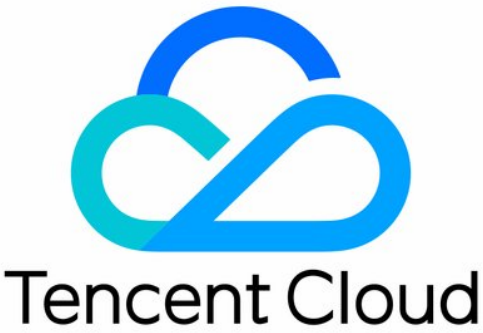
TencentCloud API

FAQs

Product Documentation



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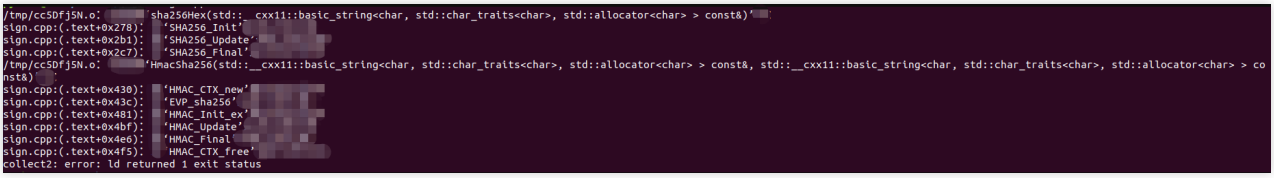
API

Last updated：2023-03-07 18:16:40

What should I do if an error occurs when I try to run a single signature file in C++?

