=1
2021-08-23 09:13:09.010 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=gs_initcm-,File Count=1
2021-08-23 09:13:09.120 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=gs_initdb-,File Count=1
2021-08-23 09:13:09.227 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=gs_initgtm-,File Count=1
2021-08-23 09:13:09.312 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=gs_install-,File Count=0
2021-08-23 09:13:09.401 tid=3194 LogCompress LOG: Compress log directory.Directory Name=gs_local-,File
Coull
nt=1
2021-08-23 09:13:09.508 tid=3194 LogCompress LOG: Compress log directory.Directory Name=gs_om-,File
Count=1
2021-08-23 09:13:09.614 tid=3194 LogCompress LOG: Compress log directory.Directory
Name=gs_preinstall-,File Count=1
```

cm_server example:

```
2021-08-23 08:53:01.928 tid=3262 StorageDetect LOG: Set database is not
need,lastStatus=OK,chkCount=12,maxChkCount=72
2021-08-23 08:54:01.452 tid=3256 CmAgent LOG: the thread has deal 300 msg at this time.
2021-08-23 08:55:25.320 tid=3258 CmAgent LOG: the thread has deal 300 msg at this time.
2021-08-23 08:56:05.221 tid=3257 CmAgent LOG: the thread has deal 300 msg at this time.
2021-08-23 08:56:41.614 tid=3256 CmAgent LOG: the thread has deal 300 msg at this time.
2021-08-23 08:57:21.160 tid=3259 CmCtl LOG: the thread has deal 300 msg at this time.
2021-08-23 08:58:01.415 tid=3258 CmAgent LOG: the thread has deal 300 msg at this time.
2021-08-23 08:59:19.791 tid=3256 CmAgent LOG: the thread has deal 300 msg at this time.
2021-08-23 09:00:32.929 tid=3258 CmAgent LOG: the thread has deal 300 msg at this time.
2021-08-23 09:00:36.612 tid=3257 CmAgent LOG: the thread has deal 300 msg at this time.
2021-08-23 09:01:21.509 tid=3259 CmCtl LOG: the thread has deal 300 msg at this time.
2021-08-23 09:01:56.967 tid=3256 CmAgent LOG: the thread has deal 300 msg at this time.
2021-08-23 09:03:01.928 tid=3262 StorageDetect LOG: Storage detecting parameters:
```

om_monitor example:

```
2021-08-22 17:15:09.212 tid=1206  LOG: Child process (3171) cm_agent is running.
2021-08-22 17:15:09.212 tid=1206  LOG: om_monitor server loop: maunal start file 0.
```

1.3.5 Log Files of Cluster Installation, Scaling, and Upgrade

Description

Records logs of cluster installation, scaling, and upgrade.

Naming

- gs_check-xxxx-xx-xx_xxxxxx.log

- gs_checkperf-xxxx-xx-xx_xxxxxx.log

- gs_install-xxxx-xx-xx_xxxxxx.log

- gs_local-xxxx-xx-xx_xxxxxx.log

- gs_om-xxxx-xx-xx_xxxxxx.log

- gs_preinstall-xxxx-xx-xx_xxxxxx.log

- gs_replace-xxxx-xx-xx_xxxxxx.log

xxxx-xx-xx_xxxxxx indicates the creation time.

Format

[*Time*] [*Process ID*] [*Operation name*] [*uuid*] [*Step No.*] [*Tool name*] [*Log type*] [*File name*] [*Log content*]

Parameters

Table 1-9 om log parameters

Parameter	Description
Time	Time when a log is generated. The format is yyyy-mm-dd hh:mm:ss,ms.
Process ID	ID of the process that prints the current log.
Operation name	Generally, the name of the operation performed by the tool is the same as the tool name, for example, **gs_check** and **gs_expand**.
uuid	UUID used in command execution, which is used for search.
Step No.	Step0
Tool name	gs name, for example, **gs_check**.
Log type	Log level, for example, **FLOW**, **LOG**, or **ERROR**.
File name	Name and line number of the file that records the current log.
Log content	Content of a log.

Examples

gs_check example:

```
[2021-08-23 09:15:00.829595][19082][gs_check][27bd4f6a-8c83-4b44-8c2e-224f23fd3796][Step0]
[gs_check][FLOW][CheckItem.py:364]:Finish to run CheckDnWait
[2021-08-23 09:19:04.810960][835][gs_check][0fdd5bd6-ec56-4247-becd-8ddada25e419][Step0][gs_check]
[FLOW][gs_check:751]:Start to parse the check items config file
[2021-08-23 09:19:05.198492][835][gs_check][0fdd5bd6-ec56-4247-becd-8ddada25e419][Step0][gs_check]
[FLOW][CheckItem.py:355]:Start to run CheckDnWait
[2021-08-23 09:19:13.019246][835][gs_check][0fdd5bd6-ec56-4247-becd-8ddada25e419][Step0][gs_check]
[FLOW][CheckItem.py:364]:Finish to run CheckDnWait
```

```
[2021-08-23 09:23:14.321309][15447][gs_check][09d252b8-a97f-4876-ae1b-d00620d2639e][Step0]
[gs_check][FLOW][gs_check:751]:Start to parse the check items config file
[2021-08-23 09:23:14.365280][15447][gs_check][09d252b8-a97f-4876-ae1b-d00620d2639e][Step0]
[gs_check][FLOW][CheckItem.py:355]:Start to run CheckDnWait
[2021-08-23 09:23:20.736654][15447][gs_check][09d252b8-a97f-4876-ae1b-d00620d2639e][Step0]
[gs_check][FLOW][CheckItem.py:364]:Finish to run CheckDnWait
[2021-08-23 09:27:22.316283][29222][gs_check][cac29166-ca74-4b14-a626-0f4df274b314][Step0]
[gs_check][FLOW][gs_check:751]:Start to parse the check items config file
[2021-08-23 09:27:22.371746][29222][gs_check][cac29166-ca74-4b14-a626-0f4df274b314][Step0]
[gs_check][FLOW][CheckItem.py:355]:Start to run CheckDnWait
[2021-08-23 09:27:28.640818][29222][gs_check][cac29166-ca74-4b14-a626-0f4df274b314][Step0]
[gs_check][FLOW][CheckItem.py:364]:Finish to run CheckDnWait
[2021-08-23 09:31:30.343649][10819][gs_check][d0518528-d492-48e0-8681-ce67c0234581][Step0]
[gs_check][FLOW][gs_check:751]:Start to parse the check items config file
[2021-08-23 09:48:16.324634][2297][gs_check][2c848169-8fa0-4566-a624-6f308505af7c][Step0][gs_check]
[FLOW][CheckItem.py:364]:Finish to run CheckDnWait
```

gs_preinstall example:

```
[2021-07-23 02:48:50.458352][25108][gs_preinstall][f4197623-09bb-4751-9880-b64c0e7b3ea6][Step14]
[gs_preinstall][LOG][PreinstallImpl.py:1483]:Successfully set finish flag.
[2021-07-23 02:48:50.458487][25108][gs_preinstall][f4197623-09bb-4751-9880-b64c0e7b3ea6][Step15]
[gs_preinstall][LOG][PreinstallImpl.py:1491]:Setting CertPermission
[2021-07-23 02:48:50.465251][25108][gs_preinstall][f4197623-09bb-4751-9880-b64c0e7b3ea6][Step15]
[gs_preinstall][LOG][PreinstallImpl.py:1519]:Successfully set CertPermission.
[2021-07-23 02:48:50.465366][25108][gs_preinstall][f4197623-09bb-4751-9880-b64c0e7b3ea6][Step15]
[gs_preinstall][LOG][PreinstallImpl.py:1682]:Preinstallation succeeded.
```

1.3.6 Cluster Control Logs

Description

Records cluster control logs, which are used by O&M personnel to locate faults.

Naming

- cm_ctl-xxxx-xx-xx_xxxxxx-current.log

- gs_cgroup-xxxx-xx-xx_xxxxxx.log

- gs_clean-xxxx-xx-xx_xxxxxx-current.log

- gs_ctl-xxxx-xx-xx_xxxxxx-current.log

- gs_guc-xxxx-xx-xx_xxxxxx-current.log

- gs_obs.interface.log

- gs_obs.operation.log

- gs_obs.run.log

- gtm_ctl-xxxx-xx-xx_xxxxxx-current.log

xxxx-xx-xx_xxxxxx indicates the creation time.

Format

[*Time*] [*Thread ID*] [*Log type*] [*Log content*]

Parameters

Table 1-10 CN/DN log parameters

Parameter	Description
Time	Time when a log is generated. The format is yyyy-mm-dd hh:mm:ss,ms.
Thread ID	ID of a thread, expressed with **tid**.
Log type	Log level, including **DEBUG**, **LOG**, or **FATAL**.
Log content	Content of a log.

Examples

cm_ctl example:

```
2021-07-27 06:42:08.168 tid=10121  DEBUG1: [1] 06:42:08 [SUCCESS] 172.88.78.252
2021-07-27 06:42:08.169 tid=10121  LOG: check finished in 1783 ms.
2021-07-27 06:42:08.169 tid=10121  DEBUG1: end check cluster running status with pssh.
2021-07-27 06:42:08.169 tid=10121  LOG: start cluster.
2021-07-27 06:42:08.169 tid=10121  LOG: start nodeid: 1
2021-07-27 06:42:08.169 tid=10121  LOG: start nodeid: 2
2021-07-27 06:42:08.169 tid=10121  LOG: start nodeid: 3
2021-07-27 06:42:21.060 tid=10333  LOG: start cluster successfully.
2021-07-27 06:42:22.510 tid=11452  DEBUG1: cm_ctl view
2021-08-19 08:23:31.654 tid=15206  FATAL: -n node is invalid.
```

1.3.7 Audit Logs

Database audit logs (such as DML/DDL records) of tenants cannot be viewed in the background. To view database audit logs, see section "Viewing Audit Results" in *Data Warehouse Service (DWS) 8.1.3.331 User Guide (for Huawei Cloud Stack 8.3.1)* in **Data Warehouse Service (DWS) 8.1.3.331 Usage Guide (for Huawei Cloud Stack 8.3.1)**.

2 Error Codes

2.1 DWS.0001 The requested resource does not exist or is invalid.

Enumerated Value

PARAM_ERROR

Error Name

The requested resource does not exist or is invalid. Contact technical support for assistance.

Possible Causes

1. The resource configuration information, such as specifications, has been modified. As a result, the content of resource configuration files is inconsistent.
2. The service is abnormal. The configuration information such as specifications in the default service release package does not match. As a result, the association verification fails.

Handling Methods

1. This is a configuration constraint exception. Generally, this exception is caused by illegal manual configuration modification or incorrect default configuration released by the service. Contact technical support for assistance.
2. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.2 DWS.0002 The RDS does not exist.

Enumerated Value

RDS_NOT_EXIST

Error Name

The requested resource does not exist or is invalid. Contact technical support for assistance.

Possible Causes

The **namespace** table on the management plane does not contain DWS information.

Handling Methods

1. Contact technical support to check whether the data in the **namespace** table of the **rms** database is correct.

2. If the data in the **namespace** table is incorrect, contact technical support for assistance.

2.3 DWS.0004 The operation is invalid.

Enumerated Value

OPTYPE_ILLEGAL

Error Name

The operation is invalid.

Possible Causes

The current user does not have the permission to perform the operation.

Handling Methods

1. Refresh the page and try again.

2. If the fault persists, perform the following operations: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.4 DWS.0005 The requested resource does not exist or is abnormal.

Enumerated Value

SERVER_ERROR

Error Name

The requested resource does not exist or is abnormal. Contact technical support for assistance.

Possible Causes

1. The JDK or third-party component interface is abnormal.
2. Resources such as the configuration files to be accessed do not exist or the read and write permissions of the resources are abnormal.

Handling Methods

1. This is a service running exception. Generally, this exception is caused by service defects. Contact technical support for assistance.
2. If the fault persists, perform the following operations: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.5 DWS.0006 The request is empty.

Enumerated Value

REQ_NULL

Error Name

The request is empty. Enter required request parameters.

Possible Causes

The request is empty.

Handling Methods

1. Check whether the request is empty.
2. If the request is empty, enter required request parameters.
3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.6 DWS.0007 Failed to find the VM information of the instance.

Enumerated Value

GET_VMRESINFO_FAILED

Error Name

Failed to find the VM information of the instance.

Possible Causes

The VM information of the instance cannot be found.

Handling Methods

1. Check the database and confirm the VM information of the instance.

2. If the database information is incorrect, perform the following operations: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.7 DWS.0010 The instance ID or user ID may be null, or the operation is not authorized.

Enumerated Value

CHECK_REQ_FAILED

Error Name

The instance ID or user ID may be null, or the operation is not authorized.

Possible Causes

1. The value of **projectId** in the request path is empty. As a result, the user permission verification fails.

2. The current cluster object operated by the user does not match the user project.

3. The user permission has been changed, but the resources displayed on the management plane are not updated.

Handling Methods

1. Refresh the management page and perform services operations.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.8 DWS.0011 Another operation is being performed on the instance or the instance is faulty.

Enumerated Value

INSTANCE_IS_NOT_ALLOWED

Error Name

This operation cannot be performed because another operation is being performed on the instance or the instance is faulty. Please try again later.

Possible Causes

When a management operation is being performed on the instance or the instance is faulty, other management operations are not allowed.

Handling Methods

1. Refresh the page to view the cluster status. After the current operation task is complete, try again.

2. If the cluster is unavailable, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.9 DWS.0012 Operation is not allowed because the cluster has a standby instance.

Enumerated Value

ACTION_LIMITED

Error Name

Operation is not allowed because the cluster has a standby instance.

Possible Causes

Operation is not allowed because the cluster has a standby instance.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.10 DWS.0013 SSH connection failed.

Enumerated Value

RUN_SSH_FAILD

Error Name

SSH connection failed.

Possible Causes

The management plane and the instance node are disconnected.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.11 DWS.0014 The resource tenant does not exist.

Enumerated Value

ES_TENANT_IS_NOT_EXIST

Error Name

The resource tenant does not exist.

Possible Causes

During cluster scale-out or restart, the resource tenant does not exist, and the resource tenant information stored in the DWS Controller database is incorrect.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.12 DWS.0015 Resource not found or permission denied.

Enumerated Value

PERMISSION_DENIED

Error Name

Resource not found or permission denied.

Possible Causes

1. The cluster has been deleted, but the cluster information is not updated on the page.

2. The user permission has been changed, but the resources displayed on the management plane are not updated.

Handling Methods

1. Refresh the management page and perform services operations.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.13 DWS.0016 Resource not found.

Enumerated Value

RESOURCE_NOT_FOUND

Error Name

Resource not found.

Possible Causes

Failed to query the VPC quota.

Handling Methods

1. Check whether the value of **vpc.endpoint** of **DWSController CDK** in CloudScope is correct.

2. If the configuration is correct but the fault persists, go to Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance..

2.14 DWS.0023 The resource is insufficient.

Enumerated Value

INSUFFICIENT_RESOURCE

Error Name

The resource is insufficient.

Possible Causes

The resource quota is insufficient.

Handling Methods

If the resource quota is insufficient, contact the system administrator to apply for a higher quota.

2.15 DWS.0030 The number of snapshots reaches the quota.

Enumerated Value

OBJECT_FULL

Error Name

The number of snapshots reaches the quota.

Possible Causes

The number of snapshots reaches the quota.

Handling Methods

If the number of snapshots reaches the quota, contact technical support to apply for a higher quota.

2.16 DWS.0032 The current user does not have the required permission.

Enumerated Value

ACCOUNT_HAS_NO_PRIV

Error Name

The current user does not have the required permission. Check the account permission on the IAM.

Possible Causes

The current user does not have the required permission to perform non-read-only operations such as PUT and DELETE.

Handling Methods

1. Open the service list from the navigation pane on the left and search for IAM to enter the IAM console.

2. Check whether the current user has the operation permission based on the IAM help document. If the user does not have the operation permission, contact technical support for assistance.

2.17 DWS.0035 Conversion failed.

Enumerated Value

TRANSFER_ERROR

Error Name

Conversion failed.

Possible Causes

1. Conversion between XML and Bean failed.
2. Conversion between JSON and Bean failed.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.18 DWS.0036 An internal error occurred.

Enumerated Value

INTERNAL_ERROR

Error Name

An internal error occurred.

Possible Causes

The service function is abnormal. Contact technical support for assistance.

Handling Methods

The service function is abnormal. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.19 DWS.0040 The parameter cannot be processed.

Enumerated Value

PARAM_UNPROCESSABLE

Error Name

The parameter cannot be processed.

Possible Causes

1. The cluster ID is empty when the Express cluster is initialized or scale-out.

2. The format of the delivered parameter is incorrect.

Handling Methods

1. Refresh the page and perform the operation on the Express cluster again.

2. Check whether the parameter value on the parameter settings page is within the specified range.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.20 DWS.0042 The operation is not supported.

Enumerated Value

OPERATION_ILLEGAL

Error Name

The operation is not supported.

Possible Causes

1. The quota for creating the parameter group is insufficient.

2. The parameter group to be updated or deleted does not exist.

Handling Methods

1. Refresh the page and update or delete the parameter group again.

2. Delete unnecessary parameter groups and create a new one.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.21 DWS.0043 The snapshot name already existed.

Enumerated Value

SNAPSHOT_EXIST

Error Name

The snapshot name already existed.

Possible Causes

The snapshot name must be unique in a project.

Handling Methods

1. Enter another snapshot name and click **OK**.

2. The snapshot name consists of 4 to 64 characters, starts with a letter, and contains only letters (case-insensitive), digits, hyphens (-), and underscores (_).

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.22 DWS.0044 The parameter template name already exists.

Enumerated Value

PARAGROUP_EXIST

Error Name

The parameter template name already exists.

Possible Causes

The parameter template name must be unique in a project.

Handling Methods

1. Enter another parameter template name and click **OK**.

2. The parameter template name consists of 4 to 64 characters, starts with a letter, and contains only letters (case-insensitive), digits, hyphens (-), and underscores (_).

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.23 DWS.0045 The resource object is performing another operation.

Enumerated Value

OPERATION_IS_NOT_ALLOWED_TO_PERFORM

Error Name

This operation cannot be performed because the resource object is performing another operation. Try again later.

Possible Causes

The current cluster or cluster backup is performing another operation. Try again later.

Handling Methods

1. Multiple operation tasks cannot be performed on the same resource at the same time. If multiple operation tasks need to be performed, perform them in sequence.

2. The cluster or cluster backup list page is periodically refreshed. Check the resource status. After an operation is complete, deliver another operation request.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.24 DWS.0046 Failed to perform the operation.

Enumerated Value

CLUSTER_IS_NOT_ALLOWED

Error Name

This operation cannot be performed because another operation is being performed in the cluster or a node in the cluster is faulty. Try again later.

Possible Causes

- Another operation is being performed in the cluster. Try again later.

- The cluster is faulty and unavailable. No operation is allowed.

Handling Methods

1. Refresh the **Cluster Management** page and check whether the status in the **Cluster Status** column is **Faulty**. If the cluster status is **Faulty**, contact technical support for assistance.

2. If the cluster status indicates that another operation task is being performed in the cluster, deliver the operation request again after the current operation task is complete.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.25 DWS.0047 The cluster does not exist or has been deleted.

Enumerated Value

CLUSTER_NOT_EXIST_OR_DELETED

Error Name

The cluster does not exist or has been deleted.

Possible Causes

- The cluster has been deleted, so the operation cannot be performed.
- The cluster ID in the request is incorrect. No available cluster can be matched.

Handling Methods

1. Refresh the **Clusters** page and select the cluster to be operated from the cluster list.

2. To view details about a cluster, click the cluster name.

3. If you need to perform other management operations, select the operations you require from the **Operation** column.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.26 DWS.0048 The cluster does not support the operation.

Enumerated Value

CLUSTER_ACTION_NOT_SUPPORT

Error Name

The cluster does not support the operation.

