Data Admin Service

FAQ

Issue 01

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HUAWEI

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Contents

1 Product Consulting

1.1 Where Is SQL Execution Records Saved If I Enable This Function?

SQL execution records will be saved on the management hosts of the DAS service.

1.2 What Should I Enter in the Database Column to Log In to a PostgreSQL DB Instance on the DAS Console?

Enter **postgres**.

1.3 Will I Be Changed If I Enable Collect Metadata Periodically and Show Executed SQL Statements on the Add Login Page?

Currently, these functions are free of charge.

2 Connection Management (Development Tool)

2.1 What Should I Do If I Can't Connect to My DB Instance Due to Insufficient Permissions?

1. Error message: You do not have the required permission. The policy does not allow action das:connections:xxx.

   Error cause: Your account does not have the DAS FullAccess permission.

   Solution: Add the DAS FullAccess permission by referring to the document about how to create a user and grant permissions.

2. Error message: You do not have the permission to perform this operation. Contact your administrator to request the required permission.

   Error cause: Your account does not have the DAS FullAccess permission.

   Solution: Add the DAS FullAccess permission by referring to the document about how to create a user and grant permissions.

3. Error message: Your current account only has the read-only permission and cannot perform this operation. To ensure that you can use DAS smoothly, add the DAS Administrator permission.

   Error cause: Your account does not have the DAS FullAccess permission.

   Solution: Add the DAS FullAccess permission by referring to the document about how to create a user and grant permissions.

2.2 What Should I Do If I Can't Connect to My RDS for MySQL Instance?

1. Error message: **Access denied for user 'user_name'@'100.xxx.xx.xx' (using password: YES)**

   a. Error cause: The username or password of the RDS instance is incorrect.

      Solution: Check whether the username and password are correct. If you are not sure, log in to the RDS console to reset the password.

NOTICE

Changing the password may affect services.

If the username and password are correct, log in to the database using a client or CLI tool and run **select * from mysql.user where user = 'user_name'** to view the account. Make sure that the DAS CIDR block is within the CIDR block of the user. **user_name @ %** and **user_name @100.%** are two different users whose passwords and permissions are independent. Enter the password of **user user_name @100.%**.

b. Error cause: The IP address of the DAS server is not in the whitelist of the login user.

Solution: Log in to the database using the client or CLI tool, and create a user account that can be used to access the database through DAS.

```
create user 'user_name'@'100.%' identified by 'password';
grant select on *.* to 'user_name'@'100.%';
```

NOTE

- Ensure that the IP address of the DAS server is in a CIDR block starting with 100. Add the IP address to the whitelist of the login user.
- Grant permissions to user **user_name@100.%** based on service requirements.

c. Error cause: The SSL function is not enabled on the server.

Solution: Run the following statement to check whether the user is an SSL user. If yes, enable SSL on the RDS DB instance details page. The user is an SSL user if the **ssl_type** field has a value.

```
select user, host, ssl_type from mysql.user where user = 'user_name';
```

2. Error message: **Trying to connect with ssl, but ssl not enabled in the server**

Error cause: The SSL function is not enabled on the server.

Solution: Run the following SQL statement to check whether the user is an SSL user. If yes, enable SSL on the RDS instance details page. The user is an SSL user if the **ssl_type** field has a value.

```
select user, host, ssl_type from mysql.user where user = 'user_name';
```

3. Error message: **Client does not support authentication protocol requested by server.** plugin type was = 'sha256_password'

Error cause: DAS does not allow you to connect to the database whose password is encrypted with SHA-256.

Solution: Execute the following SQL statements to change the password encryption method to mysql_native_password.

```
alter user 'user_name'@'%' identified with mysql_native_password by 'password';
```

4. Error message: **Communications link failure The last packet sent successfully to the server was 0 milliseconds ago.** The driver has not received any packets from the server

Error cause: The network between the DAS server and the target instance is disconnected.

Solution: Contact customer service.

5. Error message: **Instance connect timeout, please login again**

Error cause: The connection to the DAS server timed out.

Solution: Contact customer service.

2.3 What Should I Do If I Can't Connect to My ECS (MySQL) Instance?

1. Error message: **Access denied for user 'user_name'@'100.xxx.xx.xx' (using password: YES)**
   a. Error cause: The username or password of the self-built database on the ECS is incorrect.

