

Cloud Object Storage

FAQs

Product Documentation



Tencent Cloud

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General FAQs

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What is the difference between Cloud Object Storage (COS) and Cloud File Storage (CFS)?

[COS](#) has no limit on data format. You can store files of any format and size in COS, and connect it to the customer's business layer through SDK and tools for real-time storage. It also supports setting custom domain names, and allows you to directly store data such as images or files in COS and access or download them through URL.

[CFS](#) features a higher price, but secure transfer protocol. It supports creating file systems and can be mounted directly on the server. It is applicable to various memory management systems, and can store data for a range of applications such as websites, online distribution, and archiving. Providing high computing throughput as well as extremely high availability and durability, CFS is also suitable for scenarios demanding high concurrency or shared storage.

What is "folder" or "directory" in COS?

Folders and directories do not exist in COS. However, considering the usage habits of different users, COS simulates the display mode of "folder" on the console based on the directory structure of traditional file management. For more information ,see [Folders and Directories](#).

Does COS have statistics feature?

COS supports basic data statistics and error code statistics. On the **Monitoring List** page in the [COS Console](#), you can view statistics of basic data and error codes at any time.

In addition to the COS Console, you can also view the monitoring information of different buckets on the Tencent [Cloud Monitoring](#) page, and configure different alarm policies based on your business needs.

Does COS support image compression?

COS is a distributed storage service for unstructured data and does not support image compression.

Does COS support thumbnails?

COS is a distributed storage service for unstructured data and does not support thumbnail feature.

Does COS support transcoding video files?

COS is a distributed storage service for unstructured data and does not support video transcoding.

Does COS support auto decompression of uploaded files?

COS is a distributed storage service for unstructured data and does not support file decompression.

What are the specifications and limits of COS?

For more information, see [Specifications and Limits](#).

Which version of COS should I use, an earlier version or the current version?

The implementation of earlier versions and that of the current version of COS vary greatly. The current version has more features than earlier versions, and earlier versions are not updated with the latest features. **We recommend that you use the current version** for a better experience. If you are using an earlier version, [submit a ticket](#) to activate the current version.

The current version comes with different APIs and SDK APIs than those in earlier versions. JSON APIs are used in earlier versions and XML APIs are used in the current version. JSON APIs have the same underlying architecture as XML APIs. Their data is interoperable and can be cross-used, but they are incompatible and have different domain names.

How do I monitor the error code information?

You can use [Cloud Monitoring](#) to get different types of HTTP error code messages. For information on how to use cloud monitoring feature and how to obtain relevant data, see [API Documentation](#).

How do I calculate the availability of COS?

COS provides the following example of calculating the availability for your reference:

Tom uses Tencent Cloud COS to run his e-commerce business. Assume that his business consumed a total of 100 CNY in a service month from Nov. 1 to Nov. 30, 2018, during which two unavailable events occurred, as shown below:

Unavailable Event No.	Duration	5-Minute Record	HTTP Error Code	Number of Failed Requests	Number of Valid Requests
1	15 minutes	Nov. 15, 2018, 10:00-10:05	503	100	100
		Nov. 15, 2018, 10:05-10:10	503	99	100
		Nov. 15, 2018, 10:10-10:15	503	98	100
2	15 minutes	Nov. 20, 2018, 16:00-16:05	501	150	150

		Nov. 20, 2018, 16:05-16:10	501	148	150
		Nov. 20, 2018, 16:10-16:15	501	140	150

In other periods, Tom's requests **were successful and a 200 status code was returned.**

In this case, the overall availability of the service month is as follows:

1) Calculate the error rate per 5 minutes for the current month

According to the case details: When Tom's business is normal, the error rate per 5 minutes is 0%.

Unavailable event 1: The duration is from 10:00 to 10:15 on Nov. 15, 2018, and the 5-minute error rates are $100 \div 100 \times 100\%$, $99 \div 100 \times 100\%$, and $98 \div 100 \times 100\%$ respectively.

Unavailable event 2: The duration is from 16:00 to 16:15 on Nov. 20, 2018, and the 5-minute error rates are $150 \div 150 \times 100\%$, $148 \div 150 \times 100\%$, and $140 \div 150 \times 100\%$ respectively.

2) Calculate the service availability of the service month

In this case:

Total duration of the service month: 30 days \times 24 hours/day \times 60 minutes/hour=43,200 minutes.

Total number of 5 minutes in the service month: 43,200 minutes \div 5 minutes=8,640.

Total number of unavailable 5 minutes in the service month: (15+15) minutes \div 5 minutes=6.

