

Cloud Infinite

FAQs

Product Documentation



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FAQs

Document Processing

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How do I query a document preview job in CI?

Use either of the following methods:

Method 1: Use the console

1. Log in to the [CI console](#) and click **Bucket Management** on the left sidebar.
2. Click the name of the bucket you want to query.
3. Click **Document Processing** on the left and select the **Document Preview** configuration item.
4. You can filter and view document preview jobs on the task management tab page.

Method 2: Use an API

1. Use the document preview API to query a job as instructed in [Querying Specified Document Transcoding Job](#).
2. Use the document preview API to pull all jobs that meet the conditions as instructed in [Pulling Eligible Document Transcoding Jobs](#).

What should I do if "Non-business domain names cannot be opened" is displayed when I use the document preview service in a mini program?

This message may be displayed when you use the document-to-HTML preview service in the mini program for the first time. In this case, you can configure as follows:

1. Log in to the mini program backend and select **Development > Development Management** on the left sidebar.
2. Click **Development Settings** and locate the **Business Domain Name** section.
3. Click **Configure**. In the pop-up window, add "https://prvsh.myqcloud.com" and click **Download Verification File**. Then, [contact us](#) and provide the verification file for us to configure.

Does CI's document-to-HTML feature support editing?

No. It cannot be edited. It can only generate HTML format for multiple file types for preview.

Is `ObjectKey` in CI's document preview API a local filename?

No. `ObjectKey` in the [Document Preview API](#) is a filename in [COS](#), as shown below:

How should I set `queueid` for document preview?

Obtain its value using either of the following methods:

1. [Use the API](#).
2. Use the console.

Log in to the COS console, click the target bucket, and choose **Task and Workflow > Queues and Callbacks**. In the **Document preview queue** section, view the queue ID, which is `queueid` .

Media Processing

Basic

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How do I configure a media workflow?

The steps are as follows:

Step 1. Create a workflow

Log in to the [CI console](#), click **Bucket Management**, and click **Manage** in the **Operation** column on the right of the target bucket to enter the bucket management page.

Click **Job and Workflow** on the left sidebar, click **Create Workflow**, and configure the following information:

Step 2. Manage the workflow

You can view the list of created workflows on the workflow management page.

Step 3. View the workflow execution instance

An execution instance will be generated after a workflow is executed for each video file. The execution instance page displays the source file address, workflow execution status, and execution time.

Step 4. Test the workflow

After a workflow is created, it can be automatically triggered for files uploaded to the specified bucket or manually triggered for existing files in the bucket.

Note:

Currently, workflows can process 3GP, ASF, AVI, DV, FLV, F4V, M3U8, M4V, MKV, MOV, MP4, MPG, MPEG, MTS, OGG, RM, RMVB, SWF, VOB, WMV, WEBM, MP3, AAC, FLAC, AMR, M4A, WMA, and WAV files. When initiating a media processing request, you must enter the complete file name and extension; otherwise, the format cannot be recognized and processed.

Currently, the workflow feature can only manipulate video files being uploaded. To perform media operations on cloud data, use the [batch job triggering](#) feature.

Can CI split one video into multiple ones?

CI allows you to split a video by setting the time ranges in the transcoding job or segmenting the video in the remuxing job.

Do I need to set the serial number during video frame capturing?

Use the $\${number}$ variable during video frame capturing to indicate the increasing order of captured video frames.

How do I get the media file information in CI?

You can call the `GetMediaInfo` API to get the media file information. Sample request:

```
GET /<ObjectKey>?ci-process=videoinfo HTTP/1.1
Host: <BucketName-APPID>.cos.<Region>.myqcloud.com
Date: <GMT Date>
Authorization: <Auth String>
Content-Length: <length>
```

Is CI's media processing feature available to buckets in Hong Kong (China)?

No. To process videos, use buckets in Beijing, Shanghai, or Guangzhou.

Can CI's transcoding feature process source files?

In CI workflows, you can use custom functions to batch process source files or workflow upstream files.

What formats does CI's transcoding feature support?

CI supports codecs of H.264, H.265, VP8, VP9, and XAVC as well as container formats of AVI, MP4, MKV, FLV, MOV, MXF, HLS, TS, MP3, AAC, and FLAC. For instructions, see [Audio/Video Transcoding](#) and [Top Speed Codec Transcoding](#).

How do I create a video watermark template in CI?

