

Troubleshooting

Date published: 2024-01-01

Date modified: 2024-01-01



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Diagnostic bundles for CDW and Kubernetes

A diagnostic bundle captures information for troubleshooting and determining the root cause of problems in Cloudera Data Warehouse (CDW). Diagnostic bundles are available for troubleshooting your Virtual Warehouse, Database Catalog, Data Visualization, and environment/cluster.

You can obtain a diagnostic bundle collection for the following levels: Env (environment) DBC (Database Catalog), and VWH (Virtual Warehouse):

- Environment/cluster including Kubernetes resources
- DBC: Database Catalog including Kubernetes resources
- VWH:
 - Hive Virtual Warehouse including Kubernetes resources
 - Impala Virtual Warehouse including Kubernetes resources

The following information, and more, is included about Kubernetes resources:

- Pod
- Deployments
- CustomResource
- PVCs
- Statefulsets

At the Database Catalog and Environment level similar resource information and logs about the components are included in the bundle.

If you use Amazon CloudWatch and enable CloudWatch logs when you activate an AWS environment, or edit environment details, the following logs are included under their respective log streams and bundled at the ENV level:

- kube-scheduler
- kube-controller-manager
- kube-apiserver
- authenticator

For more information about enabling CloudWatch logs, see [activate an environment](#) from CDW or [edit environment details](#). You must [add required permissions](#) to your IAM policy.

The diagnostic bundle includes a history of events at the cluster level. Although Kubernetes only preserves information about events of the past hour, the diagnostic bundle backs up events for the last 30 min or 1, 12, 24 hours, or a custom time interval you can specify.

You can specify a custom time interval for collecting information.

Downloading CDW and Kubernetes diagnostic bundles


To troubleshoot issues with CDW, download diagnostic bundles ZIP files stored in your public cloud account. This capability is available on AWS environments only.

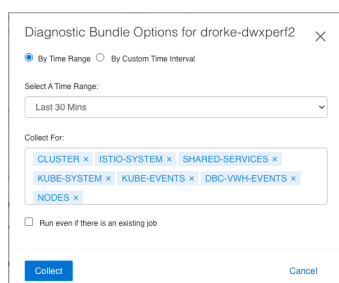
Before you begin

- Before you can download log files, you must, of course, run workloads on your Hive or Impala Virtual Warehouse to generate the logs.
- Obtain the DWAdmin role.

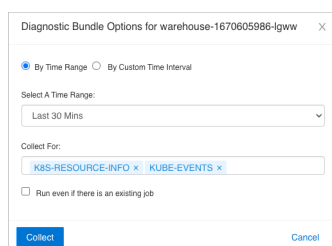
Procedure


1. Log in to the CDP web interface and navigate to the CDW service.
2. Collect a diagnostic bundle for your environment, Database Catalog, or Virtual Warehouse as follows:

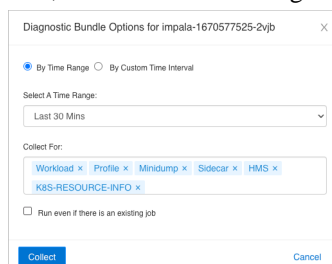
- **Environment bundle:** In Environments, find your environment, click , and then click Collect Diagnostic Bundle.



- **Database Catalog bundle:** Click Overview Database Catalog Diagnostic Bundle , and click Collect Diagnostic Bundle.



- **Virtual Warehouse bundle:** Click Overview in the left navigation panel, select your Virtual Warehouse, click , and click Collect Diagnostic Bundle.




3. Select information about events within selectable time ranges, or select By Custom Time Interval, and specify the interval you want.
4. In Collect For, accept the default options for the types of logs to generate for the diagnostic bundle, or deselect options.

5. Click Collect

After some time, depending on your cluster size and log sizes, but typically after 10 seconds, a message indicating completion appears indicating the diagnostic bundle is generated:

```
Collection of Diagnostic Bundle ... initiated.
```

6. Click the name, or tile, of an environment, Database Catalog, or Virtual Warehouse.**7. In Diagnostic Bundles, copy the location of the diagnostic bundle ZIP file you want to download.****8. In the Amazon S3 management console, navigate to the location of the diagnostic bundle ZIP file, download the ZIP file, decompress it, and look at the troubleshooting information in the files.**

From an Environment, Database Catalog, or Virtual Warehouse tile, you can click  **Edit Diagnostic Bundle** to get information about, and collect bundles for, current or previous jobs you ran.

Related Information

[Send a diagnostic bundle to Cloudera Support](#)

[CDP CLI commands for generating a diagnostic bundle](#)

[Diagnostic bundle content](#)

Downloading Impala diagnostic bundles

Learn how to download diagnostic bundles to use for troubleshooting an Impala Virtual Warehouse in Cloudera Data Warehouse (CDW) Public Cloud.

About this task

To troubleshoot issues with your Impala Virtual Warehouses, download diagnostic bundles of log files for the sidecar containers that support Impala components and for the components themselves. These diagnostic bundles are ZIP files stored in your public cloud account.

Required role: DWAdmin

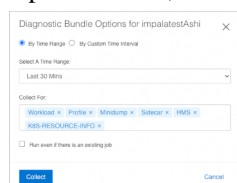
Before you begin

Before you can download log files, you must, of course, run workloads on your Impala Virtual Warehouse to generate the logs.