Possible Causes

On the **Clusters** page, the status of the operation buttons supported by the cluster is related to the cluster status, and the cluster list is periodically refreshed. Therefore, the status of the buttons that can be operated may be inconsistent with the actual status of the cluster in a short period (the maximum value is the periodic update interval).

Handling Methods

1. Refresh the **Clusters** page and select the cluster to be operated from the cluster list.
2. To view details about a cluster, click the cluster name.
3. If you need to perform other management operations, select the operations you require from the **Operation** column.
4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.27 DWS.0053 The username is invalid.

Enumerated Value

DB_USERNAME_INVALID

Error Name

The username you entered is invalid.

Possible Causes

The username you entered is invalid.

Handling Methods

1. The username is a string of 6 to 64 characters, starting with a lowercase letter or underscore (_). Only lowercase letters, digits, and underscores (_) are allowed.
2. Enter a correct username based on the preceding rule and send the request again.
3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.28 DWS.0055 The current policy does not allow this operation.

Enumerated Value

PDP_HAS_NO_RIGHT

Error Name

The current policy does not allow the #actionName# operation.

Possible Causes

The current user does not have the permission to perform the operation.

Handling Methods

Check the execution permission of the current tenant. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.29 DWS.0069 The namespace is invalid.

Enumerated Value

INVALID_NAMESPACE

Error Name

The namespace is invalid.

Possible Causes

The namespace name is empty or incorrect.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.30 DWS.0070 You do not have the permission to access the AZ.

Enumerated Value

NO_ANY_AZ_PERMISSION

Error Name

The current tenant does not have the permission to access any AZ, or an error occurs when the tenant obtains the AZ permission.

Possible Causes

The current tenant does not have the permission to access any AZ, or an error occurs when the tenant obtains the AZ permission.

Handling Methods

Perform real-name authentication or contact technical support for assistance.

2.31 DWS.0080 The project ID is invalid.

Enumerated Value

INVALID_PROJECT_ID

Error Name

The project ID is invalid.

Possible Causes

Invalid operation. The project ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. The project ID is mandatory in a request by default and is automatically generated when the console generates a URL.

2. Refresh the current page or open DWS in the service list again to deliver the request again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.32 DWS.0081 The cluster ID is invalid.

Enumerated Value

INVALID_CLUSTER_ID

Error Name

The cluster ID is invalid.

Possible Causes

Invalid operation. The cluster ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. Refresh the cluster management page, select the cluster to be operated, and click the cluster name to open the cluster details page or click the corresponding button in the **Operation** column to perform the maintenance operation.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.33 DWS.0082 Invalid instance node ID.

Enumerated Value

INVALID_INSTANCE_ID

Error Name

Invalid instance node ID.

Possible Causes

Invalid operation. The instance ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. Refresh the instance page under resource management, select the instance node to be operated again, and click the corresponding button in the **Operation** column to perform the maintenance operation.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.34 DWS.0083 The enterprise tag ID or tag content is invalid.

Enumerated Value

INVALID_EPS_TAG_ROLE

Error Name

The enterprise tag ID or tag content is invalid.

Possible Causes

Invalid operation. The enterprise tag ID or content delivered in the request does not match the default enterprise project tag defined by the service or the created enterprise project.

Handling Methods

1. Refresh the cluster creation or restoration page and select the required enterprise project from the **Enterprise Project** drop-down list.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.35 DWS.0084 Current Cluster Is Not Encrypted

Enumerated Value

NONE_ENCRYPT_CLUSTER

Error Name

The current cluster is not encrypted.

Possible Causes

Invalid operation. Functions such as key rotation are supported only by encrypted clusters and are displayed only on details pages of encrypted clusters.

Handling Methods

1. Refresh the cluster list, select the cluster to be operated again, and open the cluster details page by clicking the cluster name.
2. Click the key rotation button to perform operations specific to the encrypted cluster.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.36 DWS.0091 Cluster Must be Selected for Logical Cluster Scale-Out

Enumerated Value

EXPAND_TO_CLUSTER_NOT_SELECT

Error Name

When scaling out a logical cluster, you must select the logical cluster to be scaled out.

Possible Causes

When a logical cluster is scaled out, the logical cluster to which the logical cluster is to be scaled out is not transferred.

Handling Methods

1. When expanding the capacity of a logical cluster, you need to select the logical cluster to which the logical cluster is to be expanded.

2.37 DWS.0094 Version Parameter Is Incorrect

Enumerated Value

INSERT_VERSION_PARAM_ERROR

Error Name

A parameter error occurs when the version is recorded.

Possible Causes

The software package name does not comply with the specifications, the image information is empty, or the software package information is empty or missing.

Handling Methods

1. Check whether the version parameters contain the software package information and image information.

2. Check whether the software package name meets the requirements.

3. Ensure that the entered software package information contains at least one guestAgent package and one kernel package.

2.38 DWS.0095 Failed to Update the Version Status Parameter

Enumerated Value

UPDATE_VERSION_PARAM_ERROR

Error Name

Failed to update the version status parameter. At least one valid version must be reserved.

Possible Causes

If there is only the last valid version, it cannot be updated to an invalid version.

Handling Methods

1. This error message is reasonable.

2.39 DWS.0096 Tenant Plane Version Is Not Configured

Enumerated Value

DATASTORE_VERSION_NOT_CONFIGURED

Error Name

The tenant plane version has not been configured in the XML file. Import the configuration on the XML configuration page first.

Possible Causes

The recorded version is not configured in datastoreSpec_xxx.xml.

Handling Methods

1. Before recording the version, ensure that the version to be recorded is configured in datastoreSpec_xxx.xml. If not, import the latest configuration on the XML configuration page.

2.40 DWS.0104 VPC interface exception occurs.

Enumerated Value

VPC_SERVICE_CLIENT_ERROR

Error Name

An error occurs when calling the VPC interface.

Possible Causes

1. The VPC service is abnormal.

2. The parameter configuration is incorrect when GaussDB(DWS) calls the VPC interface.

Handling Methods

1. Log in to the VPC service page and check whether the service is normal. Wait for a period of time and try again.

2. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.41 DWS.0105 ECS interface exception occurs.

Enumerated Value

ECS_SERVICE_CLIENT_ERROR

Error Name

An error occurs when internally calling the ECS interface.

Possible Causes

1. The ECS service is abnormal.

2. The parameter configuration is incorrect when GaussDB(DWS) calls the ECS interface.

Handling Methods

1. Log in to the ECS service page and check whether the service is normal. Wait for a period of time and try again.

2. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.42 DWS.1004 Database Service Is Abnormal

Enumerated Value

DB_SERVICE_ABNORMAL

Error Name

The database service is abnormal.

Possible Causes

The database on the service management and control plane is abnormal and cannot execute query tasks.

Handling Methods

1. Refresh any page. If the content on the page can be properly displayed, the database is restored. Then, you can send the operation request again.

2. If no page can be properly displayed, the database on the management and control plane is unavailable.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.43 DWS.1101 Failed to deliver the instance creation request.

Enumerated Value

RDS_CREATE_REQUEST_FAILED

Error Name

Failed to deliver the instance creation request.

Possible Causes

An internal error occurred.

Handling Methods

1. An internal error occurred.

2. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.44 DWS.1102 This instance name already exists.

Enumerated Value

INSTANCE_ALREADY_EXIST

Error Name

The instance name already exists.

Possible Causes

The instance name already exists.

Handling Methods

1. The instance name is automatically generated based on the cluster name and instance node ID. Rename the cluster.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.45 DWS.1103 The instance does not exist.

Enumerated Value

INSTANCE_NOT_EXIST

Error Name

The instance does not exist.

Possible Causes

The instance does not exist.

Handling Methods

1. Refresh the instance list and select the instance again to deliver the request.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.46 DWS.1110 Invalid instance parameters.

Enumerated Value

RDS_INSTANCE_PARAM_INVALID

Error Name

Invalid instance parameters.

Possible Causes

Invalid instance parameters: The node information in the scale-out parameters is empty.

Handling Methods

1. Submit correct instance parameters on the scale-out page.
2. If the fault persists, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.47 DWS.1111 Invalid scale-out parameters.

Enumerated Value

RDS_DISK_PARAM_INVALID

Error Name

Invalid scale-out parameters.

Possible Causes

1. Invalid scale-out parameters: The current size is greater than the scale-out target size.
2. Invalid scale-out parameter: The scale-out target size is greater than the maximum value or less than the minimum value configured in the XML file.
3. Invalid instance parameters: The scale-out nodes cannot be found.

Handling Methods

1. Submit correct scale-out parameters on the scale-out page.
2. If the fault persists, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.48 DWS.1112 The number of instances reaches the quota.

Enumerated Value

RDS_INSTANCE_NUM_REACH_LIMIT

Error Name

The number of instances reaches the quota.

Possible Causes

The number of instances reaches the quota.

Handling Methods

If the number of instances reaches the quota, delete unnecessary clusters or contact technical support to apply for a higher quota.

2.49 DWS.1114 Failed to shut down the VM.

Enumerated Value

RDS_SHUTDOWN_VM_FAILED

Error Name

Failed to shut down the VM.

Possible Causes

The request to the underlying IaaS failed.

Handling Methods

1. Delete a cluster again later.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.50 DWS.1115 Failed to start the VM.

Enumerated Value

RDS_STARTUP_VM_FAILED

Error Name

Failed to start the VM.

Possible Causes

Failed to call the underlying IaaS interface.

Handling Methods

1. Create a cluster again later.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.51 DWS.1117 The cluster name already exists.

Enumerated Value

CLUSTER_ALREADY_EXIST

Error Name

The cluster name already exists.

Possible Causes

The cluster name already exists.

Handling Methods

1. Rename the cluster.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.52 DWS.1119 Failed to restart the VM.

Enumerated Value

RDS_RESTART_VM_FAILED

Error Name

Failed to restart the VM.

Possible Causes

Failed to call the underlying IaaS interface.

Handling Methods

1. Restart a cluster again later.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.53 DWS.1301 Invalid Parameter

Enumerated Value

PARAMETERS_IS_INVALID

Error Name

Invalid parameter.

Possible Causes

The entered parameter is incorrect.

Handling Methods

Set the parameters according to the rules. For details, see **Specifications Management of Bare Metal Severs**.

2.54 DWS.1302 Failed to Query the Flavor

Enumerated Value

QUERY_FLAVOR_INFO_FAILED

Error Name

Failed to query the flavor information.

Possible Causes

Some database fields are missing.

Handling Methods

View logs to locate the fault.

2.55 DWS.1303 Failed to Update the Flavor Status

Enumerated Value

UPDATE_FLAVOR_STATUS_FAILED

Error Name

Failed to update the flavor status.

Possible Causes

The database flavor is missing.

Handling Methods

View logs to locate the fault.

2.56 DWS.1304 Failed to Add a Flavor

Enumerated Value

ADD_FLAVOR_FAILED

Error Name

Failed to add a flavor.

Possible Causes

The flavor already exists or the parameter value is invalid.

Handling Methods

View logs to locate the fault.

2.57 DWS.1305 Failed to Delete a Flavor

Enumerated Value

DELETE_FLAVOR_FAILED

Error Name

Failed to delete a flavor.

Possible Causes

The flavor is in use or does not exist.

Handling Methods

Ensure that no cluster (status: 200) is using this specification and a snapshot (status: success) exists.

2.58 DWS.2023 The password contains invalid characters.

Enumerated Value

PWD_INVALIDCHAR

Error Name

The password contains invalid characters.

Possible Causes

The password contains invalid characters.

Handling Methods

1. A password consists of 8 to 32 characters.

2. It cannot be the same as the username or the username spelled backwards.

3. It must contain at least 3 of the following character types: uppercase letters, lowercase letters, digits, and special characters: ~!@#%^&*()-_=+|[{}];:,<.>/?

4. It must pass the weak password check.

5. The new password must be different from the old password, or old password spelled backwards.

6. Previous passwords cannot be used repeatedly.

7. Enter the password once again based on the preceding rules.

2.59 DWS.2024 The password contains three consecutive same characters.

Enumerated Value

PWD_SAMECHAR

Error Name

The password contains three consecutive same characters.

Possible Causes

The password contains three consecutive same characters.

Handling Methods

1. A password consists of 8 to 32 characters.

2. It cannot be the username or the reverse username.

3. It must contain at least 3 of the following character types: uppercase letters, lowercase letters, digits, and special characters: ~!@#%^&*()-_=+|[{}];:,<.>/?

4. It must pass the weak password check.

5. The new password must be different from the old password, or old password spelled backwards.

6. Previous passwords cannot be used repeatedly.

7. Enter the password once again based on the preceding rules.

2.60 DWS.2025 Insufficient password strength.

Enumerated Value

PWD_NOTSTRONG

Error Name

The password strength is insufficient. A password must contain at least an uppercase letter, a lowercase letter, a digit, and a special character.

Possible Causes

The password strength is insufficient. A password must contain at least an uppercase letter, a lowercase letter, a digit, and a special character.

Handling Methods

1. A password consists of 8 to 32 characters.
2. It cannot be the same as the username or the username spelled backwards.
3. It must contain at least 3 of the following character types: uppercase letters, lowercase letters, digits, and special characters: ~!@#%^&*()-_=+|[{}];:,<.>/?
4. It must pass the weak password check.
5. The new password must be different from the old password, or old password spelled backwards.
6. Previous passwords cannot be used repeatedly.
7. Enter the password once again based on the preceding rules.

2.61 DWS.2026 Weak password strength.

Enumerated Value

PWD_ISWEAKPASSWORD

Error Name

This is a weak password. Enter a strong one.

Possible Causes

This is a weak password. Enter a strong one.

Handling Methods

1. A password consists of 8 to 32 characters.
2. It cannot be the same as the username or the username spelled backwards.

3. It must contain at least 3 of the following character types: uppercase letters, lowercase letters, digits, and special characters: ~!@#%^&*()-_=+|[{}];:,<.>/?

4. It must pass the weak password check.

5. The new password must be different from the old password, or old password spelled backwards.

6. Previous passwords cannot be used repeatedly.

7. Enter the password once again based on the preceding rules.

2.62 DWS.2072 The new password must be different from the current password.

Enumerated Value

PWD_SAME_AS_OLD

Error Name

The new password must be different from the current password.

Possible Causes

The new password must be different from the current password.

Handling Methods

1. A password consists of 8 to 32 characters.

2. It cannot be the same as the username or the username spelled backwards.

3. It must contain at least 3 of the following character types: uppercase letters, lowercase letters, digits, and special characters: ~!@#%^&*()-_=+|[{}];:,<.>/?

4. It must pass the weak password check.

5. The new password must be different from the old password, or old password spelled backwards.

6. Previous passwords cannot be used repeatedly.

7. Enter the password once again based on the preceding rules.

2.63 DWS.2073 A historical password cannot be used again.

Enumerated Value

PWD_CANNOT_BE_REUSED

Error Name

A historical password cannot be used again.

Possible Causes

A historical password cannot be used again.

Handling Methods

1. A password consists of 8 to 32 characters.

2. It cannot be the same as the username or the username spelled backwards.

3. It must contain at least 3 of the following character types: uppercase letters, lowercase letters, digits, and special characters: ~!@#%^&*()-_=+|[{}];:,<.>/?

4. It must pass the weak password check.

5. The new password must be different from the old password, or old password spelled backwards.

6. Previous passwords cannot be used repeatedly.

7. Enter the password once again based on the preceding rules.

2.64 DWS.2074 The reset password is the same as the old password spelled backwards.

Enumerated Value

PWD_REVERSE_AS_OLD_PASSWORD

Error Name

The reset password is the same as the old password spelled backwards.

Possible Causes

The reset password is the same as the old password spelled backwards.

Handling Methods

1. A password consists of 8 to 32 characters.

2. It cannot be the username or the reverse username.

3. It must contain at least 3 of the following character types: uppercase letters, lowercase letters, digits, and special characters: ~!@#%^&*()-_=+|[{}];:,<.>/?

4. It must pass the weak password check.

5. The new password must be different from the old password, or old password spelled backwards.

6. Previous passwords cannot be used repeatedly.

7. Enter the password once again based on the preceding rules.

2.65 DWS.2075 Failed to reset the security parameters.

Enumerated Value

SECURITY_PARAMETER_CAN_NOT_RESET

Error Name

Failed to reset the security parameters.

Possible Causes

This is an invalid operation. The request contains security parameters that cannot be modified.

Handling Methods

1. If you need to configure cluster parameters, use the management and control plane.

2. Choose **Clusters** on the management console. The cluster management page is displayed.

3. Select the cluster to be configured and click the cluster name. The cluster details page is displayed.

4. Click the **Parameter Modifications** tab, and then modify the parameters according to the parameter description and value range.

5. Click **Save** to execute the parameter configuration task.

6. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.66 DWS.3005 Backup failed.

Enumerated Value

BACKUP_FAILED

Error Name

Backup failed.

Possible Causes

1. The data failed to be uploaded to OBS.

2. The instance backup interface is faulty.

Handling Methods

1. Perform a backup again later.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.67 DWS.3006 Restoration failed.

Enumerated Value

RESTOR_FAIL

Error Name

Restoration failed.

Possible Causes

1. The data cannot be downloaded from OBS.

2. The instance restoration interface is faulty.

Handling Methods

1. Perform a restoration again later.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.68 DWS.3011 Invalid retention days.

Enumerated Value

KEEPDAY_ILLEGAL

Error Name

Invalid retention days.

Possible Causes

The backup retention days cannot be greater than 31.

Handling Methods

1. The backup retention days cannot be greater than 31.

2. Enter the backup retention days again as prompted by the GUI message.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.69 DWS.3012 Invalid backup cycle.

Enumerated Value

PERIOD_ILLEGAL

Error Name

Invalid backup cycle.

Possible Causes

The backup cycle cannot be less than 4 hours or greater than 24 hours.

Handling Methods

1. The backup cycle cannot be less than 4 hours or greater than 24 hours.

2. Enter the backup cycle again as prompted by the GUI message.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.70 DWS.3013 Invalid backup start time.

Enumerated Value

START_TIME_ILLEGAL

Error Name

Invalid backup start time.

Possible Causes

The start time cannot be left blank and must be earlier than the end time.

Handling Methods

1. The start time cannot be left blank and must be earlier than the end time.

2. Select the backup start time and end time again as prompted by the GUI message.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.71 DWS.3014 Failed to issue the restoration command.

Enumerated Value

DATA_TRANSFER_FAILED

Error Name

Failed to issue the restoration command.

Possible Causes

Failed to submit the restoration job.

Handling Methods

1. Submit the restoration job again later.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.72 DWS.3016 The backup file is being deleted.

Enumerated Value

CONLICT_WITH_BK_FILE_DELETING

Error Name

The backup file is being deleted. Try again later.

Possible Causes

The backup file is being deleted. Try again later.

Handling Methods

1. The backup file is being deleted. Try again later.
2. If the fault persists, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.73 DWS.3017 The snapshot has an existing copy.

Enumerated Value

COPY_SRCBACKUP_ILLEGAL

Error Name

The snapshot has an existing copy.

Possible Causes

The snapshot has an existing copy. Only one copy can be created for an original snapshot.

Handling Methods

1. The snapshot has an existing copy. You do not need to copy it again.
2. If you need to create a snapshot again, select its copy from the snapshot list, delete it, and create a snapshot again.

2.74 DWS.3021 The OBS URL is invalid.

Enumerated Value

OBS_ADDR_ILLEGAL

Error Name

The OBS URL is invalid.

Possible Causes

obs.endpoint in the CDK parameters does not meet the URL or IP address configuration specifications.