Sum of the 5-minute error rates in the service month: $(100\%+99\%+98\%+100\%+98.67\%+93.33\%)+(8640-6) \times 0\%=589\%$

The service availability for this month: $(1-589\% \div 8640) \times 100\%=99.93\%$

3) Calculate compensation

In this case, the service availability is 99.93%, which is lower than the availability standard of 99.95% but higher than 99.9%. According to the compensation standard, Tencent Cloud COS should compensate 20% of the total monthly service fee, i.e. 20 CNY. Tom only needs to submit a ticket for compensation within sixty (60) calendar days after the end of the service month, i.e. before Jan. 29, 2019. Tencent Cloud will compensate Tom for the corresponding losses in the form of vouchers.

Billing

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What is public network downstream traffic of COS?

This refers to the traffic generated when you directly download objects via the objects' domain name links or browse objects via the static website URLs. For more information on COS billing, see [Billing Instructions](#) and [Product Pricing](#).

How is the CDN origin-pull traffic of COS billed?

The CDN origin-pull traffic refers to the traffic generated when the CDN pulls resources from COS with COS as the origin after the CDN acceleration is enabled. For more information on COS billing, see [Billing Instructions](#) and [Product Pricing](#).

Will traffic fees be generated when the Tencent Cloud products in the same region access each other?

Tencent Cloud products within the same region access each other over private networks by default and no traffic fee is charged. For more information, see [How to Identify a Private Network Access](#).

If my account is in arrears and COS service is suspended, can I still access and download files via the COS Console?

If your COS service is suspended because your account is in arrears, you have no access to the console. Your data will be retained for 120 days. If you fail to renew your account to make your account balance greater than or equal to 0 within this period, your data will be terminated. For more information, see [Arrears](#).

Will traffic fees be generated when the objects stored in COS are under DDoS attacks?

DDoS attacks on objects do not cause traffic fees. COS buckets come with the hotlink protection feature, which can reduce the impact of DDoS if enabled. For more information, see [Hotlink Protection Settings](#).

API and SDK

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How do I call API to delete partially uploaded files?

First, call the ListMultipartUploads API to list the partially uploaded files. Then, call the Abort Multipart upload API to abort multipart upload and delete parts that are already uploaded.

What should I do if it returns correctly after calling the batch deletion API, but in fact the file deletion failed?

Check the deleted file path. The file path should not begin with "/".

Can I use XML API to manage the bucket created and objects uploaded via JSON API?

Yes, XML API is based on the COS underlying architecture. It can be used to work with data generated by JSON API.

What is the relationship between XML API and JSON API?

JSON API is the API used to access COS after September 2016. Its upload domain name is `.file.myqcloud.com`. JSON API will be in the maintainance state, usable without added new features. JSON API has the same underlying architecture as the standard XML API. Their data is interoperable and can be cross-used, but the two APIs are incompatible and have different domain names.

Do XML API and JSON API share one key?

Yes. The key information can be found in the [Cloud API Key Console](#).

No. They have separate signatures. For more information, see:

- [XML API Signature](#)

Do XML API and JSON API share the same ACL permissions?

No. They have separate ACL permissions.

How do I get a temporary download URL to the Python SDK?

For more information, see [Get pre-signed download URL](#).

Can I access the SDK with CDN acceleration domain name?

Yes. See the [SDK Documentation](#) for your programming language.

How do I configure and limit the whitelist if multiple domain names are requested in the Mini Program or the bucket name is uncertain?

When you instantiate the SDK, open the suffix type using `ForcePathStyle:true` . If you make a suffix type request in a URL format like `https://cos-ap-beijing.myqcloud.com/<BucketName-APPID>/<Key>` , the bucket name `/<BucketName-APPID>` will also be added to the signature computing.

How do I save an image in a Mini Program to my device?

First, obtain the image URL using `cos.getObjectUrl` , and then call `wx.downloadFile` to download the image to get the temp path. When the **Save Image** button appears, click the button and call `wx.saveImageToPhotosAlbum` to save the image to your album.

Tools

COS Migration Tool

Last updated : 2019-06-25 16:50:08

What should I do if the migration tool exit abnormally?

The migration tool supports resuming upload from breakpoint. If the upload of a large file is interrupted due to the tool error or service failure, you can run the tool again and resume the upload from the breakpoint.

If the files that have been migrated successfully to COS are deleted through the console or other methods, will the migration tool upload them again?

No. All the migrated files are recorded in db. The migration tool scans db directory before each migration and the files recorded in db will not be uploaded again. For more information, see [Migration Mechanism and Process](#).

What should I do if the migration fails with an message "403 Access Deny" shown in the log?