      Solution: Ensure that the username and password are correct. If the username and password are correct, log in to the database using a client or the CLI tool and run **select * from mysql.user where user = 'user_name'** to view the account. Make sure that the DAS CIDR block is within the CIDR block of the user. **user_name @ %** and **user_name @100.%** are two different users whose passwords and permissions are independent. Enter the password of **user user_name @100.%**.

   b. Error cause: The IP address of the DAS server is not in the whitelist of the login user.

      Solution: Log in to the database using the client or CLI tool, and create a user account that can be used to access the database through DAS.

      ```
      create user 'user_name'@'100.%' identified by 'password';
      grant all privileges on *.* to 'user_name'@'100.%';
      ```

      NOTE

      - Ensure that the IP address of the DAS server is in a CIDR block starting with 100. Add the IP address to the whitelist of the login user.
      - Grant permissions to user **user_name@100.%** based on service requirements.

   c. Error cause: The SSL function is not enabled on the server.

      Solution: Run the following statement to check whether the user is an SSL user. If yes, enable SSL on the RDS DB instance details page. The user is an SSL user if the **ssl_type** field has a value.

      ```
      select user, host, ssl_type from mysql.user where user = 'user_name';
      ```

2. Error message: **Host 'xxx.xxx.xx.xx' is not allowed to connect to this MySQL server**

   Error cause: The database username you entered does not support remote login. For example, if you enter username **root**, but only username **root@localhost** is configured in the **mysql.user** table, the specified user can only log in locally.

   Solution: Use a client or CLI tool to log in to the self-built database and create a user account that supports remote login.

   ```
   create user 'user_name'@'100.%' identified by 'password';
   grant all privileges on *.* to 'user_name'@'100.%';
   ```

   NOTE

   - Ensure that the IP address of the DAS server is in a CIDR block starting with 100. Add the IP address to the whitelist of the login user.
   - Grant permissions to user **user_name@100.%** based on service requirements.

3. Error message: **Communications link failure The last packet sent successfully to the server was 0 milliseconds ago. The driver has not received any packets from the server.**

a. Error cause: The security group rules do not allow inbound traffic on the port.

   Solution: Modify the security group rules by referring to **How Do I View and Modify ECS Security Group Rules?**

b. Error cause: The firewall policy does not allow inbound traffic on the port.

   Solution: Modify the firewall policy by referring to **How Do I View and Modify Firewall Rules?**

c. Error cause: The remote login times out because the DNS resolution takes a long period of time.

   Solution: Rectify the fault by performing the following operations:

   i. Search for the configuration file of the self-built database in directory **/etc/my.cn**, enter the following content in **[mysqld]**, save the change and exit.

   ```
   skip-name-resolve
   ```

   NOTE

   - The default location of the configuration file is **/etc/my.cnf**. If you store the file in the specified path, modify the directory accordingly.

   ii. Run **systemctl restart mysqld** to restart the database and log in again.

4. Error message: **Communications link failure The last packet sent successfully to the server was 0 milliseconds ago.** The driver has not received any packets from the server

   Error cause: The network between the DAS server and the target instance is disconnected.

   Solution: Check whether the firewall of the instance is correctly configured and whether the required port is enabled. If the firewall is abnormal or the port is not enabled, rectify the fault and try again. If the fault persists, Contact customer service.

5. Error message: **Instance connect timeout, please login again.**

   Error cause: The connection to the DAS server timed out.

   Solution: Rectify the fault by performing the following operations:

   a. Log in to a remote ECS and run the **iptables -S | grep input** command to view firewall configurations of the instance. If the self-built database port is not included in the firewall whitelist, add an iptables rule or run the **systemctl stop iptables** command to disable the firewall to allow traffic through this port, and try again.

   b. Log in to the ECS again and run the **ps -ef | grep mysql** command to check whether the database process is running. If processes **mysqld_safe** and **mysqld** are both running, the database process is normal. If the process is not running, run **systemctl start mysqld** to restart the database and try again.

   c. If the fault persists, Contact customer service.

2.4 What Should I Do If I Can't Connect to My RDS for PostgreSQL Instance?

Error message: **FATAL: Invalid username/password,login denied.**

Error cause: The username or password of the RDS DB instance is incorrect.

Solution: Check whether the username or password is correct. If you are not sure, view the username and reset the password on the RDS console.

NOTICE

Changing the password may affect services.

2.5 What Should I Do If I Can't Connect to My ECS (PostgreSQL) Instance?

Error message: **Connection refused (Connection refused).**

Error cause: The port number of the self-built database is incorrect, or the network is disconnected.