Handling Methods

1. Log in to CloudScope and check whether the format of **obs.endpoint** of dwscontroller is correct.
2. If the fault persists, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.75 DWS.3024 An exception occurred during instance execution.

Enumerated Value

BACKUP_CALL_EXCEPTION

Error Name

An exception occurred during instance execution.

Possible Causes

The instance failed to execute the rollback command.

Handling Methods

Log in to the DWS page of Service OM to obtain logs on the tenant plane and contact technical support for assistance.

2.76 DWS.3025 Instance execution failed.

Enumerated Value

BACKUP_CALL_FAILED

Error Name

Instance execution failed.

Possible Causes

The instance failed to execute the backup command.

Handling Methods

Log in to the DWS page of Service OM to obtain logs on the tenant plane and contact technical support for assistance.

2.77 DWS.3026 The backup file does not exist.

Enumerated Value

BK_FILE_IS_NOT_EXIST

Error Name

The backup file does not exist.

Possible Causes

The backup file does not exist.

Handling Methods

1. Refresh the snapshot page and perform the backup and restoration operations again.
2. If the fault persists, contact technical support for assistance.

2.78 DWS.3027 The cluster does not exist.

Enumerated Value

CLUSTER_NOT_EXIST

Error Name

The cluster does not exist.

Possible Causes

The cluster does not exist or has been deleted.

Handling Methods

1. The cluster list page periodically refreshes and synchronizes cluster information from the server. Server changes within the interval cannot be displayed on the cluster list page in a timely manner. You need to wait for the next refresh or manually refresh the cluster list page.
2. Refresh the cluster management page, select the cluster to be operated, and deliver the operation request again.
3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.79 DWS.3028 Invalid backup file information.

Enumerated Value

BK_FILE_INFO_ILLEGA

Error Name

Invalid backup file information.

Possible Causes

The value of **backupEndTime** in the backup file information is not of the long type.

Handling Methods

1. Refresh the snapshot page and perform the backup operations again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.80 DWS.3029 The backup file of a specific time point does not exist.

Enumerated Value

POINT_BK_FILE_IS_NOT_EXIST

Error Name

The backup file of a specific time point does not exist.

Possible Causes

The backup file of a specific time point does not exist.

Handling Methods

1. Refresh the snapshot page and perform the backup and restoration operations again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.81 DWS.3030 The size of the new instance should not be less than that of the original one.

Enumerated Value

VOLUME_SIZE_IS_SMALLER

Error Name

The size of the new instance should not be less than that of the original one.

Possible Causes

The size of the new instance should not be less than that of the original one.

Handling Methods

1. Refresh the flavor list page, select a flavor whose storage is greater than that of the original cluster, and deliver the request again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.82 DWS.3032 Snapshot File Does Not Exist

Enumerated Value

SNAPSHOT_FILE_IS_NOT_EXIST

Error Name

The snapshot file does not exist.

Possible Causes

The snapshot file does not exist or has been deleted.

Handling Methods

1. Refresh the snapshot management page, select the snapshot to be operated from the snapshot list, and deliver the operation request again by clicking the corresponding button in the **Operation** column.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.83 DWS.3033 ECS Group Information Is Incorrectly Parsed

Enumerated Value

SERVER_GROUPS_INFO_PARSE_ERROR

Error Name

The ECS group information in the backup record is incorrectly parsed.

Possible Causes

Deserialization parsing of the ECS group information in the backup record is incorrect.

Handling Methods

1. Query the snapshot information in the **rds_cluster_backup** table of the dwscontroller database based on the snapshot ID and check whether the format of the **serverGroupsInfo** field complies with **{"serverGroups": [{"serverGroupName":"uuid","instanceIds":["uuid","uuid","uuid"]}]}**.

2. If the format of the snapshot information is correct, refresh the snapshot list page and deliver the request again.

3. If the snapshot information does not exist or the format is incorrect, use ManageOne to collect the logs of DWS Controller in the last 24 hours and contact technical support for assistance.

2.84 DWS.3034 IP Address of the NBU Server Is Invalid

Enumerated Value

NBU_IPS_ILLEGAL

Error Name

The IP address of the NBU Media server is invalid.

Possible Causes

When the backup medium is changed to NBU, the IP address of the Media server is incorrect.

Handling Methods

When changing or setting the backup medium to NBU, you need to enter the value again after verification.

2.85 DWS.3035 Policy of the NBU Server Is Invalid

Enumerated Value

NBU_POLICY_ILLEGAL

Error Name

The policy of the NBU server is invalid.

Possible Causes

The policy name is incorrect when you modify or set the backup medium to NBU.

Handling Methods

When changing or setting the backup medium to NBU, you need to enter the value again after verification.

2.86 DWS.3036 Port Number of the NBU Server Is Invalid

Enumerated Value

NBU_PORT_ILLEGAL

Error Name

The port number of the NBU server is invalid.

Possible Causes

The port number is incorrect when you change or set the backup media to NBU.

Handling Methods

When changing or setting the backup medium to NBU, you need to enter the value again after verification.

2.87 DWS.3037 Backup Level Is Invalid

Enumerated Value

BACKUP_LEVEL_ILLEGAL

Error Name

Invalid backup level.

Possible Causes

When a backup policy is added or modified, the backup level parameter is incorrect.

Handling Methods

The backup level can be the cluster level, schema level, or table level. The corresponding parameters are cluster, schema, and table. Only the three parameters can be selected.

2.88 DWS.3038 Backup Type Is Invalid

Enumerated Value

BACKUP_TYPE_ILLEGAL

Error Name

Invalid backup type.

Possible Causes

When a backup policy is added or modified, the selected backup type is incorrect.

Handling Methods

The backup type can be full or incremental, and the corresponding parameters are full and increment respectively. Only full and increment can be selected.

2.89 DWS.3039 Cluster Policy Does Not Exist

Enumerated Value

CLUSTER_BACKUP_STRATEGY_IS_NOT_EXIST

Error Name

The cluster backup policy does not exist.

Possible Causes

When the cluster backup policy is deleted or modified, the backup policy ID is incorrect or the policy corresponding to the current policy ID has been deleted.

Handling Methods

Ensure that the selected cluster backup policy exists and is not in the delete state.

2.90 DWS.3040 Current Policy Conflicts With an Existing Policy

Enumerated Value

CLUSTER_BACKUP_STRATEGY_IS_CONFLICT

Error Name

The current policy conflicts with an existing policy.

Possible Causes

The current policy is the same as the existing backup policy of the cluster or the next triggering time of the existing policy.

Handling Methods

The execution period of a new policy cannot be the same as that of an existing policy, regardless of whether the existing policy is full or incremental. When setting a policy, ensure that the next backup time of the policy is different from that of an existing policy.

2.91 DWS.3041 Backup Device Name Is Invalid

Enumerated Value

DEVICE_NAME_ILLEGAL

Error Name

The backup device name is invalid.

Possible Causes

When the backup media is being set or modified, the delivered backup device name is invalid.

Handling Methods

The name of the backup medium can be either nbu or obs. Other parameters cannot be set.

2.92 DWS.3042 Number of Backup Policies Exceeds the Quota

Enumerated Value

BACKUP_STRATEGY_EXCESS

Error Name

The number of backup policies exceeds the quota.

Possible Causes

The current cluster already has three backup policies. When you add a backup policy again, the following error message is displayed.

Handling Methods

The current cluster already has three backup policies and no more backup policies can be added.

2.93 DWS.3043 Backup Name Format Is Invalid or the Backup Name Already Exists

Enumerated Value

BACKUP_STRATEGY_NAME_ILLEGAL

Error Name

The backup name format is invalid or the backup name already exists.

Possible Causes

When a policy is added or modified, the name of the policy is the same as that of the original policy in the current cluster.

Handling Methods

The name of a backup policy must be unique in a cluster. When adding or modifying a backup policy, use a name that has not been used.

2.94 DWS.5001 Invalid instance name.

Enumerated Value

INVALID_INSTANCE_NAME

Error Name

Invalid instance name.

Possible Causes

Invalid instance name.

Handling Methods

1. The instance name must consist of letters, digits, underscores (_), and hyphens (-).
2. The instance name is automatically generated based on the cluster name and instance node ID. Rename the cluster.
3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.95 DWS.5002 Invalid database type.

Enumerated Value

INVALID_DATASTORE_TYPE

Error Name

Invalid database type.

Possible Causes

The database type in the request is inconsistent with that in the flavor configuration.

Handling Methods

1. Refresh the flavor list page, select the flavor you require, and deliver the request again.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.96 DWS.5003 Invalid database version.

Enumerated Value

INVALID_DATASTORE_VERSION

Error Name

Invalid database version.

Possible Causes

The database version in the request is inconsistent with that in the flavor configuration.

Handling Methods

1. Refresh the flavor list page, select the flavor you require, and deliver the request again.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.97 DWS.5004 The datastore field is empty.

Enumerated Value

DATASTORE_IS_EMPTY

Error Name

The datastore field is empty.

Possible Causes

The namespace table of the dwscontroller database does not contain the dws datastore information.

Handling Methods

1. Add dws datastore information to the namespace table of the dwscontroller database.

2. If you do not know how to add the namespace table information or the problem persists after the namespace table information is added, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.98 DWS.5005 The database type or version is not supported.

Enumerated Value

NOT_SUPPORTED_DATASTORE_AND_TYPE

Error Name

The database type or version is not supported.

Possible Causes

The database type or version is not supported.

Handling Methods

1. Check whether the data type supports the current operation.

2. If the fault persists, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.99 DWS.5006 Invalid flavor.

Enumerated Value

INVALID_FLAVOR_ID

Error Name

Invalid flavor.

Possible Causes

1. The selected flavor does not exist.

2. The selected flavor is inconsistent with that configured on the server.

Handling Methods

1. Refresh the flavor list page, select the flavor you require, and deliver the request again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.100 DWS.5010 Invalid region.

Enumerated Value

INVALID_REGION

Error Name

Invalid region.

Possible Causes

1. The region ID is empty.

2. The region ID is invalid.

Handling Methods

1. Check whether the region ID is correct. The value cannot be empty and cannot contain the following characters: ()\^%&'`|";=?$\\<>'&.

2. If the fault persists, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.101 DWS.5011 Invalid AZ.

Enumerated Value

INVALID_AZ

Error Name

Invalid AZ.

Possible Causes

The AZ cannot be found in the **rds_availablezone** table of the DWS Controller database.

Handling Methods

1. Ensure that the **rds_availablezone** table of the DWS Controller database contains this AZ.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.102 DWS.5012 The region or AZ does not exist.

Enumerated Value

REGION_OR_AZ_NOT_EXISTS

Error Name

The region or AZ does not exist.

Possible Causes

The AZ or region cannot be found in the **rds_availablezone** table of the DWS Controller database.

Handling Methods

1. Ensure that the **rds_availablezone** table of the DWS Controller database contains this AZ and region.

2. If the fault persists, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.103 DWS.5013 Invalid database password.

Enumerated Value

INVALID_DB_ROOT_PWD

Error Name

Invalid database password.

Possible Causes

1. Invalid database password.

Handling Methods

1. A password consists of 8 to 32 characters.
2. It cannot be the same as the username or the username spelled backwards.
3. It must contain at least 3 of the following character types: uppercase letters, lowercase letters, digits, and special characters: ~!@#%^&*()-_=+|[{}];:,<.>/?
4. It must pass the weak password check.
5. The new password must be different from the old password, or old password spelled backwards.
6. Previous passwords cannot be used repeatedly.
7. Enter the password once again based on the preceding rules.

2.104 DWS.5014 Invalid VPC ID.

Enumerated Value

INVALID_VPC_ID

Error Name

Invalid VPC ID.

Possible Causes

Invalid operation. The VPC ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. Use the management console to create and restore a cluster.
2. Click **Create Cluster** or click **Restore** on the **Snapshots** page to go to the cluster creation page.

3. Select the VPC to be used from the VPC drop-down list, set other parameters, and submit the creation request.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.105 DWS.5015 Invalid subnet ID.

Enumerated Value

INVALID_SUBNET_ID

Error Name

Invalid subnet ID.

Possible Causes

Invalid operation. The subnet ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. Use the management console to create and restore a cluster.

2. Click **Create Cluster** or click **Restore** on the **Snapshots** page to go to the cluster creation page.

3. Select the subnet to be used from the subnet drop-down list, set other parameters, and submit the creation request.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.106 DWS.5016 Invalid security group ID.

Enumerated Value

INVALID_SG_ID

Error Name

Invalid security group ID.

Possible Causes

Invalid operation. The security group ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. Use the management console to create and restore a cluster.

2. Click **Create Cluster** or click **Restore** on the **Snapshots** page to go to the cluster creation page.

3. Select the security group to be used from the security group drop-down list, set other parameters, and submit the creation request.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.107 DWS.5017 Invalid retention period of automated backups.

Enumerated Value

INVALID_BACKUP_KEEPDAYS

Error Name

Invalid retention period of automated backups.

Possible Causes

The backup retention days cannot be greater than 31.

Handling Methods

1. The backup retention days cannot be greater than 31.

2. Enter the backup retention days again as prompted by the GUI message.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.108 DWS.5018 Invalid automated backup cycle.

Enumerated Value

INVALID_BACKUP_PERIOD

Error Name

Invalid automated backup cycle.

Possible Causes

The backup cycle cannot be less than 4 hours or greater than 24 hours.

Handling Methods

1. The backup cycle cannot be less than 4 hours or greater than 24 hours.

2. Enter the backup cycle again as prompted by the GUI message.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.109 DWS.5021 The VPC does not exist.

Enumerated Value

VPC_NOT_EXISTS

Error Name

The VPC does not exist or does not belong to the user.

Possible Causes

The VPC does not exist or does not belong to the user.

Handling Methods

1. Click the refresh button next to the VPC drop-down list to refresh the VPC drop-down list.

2. Select the VPC to be used from the VPC drop-down list, set other parameters, and submit the creation request.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.110 DWS.5022 The subnet does not exist.

Enumerated Value

SUBNET_NOT_EXISTS

Error Name

The subnet does not exist or does not belong to the VPC.

Possible Causes

The subnet does not exist or does not belong to the VPC.

Handling Methods

1. Click the refresh button next to the subnet drop-down list to refresh the subnet drop-down list.

2. Select the subnet to be used from the subnet drop-down list, set other parameters, and submit the creation request.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.111 DWS.5023 The security group does not exist.

Enumerated Value

SG_NOT_EXISTS

Error Name

The security group does not exist or does not belong to the VPC.

Possible Causes

The security group does not exist or does not belong to the VPC.

Handling Methods

1. Click the refresh button next to the security group drop-down list to refresh the security group drop-down list.

2. Select the security group to be used from the security group drop-down list, set other parameters, and submit the creation request.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.112 DWS.5027 AZ with invalid HA.

Enumerated Value

HA_INVALID_AVAILABLEZONE

Error Name

AZ with invalid HA.

Possible Causes

The AZ ID in the request does not comply with the naming rules.

Handling Methods

1. The AZ ID must contain lowercase letters, digits, and hyphens (-).

2. Refresh the page, select another region and AZ, and submit the request again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.113 DWS.5033 The volume size is not an integer multiple of 10.

Enumerated Value

VOLUME_SIZE_NOT_TIMES_OF_10

Error Name

The volume size is not an integer multiple of 10.

Possible Causes

The volume size is not an integer multiple of 10.

Handling Methods

1. Refresh the flavor list page and deliver the request again.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.114 DWS.5034 Inconsistent flavors.

Enumerated Value

FLAVOR_NOT_MATCH

Error Name

Inconsistent flavors.

Possible Causes

The flavor of the restored cluster is not consistent with that of the original cluster.

Handling Methods

1. Refresh the flavor list page, select the flavor you require, and deliver the request again.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.115 DWS.5035 The scale-up times have reached the maximum value.

Enumerated Value

RESIZE_TIME_REACH_MAX_VALUE

Error Name

The scale-up times have reached the maximum value.

Possible Causes

The scale-up times have reached the maximum value.

Handling Methods

1. The maximum number of scale-out times is 11. Check whether the number of scale-out times exceeds the maximum value.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.116 DWS.5036 The datastore configuration item does not exist.

Enumerated Value

DATASTORE_NOT_EXIST

Error Name

The datastore configuration item does not exist.

Possible Causes

During parameter configuration maintenance, the configuration parameters cannot match the default datastore configuration item.

Handling Methods

If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.117 DWS.5037 The port parameter does not exist.

Enumerated Value

PARAMETER_NOT_EXIST

Error Name

The port parameter does not exist.

Possible Causes

The database port verification threshold parameter does not exist. As a result, the service configuration information is abnormal.

Handling Methods

If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.118 DWS.5038 The parameter value is out of range.

Enumerated Value

PARAMETER_VALUE_OUT_OF_RANGE

Error Name

The parameter value is out of range.

Possible Causes

The database port number is out of range.

Handling Methods

1. The value of the port used by the client to connect to DWS ranges from 8000 to 30000.

2. Reset the database port configuration information and submit again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.119 DWS.5039 Parameters are duplicated.

Enumerated Value

PARAMETER_REPEAT

Error Name

Parameters are duplicated.

Possible Causes

Domain name parameters are duplicated.

Handling Methods

1. Check whether the domain name settings of the cluster are consistent.

2. Reset the domain name of the cluster.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.120 DWS.5040 Each ECS should have at least two mounting points.

Enumerated Value

LESS_THAN_TWO_EXTEND_POINTS

Error Name

Each ECS should have at least two mounting points.

Possible Causes

Each ECS should have at least two mounting points.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.121 DWS.5041 The task does not exist.

Enumerated Value

JOB_NOT_EXIST

Error Name

The task does not exist.

Possible Causes

The task information has been deleted.

Handling Methods

1. Refresh the page and check whether the task information exists.

2. If the task information exists, perform the following operations: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.122 DWS.5042 The source instance does not exist.

Enumerated Value

JOB_NOT_EXIST

Error Name

The source instance does not exist.

Possible Causes

The source instance does not exist.

Handling Methods

1. Refresh the page and check whether the instance exists.

2. If the instance exists, perform the following operations: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.123 DWS.5045 The current tenant is not allowed to perform this operation.

Enumerated Value

TENANTID_IS_NOT_ALLOWED

Error Name

The current tenant is not allowed to perform this operation.

Possible Causes

Invalid operation. The tenant to which the cluster belongs does not match the current tenant.

Handling Methods

1. Refresh the cluster management page, select the cluster to be operated from the cluster list, and deliver the operation request again by clicking the corresponding button in the **Operation** column.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.124 DWS.5046 NICS is left blank.

Enumerated Value

NICS_IS_EMPTY

Error Name

NICS is left blank.

Possible Causes

In the cluster creation request, NICS is left blank.

Handling Methods

1. Check whether the subnet parameters are correct.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.125 DWS.5047 Invalid instance quantity.

Enumerated Value

INVALID_NUM_INSTANCES

Error Name

Invalid instance quantity.

Possible Causes

The number of instance nodes is not within the allowed range (3-256).

Handling Methods

1. A database cluster contains 3 to 256 nodes.

2. Specify the number of nodes in the cluster based on the preceding range and deliver the request again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.126 DWS.5048 Invalid extended parameters.

Enumerated Value

INVALID_EXTEND_PROPERTIES

Error Name

Invalid extended parameters.

Possible Causes

The cluster parameters submitted on the page are invalid.

Handling Methods

1. Refresh the page and submit the cluster operation again.

2. If the fault persists, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.127 DWS.5050 The cluster name already exists.

Enumerated Value

CLUSTER_NAME_EXISTS

Error Name

The cluster name already exists.