Check whether your key, Bucket and Region information is correct and ensure you have the operation permission. If you're using a sub-account, it needs to be authorized by the parent account. If you migrate data locally or from other cloud storages, write/read access to the bucket is required. For the "Bucket copy" operation, read access to the source bucket is also required.

What should I do if the migration to COS from another cloud storage fails with an error message "Read timed out"?

This error occurs when the data download from other cloud storages times out due to insufficient bandwidth. For example, when you migrate overseas data from AWS to COS, "read time out" may occur due to network latency caused by insufficient bandwidth. To solve this problem, you can increase the network bandwidth and test download speed with wget before migration.

What should I do if the migration fails with a message "503 Slow Down" shown in the log?

This error occurs when frequency control is triggered. A limit of 800 QPS is imposed on an account in COS. You are recommended to decrease the concurrency for small files in configuration. Then run the tool again to resume the migration.

What should I do if the migration fails with the message "404 NoSuchBucket" shown in the log?

Check whether your key, Bucket and Region information is correct.

What should I do if an exception occurs with the following message?

```
Exception in thread "main" java.lang.ExceptionInInitializerError
  at org.rocksdb.RocksDB.loadLibrary(RocksDB.java:64)
  at org.rocksdb.RocksDB.<clinit>(RocksDB.java:35)
  at org.rocksdb.Options.<clinit>(Options.java:25)
  at com.qcloud.cos_migrate_tool.record.RecordDb.init(RecordDb.java:43)
  at com.qcloud.cos_migrate_tool.task.TaskExecutor.initRecord(TaskExecutor.java:94)
  at com.qcloud.cos_migrate_tool.task.TaskExecutor.run(TaskExecutor.java:146)
  at com.qcloud.cos_migrate_tool.app.App.main(App.java:60)
Caused by: java.lang.UnsupportedOperationException: Cannot determine JNI library name for ARCH='x86' OS='windows 10' name='rocksdb'
  at org.rocksdb.util.Environment.getJniLibraryName(Environment.java:78)
  at org.rocksdb.NativeLibraryLoader.<clinit>(NativeLibraryLoader.java:19)
  ... 7 more
```

The possible reason is that the tool is using rocksdb which requires 64-bit JDK. Check whether your JDK version is X64.

What should I do if the message "rocksdb's jni library cannot be found" is displayed in Windows environment?

In Windows environment, the tool needs to be compiled in the Microsoft Visual Studio 2015. In case of the above error message, you need to install [Visual C++ Redistributable for Visual Studio 2015](#).

How do I modify the log level?

Modify the file `src/main/resources/log4j.properties` by replacing the value of `log4j.rootLogger` with the log level, such as `DEBUG`, `INFO`, and `ERROR`.

In case of other problems, try running the migration tool again. If the failure persists, [submit a ticket](#) attached with a compressed file containing the configuration information (with key information hidden) and the log directory.

COSCMD Tool

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Does the COSCMD tool support regular expressions?

No.

I can successfully create a bucket with a name containing uppercase letters using COSCMD tool, but when I perform other operations with a bucket name containing uppercase letters, an error occurs. What is the reason for this?

The COSCMD tool automatically converts uppercase letters to lowercase ones. A bucket name can only contain lowercase letters, numbers, and hyphen (-), with a length not greater than 50 characters. For more information, see [Use Limits](#).

Can the files in a sub-directory be excluded when I download the files in the root directory with COSCMD tool?

Yes. You can filter our files using `coscmd download --ignore /folder/*` . If you need to ignore the folder with a certain suffix, be sure to append `,` to the "*" character, or enclose it with `"` .

COSFS Tool

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FAQs About Features

How do I mount a bucket with a temporary key?

You can mount a bucket using a temporary key (STS) by following the steps below:

Step 1: Create a temporary key configuration file, such as `/tmp/passwd-sts`, for the COSFS command option `-opasswd-file=[path]` to specify the key configuration file. For more information about temporary keys, see [Temporary Key Generation and Usage Guide](#). The following is an example of temporary key configuration file:

```
COSAccessKeyId=AKIDXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX #The following are the Id, Key, and
Token fields of the temporary key.
COSSecretKey=GYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY
COSAccessToken=109dbb14ca0c30ef4b7e2fc9612f26788cadbfac3
COSAccessTokenExpire=2017-08-29T20:30:00 #The temporary token's expiration time is the GMT tim
e in a format as shown in the example.
```

COSFS will determine whether it needs to reload the configuration from the key file based on the time configured in `COSAccessTokenExpire`.