Solution: Ensure that the port number of the self-built database is correct and that the port is included in the security group rule and firewall whitelist. For details, see **How Do I View and Modify ECS Security Group Rules?** and **How Do I View and Modify Firewall Rules?**.

2.6 What Should I Do If I Can't Connect to My DDS Instance?

Error message: Command failed with error 18 (AuthenticationFailed): 'Authentication failed.' on server xxx.xxx.xx.xx:xxxx. The full response is { 'ok' : 0.0, 'errmsg' : "Authentication failed.", "code" : 18, "codeName" : "AuthenticationFailed" }

1. Error cause: The username or password of the DDS DB instance is incorrect.

   Solution: Check whether the username or password is correct. If you are not sure, view the username or reset the password on the DDS console.

   NOTICE

   Changing the password may affect services.

2. Error cause: The entered username does not have the permission to access the database.

Solution: Check whether the username has the permission to access the database. If you are not sure, connect to the admin database as user **rwuser**. Then check whether the entered username has the required permission.

2.7 What Should I Do If I Can't Connect to My DDM Instance?

Error message: **User has no databases**

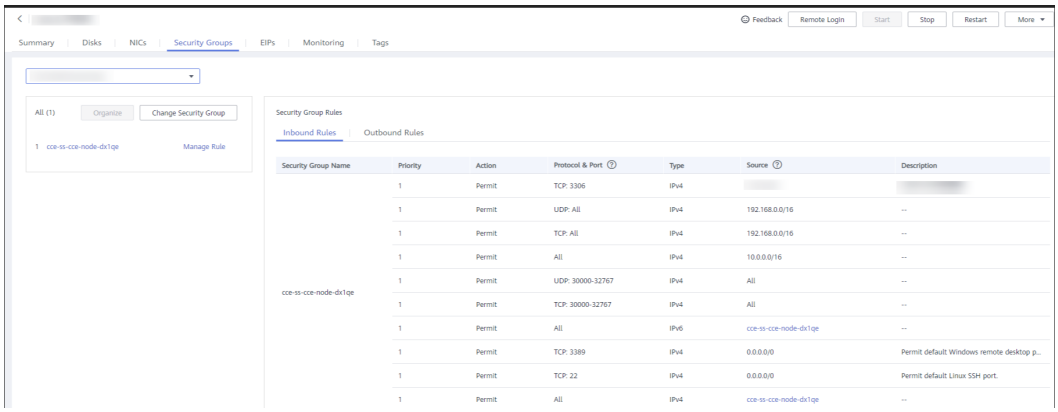
Error cause: The DDM account has not been associated with any schema.

Solution: On the DDM instance basic information page, choose **Accounts** in the navigation pane on the left and associate the DDM account with the required schema.

2.8 How Do I View and Modify ECS Security Group Rules?

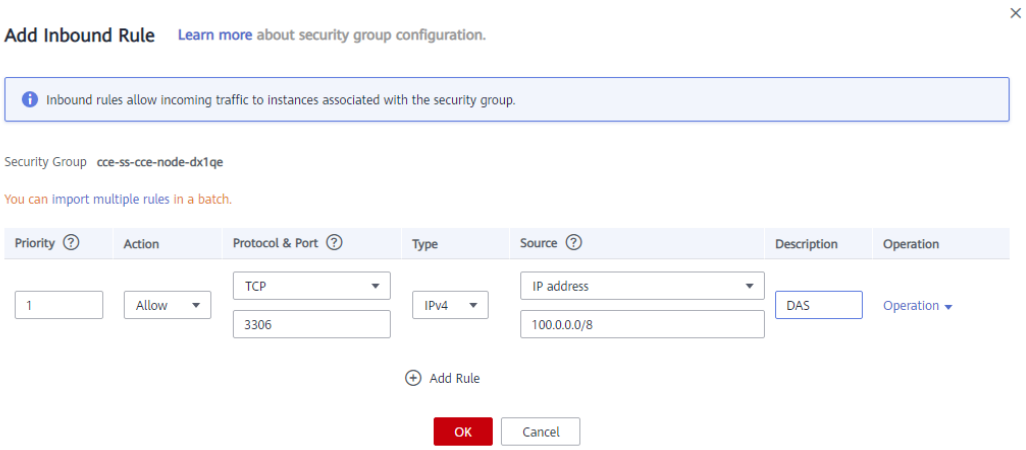
Step 1 On the ECS details page, click the **Security Groups** tab and view security group rules. To enable DAS to access the self-built DB instances on ECSs, you need to add an inbound rule with the port set to 3306 (example) and source to 100.0.0.0/8.