Procedure

1. Log in to the CDP web interface and navigate to the CDW service.
2. In the CDW service, click Overview in the left navigation panel, and in the Impala Virtual Warehouse tile, click

 **Options**, and select **Collect Diagnostic Bundle**.



3. Set options that select which logs to generate for the diagnostic bundle.

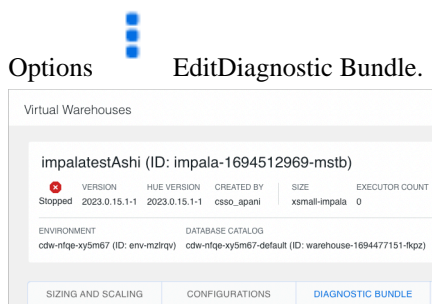
- By Time Range: Select a specific time range of log files to generate from the drop-down list, or you can choose a custom interval in the next option.
- By Custom Time Interval: Select the start and end time from the drop-down list to define the specific time interval for the log files in the diagnostic bundle.
- Collect For: Remove any of the available categories of log files by clicking the adjacent X:
 - Workload contains the log files for the Impala components, such as statestored, impalad, catalogd, coordinator, auto-scaler, and Hue frontend and backend logs. See [Impala Logs](#).
 - Profile contains log files for Impala Query Profiles. See [Understanding Performance Using Query Profiles](#).
 - Minidump contains the breakpad minidump log files. See [Using Breakpad Minidumps for Crash Reporting](#).
 - Sidecar contains the logs for the sidecar containers that support Impala components.
 - HMS contains sidecar container logs that support the metastore.
 - K8S RESOURCE INFO contains Kubernetes information.

4. Click Collect to generate the bundle.

After some time, depending on your cluster size and log sizes, but typically after 10 seconds, a message indicating completion appears indicating the diagnostic bundle is generated:

```
Collection of Diagnostic Bundle for impala-mpvt initiated. Please go to
details page for more information.
```

5. In the CDW service, click Overview in the left navigation panel, and in the Impala Virtual Warehouse tile, click



6. Click copy-to-clipboard to copy the path to the diagnostic bundle on S3/ABFS.

7. Paste the path to the diagnostic bundle into a text document, and navigate to the diagnostic bundle in AWS or Azure to download the ZIP file.

When you expand the diagnostic bundle ZIP file that you downloaded, directories appear for log files and a diagnostic-data-generator.log file, which contains troubleshooting information.

Related Information

[Send a diagnostic bundle to Cloudera Support](#)

[CDP CLI commands for generating a diagnostic bundle](#)

[Diagnostic bundle content](#)

Debugging Impala Virtual Warehouses

You can use the Catalog Web UI, Coordinator Web UI, and the StateStore Web UI to debug Impala Virtual Warehouses in Cloudera Data Warehouse (CDW).

Table level events

In addition to global metrics described below, the following table metrics are available for debugging an Impala Virtual Warehouse:

- avg-events-process-duration
- events-consuming-delay-ms

avg-events-process-duration metric

This metric represents the sum of the time for processing all events. This metric is helpful to identify the average duration of processed events on the table and to identify which tables are causing the event-processor to lag behind. As a temporary workaround, you can disable event processing on that table. You can set the metric collection period to 1 minute, 5 minutes, and 15 minutes duration:

- avg-events-process-duration-1min-rate

Exponentially weighted moving average (EWMA) of number of events processed in last 1 min