If the following error occurs when the `g++ -o main sign.cpp` command is executed on the command line:



Run the following command to solve the problem.

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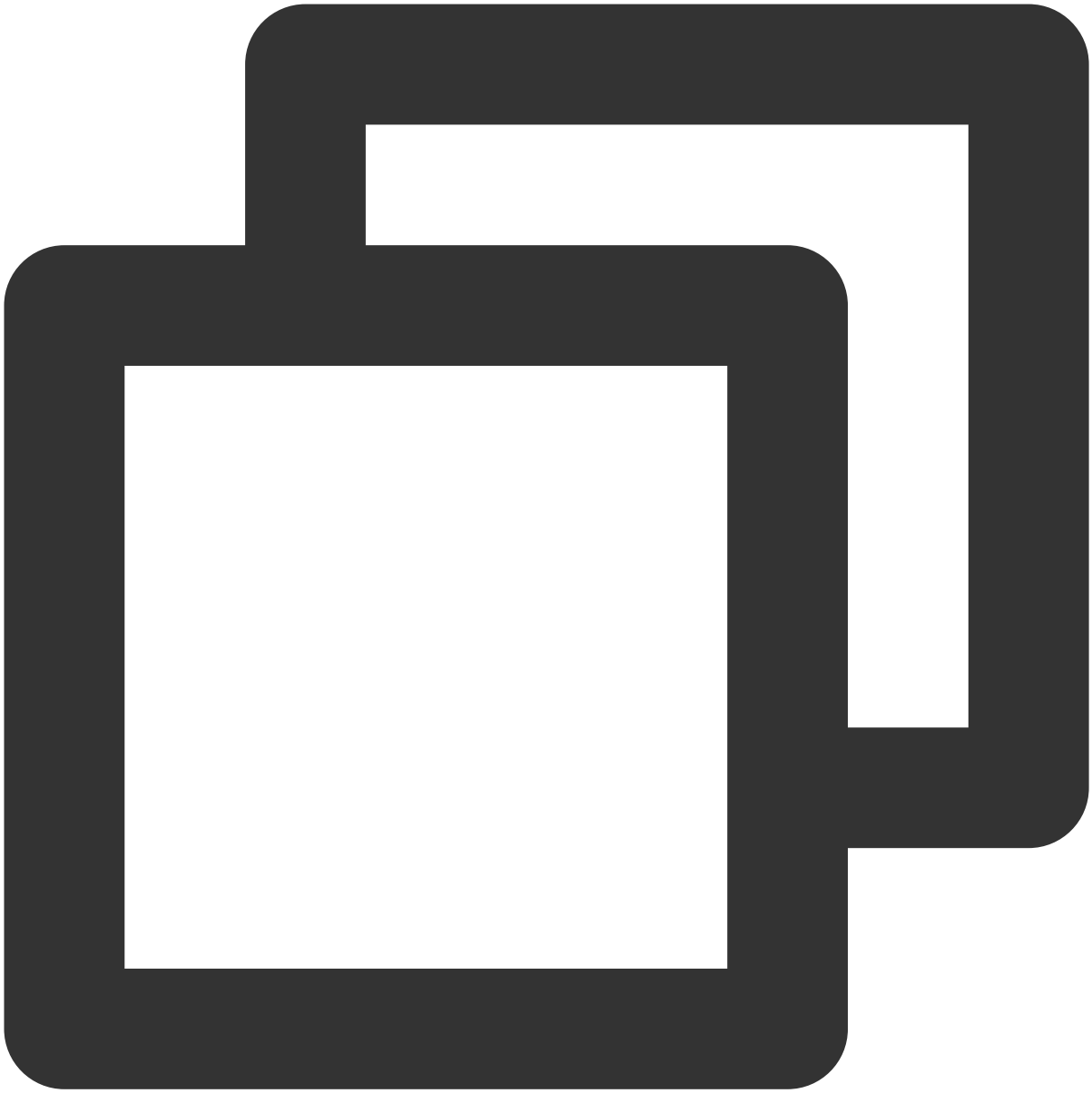

```
g++ -o main sign.cpp -lssl -lcrypto
```

