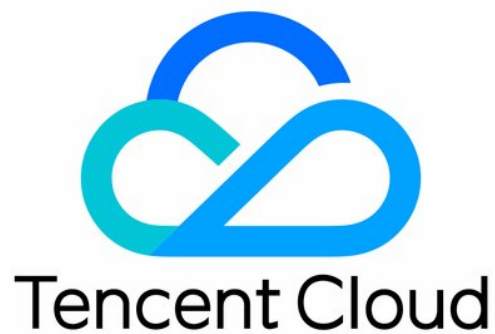


# Media Processing Service

## FAQs

### Product Documentation



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# FAQs

## Basics

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## Concepts

### What Is MPS?

Media Processing Service (MPS) is a cloud-based transcoding and audio-video processing service capable of handling vast amounts of data. You can use it to transcode your videos stored in Tencent Cloud COS or AWS S3 to make them suitable for OTT services or playback on PC and mobile devices. You can also transcode videos to different bitrates and resolutions for different platforms. Other services MPS offers include watermarking, video screenshot, audio and video enhancement, intelligent analysis, intelligent recognition, live broadcasting recording, etc.

### What Is Video Bitrate?

Video bitrate is the number of data bits transferred per unit time. It is often measured in Kbps, or kilobits per second.

Bitrate (Kbps) = File size (KB) × 8 ÷ Transfer time (s)

### What Is TESHD in MPS?

TESHD is a process where videos are processed to reduce bandwidth usage while retaining or improving video quality. It allows you to deliver higher-definition videos to your users with less bandwidth usage.

### Does MPS Use Hardware or Software for Decoding?

MPS offers video processing services such as on-cloud transcoding, watermarking, thumbnail generation, and [audio and video enhancement](#). It does not offer decoding services.

## Features

### Does MPS Provide Test Accounts?

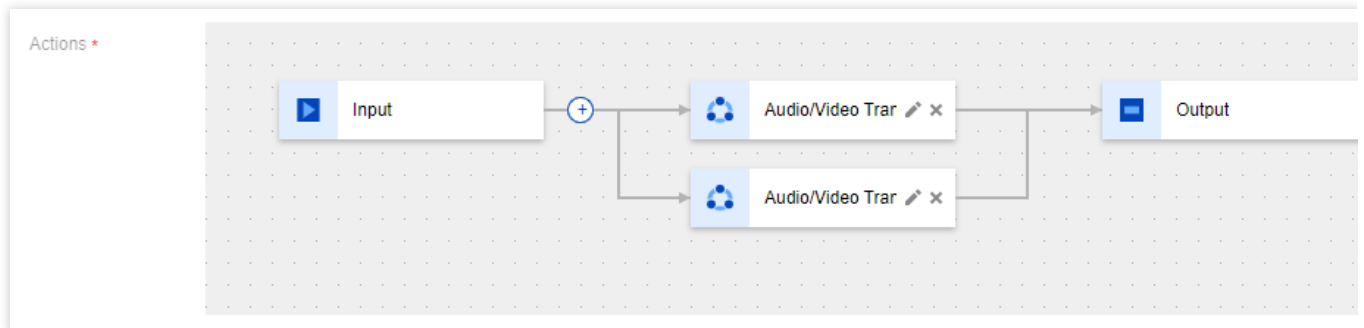
No, it does not. If you have test requirements, you can contact Tencent Cloud's business team to apply for testing vouchers.

### What Screenshot Taking Modes Does MPS Support?

MPS supports time point screenshot (single screenshots), sampled screenshot (multiple screenshots), image sprite screenshot, and [animated screenshot](#). For details, see Screenshot Template in [Template Settings](#).

## Does It Support Conducting Multiple Processing Tasks on a Single Input Source Simultaneously?

Yes, as illustrated below, you can add multiple processing nodes within the orchestration.



## Does MPS Support Video Splicing?

Yes, it does. You cannot splice videos via the console but can call an API to splice videos. For detailed directions, see [Edit Media](#).

## Is it Possible to Convert the Audio in a Video into Text?

After performing content recognition on a video through the MPS Video Content Recognition, the outcome will provide the text recognized within the video's audio. For instructions on how to use this feature, please refer to [Intelligent Video Recognition](#).

## Can the Intelligent Cover Be Set as an Animated Image?

The extraction of an intelligent cover involves selecting one or several screenshots from the video to serve as the recommended cover, and it does not support the automatic generation of animated images through this feature.

