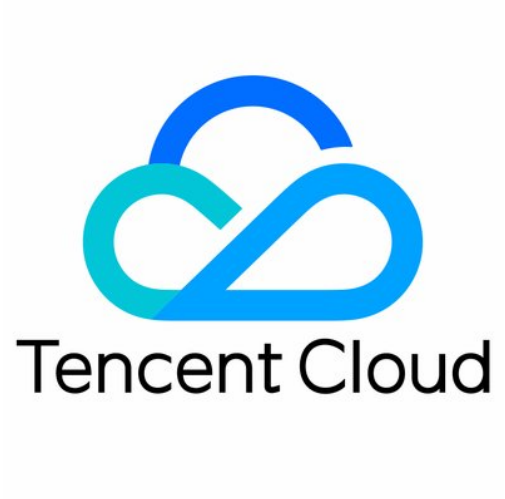
TencentDB for Redis®

FAQs

Product Documentation



Contents

FAQs

General

Last updated：2024-11-05 10:24:08

How do I use the hash algorithm of TencentDB for Redis® Cluster Edition?

The hash algorithm of the Redis Cluster Edition is the same as that in the a Redis Community Edition cluster, i.e., `HASH_SLOT = CRC16(key) mod 16384` . For more information, see Redis Cluster Specification.

What is the maximum capacity of a single instance?

Edition	Specification Range
Memory Edition (Standard Architecture)	0.25 GB–64 GB
Memory Edition (Cluster Architecture)	2 GB–8 TB
CKV Edition (Standard Architecture)	4 GB–384 GB
CKV Edition (Cluster Architecture)	12 GB–48 TB

Is the data stored in TencentDB for Redis® reliable?

Redis Standard Architecture (zero-replica) does not provide high availability. Other editions of Redis adopt a master/replica replication structure, where data reliability is ensured by hot backup plus daily cold backup of the data.

Which persistence method does TencentDB for Redis® use?

On the TencentDB for Redis® backend, the backup cluster performs full data backup, and persistence is done on the replicas which is virtually imperceptible to the online business.

Why is 2 MB of storage capacity used right after an instance is purchased?

That is used by the TencentDB for Redis® instance in maintaining its data structure.

Can TencentDB for Redis® be managed with visual tools such as Redis Desktop Manager?

You can perform Ops and management operations in the TencentDB for Redis® console. If you need to use a visual tool, use a CVM instance as a jump server to provide an access address for Redis Desktop Manager.

Will my business be interrupted during scaling?

Momentary disconnections during scaling of different editions of TencentDB for Redis® are as describe below:

During scale-up, if the expanded capacity exceeds the remaining capacity of a single server, the cluster will perform sharding or migrate nodes, and a momentary business disconnection will occur; otherwise, no disconnections will occur.
During scale-out, the number of nodes in the cluster will be increased, and a momentary business disconnection will occur.
During scale-in, node repossession will cause node migration in the cluster, and a momentary business disconnection will occur.
During scale-down, no momentary business disconnections will occur.

How do I add a monitoring alarm?

This can be implemented through custom monitoring and alarming. For more information, see Monitoring at Five-Second Granularity.

Do I need to purchase different instances for selecting 0–15 databases?

No. Multiple databases can be set on one Standard Architecture or Cluster Architecture instance.

Does TencentDB for Redis® support Lua?

For Redis Memory Edition (Standard Architecture) instances purchased before September 1, 2018, Lua is not enabled by default, and you can submit a ticket for application. For instances purchased after that date, Lua is enabled by default.
Redis Memory Edition (Cluster Architecture), CKV Edition (Standard Architecture), and CKV Edition (Cluster Architecture) instances have Lua enabled by default.

Does TencentDB for Redis® support caching invalidated subscription events?

Yes.

What should I do if I accidentally delete my account or forget the password?

If you accidentally deleted an account, you can log in to the TencentDB for Redis® console, click an instance ID to enter the instance management page, and select **Account Management** > **Create Account** to create a new account.
If you forgot the password of the default account, you can reset it by locating the corresponding account on the **Account Management** page.

What should I do if the data on a replica node is out of sync with the data on the master node in TencentDB for Redis®?

Updates of the TencentDB for Redis® master node will be automatically replicated to its associated replica node. Due to Redis' async replication mechanism, replica node updates may lag behind the master node updates. Possible causes are as follows:

The I/O write volume of the master node exceeds the sync speed of the replica node.
There is a network delay between the master node and the replica node.

How do I check the port connectivity of TencentDB for Redis®?

You can use the `telnet` command to check the port connectivity.

How do I set a caching policy in TencentDB for Redis®?

Log in to the TencentDB for Redis® console, click an instance ID in the instance list to enter the parameter configuration page, and configure a caching policy through the `maxmemory-policy` parameter, whose default value is `noeviction`.