To prevent key leakage, you should set the permission of the key file to 600 in COSFS by running the following command:

```
chmod 600 /tmp/passwd-sts
```

Step 2: Run the COSFS command. Specify the role as sts using the command option `-ocam_role=[role]`, and specify the key file's path using `-opasswd_file=[path]`, as shown below:

```
cosfs example-1253972369 /mnt/cosfs -ourl=http://cos.ap-guangzhou.myqcloud.com -odbglevel=inf
o -oallow_other -ocam_role=sts -opasswd_file=/tmp/passwd-sts
```

How do I check the mount parameter options and version number provided by COSFS?

You can check the parameter options provided by COSFS using the `cosfs --help` command, and check the COSFS version number using `cosfs --version`.

How do I view the logs generated by COSFS?

In CentOS, COSFS-generated logs are stored in `/var/log/messages`; in Ubuntu, these logs are stored in `/var/log/syslog`. If you have any problems during operation, send us the log for the corresponding time period.

How do I mount a directory under a bucket?

When running the mount command, you can specify a directory under the bucket. The command is as follows:

```
cosfs example-1253972369:/my-dir /mnt/cosfs -ourl=http://cos.ap-guangzhou.myqcloud.com -odbglevel=info
```

my-dir should begin with `/`.

For versions earlier than v1.0.5, the mount command is:

```
cosfs 1253972369:example:/my-dir /mnt/cosfs -ourl=http://cos.ap-guangzhou.myqcloud.com -odbglevel=info
```

How does a non-root user mount COSFS?

If you're a non-root user, it is recommended to create a `.passwd-cosfs` file in the personal Home directory, set the permission to 600, and then mount it using the mount command. In addition, you can specify the key file's path using the `-opasswd_file=path` option and set the permission to 600.

Does COSFS support HTTPS for mounting?

Yes. The parameter `-ourl` varies between HTTP and HTTPS as shown below:

```
-ourl=http://cos.ap-guangzhou.myqcloud.com  
-ourl=https://cos.ap-guangzhou.myqcloud.com
```

For the system where the NSS library that libcurl depends on is 3.12.3 or above (check the NSS version using `curl -V` command), you need to run the following command before you can mount the bucket based on HTTPS protocol:

```
echo "export NSS_STRICT_NOFORK=DISABLED" >> ~/.bashrc
source ~/.bashrc
```

How do I set "auto mount upon startup" for COSFS?

Add the following content to the `/etc/fstab` file. The `_netdev` option specifies that only after the network is ready can the command be executed:

```
cosfs#example-1253972369 /mnt/cosfs fuse _netdev,allow_other,url=http://cos.ap-guangzhou.myqcloud.com,dbglevel=info
```

How do I mount multiple buckets?

If you need to mount multiple buckets, write a text line for each bucket to be mounted in the `/etc/passwd-cosfs` configuration file, with the content of each line being same as that for a single bucket.

```
echo example-123456789:AKIDXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX:GYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY >> /etc/passwd-cosfs
echo log-123456789:AKIDXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX:GYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY >> /etc/passwd-cosfs
```

How do I make the mounted directory accessible to other accounts on the server?

To make the mounted directory accessible to other accounts, specify `-oallow_other` during mounting.

Are there any restrictions on the names of files created in a COSFS mounted directory?

In a COSFS mounted directory, you can create files with a name not containing `/` character. On a Unix-like system, the `/` character is the directory separator, so you cannot create a file with a name containing `/` in a COSFS mounted directory. In addition, when creating a file with a name containing special characters, be sure to prevent the special characters from being used by shell, because this can cause the failure of creation.

FAQs About Troubleshooting

During my use of COSFS, the message "unable to access MOUNTPOINT /path/to/mountpoint: Transport endpoint is not connected" pops up and COSFS becomes unavailable.

You can check whether the COSFS process exists using the command `ps ax|grep cosfs`. If the COSFS process is down due to misoperation, run the following command to remount it:

```
umount -l /path/to/mnt_dir  
cosfs example-1253972369:/my-dir /mnt/cosfs -ourl=http://cos.ap-guangzhou.myqcloud.com -odbg  
level=info
```

If the COSFS process error is not caused by misoperation, you can check whether the fuse version on the server is lower than 2.9.4. The libfuse earlier than 2.9.4 can cause the exception of COSFS process. In this case, it is recommended to update the fuse version or install the latest version of COSFS as described in [Compiling and Installing COSFS](#) in this document.

What should I do if the Content-Type of a file uploaded via COSFS is changed to "application/octet-stream"?