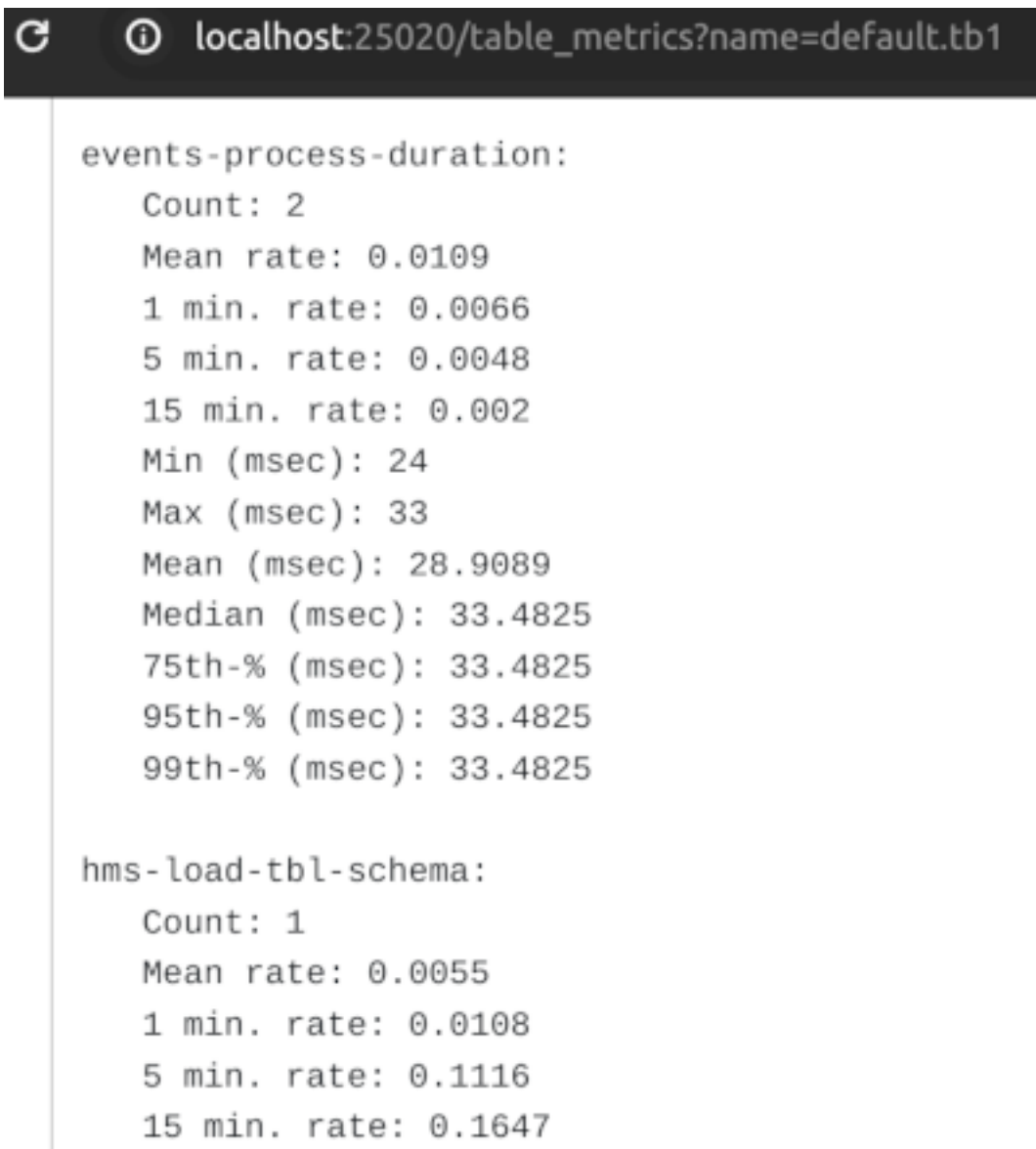
- avg-events-process-duration-5min-rate

Exponentially weighted moving average (EWMA) of number of events processed in last 5 min

- avg-events-process-duration-15min-rate

Exponentially weighted moving average (EWMA) of number of events processed in last 15 min

Metric output looks something like this:



```
localhost:25020/table_metrics?name=default.tb1

{
  "events-process-duration": {
    "Count": 2,
    "Mean rate": 0.0109,
    "1 min. rate": 0.0066,
    "5 min. rate": 0.0048,
    "15 min. rate": 0.002,
    "Min (msec)": 24,
    "Max (msec)": 33,
    "Mean (msec)": 28.9089,
    "Median (msec)": 33.4825,
    "75th-% (msec)": 33.4825,
    "95th-% (msec)": 33.4825,
    "99th-% (msec)": 33.4825
  },
  "hms-load-tbl-schema": {
    "Count": 1,
    "Mean rate": 0.0055,
    "1 min. rate": 0.0108,
    "5 min. rate": 0.1116,
    "15 min. rate": 0.1647
  }
}
```


events-consuming-delay-ms metric

This metric represents the time difference between creating an event in the metastore and processing an event. Using this metric, you can gauge how long the event processor is lagging.

Metric output looks something like this:



localhost:25020/events

```
Mean (msec): 67.9801
Median (msec): 78.3973
75th-% (msec): 78.3973
95th-% (msec): 78.6436
99th-% (msec): 78.6436
```

events-consuming-delay:

```
Count: 12
Mean rate: 0.0342
1 min. rate: 0.0017
5 min. rate: 0.0146
15 min. rate: 0.0095
Min (msec): 2000
Max (msec): 10000
Mean (msec): 3472.5061
Median (msec): 2000
75th-% (msec): 4000
95th-% (msec): 8000
99th-% (msec): 10000
```

About this task

The Impala daemons (impalad, statestored, and catalogd) debug Web UIs, which can be used in CDP Runtime by using Cloudera Manager, is also available in the CDW service. In CDW service, the following Web UIs are provided:

- Impala Catalog Web UI

This UI provides the same type of information as the Catalog Server Web UI in Cloudera Manager. It includes information about the objects managed by the Impala Virtual Warehouse. For more information about this debug Web UI, see [Debug Web UI for Catalog Server](#).

- Impala Coordinator Web UI

This UI provides the same type of information as the Impala Daemon Web UI in Cloudera Manager. It includes information about configuration settings, running and completed queries, and associated performance and resource usage for queries. For information about this debug Web UI, see [Debug Web UI for Impala Daemon](#).

- Impala StateStore Web UI

This UI provides the same type of information as the StateStore Web UI in Cloudera Manager. It includes information about memory usage, configuration settings, and ongoing health checks that are performed by the Impala statestored daemon. For information about this debug Web UI, see [Debug Web UI for StateStore](#).

- Impala Autoscaler Web UI

This UI gives you insight into Autoscaler operations, accessing log messages, and resetting the log level. The autoscaler Web UI includes information about the queries queued and running, executor groups, suspended calls, scale up/down calls, the autoscaler config, and the autoscaler logs.