Possible Causes

The cluster name already exists.

Handling Methods

The cluster name already exists. Set another cluster name and submit the configuration.

2.128 DWS.5051 Invalid IP address.

Enumerated Value

IP_INVALID

Error Name

Invalid IP address.

Possible Causes

Invalid IP address.

Handling Methods

1. Refresh the page and submit the cluster operation again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.129 DWS.5052 Invalid AZ.

Enumerated Value

AVAILABLE_ZONE_ILLEGAL

Error Name

Invalid AZ.

Possible Causes

The AZ ID in the request is empty or the AZ ID naming format does not comply with the specifications.

Handling Methods

1. Check whether the AZ ID contains only letters, digits, and hyphens (-) and its length is fewer than 64 characters.
2. If the AZ ID meets the preceding specifications, refresh the page and select the AZ again.
3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.130 DWS.5053 The affinity value is invalid.

Enumerated Value

LOCALITY_ILLEGAL

Error Name

The value of affinity between instances is invalid.

Possible Causes

The affinity type between instances selected during instance node creation is invalid.

Handling Methods

1. The affinity type between instances can only be affinity or anti-affinity.
2. The affinity type is defined by the server by default and cannot be customized. It is used only when dirty data occurs in the database.
3. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.131 DWS.5054 The ID of the instance parameter group is invalid.

Enumerated Value

PARAGROUPID_ILLEGAL

Error Name

The ID of the instance parameter group is invalid.

Possible Causes

Invalid operation. The flavor ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. A flavor to be published can be of the **dws** or **stream** type, indicating a standard data warehouse or a time series stream data warehouse. The instance flavor must match the parameter group flavor.
2. Contact technical support to republish the flavor and parameter group configuration.

2.132 DWS.5055 Invalid flavor ID.

Enumerated Value

FLAVOR_REF_ILLEGAL

Error Name

The selected flavor ID is invalid.

Possible Causes

Invalid operation. The flavor ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. Refresh the flavor list page, select the flavor you require, and deliver the request again.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.133 DWS.5056 The character string length is invalid.

Enumerated Value

STRING_LEN_ILLEGAL

Error Name

The character string length is invalid.

Possible Causes

The tag key value or content length is invalid.

Handling Methods

1. Modify the tag name or content. The length ranges from 1 to 2,147,483,647 characters.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.134 DWS.5057 The cluster name does not comply with the naming rules.

Enumerated Value

NAME_PATTERN_ILLEGAL

Error Name

The cluster name contains invalid characters or the length is invalid.

Possible Causes

The cluster name does not comply with the naming rules.

Handling Methods

1. The cluster name must consist of letters, digits, underscores (_), and hyphens (-).
2. Rename the cluster based on the preceding requirements.
3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.135 DWS.5059 Invalid database username.

Enumerated Value

DBUSER_ILLEGAL

Error Name

Invalid database username.

Possible Causes

Invalid database username.

Handling Methods

1. The username is a string of 6 to 64 characters, starting with a lowercase letter or underscore (_). Only lowercase letters, digits, and underscores (_) are allowed.

2. Change the database username based on the preceding rule and send the request again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.136 DWS.5060 Integer type is of wrong range.

Enumerated Value

INTEGER_RANGE_ILLEGAL

Error Name

Integer type is of wrong range.

Possible Causes

The length of the database port does not meet the requirements.

Handling Methods

1. The value of the port used by the client to connect to DWS ranges from 8000 to 30000.

2. Modify the database port based on the preceding rule.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.137 DWS.5061 Invalid volume type.

Enumerated Value

VOLUME_TYPE_ILLEGAL

Error Name

Invalid volume type.

Possible Causes

The volume type is invalid.

Handling Methods

1. The volume type can be **ULTRAHIGH**, **COMMON**, **HIGH**, or **LOCAL_DISK**.

2. The volume type is defined by the database configuration on the server. If dirty data exists in the database configuration, the verification fails.

3. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.138 DWS.5062 Invalid volume tag type.

Enumerated Value

VOLUME_TAG_ILLEGAL

Error Name

Invalid volume tag type.

Possible Causes

The volume tag type is invalid.

Handling Methods

1. The volume tag type can be **data**, **log**, or **backup**.

2. The volume tag type is defined by the database configuration on the server. If dirty data exists in the database configuration, the verification fails.

3. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.139 DWS.5063 Invalid Specific field.

Enumerated Value

INVALID_SPEC_FIELD

Error Name

Invalid Specific field.

Possible Causes

The Specific field (specification) in the page request is invalid.

Handling Methods

1. Refresh the page and submit the cluster operation again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.140 DWS.5064 Invalid UUID

Enumerated Value

INVALID_UUID

Error Name

Invalid UUID

Possible Causes

1. The cluster ID is not a valid UUID.
2. The image ID is not a valid UUID.
3. The data source ID is not a valid UUID.

Handling Methods

1. Refresh the page and submit the cluster operation again.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.141 DWS.5065 Invalid pattern.

Enumerated Value

ILLEGAL_PATTERN

Error Name

Invalid pattern.

Possible Causes

1. The username does not comply with the regular expression ^[a-zA-Z0-9_]{3,20}$.
2. The data source description does not comply with the regular expression ^[^\!\<\>\'\=\&\"]{0,256}$.

Handling Methods

1. Change the name or description according to the preceding regular expression rules.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.142 DWS.5067 Invalid enumerated value.

Enumerated Value

ENUM_ILLEGAL

Error Name

Invalid enumerated value.

Possible Causes

1. The data source type must be **ExtDataSourceType.MRS**.
2. The disk type must be **ULTRAHIGH**, **COMMON**, **HIGH**, or **LOCAL_DISK**.

Handling Methods

1. Reset the data source rule or disk type based on the preceding rules.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.143 DWS.5070 Inconsistent flavor information.

Enumerated Value

FLAVOR_REF_XML_INVALID

Error Name

The flavor information does not match that in the XML configuration file.

Possible Causes

The flavor configuration information consists of two parts: database configuration and XML configuration. If the two parts do not match, this error is triggered, causing an abnormal/incorrect flavor.

Handling Methods

1. Check the version package information used in the current environment.
2. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.144 DWS.5071 Inconsistent disk types.

Enumerated Value

VOLUME_TYPE_XML_INVALID

Error Name

The disk type does not match that in the XML configuration file.

Possible Causes

The flavor configuration information consists of two parts: database configuration and XML configuration. If the two parts do not match, this error is triggered, causing an abnormal/incorrect flavor.

Handling Methods

1. Check the version package information used in the current environment.

2. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.145 DWS.5073 Instances of this type cannot be restarted separately.

Enumerated Value

TYPE_NOT_ALLOW_RESTART

Error Name

Instances of this type cannot be restarted separately.

Possible Causes

Instances of this type cannot be restarted separately.

Handling Methods

1. Refresh the flavor list page and deliver the request again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.146 DWS.5078 The disk size is beyond the valid range.

Enumerated Value

VOLUME_SIZE_INVALID

Error Name

The disk size is beyond the valid range.

Possible Causes

The disk capacity of the node in the created task is inconsistent with that specified in the XML file.

Handling Methods

1. Refresh the flavor list page, select the flavor you require, and deliver the request again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.147 DWS.5079 The backup cycle is not permitted.

Enumerated Value

BACKUP_STRATEGY_PERIOD_INVALID

Error Name

The backup cycle is not permitted.

Possible Causes

The automatic backup cycle cannot be less than 4 hours or greater than 24 hours.

Handling Methods

1. The backup cycle cannot be less than 4 hours or greater than 24 hours.

2. Enter the backup cycle again as prompted by the GUI message.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.148 DWS.5080 The backup retention period is not permitted.

Enumerated Value

BACKUP_STRATEGY_KEEPDAYS_INVALID

Error Name

The backup retention period is not permitted.

Possible Causes

The backup retention days cannot be greater than 31.

Handling Methods

1. The backup retention days cannot be greater than 31.
2. Enter the backup retention days again as prompted by the GUI message.
3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.149 DWS.5081 The instance disk type is not permitted.

Enumerated Value

INSTANCE_VOLUME_TYPE_INVALID

Error Name

The instance disk type is not permitted.

Possible Causes

The volume type is invalid.

Handling Methods

1. The volume type can be **ULTRAHIGH**, **COMMON**, **HIGH**, or **LOCAL_DISK**.
2. The volume type is defined by the database configuration on the server. If dirty data exists in the database configuration, the verification fails.
3. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.150 DWS.5082 The database user is not permitted.

Enumerated Value

DBUSER_NOT_ALLOWED

Error Name

The database user is not permitted.

Possible Causes

The database username is invalid.

Handling Methods

1. The username is a string of 6 to 64 characters, starting with a lowercase letter or underscore (_). Only lowercase letters, digits, and underscores (_) are allowed.

2. Change the database username based on the preceding rule and send the request again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.151 DWS.5083 The affinity is not permitted.

Enumerated Value

LOCALITY_NOT_ALLOWED

Error Name

The affinity is not permitted.

Possible Causes

The affinity type between instances selected during instance node creation is invalid.

Handling Methods

1. The affinity type between instances can only be affinity or anti-affinity.

2. The affinity type is defined by the server by default and cannot be customized. It is used only when dirty data occurs in the database.

3. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.152 DWS.5084 Incorrect volume configuration in the XML file.

Enumerated Value

VOLUME_TYPE_XML_WRONG

Error Name

Incorrect volume configuration in the XML file.

Possible Causes

The volume configuration in the XML file is incorrect.

Handling Methods

1. The volume type can be **ULTRAHIGH**, **COMMON**, **HIGH**, or **LOCAL_DISK**.
2. The type is defined by the server configuration. If dirty data exists in the configuration, the verification fails.
3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.153 DWS.5085 The affinity is not globally consistent.

Enumerated Value

LOCALITY_NOT_CONSISTENT

Error Name

The affinity is not globally consistent.

Possible Causes

Affinity configurations of multiple instances are inconsistent.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.154 DWS.5086 The same instance type does not meet flavor consistency requirements.

Enumerated Value

FLAVOR_NOT_TYPE_UNIFORM

Error Name

The same instance type does not meet flavor consistency requirements.

Possible Causes

Instances of the same type do not have consistent flavors.

Handling Methods

1. Refresh the page, confirm the flavors, and try again.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.155 DWS.5087 The same instance type does not meet disk consistency requirements.

Enumerated Value

VOLUME_NOT_TYPE_UNIFORM

Error Name

The same instance type does not meet disk consistency requirements.

Possible Causes

Instances of the same type do not have consistent disk configurations.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.156 DWS.5088 The SSL is not globally consistent.

Enumerated Value

CUSTOMECONFIG_CLUSTER_NOT_CONSISTENT

Error Name

The SSL is not globally consistent.

Possible Causes

The SSL is not globally consistent.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.157 DWS.5089 This creation type is not supported

Enumerated Value

NOT_SUPPORT_CREATE_TYPE

Error Name

This creation type is not supported

Possible Causes

The database to be created is a non-relational database.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.158 DWS.5090 The operation is not allowed.

Enumerated Value

NOT_SUPPORT_STATUS

Error Name

In this status, the current operation is not allowed.

Possible Causes

1. When a cluster or instance node is faulty, other management and control operations are not supported.
2. Other management and control operations cannot be performed when a cluster is being created, scaled out, restored, configured, or restarted, or its password is being reset.

Handling Methods

1. Refresh the cluster list page and check whether the current cluster is faulty or another management and control operation is being performed.
2. If the cluster is unavailable, contact technical support for assistance.
3. If another management and control operation is being performed on the cluster, perform this operation after the current task is complete.

2.159 DWS.5091 The number of nodes has reached the upper limit.

Enumerated Value

NODE_NUMBER_REACH_TO_MAX

Error Name

The number of nodes has reached the upper limit. Contact technical support for assistance.

Possible Causes

The number of nodes of the tenant has reached the maximum value.

Handling Methods

When the number of nodes has reached the upper limit, contact technical support for assistance.

2.160 DWS.5092 Invalid disk information.

Enumerated Value

VOLUME_INFO_INVALID

Error Name

Invalid disk information.

Possible Causes

The disk type or disk capacity specifications of the instance nodes to be added are inconsistent with those of the existing instance nodes. The possible cause is that the database configuration is manually modified after the specifications are released.

Handling Methods

1. Check the version package information used in the current environment.
2. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.161 DWS.5093 Invalid node flavor information.

Enumerated Value

FLAVOR_INFO_INVALID

Error Name

Invalid node flavor information.

Possible Causes

After the server is upgraded, the flavor information on the console page is not synchronized with that on the server. As a result, the cluster flavor cannot be associated with the specific node flavor.

Handling Methods

1. Refresh the flavor list page, select the flavor you require, and deliver the request again.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.162 DWS.5094 The node scale-out type is invalid.

Enumerated Value

GROW_TYPE_INVALID

Error Name

The node scale-out type is invalid.

Possible Causes

After the server is upgraded, the flavor information on the console page is not synchronized with that on the server. As a result, the node scale-out type is invalid.

Handling Methods

1. Refresh the page and submit the scale-out request again.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.163 DWS.5095 The current instance type does not support this operation.

Enumerated Value

CURRENT_INSTANCETYPE_IS_NOT_ALLOWED

Error Name

The current instance type does not support this operation.

Possible Causes

1. The disks on the current instance do not contain those of the data type.
2. The datastore type of the current instance is SQL Server, which is incorrect.

Handling Methods

1. Refresh the flavor list page, select the flavor you require, and deliver the request again.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.164 DWS.5096 Invalid disk quantity.

Enumerated Value

VOLUME_NUM_INVALID

Error Name

Invalid disk quantity.

Possible Causes

1. Invalid disk quantity.

2. The number of disks used by the flavor in the request is inconsistent with the number of disks supported by the flavor in the flavor configuration.

Handling Methods

1. Refresh the flavor list page, select the flavor you require, and deliver the request again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.165 DWS.5097 The region or AZ does not exist.

Enumerated Value

HA_REGION_OR_AZ_NOT_EXISTS

Error Name

The region or AZ does not exist.

Possible Causes

1. The region or AZ in the production environment changes, but the console page is not refreshed accordingly. As a result, the region or AZ in the request fails to pass the check.

Handling Methods

1. Refresh the current page, select the region and AZ information, set other parameters, and deliver the operation request again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.166 DWS.5098 Invalid EIP binding type.

Enumerated Value

EIP_BIND_TYPE_INVALID

Error Name

Invalid EIP binding type.

Possible Causes

Invalid operation. The EIP binding type delivered in the request is not generated by the management page option, and does not match the binding types supported by servers.

Handling Methods

1. The EIP binding type can only be **Do not use**, **Buy now**, or **Specify**.

2. Refresh the cluster creation or restoration page and select an EIP binding type in the EIP area again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.167 DWS.5100 The database parameters do not exist.

Enumerated Value

NO_CONFIGPARSER_FOUND

Error Name

The database parameters do not exist.

Possible Causes

1. The database does not have default parameters of the flavor.

2. The flavor configuration XML file of the server does not exist.

Handling Methods

1. Check whether the flavor parameters exist in the dwscontroller database.

2. Check whether the flavor configuration XML file exists in the dwscontroller database.

3. If they both exist, perform the following operations: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.168 DWS.5104 Inconsistent subnets between instances.

Enumerated Value

SUBNET_NOT_EQUAL

Error Name

Inconsistent subnets between instances.

Possible Causes

Subnets between instances are inconsistent.

Handling Methods

1. Refresh the page and deliver the subnet parameters again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.169 DWS.5105 Inconsistent security groups between instances.

Enumerated Value

SG_NOT_EQUAL

Error Name

Inconsistent security groups between instances.

Possible Causes

The security groups between instances are inconsistent.

Handling Methods

1. Refresh the page and deliver the security group parameters again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.170 DWS.5106 Invalid instance type.

Enumerated Value

INVALID_INSTANCE_TYPE

Error Name

Invalid instance type.

Possible Causes

Invalid instance type. The value can contain only uppercase letters, lowercase letters, digits, hyphens (-), and underscores (_).

Handling Methods

1. Refresh the page and deliver the cluster operation again to ensure that the instance type parameter meets the preceding rules.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.171 DWS.5107 Invalid cluster mode.

Enumerated Value

INVALID_CLUSTER_MODE

Error Name

Invalid cluster mode.

Possible Causes

Invalid cluster mode. The value can contain only uppercase letters, lowercase letters, digits, hyphens (-), and underscores (_).

Handling Methods

1. Refresh the page and deliver the cluster operation again to ensure that the cluster mode parameter meets the preceding rules.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.172 DWS.5109 Inconsistent AZs between instances.

Enumerated Value

AZ_NOT_UNIQUE

Error Name

Inconsistent AZs between instances.

Possible Causes

Inconsistent AZs between instances.

Handling Methods

1. Refresh the page and deliver the cluster operation again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.173 DWS.5110 Parameter groups of instances of the same type are inconsistent.

Enumerated Value

PARAGROUP_NOT_UNIQUE

Error Name

Parameter groups of instances of the same type are inconsistent.

Possible Causes

Parameter groups of instances of the same type are inconsistent.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.174 DWS.5111 The backup file ID does not exist.

Enumerated Value

BACKUP_FILE_ID_NOT_EXISTS

Error Name

The backup file ID does not exist.

Possible Causes

The backup file ID does not exist or has been deleted.

Handling Methods

1. Refresh the snapshot management page, select the snapshot to be operated from the snapshot list, and deliver the request again by clicking the corresponding button in the **Operation** column.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.175 DWS.5130 Invalid agency name.

Enumerated Value

INVALID_AGENCY_NAME

Error Name

Invalid agency name.

Possible Causes

1. The agency name configured for the Console service is different from that configured for the Controller service.
2. The agency name configured for the Controller service is inconsistent with the agency name whitelist.

Handling Methods

1. Log in to the Huawei Cloud Stack system and open the project management page.
2. Search for the following parameters in the parameter list to check whether the configurations of the Console and Controller are consistent: **agencyName**, **accessVpcAgencyName**, and **accessObsAgencyName**. If they are inconsistent, modify the parameters on the Console to make them consistent with those on the Controller.
3. Check whether the values of the three parameters in 2 are the same as those in the agency name whitelist **iam.agencyList**. If they are inconsistent, revise them to be identical.
4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.176 DWS.5133 Invalid EIP ID.

Enumerated Value

PUBLIC_IP_ID_ILLEGAL

Error Name

The EIP ID is invalid.

Possible Causes

Invalid operation. The EIP ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. Use the EIP management function on the management console to maintain and manage the parameters.

2. On the **Clusters** page, click the cluster name to go to the cluster details page. Click **Bind EIP**, select the EIP to be bound, and click **Yes** to bind the EIP to the cluster.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.177 DWS.5134 Only unbound EIPs can be bound to clusters.

Enumerated Value

PUBLIC_IP_STATUS_CANNOT_BE_BOUND

Error Name

Only unbound EIPs can be bound to clusters.

Possible Causes

The selected EIP has been bound to another cluster.

Handling Methods

1. Click **No** to close the EIP binding dialog box.

2. Click **Bind EIP** again. In the displayed dialog box, select the EIP to be bound and click **Yes**.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.178 DWS.5135 The EIP does not exist.

Enumerated Value

PUBLIC_IP_DOES_NOT_EXIST

Error Name

The EIP does not exist.

Possible Causes

The EIP does not exist or has been deleted.

Handling Methods

1. Click **No** to close the EIP binding dialog box.

2. Click **Bind EIP** again. In the displayed dialog box, select the EIP to be bound and click **Yes**.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.179 DWS.5136 Only bound EIPs can be unbound from clusters.

Enumerated Value

PUBLIC_IP_STATUS_CANNOT_BE_UNBOUND

Error Name

Only bound EIPs can be unbound from clusters.