How do I download a client for TencentDB for Redis®?

Clients compatible with the Redis protocol can access TencentDB for Redis®. You can choose an appropriate client as needed. For the download addresses, see Clients.

How do I upgrade the version of TencentDB for Redis®?

Log in to the TencentDB for Redis® console and click an instance ID in the instance list to enter the **Instance Details** page, where you can upgrade the instance version. For more information, see Upgrading Instance Version.

How do I upgrade the architecture of TencentDB for Redis®?

Log in to the TencentDB for Redis® console and click an instance ID in the instance list to enter the **Instance Details** page, where you can upgrade the instance architecture. For more information, see Upgrading Instance Architecture.

Connection and Login

Last updated：2024-11-05 10:24:08

How do I connect to a TencentDB for Redis® instance?

You can connect to a TencentDB for Redis® instance using a client tool, DMC, and SDKs supporting various programing languages. For more information, see Connecting to TencentDB for Redis® Instance.

What should I do if the connection to TencentDB for Redis® failed?

Common causes of connection failure: Network/security group issues, password issues, and connection issues (i.e., the maximum number of connections has been reached). For corresponding solutions, see Redis Instance Connection Failure.

How can TencentDB for Redis® support private network access? How do I view the private network address of my instance?

To support private network access, the CVM and TencentDB instances must be under the same account and in the same VPC in the same region, or both in the classic network.
To view the private network address, log in to the TencentDB for Redis® console and view the address in the instance list, or click an instance ID and view the address on the displayed instance details page.

Can my CVM instance connect to TencentDB for Redis® over private network?

1. The following conditions must be met to use the private network connection:
The CVM and TencentDB instances must be under the same account and in the same VPC in the same region, or both in the classic network.
2. You can check whether they are in the same VPC or both in the classic network in the following ways:
You can log in to the CVM console, and view the network information of a CVM instance in the instance list or on the instance details page.
You can log in to the TencentDB for Redis® console, and view the network information of a Redis instance in the instance list or on the instance details page.
For more information, see Redis Instance Connection Failure.

What should I do if my CVM and TencentDB for Redis® instances are in different VPCs?

You can connect to instances through CCN.
CVM and TencentDB instances in different VPCs (under the same or different accounts in the same or different regions) can be interconnected over the private network through Cloud Connect Network.

My CVM and TencentDB for Redis® instances are in different regions (such as Guangzhou and Shanghai, respectively). Can I use a private network for connection?

If CVM and Redis instances are in different regions, they are in different VPCs, so they cannot interconnect directly over private network. We recommend that you use CCN to connect the VPCs.

My CVM and TencentDB for Redis® instances are in different AZs (such as Shanghai Zone 2 and Shanghai Zone 1, respectively) in the same region. Can I use a private network for connection?

Even if the CVM and TencentDB for Redis® instances are in the same region, they may be in different VPCs.
If they are in different AZs in the same VPC, they can interconnect over private network.
If they are in different VPCs (such as VPC 1 and VPC 2, respectively), they cannot interconnect over the private network. For solutions, see Changing Network.

My CVM and TencentDB for Redis® instances are in different AZs (such as Shanghai Zone 2 and Shanghai Zone 1, respectively) in the same VPC. Can I use a private network for connection?

Yes. Instances in different AZs but in the same VPC interconnect over private network by default.

My CVM and TencentDB for Redis® instances are under different accounts. Can I use a private network for connection?

No. Because instances under different accounts are in different VPCs. We recommend that you use CCN for connection.

How do I enable access to Redis over public network?

For more information, see Configuring Public Network Address.

Purchase

Last updated：2024-11-05 10:24:08

How do I select an appropriate TencentDB for Redis® instance specification?

The TencentDB for Redis® specification can be selected based on two factors: capacity and performance. The capacity is determined according to the data storage needs. For more information on the performance, see Performance Metrics.

Which regions are supported by TencentDB for Redis®?

As an infrastructure, TencentDB for Redis® supports regions where CVM instances are deployed. For more information, see Regions and AZs.

How is TencentDB for Redis® charged?

It is pay-as-you-go. For more information, see Pricing.

What are the performance metrics of TencentDB for Redis®?

TencentDB for Redis® is available in Standard Architecture and Cluster Architecture. For QPS requirements between 80,000 and 120,000, you can choose the Standard Architecture. For a higher QPS performance, use the Cluster Architecture.

What versions does TencentDB for Redis® support?

Currently, it is compatible with Redis 2.8, 4.0, and 5.0.

How do I request a refund for a purchased instance if I don’t need it anymore?

You can request a refund based on your instance type:
Pay-as-you-go (postpaid): TencentDB for Redis® resources will be directly returned without refund.
You can return instances in the instance list in the TencentDB for Redis® console in a self-service manner. For more information, see Returning and Isolating Instance.