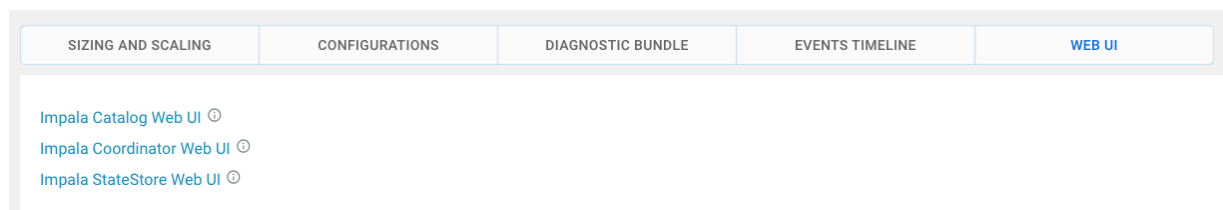
Required role: EnvironmentAdmin

Before you begin

Make sure that you note your CDP workload user name and have set a password for it in the User Management module of Management Console. You need to use your workload user name and its associated password to log into the debug Web UIs. For more information, see [Setting the workload password](#) in the Management Console documentation set.

Procedure

1. In the CDW UI on the Overview page, locate the Impala Virtual Warehouse for which you want to view the debug UIs, and select Edit from the options menu on the tile. This launches the details page for this Virtual Warehouse.
2. In the **Virtual Warehouse** details page, select the WEB UI tab on the right. The list of debug Web UI links are displayed as shown in the following image:



3. Click a Web UI link corresponding to an Impala daemon that you want to debug.
You are prompted to enter your workload user name and password.

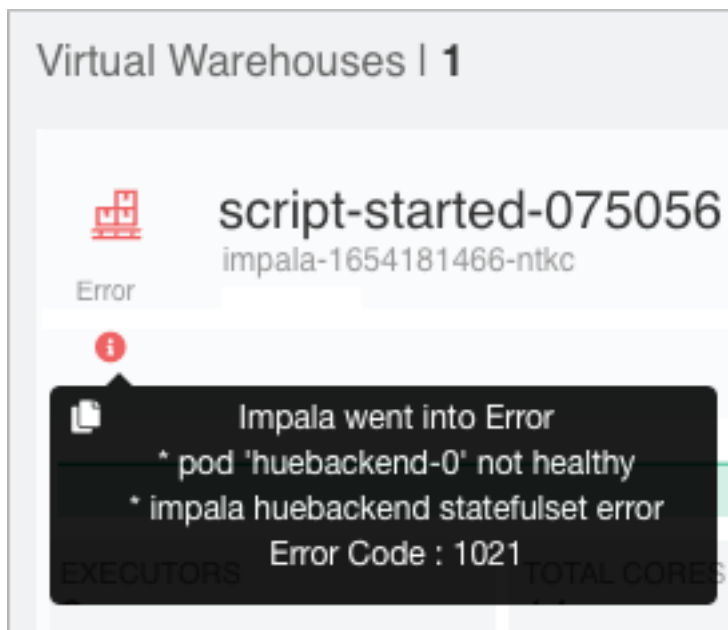
Results

After you are authenticated, you can view the debug Web UI and use the information to help you troubleshoot issues with your Impala Virtual Warehouse.

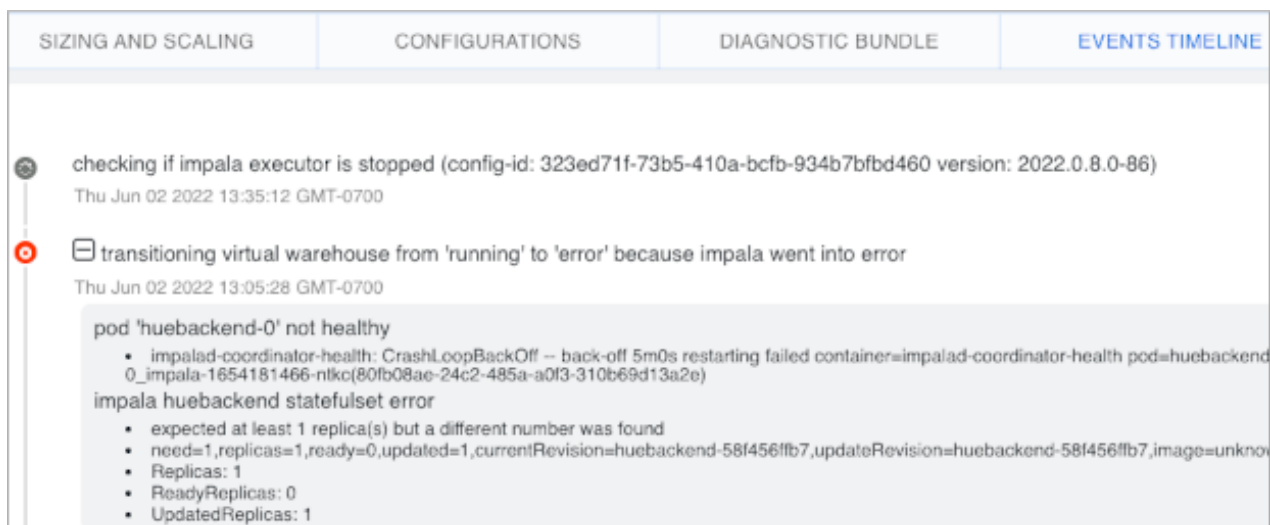
Troubleshooting Impala Virtual Warehouse

The Cloudera Data Warehouse server gathers information about problems that cause Virtual Warehouse errors and displays a tooltip in the Virtual Warehouse tile. Also, from the user interface, you can get details about events that can help you solve problems.