Figure 2-1 Security group rules



Step 2 Click **Manage Rule** on the left. On the **Inbound Rules** tab page, click **Add Inbound Rule**. .

Figure 2-2 Adding an inbound rule

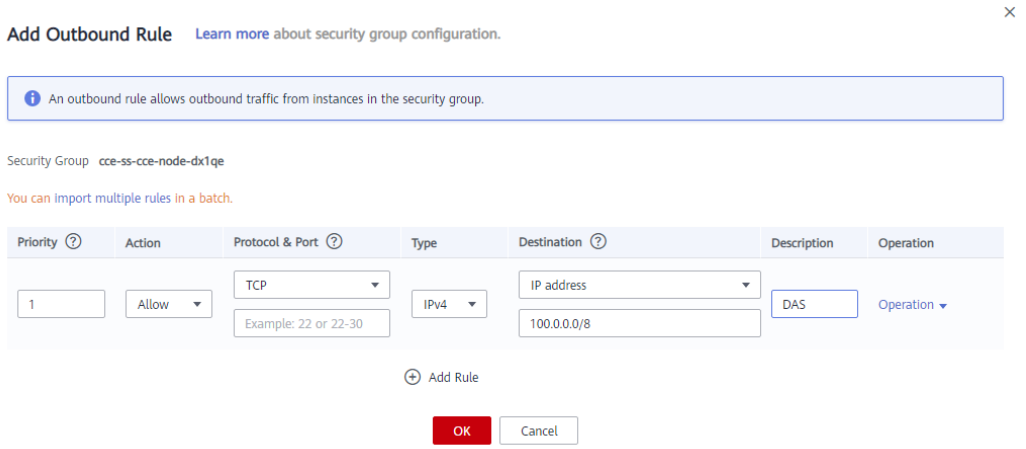


NOTE

Recommended configuration: Select **TCP** for **Protocol & Port**, enter the port number of the self-built database, and set the source to 100.0.0.0/8 or 0.0.0.0/0.

Step 3 On the **Outbound Rules** tab page, click **Add Outbound Rule**.

Figure 2-3 Adding an outbound rule



NOTE

Recommended configuration: Select **TCP** for **Protocol & Port**, enter the port number of the self-built database, and set the source to 100.0.0.0/8 or 0.0.0.0/0.

----End

2.9 How Do I View and Modify Firewall Rules?

Step 1 In the ECS list, locate the required ECS and click **Remote Login**.

Step 2 Enter the username and password. After the login is successful, run the following command to check the iptables configuration:


```
iptables -S
```

NOTE

- The port next to **--dport** indicates the port that can be accessed.
- Perform the following operations to ensure that the port can be accessed:
  - Add an iptables rule to allow access to the port.
  - Run the following command to disable the firewall:
    ```
    systemctl stop iptables
    ```

----End

3 Usage

3.1 What Can I Do If Garbled Characters Are Displayed in the Exported Database Result Set?

CSV files exported from DAS are encoded in UTF-8, whereas Excel files are encoded in ANSI. Encoding inconsistency resulted in garbled characters.

You are advised to open the CSV file using a text editor and save the file in ANSI encoding.

3.2 What Are the Precautions for Connecting DAS to a Third-Party Client?

After operations are performed on a third-party client, refresh the DAS console to view the generated data.

3.3 What Are the Username and Password for DAS?

The username and password for adding a login are those used for creating the DB instance.

3.4 What Should I Do If Table Obtaining Times Out?

The possible cause is that the instance load is heavy. As a result, the table data collection on DAS times out. You are advised to kill a thread and perform the operation again.

3.5 How Do I Modify the Collation?

DAS does not support the SQL Server modification on the GUI. You can run commands to implement the modification.

Go to the SQL Window page of the database and run the following commands:

In this example, the character set of the **test** database is set to **SQL_Latin1_General_CP1_CI_AS**.

```
use root
go
ALTER DATABASE test SQL_Latin1_General_CP1_CI_AS
```


4 Service Support

4.1 Which Data Sources Does DAS Support?

Currently, DAS supports the management of RDS for MySQL, DDS, and RDS for PostgreSQL instances.

A Change History

Released On	Description
2023-03-02	This issue is the first official release.