COSFS automatically sets the Content-Type of a file uploaded to the COS by comparing the file's suffix against `/etc/mime.types`. When a Content-Type problem occurs, check whether the configuration file exists on the system. For Ubuntu, you can add it using "sudo apt-get install mime-support". For CentOS, you can add it using "sudo yum install mailcap". You can also create this file manually, where one line is added for each file format, as shown below:

```
image/jpeg jpg jpeg  
image/jpm jpm jpgm  
image/jpx jpx jpf
```

What should I do when "Bucket not exist" is displayed during the mounting?

Check the parameter `-ourl` to ensure that the Bucket part is not included in the URL. The correct format is:

```
-ourl=http://cos.ap-guangzhou.myqcloud.com
```

Why can I write files before, but not now?

Due to the policy adjustments of COS authentication product, using a COSFS tool earlier than V1.0.0 will cause the failure of policy verification. You can install the latest COSFS tool and mount it again.

How do I deal with such errors as "Input/Output ERROR" during my use of COSFS tool?

Make a check by following the steps below to identify the cause of problem.

1. Check whether the server can access the COS domain name normally.
2. Check whether the account is configured correctly.

After confirming that the above configurations are correct, open the `/var/log/messages` log file on the server and locate the s3fs-related log, which can help you identify the cause of the problem. If the

problem persists, contact Tencent Cloud technical support by [submitting a ticket](#).

I've set "auto amount upon startup" for COSFS using /etc/fstab, but the error "wrong fs type, bad option, bad superblock on cosfs" occurs when I run "mount -a".

This error is usually caused by the lack of the fuse library on your server. It is recommended to install the fuse library by running the following commands:

- CentOS

```
sudo yum install fuse
```

- Ubuntu

```
sudo apt-get install fuse
```

FTP Server Tool

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How do I enable the FTP feature?

COS is a persistent storage that supports Web-based requests but does not provide native FTP access. Intermediate transfer is required to use the FTP protocol. **It is recommended to set up your service by using the [FTP Server tool](#) provided by Tencent Cloud.**

As an outdated protocol, FTP protocol is unable to verify data integrity, ensure transfer security, or be integrated with the CAM system. Therefore, it is not recommended to use the FTP protocol for access, and Tencent Cloud will provide support for the FTP protocol and intermediate transfer software.

For data synchronization, it is recommended to use the [COS Migration tool](#) or the [COSCMD tool](#).

What does the masquerade_address option in the configuration file do and when does it need to be configured?

If the FTP server runs in the PASSIVE mode (which is enabled generally when the FTP client is behind a NAT gateway) on a server with multiple ENIs, you need to bind a unique IP for response in PASSIVE mode using the masquerade_address option.

For example, an FTP server has multiple IPs. The private IP is 10.XXX.XXX.XXX, and the public IP is 123.XXX.XXX.XXX. The client connects to the FTP server via the public IP and using the PASSIVE mode. If the FTP server does not specify that the masquerade_address is bound to the public IP, the server may respond to the client via the private IP when it is in a PASSIVE mode. In this case, the client can connect to the FTP server, but cannot get any data response from the server.

If you need to configure masquerade_address, it is recommended to set it to the IP used by the client for connecting to the server.

After the masquerade_address option is correctly configured, I can log in to the FTP server normally, but when I run the FTP command for fetching data such as "list" or "get", the error "The server returns a non-routable address" or "ftp: connect: No route to host" occurs. How do I deal with it?

The most possible reason for this is the FTP server's iptables or firewall policy is configured to reject or drop all ICMP protocol packets. After receiving the data connection IP returned by the FTP server in the PASSIVE mode, the FTP client will send an ICMP packet first to verify the connectivity of the IP. In this case, the errors such as "The server returns a non-routable address" may occur.

Solution: Configure the iptables policy to only reject or drop the ICMP packet types you want to block. For example, if you only want to block the external ICMP packets of Ping type, you can change the policy to:

```
iptables -A INPUT -p icmp --icmp-type 8 -s 0/0 -j [REJECT/DROP].
```

Alternatively, you can allow the IP of the client that will access the FTP server.

Why is the uploaded part retained in COS when the upload of a large file is canceled halfway?

The FTP server for the latest version of COS provides full streaming upload feature. When you upload a large file, the cancellation or disconnection of the upload will trigger the completion of upload. In this case, COS considers that your data stream has been uploaded and combines the uploaded data into a complete file. If you want to resume the upload, you can upload the file with the same name to overwrite the original one, or delete the incomplete file manually and upload the file again.

Why does a limit on the size of file to be uploaded need to be set in the FTP server configuration?

