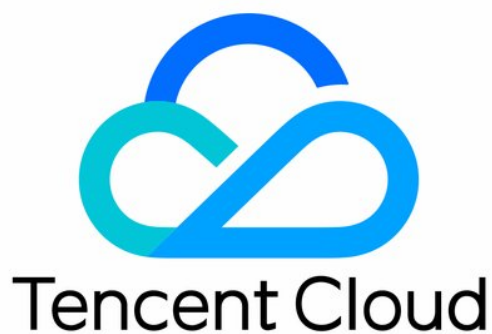


# **TencentCloud Managed Service for Prometheus FAQs Product Documentation**



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# FAQs

## Integration with TKE Cluster

Last updated : 2024-01-29 15:55:08

### What should I do if I can't access the TKE cluster over the private network?

When installing an agent, you need to access TKE over the private network. If **private network access** is not enabled for the corresponding TKE cluster, the installation will fail. You can solve this problem by following the steps below:

1. Log in to the [TKE console](#) and select a container cluster in the corresponding region.
2. Enable **Private Network Access** under **Basic Information > Cluster APIServer Information**.

### What should I do if the status of all kube-proxy collection targets is "Down"?

In TKE, the launch parameter `--metrics-bind-address` is not specified for kube-proxy, and the default listening address of the metrics service is 127.0.0.1; therefore, the agent cannot pull metrics by Pod IP. You can solve this problem by following the steps below:

1. Log in to the [TKE console](#) and select a container cluster in the corresponding region.
2. Go to **Basic Information > Cluster APIServer Information > Connecting to Kubernetes cluster through Kubectl** to configure Kubectl as instructed.
3. Run `kubectl edit ds kube-proxy -n kube-system` and add the launch parameter `--metrics-bind-address=0.0.0.0` in `spec.template.spec.containers.args`.

### What should I do if the status of all component collection targets on the master node in a dedicated TKE cluster is "Down"?

The inbound rule of the default security group of the master node in a dedicated TKE cluster does not allow access to the metrics ports of some components. You can solve this problem by following the steps below:

1. Log in to the [Security Group console](#) and select the corresponding region.
2. Enter `tke-master-security-for-<tke cluster id>` in the security group search box. For example, if the cluster ID is `cls-xxx`, then enter `tke-master-security-for-cls-xxx`.
3. Click the returned security group ID to enter the **Edit Inbound Rule** window.
4. The protocol port column of the rule to be edited should include `TCP:60001,60002`. Select the rules one by one and add ports 10249, 10252, 10251, 9100, and 9153 for the following purposes respectively:

10249: kube-proxy metrics port

10252: kube-controller-manager metrics port

10251: kube-scheduler metrics port

9100: node-exporter metrics port

9153: core-dns metrics port

# Product Consulting

Last updated : 2024-01-29 15:55:08

## Does TMP support customizing the reported data?

Yes. TMP supports customizing the reported metric monitoring data in multiple languages and displaying such data in the integrated Grafana dashboards.

## How does TMP collect monitoring data?

TMP can pull data through the Prometheus agent or write data through Pushgateway. It is fully compatible with open-source Prometheus in terms of collection method.

## Is there a separate exporter for each instance?

Each MySQL or Kafka instance has one exporter, while multiple Redis instances can share the same exporter.

## What is the difference between TMP and a self-built Prometheus service?

TMP is fully compatible with the open-source Prometheus ecosystem and is integrated with CM to help you quickly set up a monitoring system (for custom monitoring, component monitoring, basic monitoring, etc.). It supports Grafana, with preset common monitoring dashboards. It also supports diverse exporters, with preset common alarm templates. It well solves various problems with open-source Prometheus, such as complicated HA setup, poor performance, and labor-intensive Ops.

## Which Tencent Cloud products does TMP support?

TMP supports CVM, TencentDB for MongoDB, TencentDB for MySQL, TencentDB for PostgreSQL, TencentDB for Redis, ES, and TKE. For more information, see [Integration Center](#).

## Can I integrate other data sources on the Grafana page of TMP?

No. We recommend you integrate them by using [Grafana](#).

## Can I pull monitoring data in Prometheus pull mode?

No, you can only pull data through APIs. For detailed directions, see [Querying Monitoring Data](#).

## What is the series storage limit on pay-as-you-go TMP instances?

Each instance can have up to 4.5 million series. If you need to adjust it, [submit a ticket](#) for application.

## Does TMP support integration with EKS?

Yes. Pay-as-you-go TMP instances support general clusters, EKS elastic clusters, edge clusters, and registered clusters.

# Use and Technology

Last updated : 2024-01-29 15:55:07

## How do I migrate from self-built Prometheus to TMP?

In the configuration file of self-built Prometheus, add a remote write configuration pointing to TMP for migration. For more information, see [Migration from Self-Built Prometheus](#).

## Can I batch import/export dashboards into/from Grafana?

You can do so through APIs as instructed in [HTTP API reference](#).

## What should I do if one exporter has too much data?

You can use Prometheus in this scenario, but we recommend you not expose too many metrics in the exporter, as the exporter itself and the Prometheus agent consume a lot of memory. Only expose key metrics, and do not use parameters such as user ID and URL in metric labels.

## How do I use TMP to monitor clusters in two different VPCs?

1. You can interconnect the VPCs of the two clusters through [CCN](#) and then integrate the clusters into Prometheus .
2. Install the [agent](#) in one of the clusters, and then use the Nginx proxy to remotely write the target address to the TMP instance.

## How do I integrate native container services with TMP?

You can't integrate them directly. However, you can create data and add a remote write configuration pointing to TMP in the configuration file of your self-built Prometheus. For detailed directions, see [Migration from Self-Built Prometheus](#).

## How do I set the parameters of the alarm cycle when creating an alarm rule through Prometheus APIs?

Add `key=_interval_ value=1m/5m/10m/15m/30m/60m` to the new `Labels` parameter.

## Will data get lost during instance rebooting?

Data will not get lost during instance rebooting, as it is stored in TencentDB for CTSDB. However, because data cannot be reported normally during rebooting, data breakpoints may occur.

## Is it normal to see a rise in generated data after the TMP instance is rebooted?

Retries will be performed after instance rebooting, so it is normal if the data volume seems to fluctuate greatly in a short period of time.

## Can I batch add MySQL instances when integrating MySQL with Prometheus in the integration center?

No. You can only add instances one by one.

## Where can I view the security group of the EKS cluster created by Prometheus?

Go to **Security > Security Group** in the [VPC console](#) and search by the current TMP instance ID.

## Can I configure multiple scrape tasks for a PodMonitor?

Yes, but you should ensure that the tasks have the same port name and label.

## (TMP Pushgateway usage) If the clients of multiple instances push the same job with different label metrics, metrics will be overwritten. What should I do?

You can use `groupingkey` to solve this problem. Below is the sample code:



```
if err := push.New("http://$IP:$PORT", "db_backup").  
    BasicAuth("$APPID", "$TOKEN").  
    Collector(completionTime).  
    Grouping("instance", "$INSTANCE").
```



# Others

Last updated : 2024-01-29 15:55:07

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