

TencentDB for MongoDB

Troubleshooting

Product Documentation



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Last updated : 2020-11-12 15:01:43

TencentDB for MongoDB provides a self-service troubleshooting solution in the console to help you quickly and easily troubleshoot common MongoDB performance problems.

Increased Slow Queries

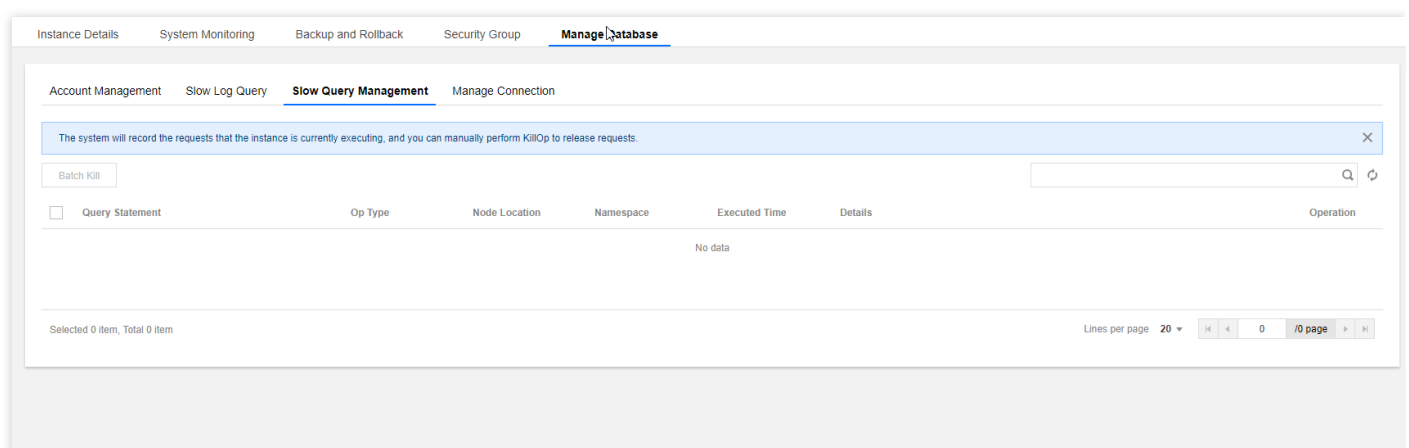
Problem description

Slow query is the most common performance problem of MongoDB. You can use the slow query management and slow log query features in the [console](#) for troubleshooting.

Solution

Log in to the [TencentDB for MongoDB Console](#) and click an instance name to enter the instance management page.

- Method 1: select **Manage database > Slow Query Management** and the list will display the requests being executed by the current instance (including requests of slave nodes). You can click **Batch Kill** to kill slow query statements.



- Method 2: select the **Slow Log Query** tab to view and analyze slow logs. The system logs operations executed for more than 100 milliseconds and retains slow logs for 7 days. Currently, slow logs cannot be exported. If needed, please contact the aftersales service or [submit a ticket](#)

for assistance.

If slow queries are heaping too fast, you are recommended to optimize your business based on the slow query analysis result. If the problem persists, please contact the aftersales service or [submit a ticket](#) for assistance.

Number of Connections Exceeding Limit

Problem description

If the number of connections exceeds the upper limit, you can use the connections management and restart features in the [console](#) and optimize the service for troubleshooting.

Solution

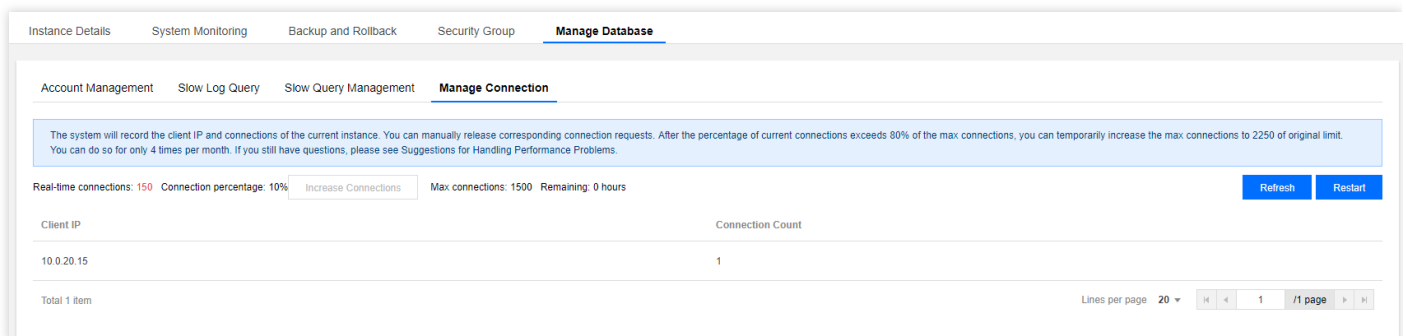
Method 1. Increase the upper limit

1. Log in to the [TencentDB for MongoDB Console](#) and click an instance name to enter the instance management page.
2. Select **Manage Database > Manage Connection** and view the source IPs and number of connections for service troubleshooting.

Note :

- If the number of connections reaches or exceeds 80% of the upper limit and affects the establishment of new connections, you can click **Increase Connections** in the console to increase the maximum number of connections to 150% of the original limit for the next 6 hours.

- If the problem persists, please contact the aftersales service or [submit a ticket](#) for assistance.



The screenshot shows the 'Manage Database' section of the TencentDB for MongoDB console. Under the 'Manage Connection' sub-tab, there is a blue informational box stating: 'The system will record the client IP and connections of the current instance. You can manually release corresponding connection requests. After the percentage of current connections exceeds 80% of the max connections, you can temporarily increase the max connections to 2250 of original limit. You can do so for only 4 times per month. If you still have questions, please see Suggestions for Handling Performance Problems.'

Below the box, the status is shown as: Real-time connections: 150, Connection percentage: 10%, Max connections: 1500, Remaining: 0 hours. There are 'Refresh' and 'Restart' buttons.

Client IP	Connection Count
10.0.20.15	1

Total 1 item. Lines per page: 20. Page 1 of 1.

Method 2. Restart the instance

1. Log in to the [TencentDB for MongoDB Console](#) and click an instance name to enter the instance management page.
2. Select **Manage Database** > **Manage Connection**. You can click **Restart** on the right to restart the mongos instance to fix the problem.

Note :

- Replica sets on v4.0 do not have mongos instances.
- Restarting the mongod instance is highly risky and will cause a momentary disconnection, during which if data is written, rollback may be triggered, leading to data loss. Therefore, the restart feature is not enabled by default. If you need to enable it, please contact the aftersales service or [submit a ticket](#) for assistance.

Restart MongoDB ✕

1 instance selected [View Details](#) ▼

Are you sure you want to restart selected MongoDB now?

During the restart, the server cannot provide services. Please be prepared to avoid interruptions.
As 4.0 replica set instance does not have Mongos, restarting Mongos will not take effect.

Restart Mongos

There will be a sudden disconnection. As it is a high risk operation, we suggest you stop your business before proceeding with this operation.

Restart Mongod

There will be a sudden disconnection. It may cause rollback and data loss during data writing. As it is a high risk operation, we suggest you stop your business before proceeding with this operation.

Method 3. Optimize the service

You can troubleshoot the service for optimization.