For a multipart upload in COS, the maximum number of file chunks to be uploaded is 10,000, and the size of each file chunk is limited to 1 MB-5 GB. The purpose of imposing the limits is to reasonably calculate the size of a file chunk.

The FTP server supports uploading a single file less than 200 GB by default. But it is not recommended to set the limit to a too large value, because a larger file size limit will cause a larger buffer for file chunks during upload, thus increasing the consumption of your memory. Therefore, you are advised to set a reasonable file size limit as needed.

What will happen if the size of a uploaded file exceeds the limit?

If the size of the uploaded file exceeds the limit set in the configuration file, the system returns an IOError exception and marks the error message in the log.

If you have any other questions, [submit a ticket](#) attached with the complete `cos_v5.log` log.

Upload and Download

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What should I do if errors such as "error code:-97, error message:ERROR_PROXY_AUTH_FAILED" occur when uploading files?

You can only download (rather than upload) files via custom domain names. It is recommended to avoid uploading files via custom domain names.

When I upload a new file to the bucket in which another file with the same name exists, will the another file be overwritten or the new file be saved with a different version name?

Version control is not supported now. The another file with the same name will be overwritten.

What is the multipart upload threshold in COS?

1 MB. For more information, see [Specifications and Limits](#).

When uploading large files using multipart upload, can I change the signature to continue the multipart upload when the signature is invalid?

Yes.

What should I do if the error "403 Forbidden" occurs or the permission is rejected when I perform upload/download and other operations?

Troubleshoot the problems by following the steps below:

1. Check that your following configuration information is correct:
BucketName, APPID, Region, SecretId, SecretKey, etc.
2. If the above information is correct, check whether a sub-account is used for operation. If a sub-account is used, check whether the sub-account has been authorized by the primary account. If not yet, log in using the primary account to authorize the sub-account. For more information on authorization, see [Cases of Permission Settings](#).
3. If a temporary key is used for operation, check whether the current operation is in the Policy set when obtaining the temporary key. Otherwise, modify the relevant Policy settings.
4. If the problem persists after all the above steps are completed, contact us by [submitting a ticket](#).

Data Management

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FAQs About Deletion

What should I do if buckets fail to be deleted via the console with a message "The directory is not empty" or "Please delete the valid data in the bucket"?

1. Verify whether your console version is V4 or V5. If you're using version V4, [submit a ticket](#) to apply for upgrading to V5.
2. Log in to the [COS Console V5](#), go to the details page of the bucket to be deleted, and click **Incomplete Upload** to delete the file fragments.
3. Return to the **Bucket List** to delete the bucket.

FAQs About Static Website

I want the request result to be displayed directly in the browser without being downloaded? How do I realize this?

You can realize this by configuring the static website feature.

When accessing an object, I want the object to be displayed directly in the browser without being downloaded? How do I realize this?

You can realize this by configuring the static website feature.

What should I do if the images cannot be displayed even after I enable the static website feature?

1. If you want the objects (images) to be displayed directly when you access the COS, you need to enable the static website feature, instead of setting Content-Disposition:inline in the object headers.
2. Check browser or CDN for cached data. You can use the curl and wget commands to avoid browser caching. The cached CDN URL can be purged in the [CDN Console](#).

Both the static website feature and the CDN acceleration are enabled, but I cannot access COS using the CDN accelerated domain name. What should I do?

COS supports HTTPS access, but CDN uses HTTP for origin-pull. Check whether the **Force HTTPS** configuration item in the static website settings is enabled. If so, disable it.

FAQs About Cross-Origin Settings

How do I configure the file headers in the bucket to return "Access-Control-Allow-Origin:*" ?

Set Origin to * when configuring CORS. For more information, see [Configuring CORS](#).

What should I do if the error "get ETag error, please add "ETag" to CORS ExposeHeader setting." occurs during an upload operation?

Configure the cross-origin rule as shown below and try switching browser to test if it works. For more information, see [Configuring CORS](#).

Add CORS Rule ✕

Origin *

Domain begins with http:// or https://. One domain per line. Up to one wildcard character * is allowed in a line

Allow-Methods * PUT GET POST DELETE HEAD

Allow-Headers

Expose-Headers

Max-age *

What should I do if both COS and CDN are used but COS does not work in cross-origin access?

If you're using a CDN accelerated domain name, configure CORS in the CDN Console. For more information, see [Configuring CORS](#).

Is fuzzy match of Origin supported in CORS configuration?

The V5 Console (XML) supports fuzzy match of second-level domain names, and the V4 Console (JSON) does not support second-level wildcard domain names.

FAQs About Custom Header

Why does the custom header Content-Disposition I set not take effect?