Possible Causes

Invalid operation. The EIP ID delivered in the request is not bound to any cluster.

Handling Methods

1. To unbind the EIP from a cluster, find the cluster in the cluster list and click the cluster name to go to the cluster details page.

2. In the **Database Attribute** area, locate the **Public Network IP Address** parameter, and click **Unbind EIP**. In the displayed dialog box, click **Yes**.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.180 DWS.5142 The selected flavor does not exist in the selected AZ.

Enumerated Value

FLAVOR_NOT_EXIST_IN_AZ

Error Name

The selected flavor does not exist in the selected AZ.

Possible Causes

The selected flavor does not exist in the current AZ, or the flavor has been brought offline from the current AZ.

Handling Methods

1. Refresh the current creation or restoration page and select another region and AZ.

2. Select the flavor you require from the flavor list, enter other mandatory information, and deliver the request again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.181 DWS.5143 Failed to bind the public IP address. Please try again.

Enumerated Value

ELASTIC_IP_BINDING_ERROR

Error Name

Failed to bind the public IP address. Please try again.

Possible Causes

An internal error occurs, causing the EIP binding failure.

Handling Methods

1. Click **Bind EIP** to bind the EIP again.

2. If the binding fails, perform the following operations: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.182 DWS.5144 Invalid password of the cluster administrator.

Enumerated Value

CLUSTER_PASSWORD_INVALID

Error Name

Invalid password of the cluster administrator.

Possible Causes

The password of the cluster administrator is invalid.

Handling Methods

1. A password consists of 8 to 32 characters.

2. It cannot be the same as the username or the username spelled backwards.

3. It must contain at least 3 of the following character types: uppercase letters, lowercase letters, digits, and special characters: ~!@#%^&*()-_=+|[{}];:,<.>/?

4. It must pass the weak password check.

5. The new password must be different from the old password, or old password spelled backwards.

6. Previous passwords cannot be used repeatedly.

7. Enter the password once again based on the preceding rules.

2.183 DWS.5145 Invalid password of the administrator.

Enumerated Value

PASSWORD_CANNOT_BE_SAME_AS_USERNAME

Error Name

The administrator password cannot contain the username or the reverse username.

Possible Causes

The administrator password cannot contain the username or the reverse username.

Handling Methods

1. A password consists of 8 to 32 characters.

2. It cannot be the same as the username or the username spelled backwards.

3. It must contain at least 3 of the following character types: uppercase letters, lowercase letters, digits, and special characters: ~!@#%^&*()-_=+|[{}];:,<.>/?

4. It must pass the weak password check.

5. The new password must be different from the old password, or old password spelled backwards.

6. Previous passwords cannot be used repeatedly.

7. Enter the password once again based on the preceding rules.

2.184 DWS.5146 The ECS group parameters are missing.

Enumerated Value

SERVER_GROUP_PARAMETER_MISSING

Error Name

The ECS group parameters are missing.

Possible Causes

The flavor configuration information is incorrect. As a result, the ECS group parameter is missing.

Handling Methods

1. Check the service version information used in the current environment.

2. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.185 DWS.5147 Invalid ECS group parameter.

Enumerated Value

SERVER_GROUP_PARAMETER_INVALID

Error Name

Invalid ECS group parameter.

Possible Causes

The flavor configuration information is incorrect. That is, the minimum value of the ECS group parameter is less than **0** or the maximum value is less than the minimum value.

Handling Methods

1. Check the service version information used in the current environment.

2. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.186 DWS.5148 The number of ECS groups has reached the upper limit.

Enumerated Value

SERVER_GROUP_NUMBER_REACH_TO_MAX

Error Name

The number of ECS groups has reached the upper limit.

Possible Causes

The number of ECS groups has reached the upper limit.

Handling Methods

Contact technical support to increase the ECS group quota.

2.187 DWS.5149 Snapshot ID is invalid.

Enumerated Value

INVALID_SNAPSHOT_ID

Error Name

The snapshot ID is invalid.

Possible Causes

An invalid operation has been performed. The snapshot ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. Use the snapshot management function on the management console to maintain and manage the snapshots.

2. Open the snapshot management page from the navigation menu.

3. Select the snapshot to be operated from the snapshot list, and deliver the operation request again by clicking the corresponding button in the **Operation** column.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.188 DWS.5150 Invalid security group rule format.

Enumerated Value

INVALID_SECURITY_GROUP_RULE_FORMAT

Error Name

Invalid security group rule format.

Possible Causes

The security group rule format is invalid.

Handling Methods

1. Click the refresh button next to the security group option to refresh the security group information and select the security group again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.189 DWS.5151 Invalid security group type.

Enumerated Value

INVALID_SECURITY_GROUP_TYPE

Error Name

Invalid security group type.

Possible Causes

Invalid operation. The security group type delivered in the request is not generated by the management page option, and the type format does not comply with the enumerated type values defined by the service.

Handling Methods

1. Use the management console to create and restore a cluster.

2. On the cluster creation/restoration page, select an existing security group or select **Automatic creation** to automatically create one.

3. Set other parameters and deliver the creation or restoration request again.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.190 DWS.5152 The security group rule does not exist.

Enumerated Value

SECURITY_GROUP_RULE_NOT_EXIST

Error Name

The security group rule does not exist.

Possible Causes

The security group rule does not exist or has been deleted.

Handling Methods

1. On the cluster creation page, click the refresh button next to the security group drop-down list, select the security group to be used, and deliver the request again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.191 DWS.5153 Insufficient security group rule quota.

Enumerated Value

INSUFFICIENT_QUOTAS_OF_SECURITY_GROUP

Error Name

Insufficient security group rule quota.

Possible Causes

The security group or security group rule quota is insufficient.

Handling Methods

If the security group or security group rule quota is insufficient, contact technical support to apply for a higher quota.

2.192 DWS.5154 Invalid connection address type.

Enumerated Value

CONNECTION_INFO_TYPE_INVALID

Error Name

Invalid connection address type.

Possible Causes

1. Other types of domain names except public and private domain names are created.

2. The private domain name has been deleted.

Handling Methods

1. Use the correct domain name type.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.193 DWS.5155 Invalid connection address.

Enumerated Value

CONNECTION_INFO_INVALID

Error Name

Invalid connection address.

Possible Causes

The domain name for creating or modifying public and private zone names must comply with the regular expression ^[a-zA-Z][a-zA-Z0-9-]{3,62}$.

Handling Methods

1. Use the correct domain name address.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.194 DWS.5156 Invalid connection address TTL.

Enumerated Value

CONNECTION_TTL_INVALID

Error Name

Invalid connection address TTL.

Possible Causes

The TTL for creating or modifying public and private domain names must be a positive integer greater than or equal to 300.

Handling Methods

1. Use the correct domain name address TTL.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.195 DWS.5157 The connection address is created repeatedly.

Enumerated Value

CONNECTION_DUPLICATE_CREATE

Error Name

The connection address has been created. Do not create it again.

Possible Causes

Only one public domain name and one private domain can be created for each cluster. If you have created one, do not create another domain name of the same type.

Handling Methods

1. Ensure that only one public domain name and one private domain can be created for each cluster.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.196 DWS.5158 The number of nodes has reached the upper limit. Some nodes are being deleted.

Enumerated Value

NODE_MAX_AND_SOME_NODES_IN_DELETING

Error Name

The number of nodes has reached the upper limit. Some nodes are being deleted.

Possible Causes

The number of nodes has reached the upper limit. Some nodes are being deleted.

Handling Methods

1. The number of nodes has reached the upper limit. Some nodes are being deleted. Try again later.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.197 DWS.5159 Failed to obtain the resource quota.

Enumerated Value

GET_QUOTAS_OF_RESOURCE_FAILED

Error Name

Failed to obtain the resource quota.

Possible Causes

The quota (CPU, memory, and disk) obtained from the dwscontroller database is empty.

Handling Methods

1. Check whether the quota information exists in the dwscontroller database.
2. If the quota information in the dwscontroller database is incorrect, contact technical support for assistance.

2.198 DWS.5160 Failed to obtain the flavor information.

Enumerated Value

FLAVOR_DETAIL_NOT_EXIST

Error Name

Failed to obtain the flavor information.

Possible Causes

The detailed flavor information cannot be obtained from the dwscontroller database.

Handling Methods

1. Check whether the flavor information of the dwscontroller database exists in the **rds_resspecattr** table.
2. If the flavor information of the dwscontroller database does not exist in the **rds_resspecattr** table., contact technical support for assistance.

2.199 DWS.5161 Insufficient CPU quota.

Enumerated Value

INSUFFICIENT_QUOTAS_OF_CPU

Error Name

Insufficient CPU quota.

Possible Causes

The CPU quota is insufficient.

Handling Methods

If the CPU quota is insufficient, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.200 DWS.5162 Insufficient memory quota.

Enumerated Value

INSUFFICIENT_QUOTAS_OF_MEM

Error Name

Insufficient memory quota.

Possible Causes

The memory quota is insufficient.

Handling Methods

If the memory quota is insufficient, contact technical support to apply for a higher quota.

2.201 DWS.5163 Insufficient disk quantity quota.

Enumerated Value

INSUFFICIENT_QUOTAS_OF_EVS_NUM

Error Name

Insufficient disk quantity quota.

Possible Causes

The disk quantity quota is insufficient.

Handling Methods

If the disk quantity quota is insufficient, contact technical support to apply for a higher quota.

2.202 DWS.5164 Insufficient disk capacity quota.

Enumerated Value

INSUFFICIENT_QUOTAS_OF_EVS_VOLUME

Error Name

Insufficient disk capacity quota.

Possible Causes

The disk capacity quota is insufficient.

Handling Methods

If the disk capacity quota is insufficient, contact technical support to apply for a higher quota.

2.203 DWS.5165 Invalid null content in the data file.

Enumerated Value

THE_NULL_DATA_FILE_IS_INVALID

Error Name

Invalid null content in the data file.

Possible Causes

During OBS data loading, the **null** content of the **options** parameter is invalid. The content can contain a maximum of 100 characters and cannot be **\r** or **\n**.

Handling Methods

1. Modify the **null** parameter in **options** for OBS data loading to meet the preceding rule.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.204 DWS.5166 Invalid noescaping parameter in TEXT format.

Enumerated Value

THE_NOESCAPING_IN_TEXT_IS_INVALID

Error Name

Invalid noescaping parameter in TEXT format

Possible Causes

The **noescaping** parameter is invalid during OBS data loading. The supported values are **true/on** and **false/off**.

Handling Methods

1. Modify the **noescaping** parameter for OBS data loading to meet the preceding rule.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.205 DWS.5167 Invalid header parameter in the data file.

Enumerated Value

THE_HEARDER_OF_DATA_FILE_IS_INVALID

Error Name

Invalid **header** parameter in the data file. The supported values are **true/on** and **false/off**.

Possible Causes

The **header** parameter in the data file is invalid during OBS data loading. The supported values are **true/on** and **false/off**.

Handling Methods

1. Modify the **header** parameter for OBS data loading to meet the preceding rule.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.206 DWS.5168 Invalid fill_missing_fields parameter in the data file.

Enumerated Value

THE_FILL_MISSING_FIELDS_OF_DATA_FILE_IS_INVALID

Error Name

Invalid **fill_missing_fields** parameter in the data file. The supported values are **true/on** and **false/off**.

Possible Causes

The **fill_missing_fields** parameter in the data file is invalid during OBS data loading. The supported values are **true/on** and **false/off**.

Handling Methods

1. Modify the **fill_missing_fields** parameter for OBS data loading to meet the preceding rule.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.207 DWS.5169 Invalid ignore_extra_data parameter in the data file.

Enumerated Value

THE_IGNORE_EXTRA_DATA_OF_DATA_FILE_IS_INVALID

Error Name

Invalid **ignore_extra_data** parameter in the data file. The supported values are **true/on** and **false/off**.

Possible Causes

The **ignore_extra_data** parameter in the data file is invalid during OBS data loading. The supported values are **true/on** and **false/off**.

Handling Methods

1. Modify the **ignore_extra_data** parameter for OBS data loading to meet the preceding rule.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.208 DWS.5170 Invalid reject_limit parameter in the data file.

Enumerated Value

THE_NUMBER_OF_FORMAT_ERROR_IS_INVALID

Error Name

Invalid number of incorrect data formats entered during data import.

Possible Causes

The **reject_limit** parameter in the data file is invalid during OBS data loading. The supported values are **integer** and **unlimited**.

Handling Methods

1. Modify the **reject_limit** parameter for OBS data loading to meet the preceding rule.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.209 DWS.5171 Invalid username or password for logging in to the database.

Enumerated Value

INVALID_USERNAMR_OR_PASSWORD

Error Name

Invalid username or password for logging in to the database.

Possible Causes

The database username and password are incorrect during OBS data loading.

Handling Methods

1. Change the database username or password for OBS data loading.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.210 DWS.5172 The database does not exist.

Enumerated Value

DATABASE_DOES_NOT_EXIST

Error Name

The database does not exist.

Possible Causes

During OBS data loading, the database does not exist.

Handling Methods

1. Change the database name during OBS data loading to ensure that the database name exists.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.211 DWS.5173 The schema where the database table resides does not exist.

Enumerated Value

SCHEMA_DOES_NOT_EXIST

Error Name

The schema where the database table resides does not exist.

Possible Causes

During OBS data loading, the schema does not exist.

Handling Methods

1. Change the schema name during OBS data loading to ensure that the schema name exists.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.212 DWS.5174 The database table does not exist.

Enumerated Value

TABLE_DOES_NOT_EXIST

Error Name

The database table does not exist.

Possible Causes

During OBS data loading, the database table does not exist.

Handling Methods

1. Change the table name during OBS data loading to ensure that the table name exists.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.213 DWS.5175 The database username cannot be blank.

Enumerated Value

USERNAMR_CANNOT_BE_EMPTY

Error Name

The database username cannot be blank.

Possible Causes

The database username cannot be blank during OBS data loading.

Handling Methods

1. Change the database username for OBS data loading.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.214 DWS.5176 The password corresponding to the database username cannot be blank.

Enumerated Value

PASSWORD_CANNOT_BE_EMPTY

Error Name

The password corresponding to the database username cannot be blank.

Possible Causes

The password corresponding to the database username cannot be blank during OBS data loading.

Handling Methods

1. Change the password corresponding to the database username for OBS data loading.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.215 DWS.5177 Name of the database where the table to which data is loaded is located cannot be blank.

Enumerated Value

DATABASE_CANNOT_BE_EMPTY

Error Name

Name of the database where the table to which data is loaded is located cannot be blank.

Possible Causes

The database username cannot be blank during OBS data loading.

Handling Methods

1. Change the database username for OBS data loading.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.216 DWS.5178 Schema of the table to which data is loaded cannot be blank.

Enumerated Value

DATABASE_SCHEMA_CANNOT_BE_EMPTY

Error Name

Schema of the table to which data is loaded cannot be blank.

Possible Causes

The schema of the table to which data is loaded cannot be left blank during OBS data loading.

Handling Methods

1. Change the schema username for OBS data loading.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.217 DWS.5179 Database table to which data is loaded cannot be blank.

Enumerated Value

DATABASE_TABLE_CANNOT_BE_EMPTY

Error Name

Database table to which data is loaded cannot be blank.

Possible Causes

The database table to which data is loaded cannot be blank during OBS data loading.

Handling Methods

1. Change the name of the database table to which data is loaded.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.218 DWS.5180 Invalid path for OBS file loading.

Enumerated Value

OBS_LOCATION_IS_ILLEGAL

Error Name

Invalid path for OBS file loading.

Possible Causes

1. The OBS file loading path is empty during OBS data loading.
2. During OBS data loading, the path of the file to be loaded does not start with **obs://**.

Handling Methods

1. Modify the path of the OBS file to be loaded.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.219 DWS.5181 Failed to load the data.

Enumerated Value

LOAD_DATA_FAILED

Error Name

Failed to load data. The error information is #failedReason#.

Possible Causes

1. The OBS connection is abnormal.
2. The database connection is abnormal.
3. The data format is incorrect.

Handling Methods

View the error details. Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.220 DWS.5182 The current job is stopped.

Enumerated Value

CURRENT_JOB_IS_CLOSE

Error Name

The current job is stopped.

Possible Causes

When you cancel the OBS import job, the job is stopped.

Handling Methods

The current import job is stopped.

2.221 DWS.5183 The current job has been canceled.

Enumerated Value

CURRENT_JOB_HAS_BEEN_CANCELED

Error Name

The current job has been canceled.

Possible Causes

When you query the status of the OBS import job, you can see that the job has been canceled.

Handling Methods

The OBS import job has been canceled and its status cannot be queried.

2.222 DWS.5184 Invalid format of the data source file.

Enumerated Value

THE_FORMAT_OF_DATA_FILE_IS_INVALID

Error Name

Invalid format of the data source file. The supported file formats are CSV and TEXT.

Possible Causes

The format of the data source file imported from OBS is invalid. The supported file formats are CSV and TEXT.

Handling Methods

1. Modify the format of the data source file imported from OBS (parameter **format**).

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.223 DWS.5185 Invalid encoding format of the data file.

Enumerated Value

THE_FORMAT_OF_DATA_FILE_ENCODING_IS_INVALID

Error Name

Invalid encoding format of the data file. The supported file formats are GBK, UTF8, Latin1, and SQL_ASCII.

Possible Causes

The encoding format of the data file imported from OBS is invalid. The supported file formats are GBK, UTF8, Latin1, and SQL_ASCII.

Handling Methods

1. Modify the encoding format of the data file imported from OBS (parameter **encoding**). The supported file formats are GBK, UTF8, Latin1, and SQL_ASCII.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.224 DWS.5186 Invalid field delimiter of row data in the data file.

Enumerated Value

THE_FORMAT_OF_DATA_FILE_ENCODING_IS_INVALID

Error Name

Invalid field delimiter of row data in the data file.

Possible Causes

1. The delimiter cannot be **\r** or **\n** when the file is in TEXT format.
2. The delimiter cannot contain **\.abcdefghijklmnopqrstuvwxyz0123456789** when the file is in TEXT format.
3. The delimiter cannot be the same as the **null** parameter when the file is in TEXT format.
4. The delimiter cannot be the same as the **quote** parameter when the file is in CSV format.

Handling Methods

1. Modify the **delimiter** parameter of the data file imported from OBS based on the preceding rules.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.225 DWS.5187 Invalid quote character in the CSV file.

Enumerated Value

THE_QUOTA_CHARACTER_IN_CSV_IS_INVALID

Error Name

Invalid quote character in the CSV file.

Possible Causes

1. The **quote** value can only be a single-byte character.
2. The value of **quote** cannot be the same as that of **null**.

Handling Methods

1. Modify the **quote** parameter of the data file imported from OBS based on the preceding rules.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.226 DWS.5190 DHCP is disabled on the subnet.

Enumerated Value

SUBNET_DHCP_DISABLED

Error Name

DHCP is disabled on the subnet.

Possible Causes

DHCP is disabled on the subnet.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.227 DWS.5191 The tag does not exist.

Enumerated Value

TAG_NOT_EXIST

Error Name

The tag does not exist.

Possible Causes

The EIP does not exist or has been deleted.

Handling Methods

1. Refresh the **Tag** tab page in the cluster details.
2. Select the target tag and click the edit or delete button in the **Operation** column to maintain the tag.
3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.228 DWS.5192 The tag key value already exists.

Enumerated Value

TAG_KEY_EXIST

Error Name

The tag key value already exists.

Possible Causes

The tag key value already exists.