In the Virtual Warehouse tile, you now see tooltips. For example:



In Virtual Warehouses Overview Events Timeline, you expand timeline items to get details that can help you troubleshoot problems.



Accessing Impala Workload Logs

Describes how to locate Impala logs in S3 or Azure to diagnose some of the commonly encountered issues in Impala.

Using Impala Logs

The Impala logs record information about:

- Any errors Impala encountered.
- How Impala is configured.
- Jobs Impala has completed.

However, you can use the logs record information to troubleshoot only if the relevant logs are downloaded and then uploaded to a location where you can access them. To download the logs from S3 or Azure you must first identify the locations.

Locations of Impala Log Files in S3

This topic describes how to identify the Amazon S3 locations of Impala logs for the different Impala components.

About this task

The Cloudera Data Warehouse service collects logs from Impala Virtual Warehouses and uploads them to an Amazon S3 location. This S3 log location is configured under an external warehouse directory so that the logs are preserved even if the Virtual Warehouse they are collected from is destroyed.

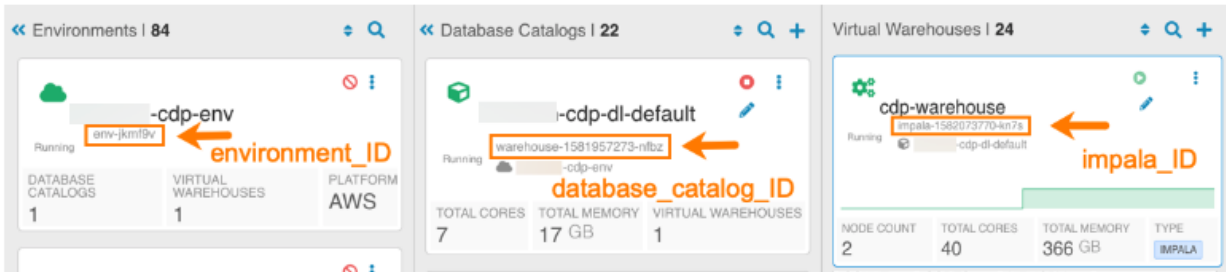
Before you begin

To identify the location of the logs in S3, you must have the environment_ID, database_catalog_ID, impala_ID identifiers, and S3 bucket name.

Procedure

Finding the environment_ID, database_catalog_ID, and impala_ID identifiers

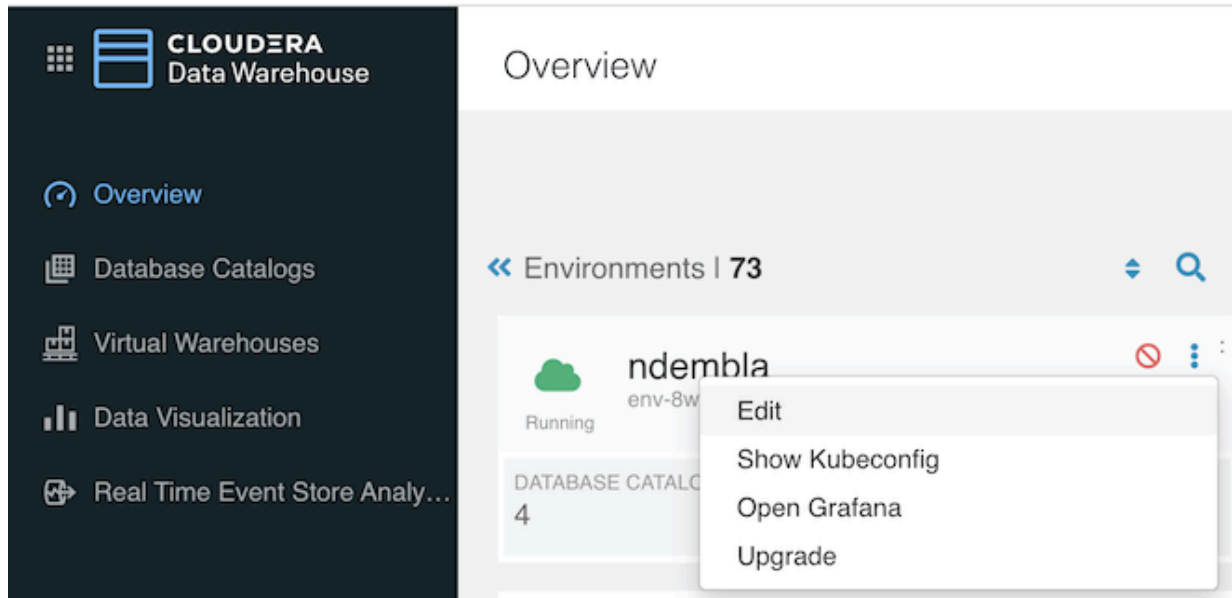
1. In the Data Warehouse service, expand the Environments column by clicking More....
2. From the Overview page, note down the environment_ID, database_catalog_ID, and impala_ID identifiers.