Any custom headers other than Content-Disposition take effect immediately after being set. Content-Disposition only takes effect after the static website feature is enabled.

If you want the file to be opened by default, instead of being downloaded, configure the static website feature. For more information, see [Configuring Static Website](#).

FAQs About Origin-Pull Settings

What does an origin server address do?

An origin server address is used for data migration. If a resource requested by the user does not exist on COS, it is pulled from the origin server address.

If no resource or directory from the origin server address exists on the COS when I configure origin-pull, will COS automatically create the directory after I access it for the first time?

Yes. COS will automatically pull and create the directory.

FAQs About Other Features

Does COS support setting callbacks? For example, creating a thumbnail for each image uploaded and save it to another bucket?

You can realize this by using COS with SCF. For more information, see [Acquire Image on COS and Create a Thumbnail](#).

Does COS support and provide statistics on directory size?

COS does not provide statistics on the size and number of files under a directory. You can LIST the files under the directory to perform a traversal and generate statistics.

Data Security

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Where can I find the key information such as APPID, SecretId and SecretKey?

The second half of a bucket name is the APPID. You can check it by logging in to the [COS Console](#). To check the information such as SecretId and SecretKey, log in to the CAM Console and go to [API Key Management](#).

How long is a temporary key's validity period?

A temporary key is valid for 2 hours (7,200 seconds) at most. For more information on temporary keys, see [Temporary Key Generation and Usage Guide](#).

Does COS support file encryption?

COS supports file encryption on the server side. For more information, see [Encryption on Server](#).

Are data backups available in COS Standard, COS Infrequent Access, and COS-Archive?

COS data is stored in the underlying layer in multi-replica or erasure code mode. The distributed storage engines are distributed across multiple availability zones in a region, thus ensuring a data reliability of 99.999999999%. The multi-replica and erasure code storages are based on underlying logic and are invisible to users.

Will the large number of requests to a bucket affect the access to other buckets under the same account?

A large number of requests to a bucket will not affect the access to other buckets under the same account, but a high request frequency will. For more information, see [Request Rate and Performance Optimization](#).

What should I do if the error "403 Forbidden" occurs or the permission is rejected when I perform upload/download and other operations?

Troubleshoot the problems by following the steps below:

1. Check that your following configuration information is correct:
BucketName, APPID, Region, SecretId, SecretKey, etc.
2. If the above information is correct, check whether a sub-account is used. If so, check whether the sub-account has been authorized by the primary account. If it has not been authorized, log in to the primary account to authorize the sub-account.
For more information on authorization, see [Scenarios of Permission Settings](#).

3. If a temporary key is used for operation, check whether the current operation is in the Policy set when obtaining the temporary key. Otherwise, modify the relevant Policy settings.
4. If the problem persists after all the above steps are completed, contact us by [submitting a ticket](#).

When I access a Public Read/Private Write bucket using the default domain name, all the file information of the bucket is returned. How do I hide the file list information?

You can set a permission to deny anyone's Get Bucket operation for the bucket by following the steps below:

Log in to the [COS Console](#), and select **Bucket List** to go to the bucket's **Permission Management** page.

Method 1:

1. Locate **Policy Permission Settings**, and click **Add Policy** under **Graphic Settings**.

2. Configure the permission as shown below, and click **OK**.

Add Policy ✕

Effect * Allow Deny

User *

User Type	Account ID	Actions
Everyone ▼	*	Delete
Add User		

Resource * The whole bucket Specific resource

Resource Path * examplebucket-12. [REDACTED]/*

Actions *

Action Name	Actions
GetBucket ▼	Delete
Add Action	

Condition

Name	Operator	Value ⓘ	Actions
Add Condition			

Method 2:

Locate **Policy Permission Settings**, and click **Policy Syntax** -> **Edit**, and then enter the following expression:

```
{
  "version": "2.0",
  "Statement": [{
```

```
"Principal": {
  "qcs": [
    "qcs::cam::anyone:anyone"
  ]
},
"Effect": "deny",
"Action": [
  "name/cos:GetBucket"
],
"Resource": [
  "qcs::cos:ap-beijing:uid/125000000:testbucket-125000000/*"
]
}]
}
```

Replace the information in "qcs::cos:ap-beijing:uid/125000000:testbucket-125000000/*" as follows:

- Replace "ap-beijing" with the region in which your bucket resides.
- Replace "125000000" with your APPID.
- Replace "testbucket-125000000" with your bucket name.

The second half of the bucket name is the APPID. You can check it by logging in to the [COS Console](#).

How do I authorize a collaborator to access the specified bucket?

Collaborator account is a special sub-account. For more information, see [Access Policy Language Overview](#).

