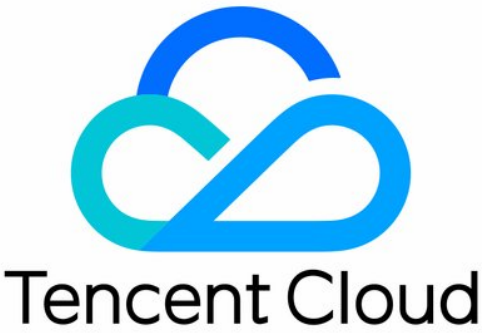
TencentDB for MongoDB

Troubleshooting

Product Documentation



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Contents

Troubleshooting
- Increased Slow Queries
- Number of Connections Exceeding Limit

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Troubleshooting
Increased Slow Queries

Last updated：2022-01-25 19:08:31

Error 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.

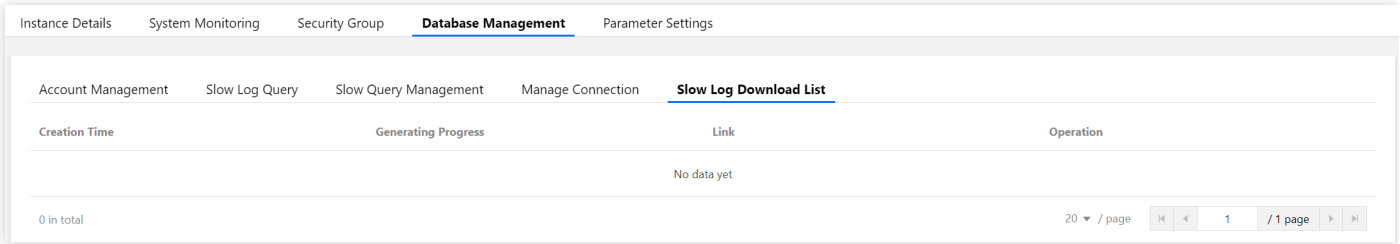
Cause

- The query is performed with the `$lookup` operator but doesn't use indexes or uses indexes that don't support the query; therefore, it is necessary to traverse the entire database for a complete scan, which eventually leads to a very low search efficiency.
- Some documents in your collection have many large array fields that are time-consuming to search and index, causing a high system load.

Troubleshooting Procedure

Log in to the TencentDB for MongoDB console and click an instance ID to enter the instance management page.

- Method 1: select **Database Management** > **Slow Query Management**, and the list will display the requests being executed by the current instance (including requests of secondary 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, 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

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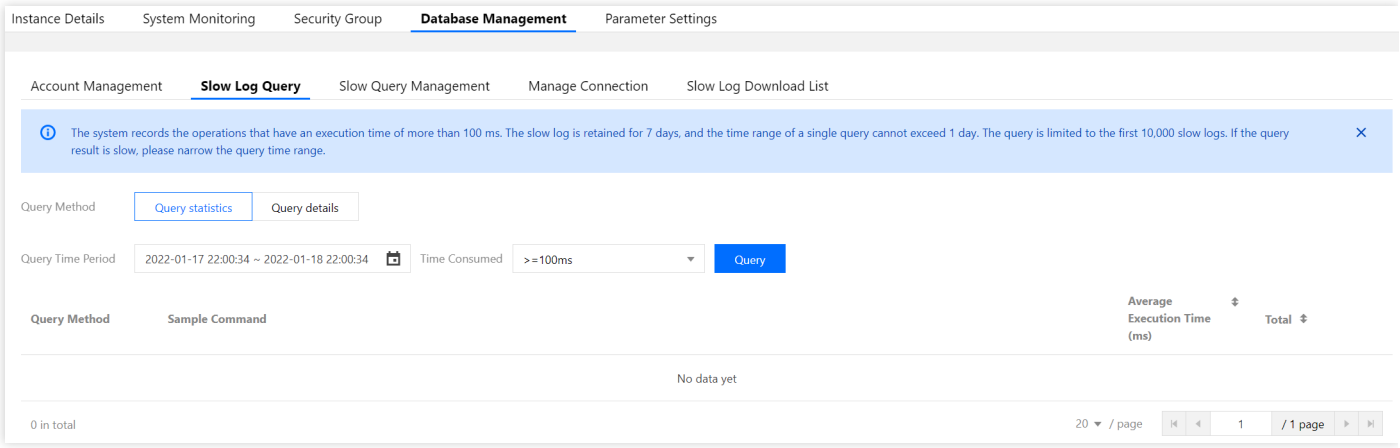
analysis result. If the problem persists, contact the aftersales service or submit a ticket for assistance.