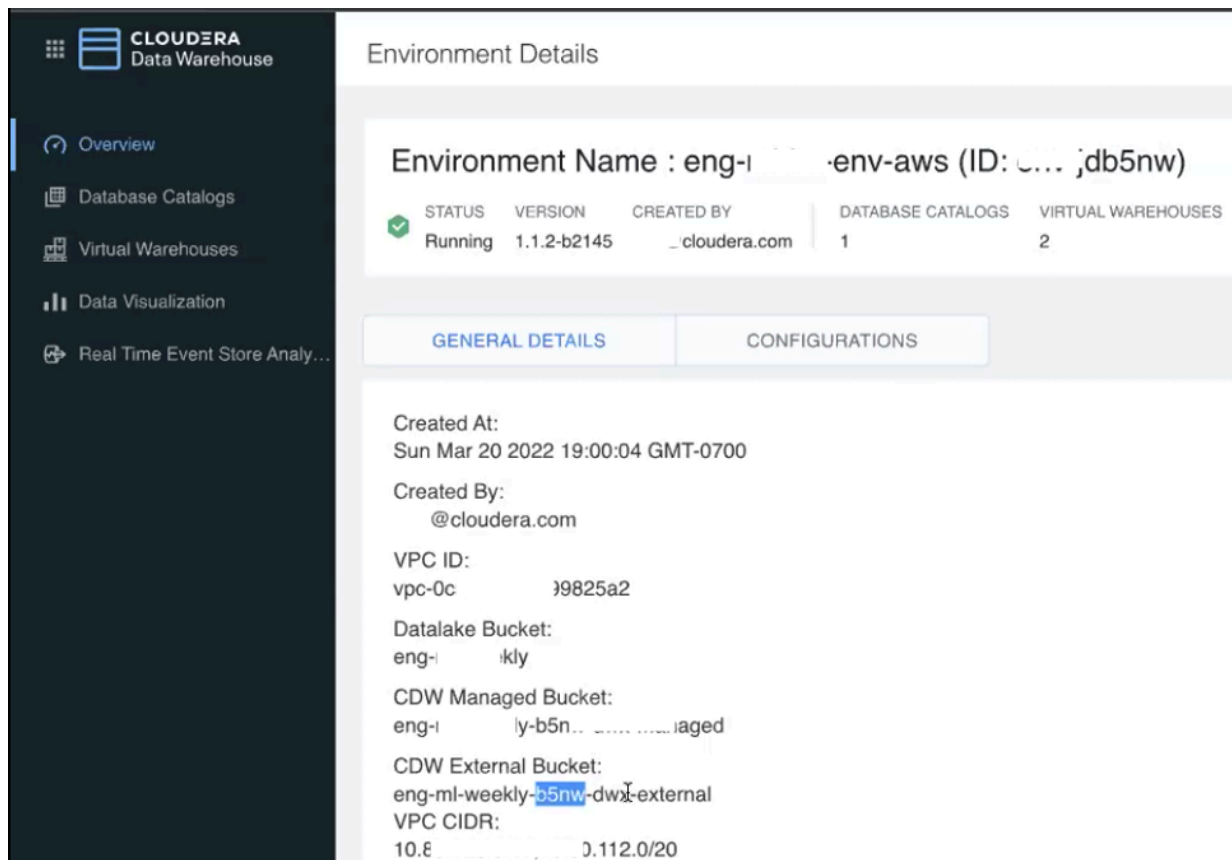
Identifying the external bucket name

3. On the Overview page, locate the environment for which you want to find the external bucket name.

4. In the Environment tile, click the Options menu and select Edit.



5. A dialog opens that shows the general details of the environment including the CDW External Bucket name. This name is required to identify the S3 location of the logs.



Log locations in S3

6. Now that you have identified the S3 bucket name, `environment_ID`, `database_catalog_ID`, and `impala_ID` identifiers, use the following prefix to find the logs generated by specific components in the following directories. Use the different directories listed here to view Impala/Hue logs.

```
PREFIX =
s3://<s3_bucket_name>/clusters/<environment_ID>/<database_catalog_ID>/warehouse/tablespace/external/hive/sys.db/logs/dt=<date_stamp>/ns=<impala_ID>
```

Impala component	S3 directory location
impalad	PREFIX + "app=impala-executor-log"
catalogd	PREFIX + "app=catalogd-log"
coordinator	PREFIX + "app=coordinator-log"
auto-scaler	PREFIX + "app=impala-autoscaler-log"
Hue	PREFIX + "app=huebackend-log" PREFIX + "app=hue-huedb-create-job-log" PREFIX + "app=huefrontend-log"
statestored	PREFIX + "app=statestored-log"
hs2 (applies only to UA)	PREFIX + "app=hiveserver2"

The impalad logs for 8 March 2020 are located in the following S3 location:

```
s3://<s3_bucket_name>/clusters/<environment_ID>/<database_catalog_ID>/warehouse/tablespace/external/hive/sys.db/logs/dt=2020-03-08/ns=<impala_ID>/app=impala-executor-log/
```

In the above location, you can find multiple logs that were generated on the specified day.

Impala Minidumps

7. Impala minidumps can be found under the 'debug-artifacts/impala' directory

```
/clusters/{environment_ID}/{database_catalog_ID}/warehouse/debug-artifacts/impala/{impala_ID}/minidump/$POD_NAME/$file
```

Impala Query Profiles

8. Impala query profiles are written in thrift encoded format in this location:

Impala component	S3 directory location
Impala query profiles	PREFIX + "app=impala-profiles"

Use the binary tool to decode thrift to text. This binary tool is provided with the upstream runtime Impala 4.0 as a docker image. Run the following command to use this tool.

```
docker run -i apache/impala:4.0.0-impala_profile_tool < name of the thrift encoded file to decode
```

You can use the docker image available [here](#) to use this decoding tool.