Handling Methods

1. Rename the tag.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.229 DWS.5193 Failed to query the predefined tag.

Enumerated Value

PRE_DEFINED_TAG_QUERY_FAILED

Error Name

Failed to query the predefined tag.

Possible Causes

Failed to query TMS.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.230 DWS.5194 The number of tags exceeds the maximum value.

Enumerated Value

TAG_NUMBER_REACH_TO_MAX

Error Name

The number of tags exceeds the maximum value.

Possible Causes

Each user can add up to 10 tags.

Handling Methods

1. Delete unnecessary tags and ensure that the total number of tags is less than 10.

2. On the **Tags** tab page of the cluster details page, click **Add Tag**, enter the tag key and value, and submit and save the settings.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.231 DWS.5197 Invalid tag.

Enumerated Value

TAG_IS_ILLEGAL

Error Name

Invalid tag.

Possible Causes

The tag key/value or content does not comply with the specifications.

Handling Methods

1. Enter a tag key in the text box. A tag key can contain a maximum of 36 Unicode characters, which cannot be null. The first and last characters cannot be spaces.
2. The following characters are not supported: =*<>\\,|/
3. Set the key and value based on the preceding specifications.
4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.232 DWS.5198 Invalid login account.

Enumerated Value

APPLICATION_USERNAME_INVALID

Error Name

Invalid login account.

Possible Causes

The login account is invalid.

Handling Methods

1. Set the registered login account. Use the email address as the login account.
2. Enter the login account based on the preceding rule.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.233 DWS.5199 Invalid login password.

Enumerated Value

APPLICATION_PASSWORD_INVALID

Error Name

Invalid login password.

Possible Causes

The login password is invalid.

Handling Methods

1. The extended application login password can contain only digits, uppercase letters, and lowercase letters. It must start with a letter and contain at least six characters.
2. Enter the login password based on the preceding rule.
3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.234 DWS.5202 Do not leave all subnet IDs be blank.

Enumerated Value

SUBNETID_CANNOT_BE_EMPTY

Error Name

Do not leave all subnet IDs be blank.

Possible Causes

You cannot leave all subnet IDs be blank.

Handling Methods

1. Refresh the flavor list on the cluster creation or restoration page.
2. Select the VPC to be used from the VPC drop-down list.
3. Select the subnet to be used.
4. Configure other cluster parameters and submit the request.

5. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.235 DWS.5203 Do not leave all security group IDs be blank.

Enumerated Value

SECURITYGROUPID_CANNOT_BE_EMPTY

Error Name

Do not leave all security group IDs be blank.

Possible Causes

You cannot leave all security group IDs be blank.

Handling Methods

1. Refresh the flavor list on the cluster creation or restoration page.
2. Select the security group to be used.
3. Set other cluster parameters and submit the request.
4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.236 DWS.5204 No tag is found.

Enumerated Value

TAG_NOT_FOUND

Error Name

No tag is found.

Possible Causes

The tag has already been deleted.

Handling Methods

1. Refresh the tag tab page in the cluster details.
2. Select the target tag in the tag list and click the edit or delete button in the **Operation** column to operate the tag.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.237 DWS.5205 Invalid snapshot name.

Enumerated Value

INVALID_SNAPSHOT_NAME

Error Name

Invalid snapshot name.

Possible Causes

The snapshot name is invalid.

Handling Methods

1. The snapshot name must be 4 to 64 characters in length and start with a letter. It is case-insensitive and contains only letters, digits, hyphens (-), and underscores (_).
2. Enter the snapshot name based on the preceding rule.
3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.238 DWS.5206 Databases of this version do not support the function.

Enumerated Value

DATASTORE_VERSION_NOT_SUPPORTED

Error Name

Databases of this version do not support the function.

Possible Causes

The current database version does not support scale-out.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.239 DWS.5207 Invalid CN instance quantity.

Enumerated Value

INVALID_NUM_CN_INSTANCES

Error Name

Invalid CN instance quantity.

Possible Causes

The number of CNs is not within the allowed range [1-10].

Handling Methods

1. The number of CNs is greater than or equal to 1 and less than or equal to 10. Select another number of CNs and try again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.240 DWS.5208 Insufficient EIP quota.

Enumerated Value

PUBLIC_IP_EXCEED_QUOTA

Error Name

Insufficient EIP quota.

Possible Causes

The EIP quota is insufficient.

Handling Methods

If the EIP quota is insufficient, contact technical support to apply for a higher quota.

2.241 DWS.5209 Invalid flavor.

Enumerated Value

FLAVOR_ILLEGAL

Error Name

Invalid flavor.

Possible Causes

The flavor in the request for creating a cluster is empty or the flavor is not in the dwsontroller database.

Handling Methods

1. Refresh the page and perform the cluster operation again.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.242 DWS.5210 Invalid port type.

Enumerated Value

INVALID_PORT_TYPE

Error Name

Invalid port type.

Possible Causes

The port type can only be **traffic**, **manage**, **internal**, or **interMgnt**. Check whether the parameters in the request are correct.

Handling Methods

The port type can only be **traffic**, **manage**, **internal**, or **interMgnt**. Check whether the parameters in the request are correct.

2.243 DWS.5211 The capacity required by the new cluster must be greater than the used capacity of the original cluster.

Enumerated Value

CAPACITY_MUST_BE_GREATER_THAN_OLD

Error Name

The capacity required by the new cluster must be greater than the used capacity of the original cluster. Add nodes or change the node flavor.

Possible Causes

> The capacity required by the new cluster must be greater than the used capacity of the original cluster. Add nodes or change the node flavor.

Handling Methods

> 1. If the number of nodes in the cluster remains unchanged, select a flavor with higher configuration and larger storage capacity from the flavor list.
> 2. If the cluster flavor remains unchanged, increase the total number of nodes in the cluster to be created.
> 3. Use either of the preceding methods to ensure that the total capacity of the new cluster is greater than that of the original cluster.
> 4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.244 DWS.5212 The cluster does not have this type of domain name.

Enumerated Value

> NO_SUCH_DOMAIN_NAME

Error Name

> The cluster does not have this type of domain name.

Possible Causes

> The domain name to be modified or deleted does not exist.

Handling Methods

> 1. Check whether the domain name to be modified or deleted exists.
> 2. If the domain name to be modified or deleted exists, contact technical support for assistance.

2.245 DWS.5213 Before creating an EIP, bind an EIP first.

Enumerated Value

> NO_BINDING_PUBLIC_IP

Error Name

> Before creating an EIP, bind an EIP first.

Possible Causes

Before creating an EIP, bind an EIP first.

Handling Methods

1. In the cluster list on the **Clusters** page, click the cluster name to view the cluster details.

2. Click **Bind EIP** to bind an EIP to the cluster.

3. Click **Create** next to **Public Network Domain Name** to create a public network domain name for the cluster.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.246 DWS.5214 Invalid enterprise project parameters.

Enumerated Value

EPS_IS_ILLEGAL

Error Name

Invalid enterprise project parameters.

Possible Causes

The current user is an enterprise project user, but the request parameters do not contain the enterprise project tag.

Handling Methods

1. Refresh the flavor list and select the required enterprise project from the **Enterprise Project** drop-down list.

2. Complete other information in the form and deliver the request again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.247 DWS.5215 Insufficient node quantity quota.

Enumerated Value

INSUFFICIENT_QUOTAS_OF_NODE

Error Name

Insufficient node quantity quota.

Possible Causes

The node quantity quota is insufficient.

Handling Methods

If the node quantity quota is insufficient, contact technical support to apply for a higher quota.

2.248 DWS.5216 Insufficient ECS group quota.

Enumerated Value

INSUFFICIENT_QUOTAS_OF_SERVER_GROUP

Error Name

Insufficient ECS group quota.

Possible Causes

The ECS group quota is insufficient.

Handling Methods

If the ECS group quota is insufficient, contact technical support to apply for a higher quota.

2.249 DWS.5217 The current cluster is in an earlier version and does not support automatic parameter tuning.

Enumerated Value

VERSION_NOT_SUPPORTED_TUNING

Error Name

The current cluster is in an earlier version and does not support automatic parameter tuning.

Possible Causes

The cluster version is earlier than 1.5.500. Only 1.5.500 and later versions support automatic parameter tuning.

Handling Methods

1. The cluster version is earlier than 1.5.500. Only 1.5.500 and later versions support automatic parameter tuning.

2. If you want to use the automatic parameter tuning function for the cluster, upgrade the cluster kernel to 1.5.500 or later.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.250 DWS.5218 Failed to create the order.

Enumerated Value

DWS_SUBMIT_ORDER_FAILED

Error Name

Failed to create the order. Check whether an order of the corresponding resource is incomplete or whether the ManageOne configuration information is correct.

Possible Causes

Failed to create the order. Check whether an order of the corresponding resource is incomplete or whether the ManageOne configuration information is correct.

Handling Methods

1. Failed to create the order. Check whether an order of the corresponding resource is incomplete or whether the ManageOne configuration information is correct.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.251 DWS.5224 Software Package Name Is Invalid

Enumerated Value

INVALID_PACKAGE_NAME

Error Name

The software package name is invalid.

Possible Causes

The format of the software package name is incorrect.

Handling Methods

1. Check whether the software package name is in the specified format.

2.252 DWS.5225 Queried Image Does Not Exist

Enumerated Value

IMAGE_NOT_EXIST

Error Name

The queried image does not exist.

Possible Causes

The image ID is incorrect or the image has been deleted.

Handling Methods

1. Check whether the entered image ID is correct.

2.253 DWS.5232 IP addresses in the subnet are insufficient.

Enumerated Value

SUBNET_IP_NOT_ENOUGH

Error Name

IP addresses in the subnet are insufficient.

Possible Causes

The number of available IP addresses in the selected subnet is insufficient.

Handling Methods

1. Change the subnet and try again.

2.254 DWS.5233 ECS resources in the AZ are insufficient.

Enumerated Value

AZ_FLAVOR_RESOURCES_NOT_ENOUGH

Error Name

ECS resources in the AZ are insufficient.

Possible Causes

The remaining ECS resources in the selected AZ are insufficient.

Handling Methods

1. Change the AZ and try again.

2.255 DWS.6000 The cluster failed to be created.

Enumerated Value

CREATE_FAILED

Error Name

The cluster failed to be created. Contact technical support for assistance.

Possible Causes

The cluster failed to be created. Contact technical support for assistance.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.256 DWS.6001 The cluster failed to be scaled out.

Enumerated Value

RESIZE_FAILURE

Error Name

The cluster failed to be scaled out. Contact technical support for assistance.

Possible Causes

The cluster failed to be scaled out. Contact technical support for assistance.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.257 DWS.6002 The cluster failed to be restarted.

Enumerated Value

REBOOT_FAILED

Error Name

The cluster failed to be restarted. Contact technical support for assistance.

Possible Causes

The cluster failed to be restarted. Contact technical support for assistance.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.258 DWS.6003 The cluster failed to be restored.

Enumerated Value

RESTORE_FAILED

Error Name

The cluster failed to be restored. Contact technical support for assistance.

Possible Causes

The cluster failed to be restored. Contact technical support for assistance.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.259 DWS.6004 Failed to create a node.

Enumerated Value

NODE_CREATE_FAILED

Error Name

Failed to create a node due to ECS exceptions. Contact technical support for assistance.

Possible Causes

Failed to create a node due to ECS exceptions. Contact technical support for assistance.

Handling Methods

To rectify the fault, refer to the ECS error code and handling suggestions.

2.260 DWS.6005 Failed to bind an EIP to a data warehouse cluster.

Enumerated Value

BIND_EIP_FAILED

Error Name

Failed to bind an EIP to a data warehouse cluster due to VPC exceptions. Contact technical support for assistance.

Possible Causes

Failed to bind an EIP to a data warehouse cluster due to VPC exceptions. Contact technical support for assistance.

Handling Methods

To rectify the fault, refer to the EIP error code and handling suggestions.

2.261 DWS.6006 Failed to bind the EIP.

Enumerated Value

EIP_BINDING_FAILED

Error Name

Failed to bind the EIP. The error code is **#failedReason#**.

Possible Causes

Failed to bind the EIP to the cluster. For details about the cause, see the EIP error code information in the error message.

Handling Methods

1. Failed to bind the EIP to the cluster. For details about the failure cause and solution, see the EIP error code and EIP help document.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.262 DWS.6007 The EIP has already been bound.

Enumerated Value

EIP_HAS_BEEN_BOUND_TO_VM

Error Name

The EIP has already been bound to another VM.

Possible Causes

The EIP has already been bound to another VM.

Handling Methods

1. Click the refresh button next to the **EIP** parameter to reload the available EIPs.

2. Select an idle EIP and click **OK**.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.263 DWS.6008 Failed to create a private domain name.

Enumerated Value

CREATE_PRIVATE_ZONE_FAILED

Error Name

Failed to create a private domain name. The error code is **${FailureReason}**.

Possible Causes

Failed to create a private domain name. For details about the cause, see the VPC error code information in the error message.

Handling Methods

1. Failed to create a private domain name. For details about the failure cause and solution, see the VPC error code and VPC help document.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.264 DWS.6009 Failed to resize the cluster.

Enumerated Value

RESIZE_FAILED

Error Name

The cluster failed to be resized. Contact technical support for assistance.

Possible Causes

The cluster failed to be resized. Contact technical support for assistance.

Handling Methods

Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.265 DWS.6010 Scale-in failed.

Enumerated Value

SCALE_IN_FAILED

Error Name

Scale-in failed.

Possible Causes

The scale-in parameters are incorrectly configured.

Handling Methods

1. Submit correct scale-in parameters on the scale-in page.

2. If the fault persists, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.266 DWS.6211 The ELB is in use.

Enumerated Value

ELB_HAS_BEEN_USED

Error Name

The ELB is in use.

Possible Causes

The ELB has been used by another cluster.

Handling Methods

1. Change the ELB configuration of the Express cluster.
2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.267 DWS.6212 The resizing task is not executed or is executed but not completed.

Enumerated Value

EXPRESS_RESIZE_TASK_FINISHED

Error Name

The resizing task submitted for the cluster is not executed or is executed but not completed.

Possible Causes

When a new resizing cluster is submitted, a submitted resizing task is not executed or is executed but not completed in the Express cluster.

Handling Methods

Wait until the submitted resizing task is complete and then execute the new task.

2.268 DWS.6213 Express clusters whose number of nodes is fewer than 6 cannot be scaled in.

Enumerated Value

EXPRESS_LESS_SIX_NODES_NOTSUPPORT_SHRINK

Error Name

Express clusters whose number of nodes is fewer than 6 cannot be scaled in.

Possible Causes

Express clusters whose number of nodes is fewer than 6 cannot be scaled in.

Handling Methods

Express clusters whose number of nodes is fewer than 6 cannot be scaled in.

2.269 DWS.7001 Failed to check the status.

Enumerated Value

STATUS_CHK_ERROR

Error Name

Failed to check the status.

Possible Causes

The cluster or instance status in the dwsController database is incorrect.

Handling Methods

1. Check the cluster or instance status in the DwsController database.
2. If the status is correct, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.270 DWS.7002 The instance has been deleted.

Enumerated Value

STATUS_CHK_DELETED

Error Name

The instance has been deleted.

Possible Causes

You are not allowed to perform any operation on a deleted instance.

Handling Methods

1. Check whether the instance in the dwsController database is deleted.
2. If it is not deleted, do as follows: Log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.271 DWS.7003 The instance is unavailable.

Enumerated Value

STATUS_CHK_UNAVAILABLE

Error Name

The instance is unavailable.

Possible Causes

You are not allowed to perform any operation except deletion on the instance that fails to be created.

Handling Methods

Check whether the current operation is performed on the cluster that fails to be created. If yes, refresh the page and perform the operation again.

2.272 DWS.7004 The instance has been frozen.

Enumerated Value

STATUS_CHK_FROZEN

Error Name

The instance has been frozen.

Possible Causes

Frozen instances can only be unfrozen and deleted.

Handling Methods

Frozen instances can only be unfrozen and deleted.

2.273 DWS.7006 The cluster backup is being restored.

Enumerated Value

STATUS_CHK_RESTORING

Error Name

The cluster backup is being restored.

Possible Causes

You are not allowed to perform any other operation when the cluster backup is being restored.

Handling Methods

You are not allowed to perform any other operation when the cluster backup is being restored.

2.274 DWS.7007 The cluster parameters are being set.

Enumerated Value

STATUS_CHK_SETTING_CONFIGURATION

Error Name

The cluster parameters are being set.

Possible Causes

You are not allowed to perform any other operation when the cluster parameters are being set.

Handling Methods

You are not allowed to perform any other operation when the cluster parameters are being set.

2.275 DWS.7008 The cluster password is being reset.

Enumerated Value

STATUS_CHK_RESETTING_PASSWORD

Error Name

The cluster password is being reset.

Possible Causes

You are not allowed to perform any other operation when the cluster password is being reset.

Handling Methods

You are not allowed to perform any other operation when the cluster password is being reset.

2.276 DWS.7010 The cluster is being restarted.

Enumerated Value

STATUS_CHK_REBOOTING

Error Name

The cluster is being restarted.

Possible Causes

You are not allowed to perform any other operation when the cluster is being restarted.

Handling Methods

You are not allowed to perform any other operation when the cluster is being restarted.

2.277 DWS.7013 The cluster or snapshot is being unfrozen.

Enumerated Value

STATUS_CHK_UNFREEZING

Error Name

The cluster or snapshot is being unfrozen.

Possible Causes

You are not allowed to perform any other operation when the cluster or snapshot is being unfrozen.

Handling Methods

You are not allowed to perform any other operation when the cluster or snapshot is being unfrozen.

2.278 DWS.7014 The cluster is obtaining logs.

Enumerated Value

STATUS_CHK_GETTING_LOGS

Error Name

The cluster is obtaining logs.

Possible Causes

You are not allowed to perform any other operation when the cluster is obtaining logs.

Handling Methods

You are not allowed to perform any other operation when the cluster is obtaining logs.

2.279 DWS.7016 A snapshot is being created for the cluster.

Enumerated Value

STATUS_CHK_SNAPSHOTTING

Error Name

A snapshot is being created for the cluster.

Possible Causes

You are not allowed to perform any other operation when a snapshot is being created for the cluster.

Handling Methods

You are not allowed to perform any other operation when a snapshot is being created for the cluster.

2.280 DWS.7017 The cluster is obtaining the configuration parameters.

Enumerated Value

STATUS_CHK_GETTING_CONFIGURATION

Error Name

The cluster is obtaining the configuration parameters.

Possible Causes

You are not allowed to perform any other operation when the cluster is obtaining the configuration parameters.

Handling Methods

You are not allowed to perform any other operation when the cluster is obtaining the configuration parameters.

2.281 DWS.7018 A cluster is being created.

Enumerated Value

STATUS_CHK_CREATING

Error Name

A cluster is being created.

Possible Causes

You are not allowed to perform any other operation when a cluster is being created.

Handling Methods

You are not allowed to perform any other operation when a cluster is being created.

2.282 DWS.7019 The cluster is obtaining the disk usage.

Enumerated Value

STATUS_CHK_GETTING_DISK_USAGE

Error Name

The cluster is obtaining the disk usage.

Possible Causes

You are not allowed to perform any other operation when the cluster is obtaining the disk usage.

Handling Methods

You are not allowed to perform any other operation when the cluster is obtaining the disk usage.

2.283 DWS.7101 Failed to Call the LTS Service

Enumerated Value

LTS_ERROR

Error Name

An unknown error occurred when the LTS service is called.

Possible Causes

The LTS service is abnormal or the network is abnormal.