CI allows you to create custom video watermark templates in the following steps:

1. Log in to the [CI console](#) and click **Bucket Management** on the left sidebar to enter the bucket list.
2. Click **Manage** in the **Operation** column on the right of the target bucket to enter the bucket management page.
3. Select the **Media Processing** tab on the left and click **Template** at the top to enter the template configuration page.
4. Click **Video Watermark > Create Video Watermark Template** to enter the video watermark creation window for custom configuration. The configuration information of the video watermark template is as follows: . For unified parameters, image watermark parameters, and text watermark parameters, see [Template](#).
5. Click **OK**.

After successfully creating the template, you can preview, view, edit, or delete it in the custom template list. You can click **Preview** to view the position and dimensions of the watermark in videos of three common resolutions and quickly adjust the template.

Note:

1. You can add up to three watermarks in the console or five via API at a time.
2. You can apply the video watermark template when creating an audio/video transcoding [job](#) or [workflow](#) in CI.

How do I perform comprehensive transcoding on existing data in CI?

We recommend that you use the batch job API to process large amounts of existing data.

How to Set Resolution During Transcoding

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When you create a video transcoding task, how do you set the resolution parameter to achieve the desired effect? This document describes the configuration methods for setting transcoding parameters and provides combinations of parameters for common scenarios, enabling users to efficiently use the video transcoding functionality as needed.

Resolution-related Parameters

When you create a transcoding task, the parameters related to resolution are as follows:

Target Resolution Width and Height: Video.Width and Video.Height.

Long Short Mode: Video.LongShortMode (using the longer side of the input video as width and the shorter side as height).

Checking Whether the Source Resolution Is Lower than the Target Resolution: TransConfig.IsCheckReso (checking if the resolution of the source video **is lower than** the target resolution) and TransConfig.ResoAdjMethod (processing method when source video resolution is lower than target resolution).

Resolution Adjustment Mode: TransConfig.AdjDarMethod (includes maintaining source video aspect ratio, scaling, cropping and scaling, and filling black edges as options).

Steps of Configuring Parameters

You can refer to the following steps when configuring parameters:

Step One: Establishing the Width and Height of Resolution

Specific parameters for the resolution width and height are detailed as follows:

Parameter	Description
Width: Video.Width Height: Video.Height	When both width and height are empty, the resolution of the source video is adopted. If you do not want to change the original video resolution, use this setting. If one side is empty, the other side is proportionally scaled according to the source video resolution. If the dimensions of the input videos vary and you do not want to change the original aspect ratio, use this setting. When both width and height are not empty, transcoding is performed according to the specified width and height. If you need to constrain the video to a fixed width and height, use this setting.

The template parameter settings are as follows:

Create Transcoding Template

Information > **2 Video** > 3 Audio > 4 Advanced

Delete Video Stream

Encoding Format * H.264

Bitrate * Adaptive CRF Custom bitrate

After the video is analyzed, the bitrate will be intelligently allocated to reduce the file size while maintaining the video image quality.

Peak Bitrate Kbps

The value ranges from 100-50000 (optional)