What should I do if error 10060 occurs?

When the error message `Socket error 10060 - Connection timed out` is prompted, it is actually an error thrown by the socket programming interface, indicating that the network connection has timed out. Your machine will not be able to communicate with the TencentCloud API server. Please check the following:
Whether a proxy needs to be set up for local access to the public network.
Whether the local firewall has rules that restrict public network access.

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Whether the router has rules that restrict public network access.

What are the error codes of TencentCloud API?

TencentCloud API error codes divide into common ones and API-specific ones:

Common error codes: you can go to **API documentation** > **Call Method** >**Returned Result** in the documentation of specific services to view them in the returned result document.

API-specific error codes: you can view them in the specific API document, such as RunInstances.

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SDK FAQs

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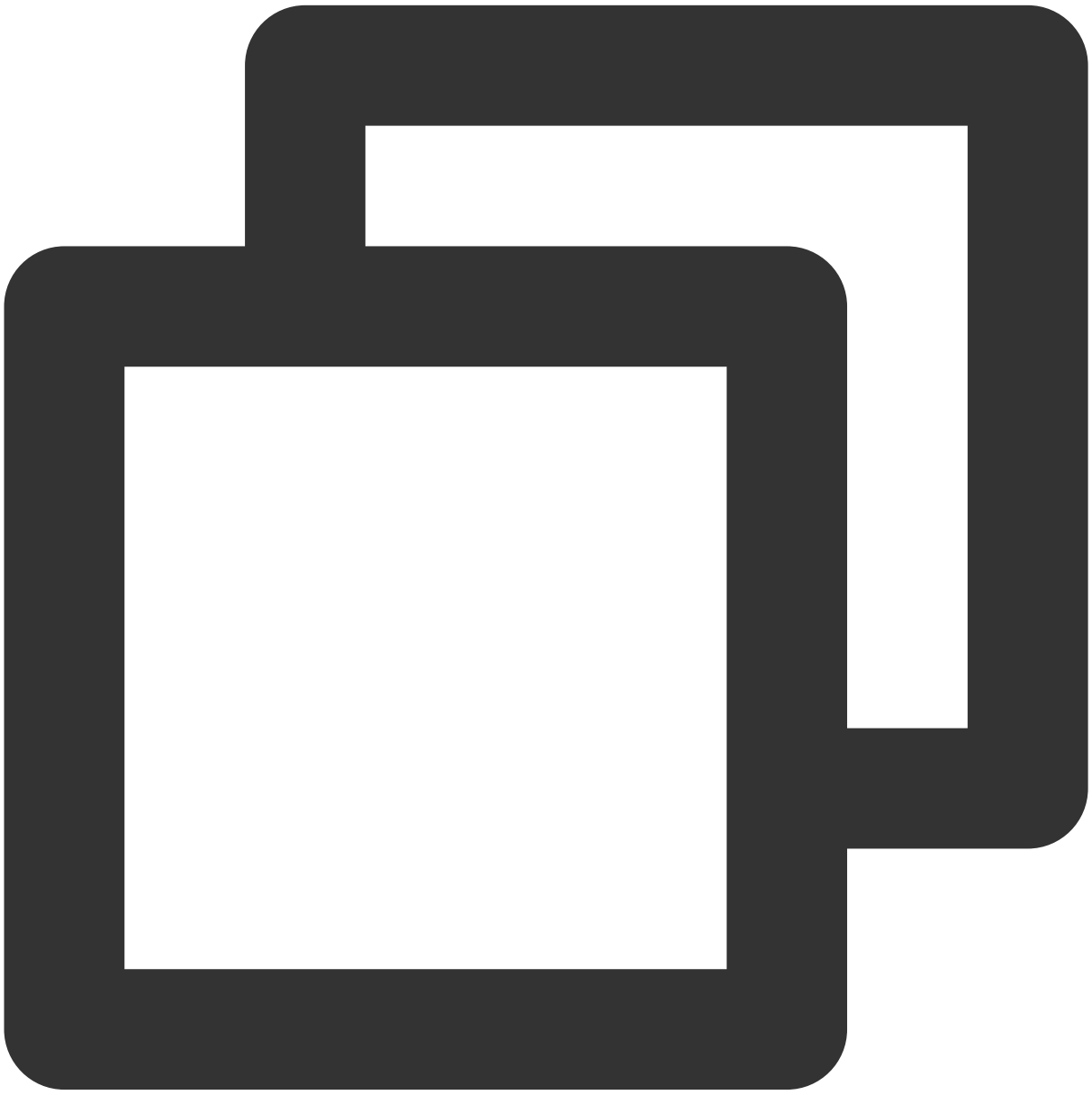
Python certificate error

While installing Python 3.6 or a later version in macOS, you may encounter a certificate error:



```
Error: [SSL: CERTIFICATE_VERIFY_FAILED] certificate verify failed: self signed cert
```

You can solve this problem by running the following command to install a certificate.