Locations of Impala Log Files in Azure

This topic describes how to identify the Azure locations of Impala logs for the different Impala components.

About this task

The Cloudera Data Warehouse service collects logs from Impala Virtual Warehouses and uploads them to the Azure storage account that was provided while registering the Environment. This ABFS log location is configured under an external warehouse directory so that the logs are preserved even if the Virtual Warehouse they are collected from is destroyed.

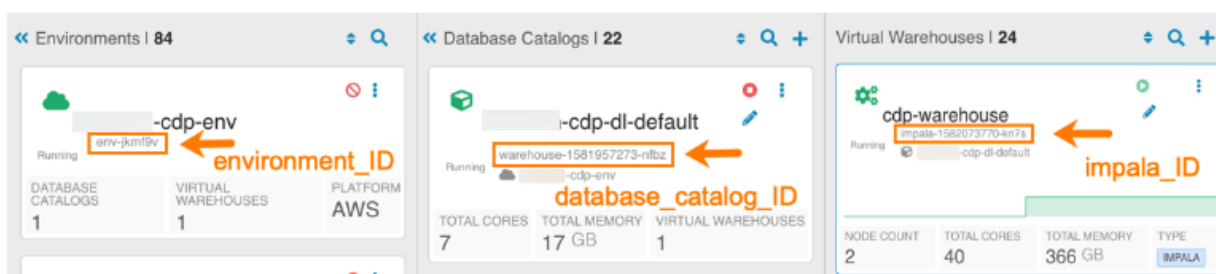
Before you begin

To identify the location of the logs in Azure, you must have the environment_ID, database_catalog_ID, and impala_ID identifiers and to access the logs from the Azure Portal you must know your storage account name.

Procedure

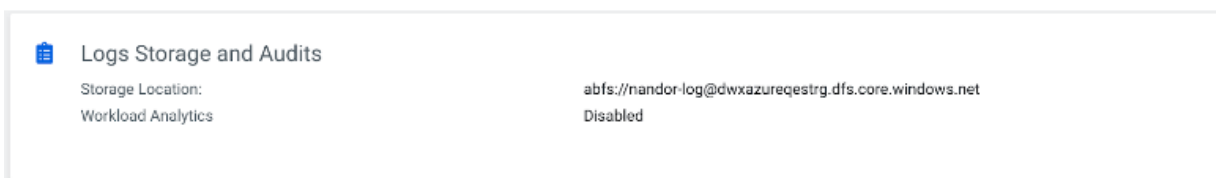
Finding the environment_ID, database_catalog_ID, and impala_ID identifiers

1. In the Data Warehouse service, expand the Environments column by clicking More....
2. From the Overview page, note down the environment_ID, database_catalog_ID, and impala_ID identifiers.



Retrieving your storage account name

3. In the Management Console navigate to the Environments page.
4. On the Environments page, click on your Environment and click on the Summary tab.
5. Scroll down to the Logs Storage and Audits section.



Note down your storage account name.

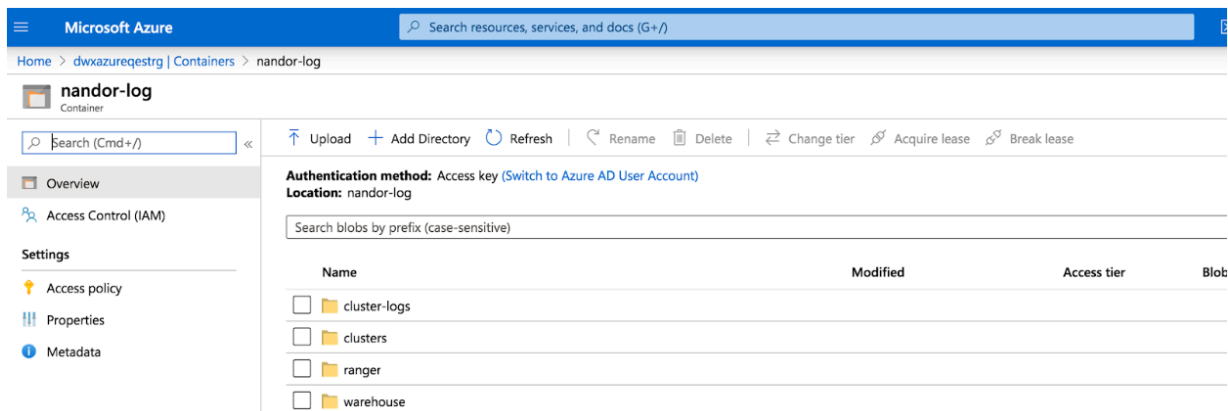
Accessing the different directories in the Azure Portal

6. Log in to the Azure Portal and search for your storage account name using the Search bar.
7. On the Overview page of your storage account, click on the Containers menu.

8. Click on the file system you used during the Environment registration.



Note: You need to enable the firewall rules, click on the Firewalls and virtual networks menu, and set Allow access to “All networks”, then save the changes to access the file system.



