

Auto Scaling

Troubleshooting

Product Introduction



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Troubleshooting

Scaling Group Doesn't Work

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The abnormal scaling configuration mentioned earlier means that the templates are damaged due to the scale-up, which invalidates the scaling group.

Similarly, there are some other factors that result in temporary invalidation of the scaling group.

Note: The scaling group will become valid again when the factors resulting in the invalidation are eliminated.

How to Identify An Invalid Scaling Group

A red "!" mark beside the scaling group name on the console indicates the group is invalid.

Why A Scaling Group Becomes Invalid

Scaling group invalidation is actually a prediction about risks - that machines (purchased manually or through AS) cannot be created in your account environment, or that the associated resources (CLB or VPC) after such creation are deleted.

Scaling group invalidation is actually a mechanism to identify risks in advance, which helps avoid any failure when you have a real scale-out need and therefore greatly improve the security of your cluster.

Check the Causes for Scaling Group Invalidation

Hover your cursor over the "!" mark beside the scaling group to check the causes:



Causes for Scaling Group Invalidation

No.	Cause	Description
1	Insufficient balance	No sufficient balance in the account to pay for the resources to scale up
2	The CLB is deleted	The CLB is deleted, resulting in the inability to register the machines to scale up on CLB
3	Insufficient CVM quota	Tencent Cloud currently allows a maximum of 30 pay-by usage CVMs for each account in each availability zone
4	Resources sold out	Pay-by usage CVMs are sold out in the availability zone, and cannot be purchased manually or automatically
5	VPC or subnet is deleted	The VPC or subnet the scaling group directs to is deleted, resulting in the inability to create machines

Effect of Scaling Group Invalidation

The scaling group will not stop working immediately after it becomes invalid:

- Normal scale-down activities will not be affected;
- The limits on maximum and minimum group sizes and expected number of instances will still be applicable;
- The scale-up activities will stop, as your environment no longer has what it takes to create CVMs.

Recover An Invalid Scaling Group

Below are the measures you can take to recover an invalid scaling group:

No.	Cause	Measure
1	Insufficient balance	Top up
2	The CLB is deleted	Redirect to an existing CLB
3	Insufficient CVM quota	Key customers may apply for a higher quota
4	Resource sold out	Try again later
5	VPC or subnet is deleted	Redirect to an existing subnet

Unable to create instances

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This document provides information about the failure of AS to launch CVM instances, potential causes, and the steps you can take to resolve the issues.

Causes for Failure of AS to Produce Machines

There are mainly 6 causes for scale-up failures:

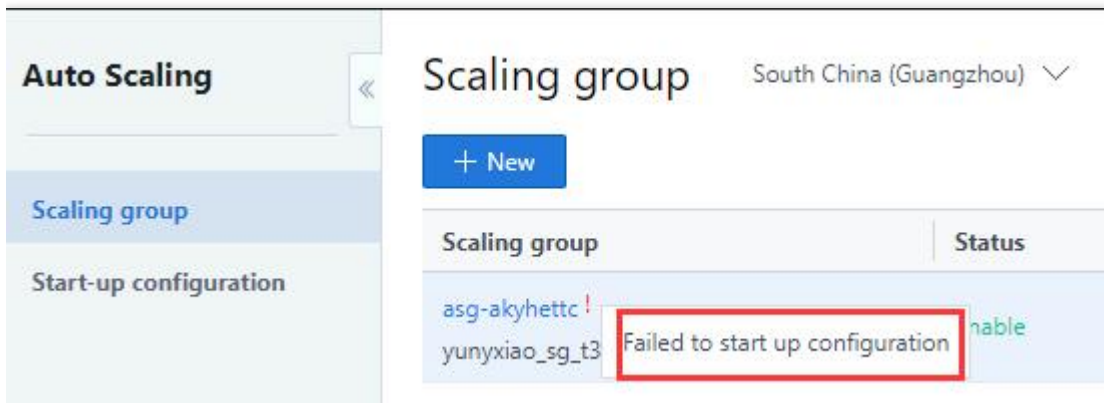
No.	Cause	Description
1	Scaling configuration failure	A scaling configuration failure occurs because the associated resources (images, snapshots, security groups, etc.) have been deleted. Enter the scaling configuration details page to check the mistakenly deleted resources. The mistakenly deleted resource are marked in red.
2	Abnormal scaling group	This occurs because the associated LB or VPC has been deleted, or the account balance is insufficient.
3	Insufficient CVM purchase quota	Every user has CVM purchase quota. The default quota of pay-by-usage CVM is 30 per availability zone. AS will not be able to produce machines if this quota is exceeded.
4	Model does not exist	The model defined in your scaling configuration is not correct or sold out.
5	Resources sold out	Tencent Cloud resources are sold out (of very rare occurrence).
6	Other background error	Refer to the scaling activity details page for the detailed reasons (of very rare occurrence).

Troubleshooting Steps

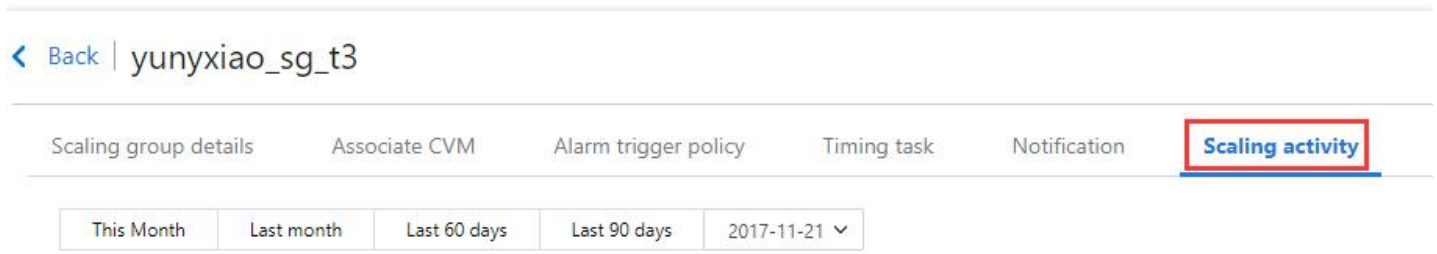
1. Check the Descriptions of the Reasons

Tencent Cloud AS provides the industry's most descriptive presentation of causes for failed scaling group activities.

Hover your cursor over the "!" mark beside the scaling group to check the causes:



You can check the causes directly in the "Scaling Activity" in the scaling group management page:



2. Perform Actions Based on Tips

You can perform actions based on the causes for failed scaling group activities. See the following table.

No.	Causes	Action
1	Image is deleted	Change scaling configuration
2	CLB is deleted	Modify CLB
3	Data snapshot is deleted	Change scaling configuration
4	Security group is deleted	Change scaling configuration
5	Subnet is deleted	Modify the subnet
6	Resources sold out	Scale-up operation paused
7	Nonexistent model	Change scaling configuration
8	Insufficient background resources	Stop scale-up activities

No.	Causes	Action
9	Insufficient quota	Decrease the number of CVMs to scale up, or send a ticket to apply for a higher quota
10	Insufficient balance	Top up
11	Key is deleted	Change scaling configuration