

TDMQ for RocketMQ

FAQs

Product Documentation



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General

Last updated [?](#) 2023-04-12 11:33:33

No messages can be queried in the TDMQ for RocketMQ console

If all messages cannot be queried [?](#) [submit a ticket](#) for assistance.

If some messages cannot be queried, there will be a delay of several seconds for message query, and you can only query messages within three days. For other cases, [submit a ticket](#) for assistance.

Client Integration

Last updated 2023-04-12 11:34:42

The error message “ No route info of this topic ” was prompted

Error details:

```
[org.apache.rocketmq.client.exception.MQClientException: No route info of this topic: generation%rocketmq-gab9bb2877z8|generation%video_task
```

General possible causes:

Incorrect topic_name. Check whether the namespace is correct. The topic name should be formatted as `rocketmq-xxx|[ns]%[topicName]`.

namespace refers to the name of a namespace, which can be copied under the **Namespace** tab on the cluster details page in the console.

topic_name refers to the name of a topic, which can be copied under the **Topic** tab on the cluster details page in the console.

Other possible causes:

Broker prohibits automatic creation of topics, and users do not manually create topics in the console.

Broker is not connected to Name Server correctly. Submit a ticket for assistance.

Producer is not connected to Name Server correctly. Check whether the access point is entered correctly.

The error message “ Send [3] times, still failed, cost [334]ms ” was prompted

Error details:

```
com.freesky.inspiration.domain.mq.MQProducerManager:sendMessage` `[org.apache.rocketmq.client.exception.MQClientException: Send [3] times, still failed, cost [334]ms, Topic: video_task, BrokersSent: [broker-2, broker-0, broker-1]
```

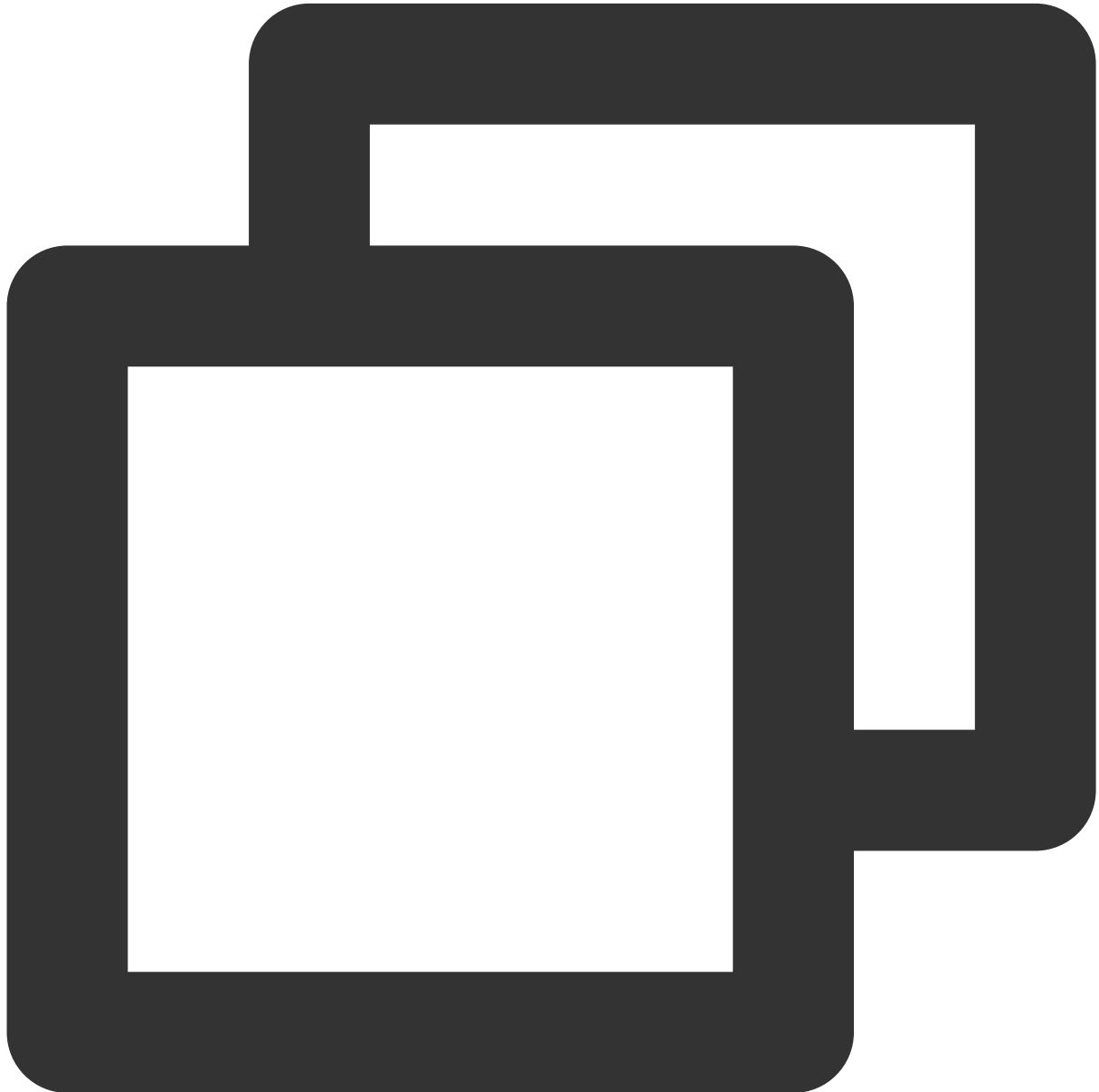
General possible causes:

No permissions. Check whether the namespace has been authorized.

Message Sending

Last updated 2023-04-12 11:35:56

The error message “ `ACL exception` ” was prompted when client producer failed to send a message



```
Caused by: org.apache.rocketmq.client.exception.MQBrokerException: CODE: 1 DESC: o
For more information, please visit the url, http://rocketmq.apache.org/docs/faq/
at org.apache.rocketmq.client.impl.MQClientAPIImpl.processSendResponse(MQCl
```

```
at org.apache.rocketmq.client.impl.MQClientAPIImpl.sendMessageSync (MQClient
at org.apache.rocketmq.client.impl.MQClientAPIImpl.sendMessage (MQClientAPII
at org.apache.rocketmq.client.impl.MQClientAPIImpl.sendMessage (MQClientAPII
at org.apache.rocketmq.client.impl.producer.DefaultMQProducerImpl.sendKerne
at org.apache.rocketmq.client.impl.producer.DefaultMQProducerImpl.sendDefau
... 3 more
```

General possible causes:

The `AclException` is reported if ccess-key/secret-key is not correctly configured.

access-key: Role token in namespace configuration permissions.

secret-key: Role name in namespace configuration permissions.

The error message “ `RemotingConnectException` ” was prompted during client integration



```
Caused by: org.apache.rocketmq.remoting.exception.RemotingConnectException: connect
  at org.apache.rocketmq.remoting.netty.NettyRemotingClient.getAndCreateNameServer
  at org.apache.rocketmq.remoting.netty.NettyRemotingClient.getAndCreateChannel (N
  at org.apache.rocketmq.remoting.netty.NettyRemotingClient.invokeSync (NettyRemot
  at org.apache.rocketmq.client.impl.MQClientAPIImpl.getTopicRouteInfoFromNameSer
  at org.apache.rocketmq.client.impl.MQClientAPIImpl.getTopicRouteInfoFromNameSer
  at org.apache.rocketmq.client.impl.factory.MQClientInstance.updateTopicRouteInf
  ... 6 more
```


The access point is most likely incorrectly entered. The access point can be obtained from the **Network** module on the cluster's basic information page.

The cluster access address supports VPC by default.

The public network access is disabled by default. If you are using a virtual cluster, you need to [submit a ticket](#) for application to enable it. If you are using an exclusive cluster, you can [adjust public network bandwidth](#) to enable or disable it. We recommend that you use the public network access only for testing.

Note:

When accessing from VPC, you need to use a CVM machine in the same region or another environment that can successfully access the VPC. You can use ping or telnet to test whether the network is successfully connected to. If the network connection fails, the error message `RemotingConnectException` will be prompted.

Message Consumption

Last updated  2023-04-12 11:36:53

Messages cannot be consumed

General possible causes:

When the producer starts before the consumer starts, but `consumeFromWhere` is incorrectly configured on the consumer, which will cause the consumer to start consuming from the latest offset.

When multiple producers use the same consumer group but subscribe to different tags, message push errors also occur, resulting in messages not being consumed.