Handling Methods

View the logs, find the exception information, and contact the LTS contact person.

2.284 DWS.7102 Failed to Create a Log Group

Enumerated Value

CREATE_LOG_GROUP_FAIL

Error Name

Failed to create an LTS log group.

Possible Causes

The authentication token or parameter is incorrect, or the LTS service is abnormal.

Handling Methods

View exception logs and contact the LTS contact person.

2.285 DWS.7103 Failed to Create an Log Stream

Enumerated Value

CREATE_LOG_STREAM_FAIL

Error Name

Failed to create an LTS log stream.

Possible Causes

The authentication token or parameter is incorrect, or the LTS service is abnormal.

Handling Methods

View exception logs and contact the LTS contact person.

2.286 DWS.7104 No CNs Available

Enumerated Value

NO_AVAILABLE_CN

Error Name

No CNs available.

Possible Causes

All CN nodes are abnormal.

Handling Methods

Check whether the CN nodes.

2.287 DWS.7105 Failed to Obtain an Agency Token

Enumerated Value

GET_TOKEN_FAIL

Error Name

Failed to obtain the token.

Possible Causes

The agency is deleted or the agency interface is abnormal.

Handling Methods

Manually create an LTS agency and contact the agency contact person.

2.288 DWS.7106 The Cluster Does Not Support LTS

Enumerated Value

NO_SUPPORT

Error Name

The cluster does not support LTS.

Possible Causes

This function is not in this version.

Handling Methods

The operation is not supported.

2.289 DWS.7107 LTS Is Not Enbaled for the Cluster

Enumerated Value

NO_OPEN_LOG

Error Name

LTS is not enabled for the cluster.

Possible Causes

LTS is not available for the cluster or is disabled.

Handling Methods

The operation is not supported.

2.290 DWS.8001 The cluster is unavailable.

Enumerated Value

CLUSTER_STATUS_INVALID

Error Name

The MRS data source cannot be configured because the current cluster is unavailable.

Possible Causes

An MRS data source connection can be created only when the cluster is in the **Available** state. The current cluster status is abnormal.

Handling Methods

1. The current cluster is faulty. Contact technical support to restore the cluster to the **Available** state.

2. On the **Clusters** page, click the cluster name and switch to the **MRS Data Sources** tab page.

3. Click **Create MRS Cluster Connection** to create an MRS data source connection.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.291 DWS.9001 The upgrade object does not exist.

Enumerated Value

UPDATE_DATASTORE_ITEM_CANNOT_FOUND

Error Name

The upgrade object does not exist. Refresh the page and try again.

Possible Causes

The upgrade task does not exist or has been deleted.

Handling Methods

1. Press F5 or click the refresh button of the browser to refresh the upgrade management page of Service OM.

2. Select the upgrade task to be executed and deliver the operation request again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.292 DWS.9002 The cluster to be upgraded does not exist.

Enumerated Value

UPDATE_DATASTORE_CLUSTER_NOT_EXIST

Error Name

The cluster to be upgraded does not exist. Refresh the page and try again.

Possible Causes

The cluster does not exist or has been deleted.

Handling Methods

1. Press F5 or click the refresh button of the browser to refresh the upgrade management page of Service OM.
2. Select the cluster to be upgraded, deploy the upgrade package, and upgrade the cluster.
3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.293 DWS.9003 The status of the target cluster does not meet the upgrade requirements.

Enumerated Value

UPDATE_DATASTORE_STATUS_NOT_ALLOWED

Error Name

The status of the target cluster does not meet the upgrade requirements.

Possible Causes

1. The status of the cluster to be upgraded does not indicate that the upgrade package is successfully deployed.
2. The current time is not within the upgrade and maintenance time window.

Handling Methods

1. Press F5 or click the refresh button of the browser to refresh the upgrade management page of Service OM.

2. Check whether the status of the cluster to be upgraded does not indicate that the upgrade package is successfully deployed. If no, deploy the upgrade package.

3. Check whether the current time matches the cluster's maintenance time window. If not, perform maintenance operations in the maintenance time window.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.294 DWS.9004 Invalid upgrade command.

Enumerated Value

INVALID_UPDATE_ACTION

Error Name

Invalid upgrade command.

Possible Causes

Invalid operation. The upgrade command delivered in the request is partially identified by the server.

Handling Methods

1. Currently, only the **update** and **deploy** operation commands are supported by Service OM cluster management.

2. Use the Service OM management system to upgrade DWS. Cluster plug-ins or kernels cannot be upgraded in other ways.

3. Log in to the Service OM system, find DWS in the service list, and open the DWS page.

4. In the navigation pane, choose **Upgrade**. On the displayed upgrade management page, you can manage and maintain clusters.

2.295 DWS.9005 The upgrade object cannot be upgraded.

Enumerated Value

UPDATE_DISABLED_ON_TARGET_DATASTORE

Error Name

The upgrade object cannot be upgraded.

Possible Causes

The upgrade package has not been deployed for the object.

Handling Methods

1. Press F5 or click the refresh button of the browser to refresh the upgrade management page of Service OM. Check the upgrade object status. If the status indicates that the deployment succeeded, deliver the upgrade request again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.296 DWS.9007 The upgrade project ID is invalid.

Enumerated Value

UPDATE_PROJECT_ID_INVALID

Error Name

The upgrade project ID is invalid.

Possible Causes

The project ID in the upgrade operation is an invalid UUID.

Handling Methods

1. Press F5 or click the refresh button of the browser to refresh the upgrade management page of Service OM. Check the upgrade object status. If the status indicates that the deployment succeeded, deliver the upgrade request again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.297 DWS.9008 Invalid upgrade object ID.

Enumerated Value

UPDATE_ITEM_ID_INVALID

Error Name

Invalid upgrade object ID.

Possible Causes

>Invalid operation. The upgrade object ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

>1. Use the Service OM management system to upgrade DWS. Cluster plug-ins or kernels cannot be upgraded in other ways.
>
>2. Log in to the Service OM system, find DWS in the service list, and open the DWS page.
>
>3. In the navigation pane, choose **Upgrade**. On the displayed upgrade management page, you can manage and maintain clusters.

2.298 DWS.9009 The upgrade project does not exist.

Enumerated Value

>UPDATE_PROJECT_CANNOT_FOUND

Error Name

>The upgrade project does not exist.

Possible Causes

>The upgrade project does not exist or has been deleted.

Handling Methods

>1. Press F5 or click the refresh button of the browser to refresh the upgrade management page of Service OM, and deliver the operation request again.
>
>2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.299 DWS.9010 The cluster to be upgraded does not exist.

Enumerated Value

>UPDATE_ITEM_CLUSTER_CANNOT_FOUND

Error Name

>The cluster to be upgraded does not exist.

Possible Causes

The cluster does not exist or has been deleted.

Handling Methods

1. Press F5 or click the refresh button of the browser to refresh the upgrade management page of Service OM, and deliver the operation request again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.300 DWS.9014 The upgrade package is successfully deployed before the deployment task starts.

Enumerated Value

UPDATE_PACKAGE_DEPLOYED

Error Name

The upgrade package is successfully deployed.

Possible Causes

The upgrade package is successfully deployed before the deployment task starts.

Handling Methods

1. Press F5 or click the refresh button of the browser to refresh the upgrade management page of Service OM, and deliver the operation request again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.301 DWS.9015 Failed to deliver the upgrade task.

Enumerated Value

UPDATE_DATASTORE_SUBMIT_JOB_FAILURE

Error Name

Failed to deliver the upgrade task. Please try again later.

Possible Causes

1. The service status is abnormal. As a result, the requests cannot be properly processed.

2.   The software has defects, contact technical support for assistance.

Handling Methods

1.   Press F5 or click the refresh button of the browser to refresh the upgrade management page of Service OM, and deliver the operation request again.

2.   If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.302 DWS.9016 Failed to deliver the upgrade package deployment task.

Enumerated Value

DEPLOY_PACKAGE_SUBMIT_JOB_FAILURE

Error Name

Failed to deliver the upgrade package deployment task.

Possible Causes

●   The cluster does not exist or has been deleted.

●   The task for deploying the upgrade package is being executed or has been executed, and the task status is not waiting.

Handling Methods

1.   Press F5 or click the refresh button of the browser to refresh the upgrade list of Service OM.

2.   Select the upgrade package deployment task in waiting status and deploy the upgrade package.

3.   If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.303 DWS.9017 Invalid day parameter in the maintenance time window.

Enumerated Value

INVALID_MAINTAIN_WIN_DAY

Error Name

Invalid day parameter in the maintenance time window.

Possible Causes

The maintenance days in the maintenance time window support only Monday to Sunday. Values before **MONDAY** to **SUNDAY** will cause verification errors.

Handling Methods

1. Select maintenance days in the maintenance time window again. The range is from Monday to Sunday.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.304 DWS.9018 Invalid maintenance time parameter in the maintenance time window.

Enumerated Value

INVALID_MAINTAIN_WIN_TIME

Error Name

Invalid maintenance time parameter in the maintenance time window.

Possible Causes

The start time and end time in the maintenance time window cannot be empty, and the start time must be earlier than the end time.

Handling Methods

1. Select another maintenance time window and ensure that the start time is earlier than the end time.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.305 DWS.9019 Invalid upgrade plug-in ID.

Enumerated Value

UPDATE_PLUGIN_ID_INVALID

Error Name

Invalid upgrade plug-in ID.

Possible Causes

Invalid operation. The plug-in ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. Use the Service OM management system to upgrade DWS plug-ins. Cluster plug-ins cannot be managed in other ways.

2. Log in to the Service OM system, find DWS in the service list, and open the plug-in upgrade management page from the menus on the left.

3. In the plug-in list, select the plug-in to be upgraded and deliver the upgrade request again.

2.306 DWS.10001 The application already exists.

Enumerated Value

APPLICATION_ALREADY_EXIST

Error Name

The application already exists. Refresh the page and try again.

Possible Causes

The application already exists. One application can be installed once.

Handling Methods

1. Press F5 or click the refresh button of the browser to refresh the extended application page.

2. Check whether the application to be added exists in the list. If it exists, you do not need to add the application again.

3. If the application does not exist, click **Add Application** to add the application.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.307 DWS.10002 Extended cluster ID is invalid.

Enumerated Value

EXTENSION_ID_INVALID

Error Name

Extended cluster ID is invalid.

Possible Causes

An invalid operation has been performed. The extended cluster ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. Maintain the extended applications on the **Extended Applications** tab page of the DWS management console.

2. Go to the cluster details page, click the **Extended Applications** tab, select the extended application to be maintained, and deliver the request again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.308 DWS.10003 The extended cluster does not exist.

Enumerated Value

EXTENSION_CANNOT_BE_FOUND

Error Name

The extended cluster does not exist. Refresh the page and try again.

Possible Causes

When an extended application is created or deleted, the extended cluster where the extended application is deployed has been deleted.

Handling Methods

1. Press F5 or click the refresh button of the browser to refresh the **Extended Applications** tab page of the cluster details page.

2. Select the extended application to be maintained and send the request again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.309 DWS.10004 Invalid parameters in the application adding request.

Enumerated Value

ADD_APPLICATION_REQUEST_INVALID

Error Name

The parameters in the application adding request are invalid. Refresh the page and try again.

Possible Causes

An invalid operation has been performed. The extended application maintenance operation does not contain any valid parameter.

Handling Methods

1. Press **F5** or click the refresh button of the browser to refresh the **Extended Applications** tab page of the cluster details page.

2. Select the extended application to be maintained and send the request again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.310 DWS.10005 The application ID does not exist.

Enumerated Value

APPLICATION_ID_INVALID

Error Name

The application ID does not exist. Refresh the page and try again.

Possible Causes

The extended application has been deleted.

Handling Methods

1. Press F5 or click the refresh button of the browser to refresh the **Extended Applications** tab page of the cluster details page.

2. Select the extended application to be maintained and send the request again.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.311 DWS.10006 Invalid application ID.

Enumerated Value

EXTENSION_APPLICATION_ID_INVALID

Error Name

Invalid application ID.

Possible Causes

Invalid operation. The application ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. Use the extended application function on the management console to maintain and manage the parameters.

2. Open the cluster details page, click the **Extended Applications** tab, and add or delete extended applications.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.312 DWS.10007 The application is being deleted.

Enumerated Value

APPLICATION_IS_BEING_DELETED

Error Name

The application is being deleted. Please try again later.

Possible Causes

The application deletion task is being executed, during which other operations are not supported.

Handling Methods

1. Wait until the application is deleted before proceeding with other maintenance operations.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.313 DWS.10008 The application does not exist.

Enumerated Value

APPLICATION_DONOT_EXIST

Error Name

The application does not exist. Refresh the page and try again.

Possible Causes

The application has been deleted.

Handling Methods

1. Press F5 or click the refresh button of the browser to refresh the extended application page.
2. Select the extended application to be maintained and send the request again.
3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.314 DWS.10009 Adding Database Manager is not supported

Enumerated Value

VERSION_NOT_SUPPORTED_DM

Error Name

Database Manager cannot be added because the cluster version is too early.

Possible Causes

Database Manager cannot be added because the cluster version is too early.

Handling Methods

Database Manager can be added only when the cluster version is later than 1.6.100.

To add Database Manager, upgrade the cluster version.

2.315 DWS.11001 Invalid configuration ID.

Enumerated Value

CONFIGURATION_ID_INVALID

Error Name

The configuration ID is invalid.

Possible Causes

Invalid operation. The configuration ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. Use the parameter template management function on the management console to maintain and manage the parameters.

2. Open **Parameter Template Management** on the DWS management console, select the parameter template to be modified, enter the configuration values based on the value range column, and save the settings.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.316 DWS.11002 Invalid Configuration Type

Enumerated Value

CONFIGURATION_TYPE_INVALID

Error Name

The configuration type is invalid.

Possible Causes

Invalid request. The configuration item delivered in the request is inconsistent with that supported by the server.

Handling Methods

1. Refresh the current parameter setting page.

2. Set the parameters based on the value range column and save the settings.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.317 DWS.11003 Invalid parameters in the configuration update request.

Enumerated Value

UPDATE_CONFIGURATION_REQUEST_INVALID

Error Name

The parameters in the configuration update request are invalid.

Possible Causes

- The configuration parameters have been set.
- The configured parameter values are out of the value ranges specified in the value range column.

Handling Methods

1. Refresh the current parameter setting page.

2. Set the parameters based on the value range column and save the settings.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.318 DWS.11004 The configuration name already exists.

Enumerated Value

CONFIGURATION_NAME_ALREADY_EXIST

Error Name

The configuration name already exists.

Possible Causes

The configuration name already exists. The service requires that the parameter configuration name must be unique.

Handling Methods

1. The configuration name already exists. Enter another configuration name.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.319 DWS.11005 Invalid configuration name.

Enumerated Value

CONFIGURATION_NAME_INVALID

Error Name

The configuration name is invalid. Enter a valid name as prompted.

Possible Causes

The parameter configuration name being created is invalid.

Handling Methods

1. The parameter template name consists of 4 to 64 characters, starts with a letter, and contains only letters (case-insensitive), digits, hyphens (-), and underscores (_).

2. Enter a new name based on the preceding rule.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.320 DWS.11006 A configuration task is being executed. Try again later.

Enumerated Value

CONFIGURATION_TASK_IS_RUNNING

Error Name

A configuration task is being executed. Try again later.

Possible Causes

A parameter configuration task is being executed in the cluster. You cannot deliver multiple management tasks at the same time.

Handling Methods

1. Choose **Clusters** from the navigation pane. In the displayed cluster list, check the **Cluster Status** column. After the cluster configuration task is complete, the status is automatically updated to **Available**.

2. Click the cluster name to go to the cluster details page and switch to the **Parameter Modifications** tab page.

3. Reconfigure the cluster parameters based on the reference value ranges and save the settings.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.321 DWS.11007 Invalid configuration parameter ID.

Enumerated Value

CONFIG_PARAM_ID_INVALID

Error Name

The configuration parameter ID is invalid.

Possible Causes

Invalid operation. The configuration ID delivered in the request is not generated by the management page option, and the ID format does not comply with the ID naming specifications defined by the service.

Handling Methods

1. Use the Service OM management system to manage DWS GUC parameters. The GUC parameters cannot be managed in other ways.

2. Log in to the Service OM system, find DWS in the service list, and open the DWS page.

3. In the navigation pane, choose configuration management. On the displayed configuration management page, you can manage and maintain GUC parameters.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.322 DWS.11008 Invalid flavor name.

Enumerated Value

FLAVOR_TYPE_INVALID

Error Name

Failed to query the GUC parameter information because the flavor name is invalid.

Possible Causes

- The flavor has been deleted.

- Invalid request. Failed to query the GUC parameter information because the flavor in the request does not exist.

Handling Methods

1. Press F5 or click the refresh button of the browser to refresh the configuration management page.

2. Select the flavor again. Then, the GUC configuration list automatically loads the matched GUC parameters.

3. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.323 DWS.11009 Invalid GUC parameter request.

Enumerated Value

GUC_PARAM_REQUEST_INVALID

Error Name

Invalid GUC parameter request.

Possible Causes

Invalid request. The request does not contain the required GUC parameter configuration ID.

Handling Methods

1. Use Service OM to configure and manage GUC parameters.

2. Log in to the Service OM system, find DWS in the service list, and open the DWS page.

3. In the left pane, open the configuration management page.

4. In the cluster list, select the cluster whose GUC parameters need to be reconfigured and configure the GUC parameters on Service OM.

5. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.324 DWS.11010 The default GUC configuration does not exist.

Enumerated Value

DEFAULT_GUC_CONFIG_NOT_EXIST

Error Name

The default GUC configuration does not exist.

Possible Causes

The GUC configuration used by the current cluster is deleted due to invalid operations. When the cluster is resized, the GUC parameter configuration cannot be queried.

Handling Methods

1. Contact technical support to restore the GUC configuration.

2. Check the operation and database audit logs to determine the time when the database configuration information is deleted and the cause of the deletion.

2.325 DWS.11011 The default configuration cannot be deleted.

Enumerated Value

DEFAULT_CONFIG_CANNOT_BE_DELETE

Error Name

The default configuration cannot be deleted.

Possible Causes

Default configuration parameters of each preset version cannot be deleted on the **Parameter Template Management** page.

Handling Methods

1. Refresh the **Parameter Template Management** page and check whether the **Delete** button in the **Operation** column is available. Select a parameter template that is no longer required and can be deleted, and delete it.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.326 DWS.12001 KMS decryption failed.

Enumerated Value

KMS_DECRYPT_ERROR

Error Name

KMS decryption failed. Ensure that the KMS is available and try again.

Possible Causes

- The KMS endpoint is incorrectly configured. As a result, access to the KMS fails.

- The KMS is abnormal. As a result, the KMS decryption service cannot be provided.

Handling Methods

1. Log in to the Huawei Cloud Stack system and open the project management page.

2. Search for **kms.endpoint** in the parameter list and check whether the value of **kms.endpoint** is the same as that in the actual environment. If they are different, change the value to the actual one.

3. In the service list on the left, search for KMS. On the displayed KMS management page, check whether the service is normal. If it is abnormal, rectify the fault based on the error code.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.327 DWS.12002 Invalid key.

Enumerated Value

INVALID_KEY

Error Name

Invalid key.

Possible Causes

The obtained key is empty.

Solution

1. Rotate the key again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.328 DWS.12003 KMS encryption failed.

Enumerated Value

KMS_ENCRYPTE_ERROR

Error Name

KMS encryption failed. Ensure that the KMS is available and try again.

Possible Causes

- The KMS endpoint is incorrectly configured. As a result, access to the KMS fails.

- The KMS is abnormal. As a result, the KMS encryption service cannot be provided.

