Data Warehouse Service

Error Code Reference

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Contents

1 Management Console Error Code

If errors occur when GaussDB(DWS) operation requests submitted on the management console are being processed, error information is displayed on the management console. The error information includes the returned error code and description.

Error Code Description

If an error occurs, find the error code and perform the corresponding operations listed in **Table 1-1**.

Table 1-1 Error codes

Error Code	Error Information	Recommended Action
DWS.6000	Failed to create the cluster. Contact the customer service or try again later.	Check the remaining resource quota of the account. If the remaining resource quota is greater than the requested resources, contact the customer service or technical support engineers.
DWS.6001	Failed to scale out the cluster. Contact the customer service or try again later.	Check the remaining node quota of the account. If the remaining node quota is greater than the number of requested nodes, contact the customer service or technical support engineers.
DWS.6002	Failed to restart the cluster. Contact the customer service or try again later.	Contact the customer service or try again later.
DWS.6003	Failed to restore the cluster. Contact the customer service or try again later.	Check the remaining quota of the account. If the remaining quota is greater than the requested quota, contact the customer service or technical support engineers.

Error Code	Error Information	Recommended Action
DWS.6004	Failed to create a GaussDB(DWS) node. This is caused by an ECS exception and the error code is **${FailureReason}**. Contact the customer service or try again later. **NOTE** Replace **${FailureReason}** with the real-world ECS error code, for example, **ECS.0219**.	For details about the ECS error codes and recommended actions, see **How Do I Handle Error Messages Displayed on the Management Console?** in the *Elastic Cloud Server FAQs*. You can also select another region, AZ, or node flavor to create a cluster.
DWS.6005	Failed to bind an EIP to a data warehouse cluster. This is caused by a VPC exception and the error code is **${FailureReason}**. Contact the customer service or try again later. **NOTE** Replace **${FailureReason}** with the real-world VPC error code.	For details about the VPC error codes, see **Error Codes** in the *Virtual Private Cloud API Reference*.
DWS.6006	Failed to bind the EIP. The error code is **${FailureReason}**. **NOTE** Replace **${FailureReason}** with the real-world VPC error code.	For details about the VPC error codes, see **Error Codes** in the *Virtual Private Cloud API Reference*.
DWS.6007	The EIP has been bound to other VMs. The error code is **${FailureReason}**. **NOTE** Replace **${FailureReason}** with the real-world VPC error code.	Select another unbound EIP.
DWS.6008	Failed to create the private network domain name. The error code is **${FailureReason}**. **NOTE** Replace **${FailureReason}** with the real-world DNS error code.	For details about the DNS error codes, see "Appendix" > "Error Codes" in the ***Domain Name Service API Reference***.

Error Code	Error Information	Recommended Action
DWS.6011	Failed to add CNs: successful CNs = number, failed CNs = number. Possible causes: 1. The cluster status on the tenant side is abnormal. As a result, the commands for adding a CN fail to be executed. 2. The service status or metadata on the management plane is abnormal.	Check whether the cluster status is **Available** in the cluster list. If yes, add a CN again. If no or the CN fails to be added, contact technical support.
DWS.6012	Failed to delete CNs: successful CNs = number, failed CNs = number. Possible causes: 1. The cluster status on the tenant side is abnormal. As a result, the commands for deleting a CN fail to be executed. 2. The service status or metadata on the management plane is abnormal.	Check whether the cluster status is **Available** in the cluster list. If yes, delete a CN again. If no or the CN fails to be deleted, contact technical support.
DWS.6013	Failed to create the ELB.	Contact technical support or try again later.
DWS.6014	Failed to delete the cluster.	Contact technical support or try again later.
DWS.6015	Failed to download the image package.	Contact technical support or try again later.
DWS.6016	The instance management IP address cannot be pinged.	Contact technical support or try again later.
DWS.6017	Failed to bind EPS.	Contact technical support or try again later.
DWS.6018	Failed to initialize the instance.	Contact technical support or try again later.
DWS.6019	Failed to create the instance.	Contact technical support or try again later.
DWS.6020	Failed to create the instance NIC.	Contact technical support or try again later.

Error Code	Error Information	Recommended Action
DWS.6021	Failed to create the resource tenant.	Contact technical support or try again later.
DWS.6022	Failed to create the O&M tenant.	Contact technical support or try again later.
DWS.6023	Failed to create a VPC for the resource tenant.	Contact technical support or try again later.
DWS.6024	Failed to create the security group.	Check whether the security group quota is sufficient or use the default security group to create the cluster again.
DWS.6025	Failed to create the server group.	Contact technical support or try again later.
DWS.6026	Failed to stop the BMS service.	Contact technical support or try again later.
DWS.6027	Failed to start the BMS service.	Contact technical support or try again later.
DWS.6028	Failed to initialize the cluster instance channel.	Contact technical support or try again later.
DWS.6029	Failed to configure the node route on the tenant side.	Contact technical support or try again later.
DWS.6030	Failed to create the VPC endpoint.	Contact technical support or try again later.
DWS.6031	Failed to assign the EIP.	Contact technical support or try again later.
DWS.6032	Failed to bind an EIP.	Contact technical support or try again later.
DWS.6033	Failed to update the internal status of the instance.	Contact technical support or try again later.
DWS.6034	Failed to monitor the instance.	Contact technical support or try again later.
DWS.6035	Cluster backup failed.	Contact technical support or try again later.
DWS.6036	Failed to report the cluster status.	Contact technical support or try again later.
DWS.6037	Failed to create the OBS tablespace.	Contact technical support or try again later.
DWS.6038	Cluster billing failed.	Contact technical support or try again later.