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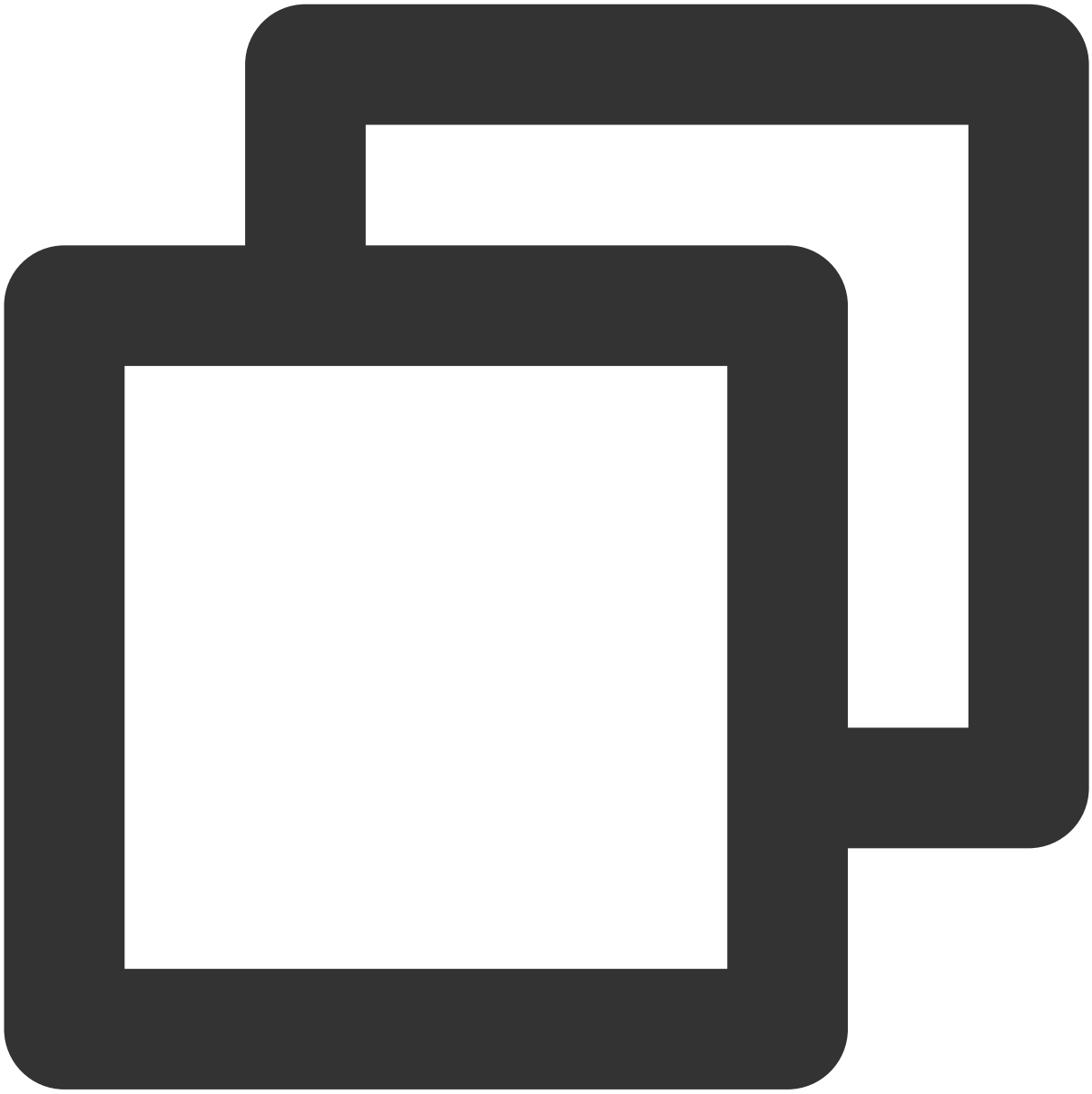
Note:

In macOS, Python does not use the system default certificate nor provide a certificate. HTTPS requests require a certificate provided in `certifi` .



```
sudo "/Applications/Python 3.6/Install Certificates.command"
```

PHP certificate error

You may encounter an error if your PHP certificate is incorrect:

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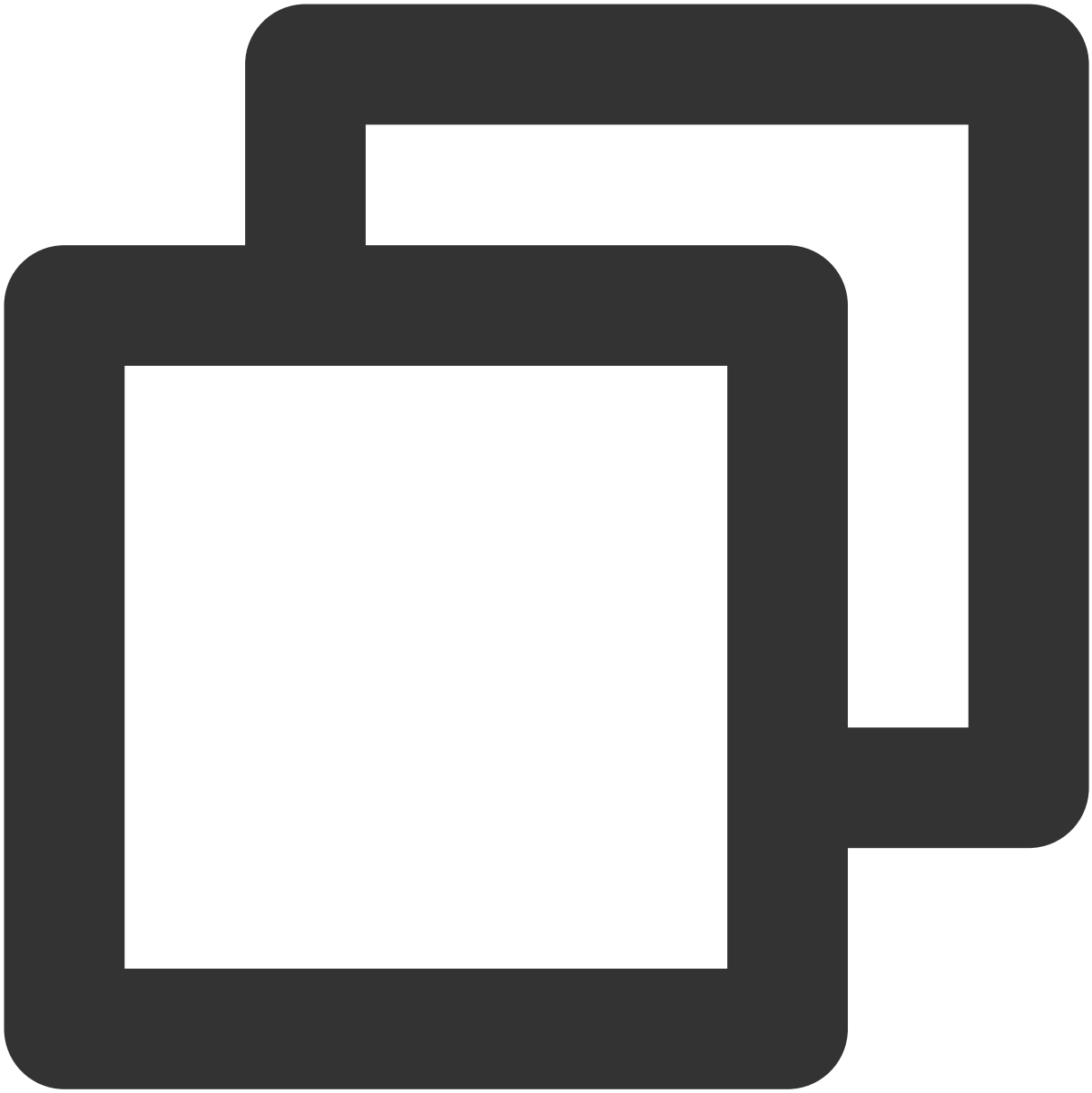

```
cURL error 60: See http://curl.haxx.se/libcurl/c/libcurl-errors.html
```

Perform the following steps to solve this problem.

1. Download the `cacert.pem` certificate file at `https://curl.haxx.se/ca/cacert.pem` and save it to the PHP installation path.
2. Edit the `php.ini` file, delete the comment symbol `;` before the `curl.cainfo` configuration item and set its value to the absolute path of the `cacert.pem` certificate file.
3. Restart PHP-dependent services.

