ApsaraDB for Redis

Technical O&M

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Network connection

Incorrect password error occurs when connecting redis client to ApsaraDB for Redis

First ensure that the entered password for your Redis instance is correct. You can reset or change the password through the console if necessary.

If you are sure that the password is correct but a message indicating incorrect password is reported when you connect a client to ApsaraDB for Redis, check whether the authentication information is in correct format. The authentication information for ApsaraDB for Redis includes both the instance ID and password in the instanceID:password format. Check whether the authentication information is complete in the program.

For example, the correct authentication information for the Java code is as follows:

```
Jedis jedis = new Jedis(host, port);//The authentication information is composed of the instance ID and password in the jedis.auth（"instance_ID:password"）format;
```

If you enter only the password in the authentication information as follows:

```
Jedis jedis = new Jedis(host, port);//The instance ID is missing in the authentication information jedis.auth（"password"）;//Error
```

Then the following error information is reported when you connect a client to ApsaraDB for Redis:

```
redis.clients.jedis.exceptions.JedisDataException: ERR Authentication failed.
```

Reconnect mechanism after Redis clients connection timeout

A connection timeout to ApsaraDB for Redis may result from network problems, or issues with other servers.

If a timeout occurs, you must physically set up the connection again. There is no explicit correspondence between requests and responses in the Redis protocol, which means that if you set a timeout value, you must physically disconnect the connection in the event of a random timeout. Otherwise, protocol errors may occur.

ApsaraDB for Redis is compatible with various clients, however, some ApsaraDB for Redis clients have no automatic reconnection mechanism. In this case, you must reconnect them to ApsaraDB for Redis.

Connect to ApsaraDB for Redis through the public network — for ECS Windows

For more information, see Connect to database through public network .

Connect to ApsaraDB for Redis through the public network — for ECS Linux

For more information, see Connect to database through public network.

When connecting node client to Redis, authentication error occurs indicating "Ready check failed"

When the client node is connected to ApsaraDB for Redis, the error information Error: Ready check failed: NOAUTH Authentication required is reported, as shown in the following figure:

```
> var redis = require("redis"),
...     client = redis.createClient(6379, "df          .m.      .kvstore.aliyuncs.com", {detect_buffers: true});
undefined
>     client.auth("df          .m.      .kvstore.aliyuncs.com:              ", redis.print)Error: Ready check failed: NOAUTH Authenticati
on required.
```

The error information indicates that the authentication fails. The connection address of ApsaraDB for Redis is entered in client.auth. However, the information in client.auth must be the instance ID of ApsaraDB for Redis.

Generally, if authentication fails, when you troubleshoot the problem, make sure of the following:

The password is correct.

The format (instance ID + password) of the authenticated user's password is correct.

For more information about the password format, see the connection password displayed on the console of ApsaraDB for Redis.

Does ApsaraDB for Redis support Internet access?

ApsaraDB for Redis only supports access from Alibaba Cloud intranet. It does not support Internet access. Only applications on Alibaba Cloud ECS can be connected to ApsaraDB for Redis for data operations.