Resolution Source Video Resolution Custom

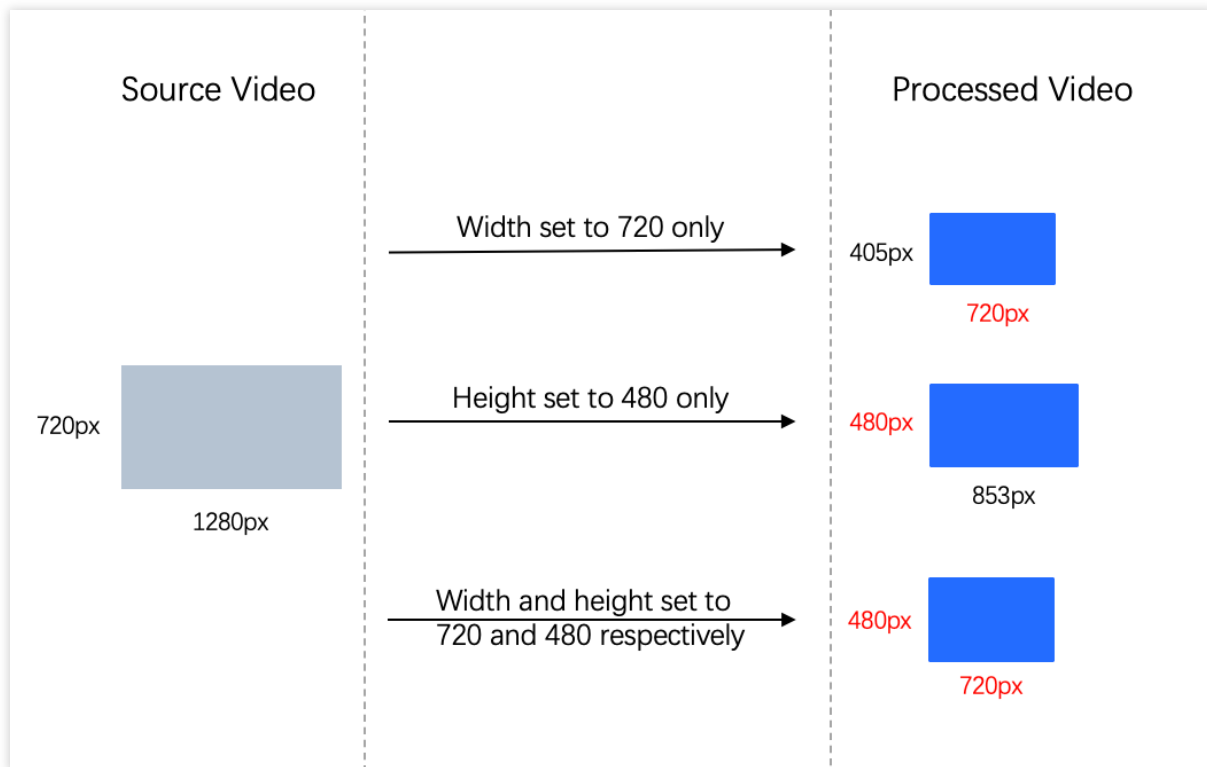
Width px Height px

Please enter an integer between 128 and 4096, where both the width and height must be a multiple of 2

Set resolution parameters, see [Resolution settings documentation](#)

If you do not want to change the video resolution, you do not need to input the width and height.

If you want to set the width/height, the setup is as follows:



Step Two: Whether to Enable Long Short Mode (Optional)

Note:

Step two is optional: If both the width and height of the specified resolution are empty (using the resolution of the source video), this step is not required.

If there may be vertical videos in the input video, you need to enable the long short mode. The following details the long short mode parameter:

Parameter	Description
Video.LongShortMode	If it is enabled, the length of the corresponding input video will be automatically identified as the width, and the shorter side as the height.

The template parameter settings are as follows:

Create Transcoding Template ✕

Information > **2 Video** > 3 Audio > 4 Advanced

Delete Video Stream

Encoding Format *

Bitrate * Adaptive CRF Custom bitrate

After the video is analyzed, the bitrate will be intelligently allocated to reduce the file size while maintaining the video image quality.

Peak Bitrate Kbps

The value ranges from 100-50000 (optional)

Resolution Source Video Resolution Custom

Width px Height px

Please enter an integer between 128 and 4096, where both the width and height must be a multiple of 2

Set resolution parameters, see [Resolution settings documentation](#)

Long Short Mode (i)

After long and short edge adaptation is enabled, the width of the transcoding output corresponds to the long edge of the source video, and the height corresponds to the short edge of the source video. For more details, please refer to [Parameter setting documentation](#)

If there may be vertical videos in the input video (vertical videos are clips where the height is greater than the width), you need to enable Long Short Mode. The setup is as follows:



Note:

1. A video displayed in the vertical direction does not indicate that the content is vertically formatted. It may be a **horizontal video centrally displayed on the screen**, with black edges filling the top and bottom by the player, implying that the core video remains in vertical mode.
2. A video displayed in vertical mode may have horizontal content, with a **rotational angle of 90** added to the video information to display it vertically.

Step Three: Checking Whether the Source Resolution Is Lower than the Target Resolution (Optional)

Note:

Step three is optional: If the width and height of the specified resolution are both empty (applying the source video resolution), you do not need to perform this step.

