

Auto Scaling

Troubleshooting

Product Documentation



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Troubleshooting

Scaling Activity Failed

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Problem Description

Scaling activities may fail due to many reasons. If this happens, timely troubleshooting can ensure proper execution of scaling activities.

View the status of the target scaling groups in the [scaling group list](#). If  appears, the last scaling of the scaling group has failed.

Note :

Hover the cursor over the icon to view the cause of the exception.

Problem Analysis

Viewing the cause

Tencent Cloud AS provides the industry's most intelligent method for viewing the cause of failed scaling group operations. Complete the following steps to view the details of a failure:

1. Click the **ID/Name** of the scaling group failed to be scaled in the [scaling group list](#).

2. On the details page of the scaling group, click **Scaling Activity** to view details, as shown in the following figure:

The screenshot shows the 'Scaling Activity' tab in the Tencent Cloud console. The table below lists several failed scaling activities. The first activity is highlighted with a red box.

Activity ID	Status	Description	Failure Reason	Start Time	End time
[Redacted]	Failed	Activity was launched in response to a difference between desired capacity and actual capacity, scale out 3 instance(s).	CvmSoldOut	2019-11-05 20:09:40	2019-11-05 20:09:41
Activity cause		Activity was launched in response to a difference between desired capacity and actual capacity.			
Failure Reason		The specified instance type is sold out. Instance type: 'S2.SMALL1', Subnet: '', Zone: 'ap-guangzhou-2'.			
Results details					
[Redacted]	Failed	Activity was launched in response to a difference between desired capacity and actual capacity, scale out 3 instance(s).	CvmSoldOut	2019-11-05 20:09:30	2019-11-05 20:09:31
[Redacted]	Failed	Activity was launched in response to a difference between desired capacity and actual capacity, scale out 3 instance(s).	CvmSoldOut	2019-11-05 20:09:16	2019-11-05 20:09:17
[Redacted]	Failed	Activity was launched in response to a difference between desired capacity and actual capacity, scale out 3 instance(s).	CvmSoldOut	2019-11-05 20:09:06	2019-11-05 20:09:07
[Redacted]	Failed	Activity was launched in response to a difference between desired capacity and actual capacity, scale out 3 instance(s).	CvmSoldOut	2019-11-05 20:08:53	2019-11-05 20:08:55

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Troubleshooting based on the reasons

Troubleshoot the problems based on the cause of the failure as instructed below. Common causes of scaling failures are as follows:

Causes of scaling failures

The causes of scaling failures are classified into the following types:

- [CVM issues](#)
- [Image issues](#)
- [Network issues](#)
- [CBS issues](#)
- [CLB issues](#)
- [Other issues](#)

Troubleshooting

CVM issues

1. The CVM is sold out

Cause: the specified resource inventory is insufficient.

Solution: configure multi-model in the launch configuration, and select another instance specification and availability

zone as needed.

2. The CVM model is unavailable for the current availability zone

Cause: the specified instance specification is deactivated.

Solution: select an available instance specification in the launch configuration. For more information, see [Instance Types](#).

3. The CVM and cloud disk does not match

Cause: the current system disk type does not support the instance model.

Solution: check the scaling configuration and change the system disk type. We recommend that you select Premium Cloud Storage or SSD disks.

4. You are short of the CVM purchase quota

Cause: each user is assigned a CVM purchase quota. For the default quota of pay-as-you-go CVM instances, see [Purchase Limits for Pay-as-You-Go CVM Instances](#).

AS does not work for CVMs when this quota is exceeded..

Solution: decrease the number of CVMs for scale-out, or [submit a ticket](#) to apply for an increased quota.

5. The CVM model does not exist

Cause: the model specified in the launch configuration is incorrect or deactivated.

Solution: modify the launch configuration.

Image issues

1. The image does not exist

Cause: the image does not exist or is invalid.

Solution: check the corresponding configuration in the launch configuration.

