

# **TencentDB for Redis**

## **FAQ**

### **Product Documentation**



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# FAQ

## General

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### 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.,  $\text{HASH\_SLOT} = \text{CRC16}(\text{key}) \bmod 16384$  . For more information, please see [Redis Cluster Specification](#).

### What is the maximum capacity of a single instance?

Edition	Specification Range
Memory Edition (Standard Architecture)	0.25-60 GB
Memory Edition (Cluster Architecture)	12 GB-4 TB
CKV Edition (Standard Architecture)	4-384 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/slave 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 and incremental data backup, and persistence is done on the slaves 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.

### Will my business be interrupted during instance scaling?

- In Redis Memory Edition (Standard Architecture), CKV Edition (Standard Architecture), and CKV Edition (Cluster Architecture), if the physical machine has enough memory, the upgrade can be imperceptible; otherwise, data will be migrated across servers and lead to a momentary connection interruption lasting for just seconds.
- In Redis Memory Edition (Cluster Architecture), scaling can be completely imperceptible to the business.

### How do I add a monitoring alarm?

This can be implemented through custom monitoring and alarming. For more information, please see [Monitoring and Alarming](#).

### 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. You can [submit a ticket](#) for application. Instances purchased after that have Lua 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 the cache invalidation subscription event?

Yes.

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

- If your account is accidentally deleted, log in to the [TencentDB for Redis Console](#), locate the desired instance, click its name/ID and enter the instance management page, and click **Create Account** on the **Manage Account** tab.
- If you forget the password, click **Reset Password** on the **Manage Account** tab.

# Connection and Login

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## How do I connect to my TencentDB for Redis instance if it is deployed in the same region as the CVM instance?

In this case, please use the private network for access. For more information, please see [Connecting to Database Instance](#).

## How do I connect to my TencentDB for Redis instance if it is deployed in a different region from the CVM instance?

For communication between basic network and VPC, please see [Classiclink](#).

For communication between VPCs, please see [Peering Connection](#).

## What should I do if my TencentDB for Redis instance is unpingable?

Redis prohibits `ping` by default. You can use telnet to check connectivity.

## How do I enable access to TencentDB for Redis over the public network?

TencentDB for Redis does not support public network access for the time being. If you want to access it over the public network, you can do so through the [iptables proxy](#) on a CVM instance that has public network access.

### Note :

iptables-based forwarding may be unstable; therefore, you are not recommended to access instances over the public network in the production environment.

## How do I view the private network address?

You can log in to the [TencentDB for Redis Console](#) and view the private network address of an instance in the instance list, or click the name/ID of an instance and view its address on the instance details page.

# Purchase

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## How do I choose a TencentDB for Redis 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, please 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, please see [Regions and AZs](#).

## How is TencentDB for Redis billed?

It is pay-as-you-go. For more information, please see [Billing Overview](#).

## What are the performance metrics of TencentDB for Redis?

TencentDB for Redis is available in standard and cluster architectures. 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?

- Pay-as-you-go instance: TencentDB for Redis will return resources directly in the [console](#). Refunds cannot be requested.