Can I isolate permissions by buckets or other dimensions if I have multiple services that need to work with buckets?

Log in to the [CAM Console](#) to go to the **User Management** page, where you can enable sub-accounts for different services and grant different permissions for them.

What should I do if the error "your policy or acl has reached the limit (Status Code: 400; Error Code: PolicyFull)" occurs when I upload files or create a bucket?

The total number of ACLs and Policies for COS cannot be greater than 1,000. When the limit is exceeded, this error occurs. It is recommended to delete the ACLs or Policies you do not need any more.

We do not recommend using the file-level ACLs or Policies. When you call APIs or SDKs, if you do not implement ACL control over files, it is recommended to leave the ACL-related parameters (such as x-cos-acl and ACL) empty to inherit the bucket permissions.

How do I create sub-accounts for subsidiaries or employees and grant access to specific buckets for them?

For more information, see [Authorizing Sub-Accounts to Access COS](#).

How do I generate a time-bound access link for Private Read/Write files?

For more information, see [Temporary Key Generation and Usage Guide](#).

Are COS's ACL restrictions imposed on buckets or accounts? Can I specify permissions when uploading files?

The ACL restrictions are imposed on accounts, instead of buckets. It is not recommended to specify permissions when you upload files, because this may cause the number of ACLs or Policies to exceed 1,000 and thus cause an error.

How do I authorize specific sub-accounts to only access a certain bucket?

To grant the sub-accounts the access to a specific bucket, you can add access paths for the sub-accounts. For more information, see [Access Bucket List](#).

How do I use account A to grant the account B the write access to the buckets under account A?

For more information, see [ACL Practices](#) and [CAM Practices](#).

Domain Name and CDN

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When a file is updated (re-uploaded or deleted) on COS, its cached content remains unchanged in CDN, resulting in inconsistency with the origin server. Can the cache in CDN be refreshed automatically when the file on COS is updated?

COS itself does not support automatic refresh of cache in CDN. You can set up automatic refresh of cache in CDN with Serverless Cloud Function (SCF). For more information, see [Automatically Refresh COS Resources Cached in CDN Using SCF](#).

When I manage domain names on the console, I am always prompted to "Enable at least one available key". What should I do?

Log in to the [CAM Console](#) to check if the cloud API key is enabled.

- If the cloud API key is not enabled, create and enable a key before managing domain names.
- If the cloud API key is enabled and you are still prompted, check whether the account you are operating with is a sub-account (collaborator's or sub-user's account):
 - If it is a sub-account, log in using the primary account and confirm that the cloud API key is enabled;
 - If it is a primary account, refresh the browser cache and log in to the Tencent Cloud account again.

How do I access objects with my own domain name?

This can be achieved by binding a custom domain name. For more information, see [Custom Acceleration Domain Name](#).

Does COS support HTTPS access?

Yes. COS allows SSL transport for all access nodes in the [available regions](#), and HTTPS is enabled by default in the SDK and console. **COS strongly recommends you use HTTPS to protect the data linkage for transport. If you use unencrypted HTTP, the linkage may be monitored or the data may be stolen.**

Does COS support CDN origin-pull with HTTPS?

Yes.

Must the custom domain name be ICP filed by Tencent Cloud if I use it?

At present, domain names for accessing COS need to be filed, both at home and abroad, but Tencent Cloud ICP filing is not required.

How do I generate a temporary URL for files in COS?

For more information, see [Pre-signed Authorization Download](#).

Can I access private-read buckets via CDN acceleration?

Yes, but you need to be authorized with related configurations first. For more information, see [Private-Read Bucket](#) in the CDN Acceleration Overview documentation.

When the origin server is changed in the CDN Console, why does the original custom domain name disappear in the COS Console ?

If you use the Console V5 configured with JSON domain name, the COS V5 Console cannot display the new domain name.

Check whether the JSON domain name is configured in your bucket, and modify the JSON domain name to XML domain name.

Can I access the overseas acceleration GCD platform via unfiled domain names?

Filing is not required for overseas acceleration, but note that the data and operations on Tencent Cloud still need to comply with the laws and regulations of relevant countries/regions and [Tencent Cloud Service Agreement](#).

Can overseas acceleration GCD be used to accelerate domestic COS?

Yes. However, due to policies, the public ISP's network must be used when the overseas acceleration platform GCD pulls the data in Mainland China from the origin server or the Mainland Chinese users access overseas nodes. The access speed may be unsatisfactory and even the website cannot be accessed. You are suggested to use the URL prefetch feature of overseas acceleration GCD to cache hotspot files in advance.