If you require an animated cover, you may first create a highlight video clip intelligently through the [Intelligent Analysis - Highlight Clipping](#) feature. After selecting an appropriate segment, you can then use the [Animated Screenshot](#) feature to obtain an animated image.

## Can Multiple Output Directories Be Configured in the Orchestration Simultaneously?

Yes.

Taking the audio/video transcoding node as an example, you may configure it under **More Settings > Customize Transcoding Output Path**. Additionally, this feature allows you to modify the naming convention of the output files. For more details, please refer to the description on [Filename Variables](#).

The screenshot displays the 'Create VOD Processing Task' interface. The main workflow is divided into three steps: 1. Specify Input File, 2. Process Input Files, and 3. Specify Output Path. Step 1 shows options for input file source (Tencent Cloud Object Storage (COS), URL, or AWS S3) and a 'Select input file' button. Step 2 shows a 'Create Orchestration' button and a diagram of the processing flow: Input -> Audio/Video Trans -> Output. Step 3 shows an 'Output file path' field and a 'Select' button. The 'Advanced Settings' section includes a 'Resource' dropdown and a link to 'Cost Allocation Management'. On the right, the 'Audio/Video Transcoding Settings' panel is visible, featuring tabs for 'Select template' and 'Custom'. It includes options for 'File Type' (Audio/Video Transcoding, Audio transcoding), 'Transcoding Type' (General Transcoding, TSC transcoding, Remux, Video to Adaptive Bitrate Stream), and a 'Select template' dropdown. Below these are sections for 'Template parameters' (Container format, Video Parameters, Audio Parameters) and 'More settings' (Add Watermark, Customize Transcoding Output Path). The 'Customize Transcoding Output Path' section includes 'Output bucket' and 'Output path' fields with instructions.

## Does MPS Support Video Segmentation?

When the packaging format is set to HLS, it supports the configuration of segmentation format, data splitting format, etc.

## ← Create template

Template name \*

Please enter

Support Chinese characters, letters, digits, underscores, hyphens, and dots, with a length of up to 64 chars.

Container format

HLS

Multipart Format

TS

Single-file requires the server to support byte range requests. Note that not all HLS devices and players support single file/byte ranges.

Data Sharding

☒ Segment File (segment)☐ Single File (single-file) ⓘ

Configuration items

☒ Video Parameters☒ Audio Parameters

### Video Parameters

Encoding standard

H.264

Average Bitrate

☒ No video bitrate limit is set☐ Custom

Resolution

☒ Keep the original☐ Scale☐ Custom

Frame rate

☒ Keep the original☐ Custom

### Audio Parameters

Audio Transcoding ⓘ



Encoding standard

AAC

Sampling rate

44100Hz

Bitrate

☒ Keep the original☐ Custom

Channel

☒ Mono-channel☐ Dual-channel☐ Multichannel

### More

Custom

[Add Field](#)

Create

Cancel

## Does MPS Support HDR?

The audio/video enhancement feature supports the activation of HDR and allows for the switchover between two modes: HDR10 and HLG. Note that utilizing HDR requires the encoding standard to be set to H.265; failure to do so will result in the processing task failure.

← Create template

Template name \*

Please enter

Support Chinese characters, letters, digits, underscores, hyphens, and dots, with a length of up to 64 chars.

Container format

MP4

Type

☒ Video enhancement ☐ Audio enhancement

Basic settings

Encoding standard

H.264

Resolution

☒ Keep the original ☐ Scale ☐ Custom

Video enhancement details

Frame rate

☒ Keep the original ☐ Custom

Super resolution ⓘ

☒ High resolution model

The output resolution will be two times the original resolution.

Low-light enhancement

☐

HDR ⓘ

☒ HLG

HDR10

HLG

Overall enhancement

☐

Color enhancement

☐

Detail enhancement

☐

Face enhancement ⓘ

☐

Banding removal

☐

Deburring

☐

Image noise removal

☐



CreateCancel

# Task Configuration

Last updated : 2024-07-12 18:08:14

## How Do I Receive Callbacks?

The Media Processing Service (MPS) supports callback notification methods based on message queues, cloud functions, and HTTP push.

## What Do I Do If I Do Not Receive Callbacks?

If you successfully uploaded a file but did not receive a notification containing the file transcoding result after a certain amount of time, possible reasons include:

The workflow was not set up correctly. Please check the workflow settings.