If the resolutions of the input video vary, and you only want to reduce the resolution of high-resolution videos during transcoding, **without increasing the resolution of low-resolution videos, it is recommended that you activate the detection feature.** The following details the detection parameters:

Parameter	Description
TransConfig.IsCheckReso	By default, it is disabled , indicating: The relationship between the source resolution and target resolution is not detected. If it is enabled , when a source video resolution is detected to be lower than the set resolution, ResoAdjMethod can be used to specify the processing method. The specific logic for resolution comparisons is as follows:

	<p>If only the width is set, whether the width of the source video is smaller than the set width is checked.</p> <p>If only the height is set, whether the height of the source video is smaller than the set height is checked.</p> <p>If both width and height are set, whether the width and height of the source video are smaller than the set width and height are checked, respectively.</p>
TransConfig.ResoAdjMethod	<p>If IsCheckReso is enabled, the following two processing methods are supported:</p> <p>Use source video resolution (default): The set resolution becomes ineffective, and the transcoding is performed according to the source video resolution.</p> <p>Return failure: The transcoding process is stopped.</p>

The template parameter settings are as follows:

Create Transcoding Template ✕

✓ Information >
 ✓ Video >
 ✓ Audio >
 4 **Advanced**

Delete Metadata

Detect Video Resolution

This parameter does not need to be set when using the resolution of the source video. Specific use scenarios, refer to [Parameter setting documentation](#)

Detect Video Bitrate

If the source bitrate < the template Use source video bitrate Return failure

When the source video resolution is detected to be lower than the target resolution, you can choose either to **Use source video resolution** or **Return failure**, to avoid stretching low-resolution videos. The setup of video resolution is as follows:



Step Four: Setting the Resolution Adjustment Mode (Optional)

Note:

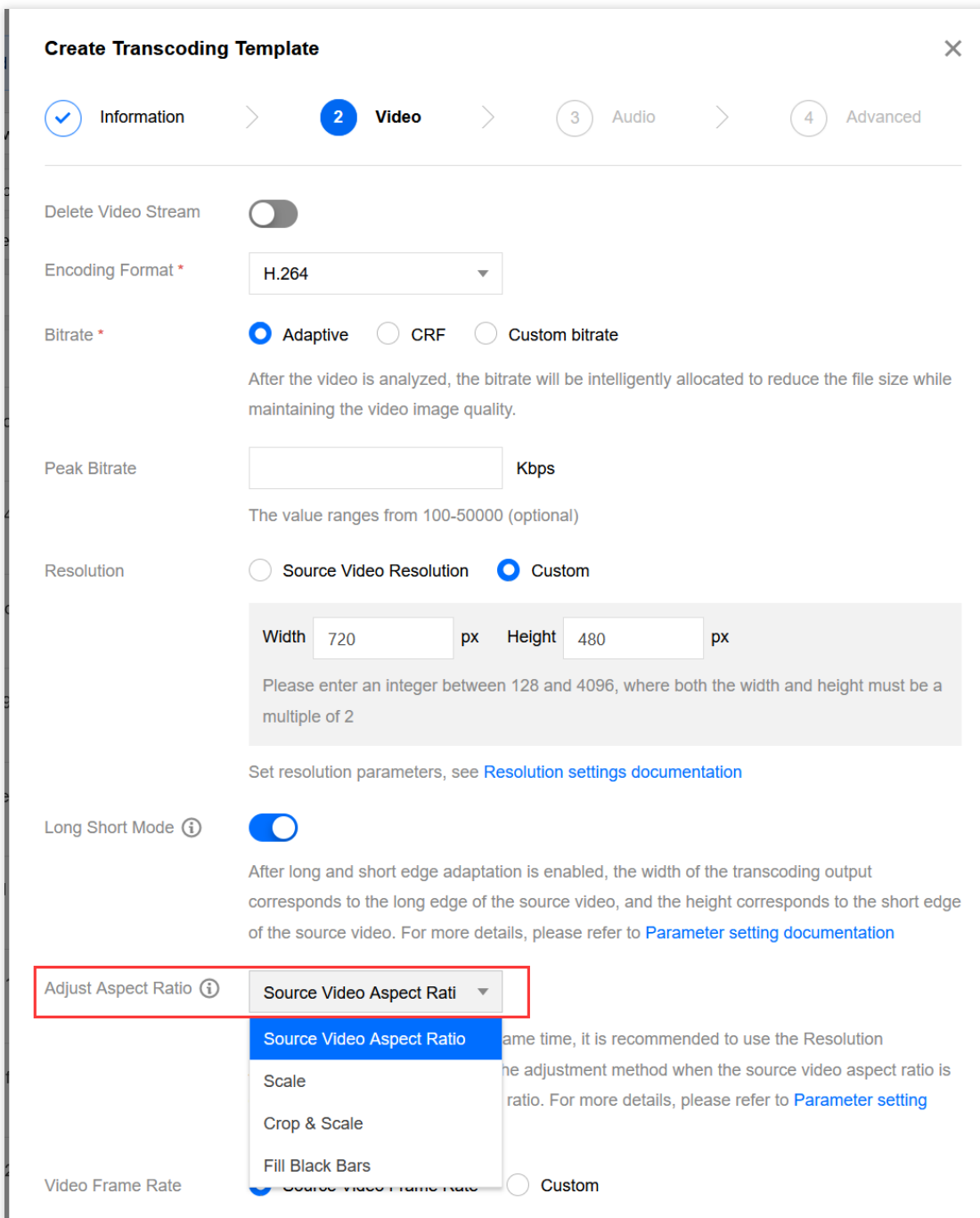
Step four is optional: This step is only required when both the width and height of the specified resolution are not empty (transcoding according to the specified width and height).