2. The image size exceeds the system disk capacity

Cause: the system disk capacity is less than the image size.

Solution: check the launch configuration and increase the system disk capacity or use another image with a smaller size.

Network issues

1. Only VPC is supported

Cause: the model selected in the launch configuration only supports VPC.

Solution: do not use the model on the classic network. Deselect the model in the launch configuration.

2. The number of IP addresses in the VPC subnet is less than the number of instances to be scaled out

Cause: the number of IP addresses in the VPC subnet is limited.

Solution: create a subnet and increase the IP range (CIDR block).

CBS issues

1. The cloud disks are sold out

Cause: the specified resource inventory is insufficient.

Solution: enable the default disk feature in the launch configuration.

2. The CVM and cloud disk does not match

Cause: the current system disk type does not support the instance model.

Solution: check the scaling configuration and change the system disk type. We recommend that you select Premium Cloud Storage or SSD disks.

CLB issues

1. The CLB does not exist

Cause: the CLB does not exist or is invalid. Check the relevant configurations in the CLB.

Solution: ensure the CLB instance associated with the scaling group is running normally.

2. The listener cannot be detected

Cause: the listener in the CLB does not exist or is invalid. Check the relevant configurations in the CLB.

Solution: ensure the CLB instance associated with the scaling group is running normally.

3. The forwarding path does not exist

Cause: the forwarding domain name or URL of the listener in the CLB does not exist or is invalid. Check the relevant configurations in the CLB.

Solution: ensure the CLB instance associated with the scaling group is running normally.

4. The specified CLB is busy

Cause: a CLB task is ongoing.

Solution: reduce manual operations for a scaling group during scaling to avoid mutual operation exclusion.

Other issues

The lifecycle action is abandoned

Cause: a lifecycle hook for scale-out is configured for the scaling group. The hook is triggered during the scale-out of the scaling group and is finally rejected. As a result, the scaling operation is rolled back, and the scaled-out instance is released.

Solution: check the execution policy of the lifecycle hook.


Scaling Group Doesn't Work

Last updated : 2020-01-06 14:50:07

Problem Description

When you cannot create a CVM manually or through AS due to insufficient balance and other reasons, or you accidentally delete the resources associated after creation (such as Load Balancers and VPC). Scaling group invalidation is a mechanism to identify risks in advance, which helps avoid any scale-out failures when you need to scale-out, greatly improving the security of your cluster.

Problem Analysis

View the status of scaling groups in the [Scaling group list](#). If  is displayed, it indicates that the scaling activity is in **exceptional** status. At this time the scaling group is no longer available.

Mouse-over the icon to view the cause of the exception.

Exception causes

- [Launch configuration exceptions](#)
- [Cloud Load Balancer exceptions](#)
- [VPC exceptions](#)
- [Insufficient balance](#)

Troubleshooting

Launch configuration exceptions

Problem: if the launch configuration displays a failure, the reason is that the resource (image, snapshot, security group, etc.) that is associated with the launch configuration has been deleted.

Solution: click the launch configuration ID in the row where the scaling group is located to go to the corresponding launch configuration details page and view whether the resources have been deleted.

Cloud Load Balancer exceptions

Solution: click **Cloud Load Balancer** in the row where the scaling group is located to go to the corresponding Cloud Load Balancer details page and view the specific circumstances. This includes the listener, domain name, and URL path.

VPC exceptions

Solution: click **Network** in the row where the scaling group is located to go to the corresponding VPC details page and view the specific circumstances. This includes the subnet, route table, and so on.

Insufficient balance

Solution: the account does not have sufficient funds to pay for the scaled out resources, leading to the failure of the scaling activity. You must promptly top up your account to restore the scaling group activity status.

Impact of scaling group invalidation

Scaling groups do not stop working immediately after becoming invalid:

- Normal scale-in activities will not be affected.
- The limits on max capacity, min capacity, and desired capacity will still be applicable.
- Scale-out activities will stop, as your environment no longer meets the conditions for creating CVMs.