

Cloud Streaming Services

Troubleshooting

Product Documentation



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Error

`InvalidParameter.OtherError` error occurs when stream mixing is initiated.

Possible Causes

- The width or height of an input stream image exceeds 2000 px.
- The concurrent channels of a stream exceed 20.
- An account of "Channel Mode" is using the `CreateCommonMixStream` API.

Solutions

The following describes common troubleshooting methods for suberror codes.

Error 1: `"Message": "InnerErrCode : [-10021], InnerErrMsg: [Params Error]"`

The stream mixing backend only supports streams with both image width and height below 2000 px. `-10021` error will occur if the width or height of an input stream image exceeds 2000 px.

1. Use FFplay to play back a live stream and view its resolution. The resolution below is `1920 x 1080` , which will not cause an error.

Command: `ffplay -i "playback URL" .`

```
Metadata:
  fileSize      : 0
  audiochannels  : 2
  2.1           : false
  3.1           : false
  4.0           : false
  4.1           : false
  5.1           : false
  7.1           : false
  encoder       : obs-output module (libobs version 24.0.0)
Duration: 00:00:00.00, start: 1876.320000, bitrate: N/A
Stream #0:0: Audio: aac (LC), 44100 Hz, stereo, fltp, 131 kb/s
Stream #0:1: Video: h264 (Constrained Baseline), yuv420p(progressive), 1920x1080, 3072 kb/s, 25 fps, 25 tbr, 1k tbn,
50 tbc
1894.33 A-V: -0.020 fd= 15 aq= 24KB vq= 347KB sq= 0B f=0/0
```

2. Use VLC to play back the live stream:

- Enable VLC, click **Media > Open Network Stream > Network**, and then enter a URL. After confirmation, you can pull the live stream.
- You can view the live stream resolution in **Tools > Media Information > Codec**.

Error 2: `"Message": "InnerErrCode: [-41], InnerErrMsg: []"`

The stream mixing backend only supports 20 concurrent channels for one stream. Normally, it is necessary to use the same stream as the input to multiple stream mixing sessions only when multiple hosts are broadcasting for live sale.

Suppose a host creates a stream mixing session, and then exits the session without canceling it. The same stream name will be used by multiple stream mixing sessions if the host enter other sessions, which will trigger this error.

When a stream mixing session is interrupted, the stream mixing screen will stop at the last frame if the background stream is not interrupted. You can call the `CancelCommonMixStream` API to make the last frame not to stay on the screen. If the background stream is interrupted, the entire screen will be stuck.

- If all input streams are successfully pushed with the same stream names within 15 minutes, the stream mixing session will be recovered.
- If all input streams are interrupted, the stream mixing session will be automatically canceled after 15 minutes.

Error 3: `"Message": "InnerErrCode: [-4], InnerErrMsg: [get liveconfig failed!]"`

This error will occur when you use an account with the legacy console (channel mode) to call v3.0 API `CreateCommonMixStream`.

You can [upgrade the CSS console](#) to the latest version (live stream code mode) to fix this error.

Error 4: `"Message": "input stream num is not match the template id!"`

This error will occur if you use a default stream mixing template provided by Tencent Cloud, yet the output stream does not meet the requirements of the template.

For example, if you use the template 10, you must have two input streams; if you use the template 390, you must have three input streams, which can be two audio/video streams and one background stream.

For details about parameters and directions, please see [CreateCommonMixStream API > MixStreamTemplateId](#).

Error 5: "Message": "InnerErrCode: [-300],InnerErrMsg: [outputstreamid not available, outputstreamid already used as background in other sessionid]"

This error will occur if the name of stream A is used as the name of the background stream and output stream of session A, and session B initiated later also use the same output stream name.

You can set a **different** `OutputStreamName` for session B to fix this error.

Error 6: "Message": "InnerErrCode: [-2],InnerErrMsg: [small picture out of the background]"

This error will occur if part of a small image is outside the background image. Suppose the resolutions of the background image and a small image are `1920*1080` and `1280*720`, respectively. If `LocationX` (input image X-axis offset in the output image) + 1280 > 1920 or `LocationY` (input image Y-axis offset in the output image) + 720 > 1080, this error will occur.

- For how to set `LocationX`, please see [CommonMixLayoutParams > LocationX](#).
- For how to set `LocationY`, please see [CommonMixLayoutParams > LocationX](#).
- For more examples about using stream mixing templates, please see [Live Stream Mixing](#).

Error 7: "Message": "InnerErrCode: [-111],InnerErrMsg: [output_stream_type is [0],but output_stream_id xxxxx is not in input stream list]"

This error will occur when the `OutputStreamType` is set to the default value `0` (using one of the input stream names as the output stream name), yet the actual output stream name is not in the input stream list.

Notes:

- If you set `OutputStreamType` to `0` or leave it empty, you need to set `OutputStreamName` to one of the input stream names.
- If you want to use a new `OutputStreamName`, set `OutputStreamType` to `1`.
- When you set `OutputStreamType` to `1`, you cannot set `OutputStreamName` to any stream names in both `InputStreamList` and the live streaming backend.