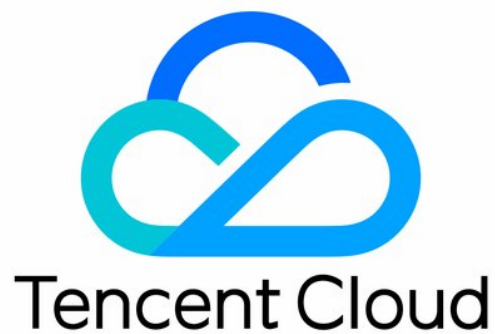


Database Management Center

FAQs

Product Documentation



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FAQs

Last updated : 2023-12-23 11:22:19

Personal Edition

What are the reasons why Personal Edition login errors occur? How can I handle these errors?

Cause 1: You have entered an incorrect database account or password.

Enter the correct account and password.

Cause 2: You have not authorized the DMC server address to access the database. You will be prompted for such authorization on the error page for the IP address in the security group or database account.

Authorizing IP address in the security group

Login failed. Reason: ETIMEOUT. Make sure that the following IP has been authorized in the instance's security group: 1[REDACTED].3 [-10001] [3473b32a-ae9b-e7dd-e654-18a8e591073d]

Type

MySQL

Region

E[REDACTED]

Instance

c[REDACTED]

Account

[REDACTED]

Password

.....

Log In

Below are the directions for TencentDB for MySQL.

Log in to the [TencentDB for MySQL console](#). In the instance list, click the instance ID or click **Manage** in the **Operation** column. On the instance management page you enter, select the **** Security Group**** tab. In the **Added to security group** section, click the security group ID to go to the **Security group rules** page. Select the **Inbound rules** tab, click **Add rule**, and enter the IP address prompted on the error page.

For more information, see [Adding Security Group Rules](#).

Authorizing IP address in the database account

Login failed. Reason: Error code: ER_ACCESS_DENIED_ERROR

(1) Please go to [database account management](#), confirm that the logged in account has authorized all IP addresses of the DMC server in this region: [REDACTED].16

(When there are many IPs, it is recommended to use the clone account function)

(2) If you've confirmed that the IP is authorized, the account password may be incorrect. Please enter the password again. [-10001] [3473b32a-ae9b-e7dd-e654-18a8e591073d]

Type

MySQL

Region

E

Instance

c

Account

r

Password

.....

Log In

Below are the directions for TencentDB for MySQL.

Log in to the [TencentDB for MySQL console](#). In the instance list, click the instance ID or click **Manage** in the **Operation** column. On the instance management page you enter, select the **Database Management > Account Management** tab. Find the account for which you want to modify the host and click **More > Modify Host** in the **Operation** column. In the pop-up window, enter the IP address prompted on the error page.