Log locations in ABFS

9. Use the environment_ID, database_catalog_ID, and impala_ID identifiers, in the following prefix to find the logs generated by specific components in the following directories. Use the different directories listed here to view Impala/Hue logs

```
PREFIX =
/clusters/<environment_ID>/<database_catalog_ID>/warehouse/tablespace/external/hive/sys.db/logs/dt=<date_stamp>/ns=<impala_ID>/
```

Impala component	ABFS directory location
impalad	PREFIX + “app=impala-executor-log”
catalogd	PREFIX + “app=catalogd-log”
coordinator	PREFIX + “app=coordinator-log”
auto-scaler	PREFIX + “app=impala-autoscaler-log”
Hue	PREFIX + “app=huebackend-log” PREFIX + “app=hue-huedb-create-job-log” PREFIX + “app=huefrontend-log”
statestored	PREFIX + “app=statestored-log”

The impalad logs for 8 March 2020 are located in the following ABFS location:

```
/clusters/<environment_ID>/<database_catalog_ID>/warehouse/tablespace/external/hive/sys.db/logs/dt=2020-03-08/ns=<impala_ID>/app=impala-executor-log/
```

In the above location, you can find multiple logs that were generated on the specified day.

Impala Minidumps

10. Impala minidumps can be found under the ‘debug-artifacts/impala’ directory

```
/clusters/<environment_ID>/<database_catalog_ID>/warehouse/debug-artifacts/impala/<impala_ID>/minidump/<pod_name>/
```

Impala Query Profiles

11. Impala query profiles are written in thrift encoded format in this location:

Impala component	S3 directory location
Impala query profiles	PREFIX + "app=impala-profiles"

Use the binary tool to decode thrift to text. This binary tool is provided with the upstream runtime Impala 4.0 as a docker image. Run the following command to use this tool.

```
docker run -i apache/impala:4.0.0-impala_profile_tool < name of the thrift encoded file to decode
```

You can use the docker image available [here](#) to use this decoding tool.

Troubleshoot issues in Cloudera Data Warehouse

Learn about common issues in Cloudera Data Warehouse (CDW), their cause, and the suggested steps to resolve them.

Navigation title: Issues and resolutions

AWS environment fails to activate

Learn how to resolve AWS environment activation failure in Cloudera Data Warehouse (CDW) Public Cloud.

Navigation title: AWS environment activation failure

When activating an AWS environment in CDW Public Cloud, the following error message might be returned if your cloud resources reside in the us-east-1 region:

```
TemplateURL must reference a valid S3 object to which you have access.
```

Cause of the issue

For this region, the endpoint URL is incorrect and cannot load the CloudFormation template to create the AWS CloudFormation stack in your AWS account. CDW uses these stack resources for Database Catalogs and Virtual Warehouses in CDW.

Steps to resolve the issue

Use the reduced permissions mode feature for AWS environments to manually create the CloudFormation stack for CDW. This feature enables you to manually create the CloudFormation stack resources from a template with a reduced set of IAM permissions. When you no longer need the environment, you must manually delete the CloudFormation stack resources in your AWS account.

1. Remove one of the permissions in your IAM permissions policy for the AWS account that you used to register the environment you want to activate for CDW. For example, remove the `s3:CreateBucket` permission from your IAM permissions policy:



```
{
  "Version": "2012-10-17",
  "Statement": [
    {
      "Sid": "VisualEditor0",
      "Effect": "Allow",
      "Action": [
        "ec2:AuthorizeSecurityGroupIngress",
        "acm:DeleteCertificate",
        "iam:RemoveRoleFromInstanceProfile",
        "s3:CreateBucket",
        "iam:CreateRole",
        "iam:AttachRolePolicy",
        "iam:PutRolePolicy",
        "dynamodb:DeleteTable",
        "ec2:DescribePlacementGroups",
        "rds:CreateDBSubnetGroup",
        "iam:AddRoleToInstanceProfile",
        "iam:DetachRolePolicy",
        "ec2:CreatePlacementGroup",
        "acm:RequestCertificate",
        "ec2:RevokeSecurityGroupEgress",
```

Removing one of the required permissions from your IAM policy causes CDW to display the reduced permissions mode option in the system dialog box when you activate your environment in CDW.

2. Follow the steps in [Activating AWS environments in reduced permissions mode](#).



Important:

In Step 4 of the [Activating AWS environments in reduced permissions mode](#) procedure, edit the pre-populated CloudFormation template URL as follows.

Change the URL from:

```
https://<bucketName>.s3-region.amazonaws.com/cf-templates/<CDW-
clusterID>-cf-template.yml
```

To:

```
https://<bucketName>.s3.amazonaws.com/cf-templates/<CDW-clusterID>-cf-
template.yml
```

3. After you activate the environment and create the AWS CloudFormation stack resources in your AWS account, make sure that you apply the required tags to the stack that are listed in [Required tags for CloudFormation stacks created with reduced permissions mode](#).
4. Add the `s3:CreateBucket` IAM permission back to your IAM permissions policy to make sure you have adequate permissions so CDW can create CloudFormation stack resources for you when you activate environments later.

Deactivating environments created with the reduced permissions mode

When you no longer need the environment, you must manually delete the CloudFormation stack resources in the AWS Console by following the steps in [Deactivating AWS environments created with reduced permissions mode](#).

Opening Hue from CDW causes an error

You need to be aware of some naming limitations when you create an environment. Observe the character limits for the Virtual Warehouse domain name.

Problem: After creating a Virtual Warehouse, you get an HTTP 500 error when you open Hue.

Probable Cause: The fully qualified domain name of your Virtual Warehouse, which includes the Virtual Warehouse name plus the environment name, has likely exceeded the limit: 64 characters.

Solution: Recreate the Virtual Warehouse using a name having a length that when added to the length of the environment name conforms to the limit.