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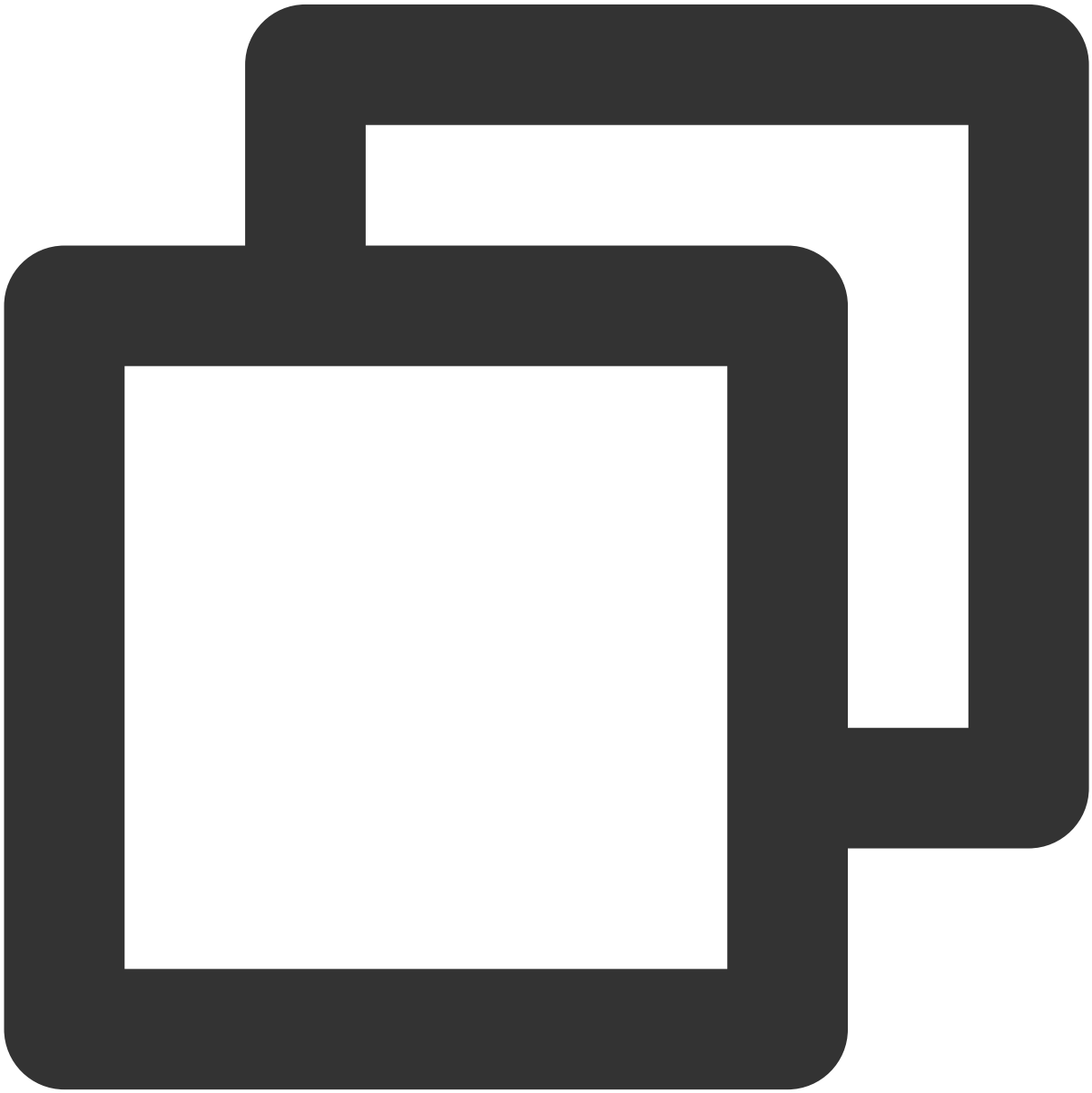
php_curl extension

The SDK's underlying GuzzleHttp requires php_curl extension. Check that php_curl extension is enabled in `php.ini`. For example, to check whether an Apache hosted service using PHP 7.1 in Linux enables php_curl extension, access `/etc/php/7.1/apache2/php.ini` and check for the `extension=php_curl.dll` configuration item. Delete the comment symbol (if any) before the configuration item and restart Apache.

Java dependency conflict

The SDK currently depends on okhttp 2.5.0. If you also use other okhttp3 packages, an error may occur:



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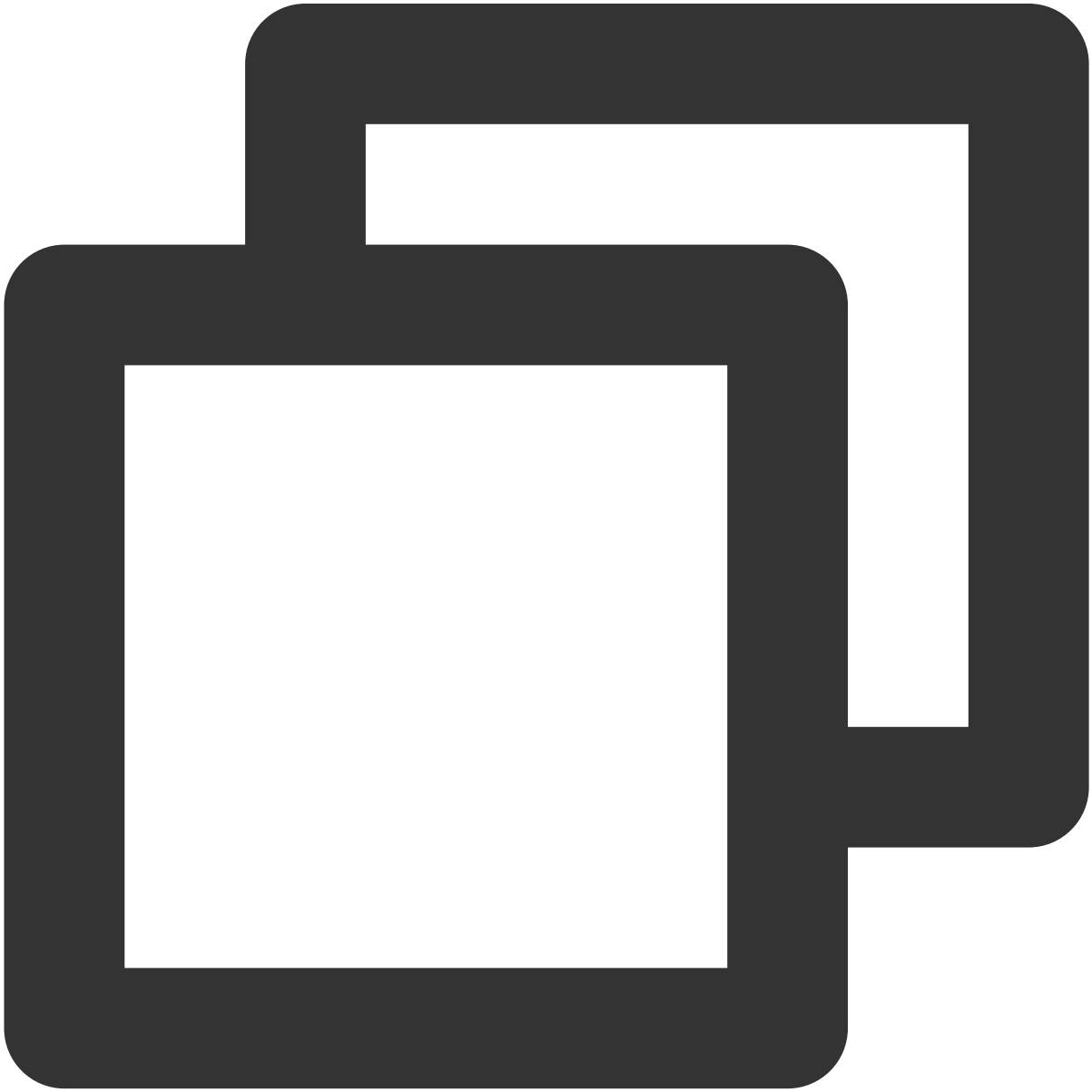
```
Exception in thread "main" java.lang.NoSuchMethodError: okio.BufferedSource.rangeEq
```

Since okhttp3 depends on okio 1.12.0 and okhttp depends on okio 1.6.0, Maven resolves dependencies according to the shortest path and declaration sequence. If the SDK is first declared in the `pom.xml` dependency, then okio 1.6.0 will be used, resulting in an error. Perform the following steps to solve this problem until SDK is upgraded to okhttp3:

1. Specify okio 1.12.0 or a later version required by other packages in `pom.xml` .
2. Place reference SDK at the end of the `pom.xml` file. If the SDK has been compiled early, delete the Maven cached okhttp package. In this example, the okhttp3-dependent CMQ SDK is also used:



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```
<dependency>
  <groupId>com.qcloud</groupId>
  <artifactId>cmq-http-client</artifactId>
  <version>1.0.7</version>
</dependency>
<dependency>
  <groupId>com.tencentcloudapi</groupId>
  <artifactId>tencentcloud-sdk-java</artifactId>
  <version>3.1.59</version>
</dependency>
```

.NET dependency conflict

The SDK depends on FluentClient 3.2, while FluentClient 4.0 is now launched without backwards compatibility. Upgrading to version 4.0 in NuGet will cause calling failures.

Legacy SDK

Legacy SDKs remain available in the QcloudApi directory, but will not be updated. For more information, please see Overview. We recommend using the latest SDK.

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