When both width and height are set, **it is recommended that you use resolution adjustment parameters to specify the adjustment method if the aspect ratio of the source video is different from the specified one.**

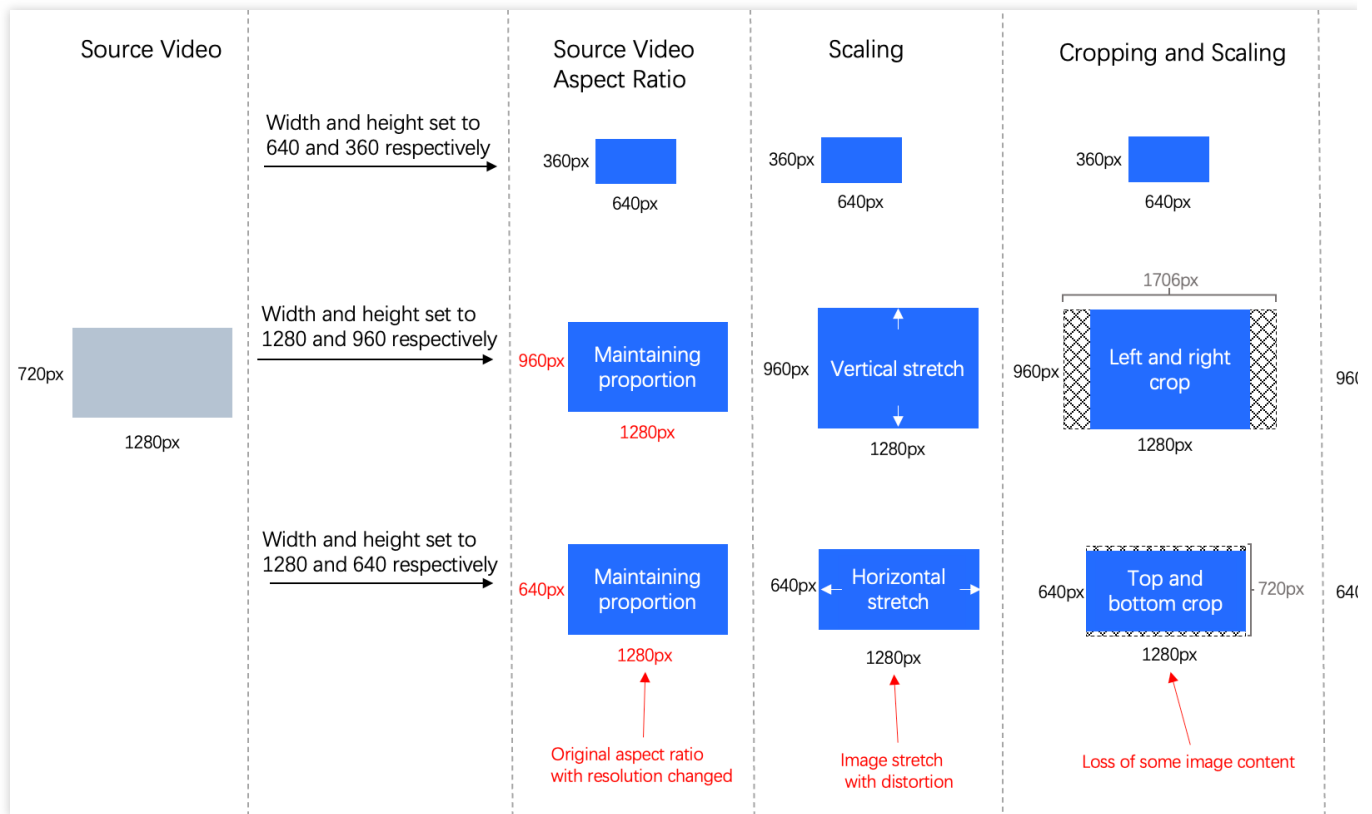
The following details the parameters of resolution adjustment method:

Parameter	Description
TransConfig.AdjDarMethod	<p>The default value is Source Video Aspect Ratio: Scaling is performed according to the aspect ratio of the source video. If the aspect ratio of the source video does not match the set resolution aspect ratio, <code>sample_aspect_ratio</code> (SAR) is kept the same with the source video, and <code>display_aspect_ratio</code> (DAR) is kept the same with the resolution set by the parameter. The API is none.</p> <p>Scaling: The video is forcibly stretched according to set width and height. The API is scale.</p> <p>Cropping and scaling: The video is scaled according to the aspect ratio of the source video, with the excess area cropped. The API is crop.</p> <p>Filing black edges: The video scaled according to the aspect ratio of the source video, with the inconsistent aspect ratio area filled with black edges. The API is pad.</p>

The template parameter settings are as follows:



The resolution adjustment methods include maintaining source video aspect ratio, scaling, cropping and scaling, and filling black edges, and their effects are as follows:

**Note:**

By default, the setting of `AdjDarMethod` is to maintain the source video aspect ratio, where the SAR is set to be consistent with the source video aspect ratio (if the source video SAR is valid), but the actual width and height of the video are the same as the set width and height.

When a player is used to play the output video, if the player supports parsing SAR, the playback image aspect ratio has the same aspect ratio as the source video; if the player cannot parse SAR, the playback image has the same aspect ratio as the specified aspect ratio, which may cause image distortion.

When you check the output video resolution, the width and height are the same as those of the specified resolution.

Common Scenarios

Scenario One: All Videos Are Transcoded to 720p

Specific scenario: The aspect ratio of the input video varies and there are both horizontal and vertical videos, and you want to transcode all videos to 720p without extra processing for the input short videos.

Recommended settings: Set the resolution width to empty, and height to 720px, and enable the long short mode and video resolution detection. Enable Return failure to be displayed if the source resolution is lower than the set

resolution.

Scenario Two: Forcibly Setting the Video Resolution to 1280×720

Specific scenario: You need to transcode all videos to a consistent resolution in order to add visual effects, and the content in the images cannot be lost. In addition, the videos must be compatible with all players for playback.

Recommended settings: Set the width of the resolution to 1280px, and the height to 720px, enable the long short mode, disable video resolution detection by default, and set the resolution adjustment method to filling black edges.

Content Recognition

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Can the QR code recognition feature pixelate recognized QR codes?

Yes.

Does CI offer a trial SDK for face filter?

No. You can call the [face filter API](#) for trial.

Can CI's content recognition feature recognize clothes colors?

No.

How does CI's keying feature implement fusion?

Keying is only a matting feature that does not support fusion. For more information, see [Face Filter](#). You should perform fusion manually by putting the keyed image on another image.

What are CI's limits on the face filter image?

Face filters can be applied to a Base64-encoded image of up to 5 MB in size. PNG, JPG, JPEG, and BMP formats are supported, while GIF is not. To use face cut-out, the image resolution must be lower than 2000x2000 px.

Does CI support face beauty filters?

Yes. Face filter supports beauty filter, gender swap, age change, and face cut-out. It is suitable for many use cases, such as social entertainment, marketing, and interactive communication.

Note:

Face filters can be applied to a Base64-encoded image of up to 5 MB in size. PNG, JPG, JPEG, and BMP formats are supported, while GIF is not. To use face cut-out, the image resolution must be lower than 2000x2000 px.

Face filter is a paid service.

This feature currently can be used only through APIs.

Smart Audio

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What formats do voice/sound separation and audio noise reduction features support?

Audio and video files in MP4, AVI, MOV, FLAC, WAV, AMR, MP3, and AAC formats are supported.

Does CI's text to speech feature support English?

Yes. To support it, select the Alice tone.

How do I use CI's speech recognition feature to segment subtitles?

Set `ResTextFormat` to `3` for subtitles mode.