If you initiated the transcoding task through an API and the call was successful, you can use the [DescribeTaskDetail API](#) to query the task progress.

Message backlog in the task queue can cause prolonged processing or other service exceptions. You can [submit a ticket](#) to query your queue status.

## How do I set up callback?

For further details, please refer to [Configuring Event Callback Notification](#).

## Is there a Fee Associated with Using Callbacks?

For CMQ-related usage and fee information, please see [CMQ Cost Description](#).

For information on the usage and pricing of Serverless Cloud Functions (SCF), please refer to the [SCF Billing Overview](#).

The HTTP push method is currently free of charge.

## How to Configure Automatic Trigger Tasks?

Upon completion of the orchestration, navigate to the **Orchestration Management> VOD Orchestration** page. By clicking on the provided link



, you can activate the automatic trigger feature.

# Task Initiation

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## What Should I Do If Automated Triggering Is Enabled in Orchestration, but Tasks Are Not Automatically Initiated?

Possible reasons and troubleshooting methods include:

**Upload failed:** File upload through a Tencent Cloud COS SDK or in the COS Console failed, and an HTTP error code was returned (e.g., 4XX or 5XX ). In this case, no COS event notification will be triggered, and MPS will not initiate a transcoding task. **Please check whether the file is successfully uploaded.**

**Upload succeeded but automatic processing tasks are not triggered :** Possible scenarios include: absence of orchestration, incorrect orchestration settings, etc. **Please verify and ensure that the orchestration is configured accurately .**

## What Should I Do If Initiating a Task Fails?

Possible reasons and troubleshooting methods include:

**Incorrect request parameters:** If the API returns an error, please check the API parameters and make sure that the API call is successful.

**No authorization:** If the API returns a permission-related error, please check whether you have granted MPS permissions to COS and CMQ resources.

## What Should I Do If a Task Was Successfully Initiated but Failed During Processing?

Task failure refers to a case where failure occurs in any type of subtask (such as transcoding, screen capturing, watermarking, intelligent recognition, and intelligent analysis) provided by the Media Processing Service (MPS).

You can determine the error type based on the returned error code and message, as shown below:

Incorrect source file metadata or unsupported format. Please verify the accuracy of the file's metadata and encoding parameters.

The configuration of the template parameters is incorrect, unknown errors, etc.

If the error is relevant to the source file, please check the file metadata and encoding parameters. For other error types, please [submit a ticket](#).

## Will Having the Trigger Directory and Output Directory as the Same Cause a Loop Trigger?

If the orchestrated trigger directory and output directory are the same file path, it will not cause a loop trigger.

## What is the maximum number of concurrent transcoding channels?

The default limit for concurrent transcoding channels is set at 60. Should you require an increase in this quota, please [submit a ticket](#).

# Task Result Viewing

Last updated : 2024-07-12 18:10:05

## How to Obtain Media Metadata?

Please see [DescribeMediaMetaData](#).

## Can I Query Newly Finished Tasks Using `ScrollToken` ?

You may not be able to query newly finished tasks using the pagination flag parameter `ScrollToken` because the tasks returned are sorted by creation time.

### Note:

The pagination flag parameter `ScrollToken` is used when you paginate your queries. If it is impossible to query all tasks with one request, the API will return `ScrollToken`, which should be passed in for the next request so that it starts from the record following `ScrollToken`.

## How to Query the Task List?

For detailed directions, see the [DescribeTasks](#) API.

## How Are the Tasks Returned Sorted?

The tasks returned are sorted by **creation time**. For details, see [DescribeTasks](#).

## How to Add Animated Watermarks?

Convert animated images into APNG format, and add them as watermarks in workflow settings.

## How to Modify a Watermark Template?

For details, see the [ModifyWatermarkTemplate](#) API.

## How to Associate MPS with COS Buckets?

When configuring a workflow, select a trigger bucket, and videos uploaded to the selected bucket will be processed automatically. For more information, see [Workflow Management](#).

## OCR Results Are Generated for a Video Frame. How Do I Get the Frame in Question?

Use the `ProcessMedia` API to take a screenshot of the video at the specified time point.

1. Note the time point when OCR results are generated.
2. Pass the time point to the request parameter of `ProcessMedia` : [MediaProcessTaskInput](#) > [SnapshotByTimeOffsetTaskInput](#).

## How to Query Statistical Data?

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You can log in to the [Media Processing Service Console](#) and click **Usage Statistics** . This page offers detailed statistical data.