Error Code	Error Information	Recommended Action
DWS.6039	Resources insufficiency detected during pre-cluster creation check.	Click **View Details** to see the failure information. Try again later after you rectify the fault. If the fault persists after multiple attempts, contact technical support engineers to provide the failure information.
DWS.6040	No AZ is available when you create an ELB.	Use a shared ELB and try again.
DWS.6041	Failed to bind the Elastic Load Balancer to the exclusive load balancer because the cross-VPC forwarding feature is not enabled or the VPC of the exclusive load balancer is different from that of the cluster.	Go to the ELB console to enable the cross-VPC forwarding feature or select an LB that is in the same VPC as the cluster and try again.
DWS.8902	The flavor is changed to an unsupported one.	Select a supported flavor.
DWS.8903	The flavor is changed to one that has been sold out.	Select an available flavor.
DWS.8904	You do not have enough remaining CPUs to change to the selected flavor.	Select a flavor that requires fewer CPUs, or purchase more CPUs.
DWS.8905	You do not have enough remaining memory to change to the selected flavor.	Select a flavor that requires less memory, or purchase more memory.
DWS.8906	Failed to disable cluster monitoring during flavor change.	Contact technical support or try again later.
DWS.8907	During flavor change, the number of NIC ports in the current cluster flavor is different from that in the new flavor.	Select another flavor.
DWS.8908	No instance nodes can be changed to the new flavor, or all instance nodes are already using this flavor.	Contact technical support or select another flavor.
DWS.13000	Unknown error. Contact technical support or try again later.	Contact technical support or try again later.

Error Code	Error Information	Recommended Action
DWS.1300 1	Failed to deliver the creation command to dms-agent. This is probably because the network is disconnected or the process is abnormal. If the fault persists after several attempts, contact technical support or try again later.	Contact technical support or try again later.
DWS.1300 2	Failed to update table data. Try again later or contact technical support.	The database connection or process is abnormal. Contact technical support or try again later.
DWS.1300 3	Response timed out because of network or system exceptions. Try again later or contact technical support.	Contact technical support or try again later.
DWS.1300 4	Failed to process request. Try again later or contact technical support.	Check whether the load information snapshot parameters. Check whether the performance view snapshot parameter is enabled. If it is, check whether the cluster node is normal. If the fault persists, contact technical support.
DWS.1300 5	Failed to upload the workload report to OBS. Try again later or contact technical support.	Check whether OBS is running properly. If it is, contact technical support to check whether the processes and the network between processes are normal.
DWS.1300 6	Failed to update the node creation progress. Check your network connection.	Contact technical support to check whether the processes and the network between processes are normal.
DWS.1300 7	A creation task is in progress.	A snapshot creation task is being executed. Try again later.
DWS.1300 8	Report upload timed out.	Check whether OBS is running properly. If it is, contact technical support to check whether the dms-agent process is normal.
DWS.1300 9	The OBS storage space is insufficient.	Ensure the OBS storage space is sufficient.
DWS.0107	DN REDO is being executed. Try again later.	Wait until the REDO operation is complete and then restore the primary/standby relationship.

Error Code	Error Information	Recommended Action
DWS.0108	Failed to query DN REDO.	Check tenant logs to identify the failure cause. If the fault persists, contact technical support.
DWS.0109	Primary/standby catchup is being performed. Please try again later.	Wait until the catchup is complete and then restore the primary/standby relationship.
DWS.0110	Failed to query the primary/standby catchup.	Check tenant logs to identify the failure cause. If the fault persists, contact technical support.
DWS.0111	Primary/standby catchup failed. Contact technical support or try again later.	Check tenant logs to identify the failure cause. If the fault persists, contact technical support.
DWS.0112	Failed to restore the primary/standby relationship because the cluster status is abnormal.	Check whether the cluster status is normal.
DWS.0114	No private IP addresses have been configured for the ELB.	Bind a private IPv4 address to the selected ELB. If the fault persists, contact technical support.
DWS.0125	The node ID is null.	Use a correct instance node ID and try again.
DWS.0126	The node ID does not exist.	Use a correct instance node ID and try again.
DWS.0128	The node alias is null.	Enter a correct node alias and try again.
DWS.0129	The node alias is invalid.	Enter a correct node alias and try again.
DWS.0130	The node alias already exists.	Change the node alias and try again.
DWS.0131	The current policy does not allow **vpc:quotas:list** to be executed.	Configure the **vpc:quotas:list** policy for the current account on the IAM page and try again.
DWS.0132	Failed to connect to the RPC of the node. Check and restore the network of the node.	Try again after the node network recovers.
DWS.0134	Failed to configure the default exception rule for the operator spill in disk scale-out.	Check the operator spill rule for disk scale-out.
DWS.0135	The task ID is incorrect.	Use a correct task ID and try again.

Error Code	Error Information	Recommended Action
DWS.5213	Before creating a public domain name, bind a public IP address to the cluster.	Bind a public IP address to the cluster and then create a public network domain name.
DWS.5238	The selected flavor does not support elastic storage.	Change the cluster flavor and try again.
DWS.5239	The public domain name already exists.	Change the public domain name and try again.
DWS.21001	The connection configuration name is invalid.	Use a standard connection configuration name.