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Number of Connections Exceeding Limit

Last updated：2022-03-23 17:28:46

Issue Description

If the number of connections exceeds the upper limit, you can use the connection management and restart features in the console and optimize the service for troubleshooting.

Cause

- There are connection leaks, improper client coding, unreasonable connection pool configuration, or many unreleased connections.
- There is a large number of concurrent application requests, and the configured upper limit of connections is insufficient, so the current database specification cannot sustain such requests.

Troubleshooting Procedure

Option 1. Increase the upper limit

1. Log in to the TencentDB for MongoDB console and click an instance ID to enter the instance management page.
2. Select **Database Management** > **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, contact the aftersales service or submit a ticket for assistance.

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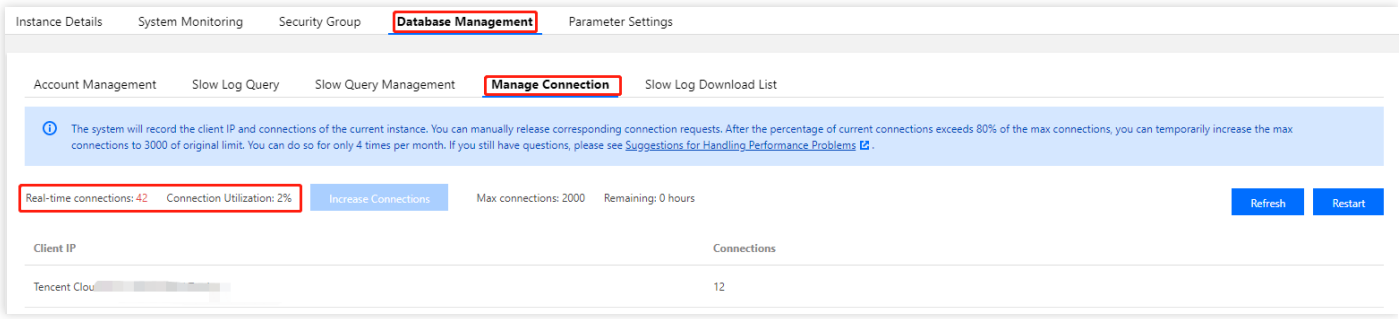
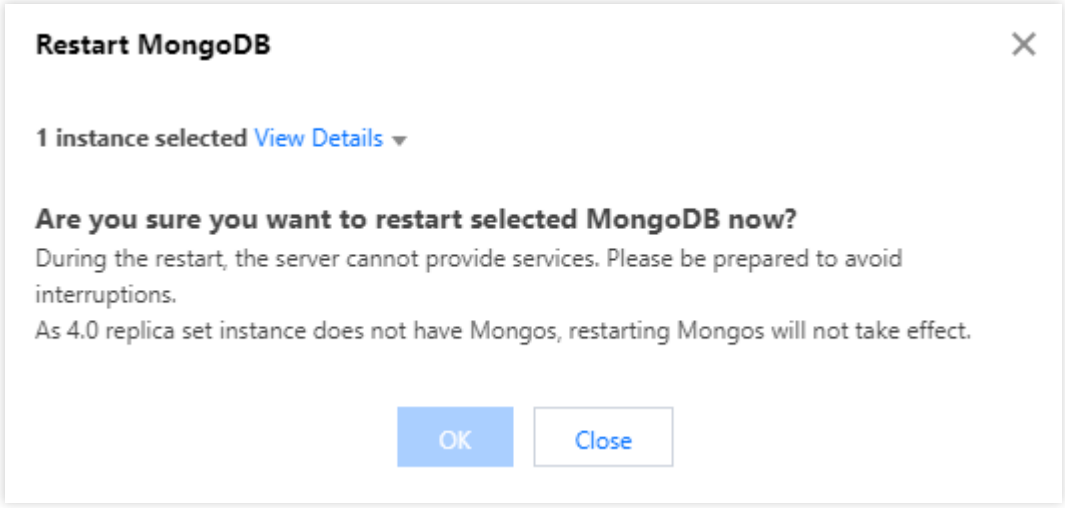


Option 2. Restart the instance

1. Log in to the TencentDB for MongoDB console and click an instance ID to enter the instance management page.
2. Select **Database Management** > **Manage Connection**. You can click **Restart** on the right to restart the mongos instance to fix the problem.

> Note：
>
> - Replica sets on v4.0 don't 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, contact the aftersales service or submit a ticket for assistance.



Option 3. Optimize the service

You can troubleshoot the service for optimization.

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