Handling Methods

1. Log in to the Huawei Cloud Stack system and open the project management page.

2. Search for **kms.endpoint** in the parameter list and check whether the value of **kms.endpoint** is the same as that in the actual environment. If they are different, change the value to the actual one.

3. In the service list on the left, search for KMS. On the displayed KMS management page, check whether the service is normal. If it is abnormal, rectify the fault based on the error code.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.329 DWS.12004 AES decryption failed.

Enumerated Value

AES_DECRYPT_ERROR

Error Name

AES decryption failed. Refresh the page and try again.

Possible Causes

- The current user does not have the permission to access the cluster. As a result, AES decryption fails.
- The cluster has been deleted by another user and the page is not refreshed. As a result, the operation fails.

Handling Methods

1. Return to the cluster list from the cluster management page and refresh the cluster list.

2. Click the name of the KMS-encrypted cluster that needs key rotation to open the cluster details page.

3. Click the key rotation button to complete the key rotation maintenance.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.330 DWS.12007 Failed to check the agency status

Enumerated Value

CHECK_AGENCY_ERROR

Error Name

Failed to check the agency status

Possible Causes

- The agency name configured for the Console service is different from that configured for the Controller service.
- The agency name configured for the Controller service is inconsistent with the agency name whitelist.

Handling Methods

1. Log in to the Huawei Cloud Stack system and open the project management page.

2. Search for the following parameters in the parameter list to check whether the configurations of the Console and Controller are consistent: **agencyName**, **accessVpcAgencyName**, and **accessObsAgencyName**. If they are inconsistent, modify the parameters on the Console to make them consistent with those on the Controller.

3. Check whether the values of the three parameters in **2** are the same as those in the agency name whitelist **iam.agencyList**. If they are inconsistent, revise them to be identical.

4. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.331 DWS.12008 Failed to create the agency.

Enumerated Value

CREATE_AGENCY_ERROR

Error Name

Failed to create the agency.

Possible Causes

IAM request failed.

Handling Methods

1. Refresh the page and create an agency again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.332 DWS.12009 The number of agencies has reached the upper limit.

Enumerated Value

AGENCY_REACH_MAXIMUM

Error Name

The number of agencies has reached the upper limit.

Possible Causes

The number of created agencies has reached the upper limit.

Handling Methods

1. Delete unnecessary agencies and try again.

2. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.333 DWS.12010 Insufficient permission.

Enumerated Value

PERMISSION_DENY

Error Name

Insufficient permission. Contact the administrator (main account or an account with the Security Administrator permission) to authorize GaussDB(DWS) on the current page.

Possible Causes

Insufficient permission. Contact the administrator (main account or an account with the Security Administrator permission) to authorize GaussDB(DWS) on the current page.

Handling Methods

Insufficient permission. Contact the administrator (main account or an account with the Security Administrator permission) to authorize GaussDB(DWS) on the current page.

2.334 DWS.12012 Agency Name Conflict

Enumerated Value

AGENCY_CONFLICT

Error Name

Agency conflict. Delete the agency on the **Agency Policies** page.

Possible Causes

An agency has the same name as the specified agency but different permissions.

Handling Methods

Delete the agency with the same name from the agency list.

2.335 DWS.70102 The Cluster In the Current State Cannot Be Restarted

Enumerated Value

STATUS_CHK_CLUSTER_REBOOTING

Error Name

The cluster in the current state cannot be restarted. Please try again later.

Possible Causes

- The cluster is abnormal and unavailable.
- Another management task is being executed in the cluster. Multiple management tasks cannot be executed by a cluster at the same time.

Handling Methods

1. Press F5 or click the refresh button of the browser to refresh the cluster list on the **Cluster Management** page.
2. Check the **Cluster Status** column in the cluster list to view the current cluster status.
3. If the cluster is unavailable, contact technical support for assistance.

4. If the cluster is in the **Creating**, **Scaling out**, **Configuring**, or **Restarting** status, wait until the current management task is complete and try again.

5. If the fault persists, log in to ManageOne Maintenance Portal, choose O&M > Logs > Run Logs, collect the logs of the DWS management plane in the last 24 hours, and contact technical support for assistance.

2.336 DWS.13000 Unknown Exception

Enumerated Value

UNKNOWN_ERROR

Error Name

Unknown exception.

Possible Causes

An unknown exception occurs in the program.

Handling Methods

Contact technical support or try again later.

2.337 DWS.13001 Command Delivery Exception

Enumerated Value

SEND_COMMAND_FAIL

Error Name

Command delivery exception

Possible Causes

An exception occurs when the creation command is delivered to the dms-agent. This may be caused by network disconnection or process exceptions.

Handling Methods

Contact technical support or try again later.

2.338 DWS.13002 Failed to Update Table Data

Enumerated Value

UPDATE_TABLE_FAIL

Error Name

Failed to update table data.

Possible Causes

The background process fails to update table data. This may be caused by database disconnection or process exceptions.

Handling Methods

Contact technical support or try again later.

2.339 DWS.13003 Response Timeout During Creation

Enumerated Value

RESPONSE_TIME_OUT

Error Name

The response to the creation request times out.

Possible Causes

Database disconnection or process exceptions.

Handling Methods

Contact technical support or try again later.

2.340 DWS.13004 SQL Creation Command Failed

Enumerated Value

PROCESSES_EXECUTE_SQL_EXCEPTION

Error Name

SQL creation command failed.

Possible Causes

The SQL creation command failed.

Handling Methods

Check whether the load information snapshot parameters. Check whether the performance view snapshot parameter is enabled. If it is, check whether the cluster node is normal. If the fault persists, contact technical support.

2.341 DWS.13005 Failed to Upload the Workload Report File to OBS

Enumerated Value

WDR_FILE_SEND_OBS_FAIL

Error Name

Failed to upload a workload report file to OBS.

Possible Causes

OBS is unavailable.

Handling Methods

Check whether OBS is running properly. If it is, contact technical support to check whether the processes and the network between processes are normal.

2.342 DWS.13006 Failed to Report the Node Creation Progress

Enumerated Value

SEND_BASE_MESSAGE_FAIL

Error Name

Failed to report the node creation progress.

Possible Causes

The process or network is abnormal.

Handling Methods

Contact technical support to check whether the processes and the network between processes are normal.

2.343 DWS.13007 Repeated Tasks

Enumerated Value

DUPLICATE_TASK

Error Name

Repeated tasks

Possible Causes

There is a same task in progress.

Handling Methods

A snapshot creation task is being executed. Try again later.

2.344 DWS.13008 Report Upload Timed Out

Enumerated Value

WAIT_WDR_FILE_UPLOAD_TIMEOUT

Error Name

Report upload timed out

Possible Causes

The OBS or process is abnormal.

Handling Methods

Check whether OBS is running properly. If it is, contact technical support to check whether the dms-agent process is normal.

2.345 DWS.13009 Insufficient OBS Storage Space

Enumerated Value

OBS_INSUFFICIENT_STORAGE_SPACE

Error Name

Insufficient OBS storage space

Possible Causes

The OBS storage space is insufficient.

Handling Methods

Ensure the OBS storage space is sufficient.

3 Appendixes

3.1 Logging In to the CloudAutoDeploy-CDK Master Node

Step 1 Log in to ManageOne Maintenance Portal via **https://**_ManageOne Maintenance Portal URL_**:31943**. Alternatively, log in to the unified portal and choose **OperationCenter**.

- Password login: Enter the username and password of the account.
  - Default account: **bss_admin**

    > 📖 **NOTE**
    >
    > For ManageOne upgraded from 8.2.0 or earlier, the default username is **admin**. For ManageOne 8.2.1 or later, the default username is **bss_admin**.

  - Preset password: See the preset password of the ManageOne Maintenance Portal account on the "Type A (Portal)" sheet in _**Huawei Cloud Stack 8.3.1 Account List**_.

- Login using a USB key: Insert a USB key with preset user certificates, select the required device and certificate, and enter the PIN.

Log in to ManageOne Maintenance Portal.

Step 2 In the **Cloud O&M Management** navigation pane, click **Service_OM**. The Service OM page is displayed.

Step 3 On the Service OM console page, click **VM**.

Step 4 Query the IP address of the CloudAutoDeploy-CDK node. In the search box in the upper right corner, enter the keyword **EICommon-Region-Master** to search for VMs. Generally, three VMs are available. You can record the IP address of any one of them.

Step 5 Log in to the CloudAutoDeploy-CDK master node as user **opsadmin** using a remote login tool, and then switch to user **root**. The IP address is obtained in **Step 4**.

su - root

- Default password of user **opsadmin**: Search for **EICommon-Region-Master-01** in the "Type A (Background)" sheet of **Huawei Cloud Stack 8.3.1 Account List**.

- Default password of user **root**: Search for **EICommon-Region-Master-01** in the "Type A (Background)" sheet of **Huawei Cloud Stack 8.3.1 Account List**.

----End

3.2 Logging In to a dwscontroller Pod

Step 1 Log in to the CloudAutoDeploy-CDK master node by referring to **Logging In to the CloudAutoDeploy-CDK Master Node**.

Step 2 Query the pods.

kubectl get pods -n dws -owide

Information similar to the following is displayed. **dwscontroller-**_xxx_ indicates the pod names.

```
NAME                         READY  STATUS   RESTARTS  AGE    IP             NODE            NOMINATED
NODE   READINESS GATES
dms-collection-cbcb7c6c-gx79t   1/1    Running  0         4d22h  192.168.0.32   192.168.8.118   <none>
<none>
dms-collection-cbcb7c6c-nt7sg   1/1    Running  0         4d22h  192.168.0.107  192.168.8.127   <none>
<none>
dms-monitoring-5f44598478-njkv2 1/1    Running  0         4d22h  192.168.0.128  192.168.8.120
<none>  <none>
dms-monitoring-5f44598478-qwj4l 1/1    Running  0         4d22h  192.168.0.144  192.168.8.119
<none>  <none>
dwscontroller-56864d578d-2kz5s  1/1    Running  0         26h    192.168.0.111  192.168.8.127
<none>  <none>
dwscontroller-56864d578d-wx8qr  1/1    Running  0         26h    192.168.0.75   192.168.8.125
<none>  <none>
```

Step 3 Log in to a **dwscontroller** pod. In the following command, _dwscontroller_pod_name_ indicates the name obtained in **Step 2**.

kubectl exec -ti -n dws _dwscontroller_pod_name_ **bash**

----End

3.3 Querying MySQL Database Information

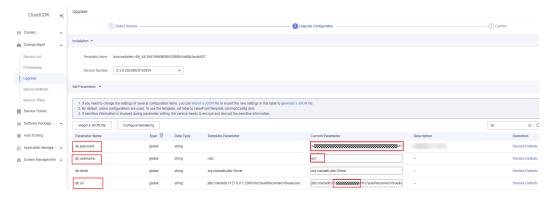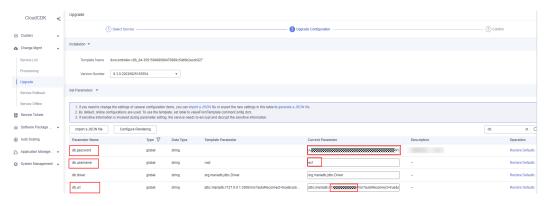**Step 1** Log in to CloudScope using a browser as a system administrator.

- URL: **https://**_Address_for_accessing_CloudScope_, for example, **https://cloudscope.demo.com**

- For details about the URL for accessing CloudScope, see the COP information on the "Portal" sheet of the deployment parameter table exported from HCC Turnkey during Auto Change Platform installation.

- Default account: **op_cdk_sso**

- To obtain the default password of the account, search for the default password of the account on the "CloudScopeLite" sheet of **Huawei Cloud Stack 8.3.1 Account List**.

Step 2 Choose **Services** > **Change Mgmt** > **CloudAutoDeploy-CDK**.

Step 3 In the navigation pane on the left, choose **Change Magmt** & > **Upgrade**, select the corresponding region, and select the cluster **ei-dbs-region**. Search for **dwscontroller** in the search box, select the corresponding dwscontroller, and click **Next**.

Step 4 Enter the keyword **db.** in the search box on the right and record the password ciphertext corresponding to **db.password**, username corresponding to **db.username**, and database IP address and port number corresponding to **db.url**.

Step 5 Decrypt the password ciphertext by referring to **Decrypting the Password Ciphertext** and record the decrypted password.

----End

3.4 Logging In to a Node in the Tenant Cluster

This section describes how to use O&M pods to log in to cluster nodes for troubleshooting on the tenant side. The following figure shows the login process.
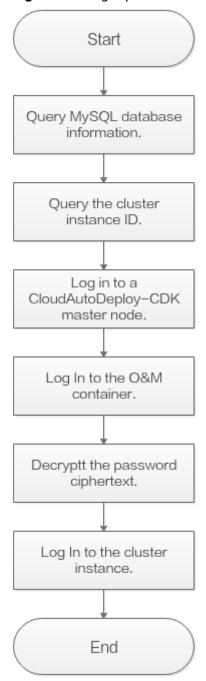
Figure 3-1 Login process

Querying MySQL Database Information

Step 1 Log in to CloudScope using a browser as a system administrator.

- URL: **https://**_Address_for_accessing_CloudScope_, for example, **https:// cloudscope.demo.com**

- For details about the URL for accessing CloudScope, see the COP information on the "Portal" sheet of the deployment parameter table exported from HCC Turnkey during Auto Change Platform installation.

- Default account: **op_cdk_sso**

- To obtain the default password of the account, search for the default password of the account on the "CloudScopeLite" sheet of **Huawei Cloud Stack 8.3.1 Account List**.

Step 2 Choose **Services** > **Change Mgmt** > **CloudAutoDeploy-CDK**.

Step 3 In the navigation pane on the left, choose **Change Magmt** & > **Upgrade**, select the corresponding region, and select the cluster **ei-dbs-region**. Search for **dwscontroller** in the search box, select the corresponding dwscontroller, and click **Next**.

Step 4 Enter the keyword **db.** in the search box on the right and record the password ciphertext corresponding to **db.password**, username corresponding to **db.username**, and database IP address and port number corresponding to **db.url**.

Step 5 After the recording is complete, click **Home** in the upper left corner to exit the current page to prevent misoperations.

----End

Querying the Cluster Instance ID

Step 1 Log in to CloudScope using a browser as a system administrator.

- URL: **https://**_Address_for_accessing_CloudScope_, for example, **https://cloudscope.demo.com**

- For details about the URL for accessing CloudScope, see the COP information on the "Portal" sheet of the deployment parameter table exported from HCC Turnkey during Auto Change Platform installation.

- Default account: **op_cdk_sso**

- To obtain the default password of the account, search for the default password of the account on the "CloudScopeLite" sheet of **Huawei Cloud Stack 8.3.1 Account List**.

Step 2 In the **Common Links** area, click **Service CM**. Select your region and then access the **Service CM** page.

Step 3 Choose **Service List** > **Data Warehouse Service** to switch to the corresponding namespace.

Step 4 Choose **Sre OM Management** > **Clusters** on the left, click the cluster name to go to the node list page, and record the ID of a CN whose name contains **cn**.

----End

Logging In to the CloudAutoDeploy-CDK Master Node

Step 1 Log in to ManageOne Maintenance Portal via **https://**_ManageOne Maintenance Portal URL_**:31943**. Alternatively, log in to the unified portal and choose **OperationCenter**.

- Password login: Enter the username and password of the account.
  - Default account: **bss_admin**

    📖 **NOTE**

    For ManageOne upgraded from 8.2.0 or earlier, the default username is **admin**. For ManageOne 8.2.1 or later, the default username is **bss_admin**.

  - Preset password: See the preset password of the ManageOne Maintenance Portal account on the "Type A (Portal)" sheet in _**Huawei Cloud Stack 8.3.1 Account List**_.

- Login using a USB key: Insert a USB key with preset user certificates, select the required device and certificate, and enter the PIN.

Log in to ManageOne Maintenance Portal.

Step 2 In the **Cloud O&M Management** navigation pane, click **Service_OM**. The Service OM page is displayed.

Step 3 On the Service OM console page, click **VM**.

Step 4 Query the IP address of the CloudAutoDeploy-CDK node. In the search box in the upper right corner, enter the keyword **EICommon-Region-Master** to search for VMs. Generally, three VMs are available. You can record the IP address of any one of them.

Step 5 Log in to the CloudAutoDeploy-CDK master node as user **opsadmin** using a remote login tool, and then switch to user **root**. The IP address is obtained in **Step 4**.

su - root

- Default password of user **opsadmin**: Search for **EICommon-Region-Master-01** in the "Type A (Background)" sheet of **Huawei Cloud Stack 8.3.1 Account List**.

- Default password of user **root**: Search for **EICommon-Region-Master-01** in the "Type A (Background)" sheet of **Huawei Cloud Stack 8.3.1 Account List**.

----End

Logging In to the O&M Container

Step 1 Run the following command on the CloudAutoDeploy-CDK master node to query the O&M pod names:

kubectl get pod -n ecf

Information similar to the following is displayed. Find the pod whose name starts with **dwsmaintaintool**. Any pod whose **STATUS** is **Running** can be used as an O&M pod.

```
NAME                          READY  STATUS   RESTARTS  AGE
dbsevent-5995495644-6px4m       1/1    Running  0         47m
dbsevent-5995495644-hrt8l       1/1    Running  0         47m
dbsinsight-79f5fdfc4d-8qcmp      1/1    Running  0         2d2h
dbsinsight-79f5fdfc4d-kntp6      1/1    Running  0         2d2h
dbsmonitor-577696776c-j5cpt      1/1    Running  0         2d2h
dbsmonitor-577696776c-kwbzj      1/1    Running  0         2d2h
dwsmaintaintool-6849847c4b-9mxgf   1/1    Running  0         2d1h
dwsmaintaintool-6849847c4b-mdqz6   1/1    Running  0         2d1h
ecfclustermanager-85987598fd-pst2k  1/1    Running  0         40m
ecfclustermanager-85987598fd-x5jn9  1/1    Running  0         40m
```

Step 2 Log in to an O&M pod.

kubectl exec -it *Pod_name* **-n ecf bash**

Replace *Pod_name* with the name of a pod queried in **Step 1** whose **STATUS** is **Running**. The following shows an example.

kubectl exec -it *dwsmaintaintool-ff99697f6-vtkcb* **-n ecf bash**

----End

Decrypting the Password Ciphertext

Step 1 Run the following command on the O&M container to go to the **/opt/cloud/3rdComponent/opsTool** directory:

cd /opt/cloud/3rdComponent/opsTool

Step 2 Start the tool.

java -jar SccTool.jar

Step 3 Enter **3** {*Password ciphertext*} as prompted to decrypt the password. For example, enter the ciphertext of the database user password queried in GeoGenius.

```
3 {Password ciphertext}
```

Press **Enter** to obtain the plaintext of the decrypted password.

Step 4 Press CTRL+C to exit the tool.

----End

Logging In to a Cluster Instance

Step 1 Run the following command in the **/opt/cloud/3rdComponent/opsTool** directory of the O&M container to log in to the cluster instance: Obtain the username, host IP address, and port number from **Querying MySQL Database Information**. Cluster instance ID is obtained from **Querying the Cluster Instance ID**.

sh connectTool.sh -u *Username* **-drms -h***Host_IP* **-p***Port_number* **-n** *Instance_ID* **-t Standalone**

After the command is executed, enter the password as prompted. Obtain the password from **Decrypting the Password Ciphertext**.

Step 2 Switch to user **Ruby** and log in to the cluster sandbox.

su - Ruby

ssh `hostname -i`

📖 NOTE

It takes some time to log in to the sandbox using **ssh $***HOSTNAME*. Use **ssh `***hostname* **-i`** or **ssh** *ip* instead.

Step 3 If you need to log in to another node in the cluster, run the following commands to query the IP address of the node (*node_ip* in the command output). Then run the corresponding command to enter the sandbox.

gs_om -t status --detail

ssh *node_ip*

Step 4 Perform O&M operations by referring to cases in this document.

----End