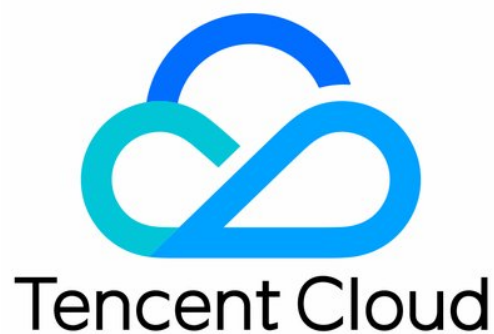


# **Enterprise Content Delivery Network FAQs Product Documentation**



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# FAQs

## Billing

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### How is ECDN billed?

ECDN is billed as follows:

- Billing mode: ECDN is billed daily on a pay-as-you-go basis. The charge for total consumption generated between 00:00:00 and 23:59:59 on the current day will be billed on the next day.
- Billable items: fees incurred by requests + [fees incurred by traffic in excess of the free tier](#).

For more information on the pricing, please see [ECDN Billing Description](#).

### How is ECDN traffic exceeding the free tier billed?

The fees of excessive traffic are calculated as follows:

**If the actual usage flow exceeds the free quota:**

**Excess flow expense= (Actual usage flow – 25 \* Number of requests/100w) \* Unit price of excess flow**

- The fees of excessive traffic are mainly subject to the number of billable requests and actually used traffic. If the actually used traffic does not exceed the free tier, you do not need to pay for traffic.
- The free tier of traffic is calculated based on the number of billable requests in an actual billing cycle and applies only to the current billing cycle as it is non-cumulative.

### What will happen to my ECDN service if my account falls into arrears?

Arrears will affect your acceleration service. For more information, please see [Notes on Arrears](#).

### Will fees be incurred after the domain name service is disabled (the domain name is deactivated)?

After the domain name service is disabled, if the domain name is still configured with CNAME resolution or the user's local DNS cache has not expired, the cache nodes can still receive user access requests, for which the platform will return a 404 status code and bill them as follows:

1. For all requests and traffic generated on the day when the domain name service is disabled, corresponding service fees will be incurred according to the standard billing mode.

2. After the day when the domain name service is disabled, neither requests nor traffic generated by the deactivated domain name will incur fees.

### **What are the differences in the billing mode between VIP and regular Tencent Cloud customers?**

- VIP customers are **billed monthly** by default, while regular customers are **billed daily** by default.
- VIP customers are billed in a **tiered manner**, while regular customers are **billed based on a cumulative tier**.

# Access Service

Last updated : 2020-10-22 15:20:13

## How do I get the cache node IP accessed by a client?

The ECDN platform uses the `X-Forwarded-For` header field to pass user's real IP address for origin-pull by default.

## Why is the obtained client IP address different from the user's real IP address?

If the client IP address obtained by the origin server from the `X-Forwarded-For` field is different from the user's real IP address, it may be caused by the following factors and can be solved in the following ways:

Cause	Scope of Affection	Other Characteristics	Solution
The user uses a proxy server for access	Specific users	The IP obtained when the user directly accesses the origin server is also exceptional	This problem is on the client. Cancel proxy or allow getting the proxy server IP
The origin server load balancer modifies the header	All users	The obtained IP is the ECDN intermediate node IP The user can directly access the origin server normally	Modify the origin server load balancer configuration, but do not modify the content of <code>`X-Forwarded-For`</code>
User access is hijacked	Users in specific regions	The obtained HTTP request IP is exceptional The obtained HTTPS request IP is normal	<a href="#">Submit a ticket</a> for assistance
Node features are exceptional	Users in specific regions or ISPs	The IP obtained when the user directly accesses the origin server is normal	This problem generally does not occur. If it occurs, you can <a href="#">submit a ticket</a> for assistance

## What should I do if an exceptional status code is returned for access with ECDN?

The causes and solutions for common exceptional ECDN status codes are as follows:

Status Code	Cause	Solution
404	The content requested by the user does not exist on or has been deleted from the origin server	Check whether the requested content exists on the origin server or modify the request link.
	The domain name acceleration service has not been enabled, or the domain name has not been connected to ECDN	Connect the domain name to ECDN and enable the acceleration service.
522	The content of origin server's response is invalid	The content of the origin server's response obtained by the node is incomplete or is in an incompatible format. You can <a href="#">submit a ticket</a> for assistance.
513	Access requests from a certain region surge and are therefore blocked	Access requests from a certain region surge, which are suspected as attack traffic and automatically blocked by the platform. If you are sure that they are not attack traffic, you can <a href="#">submit a ticket</a> to apply for canceling the access limit.
529	The domain name is newly added, and the route configuration has not taken effect	It takes 5-10 minutes for the platform to deploy the configuration. Please confirm that the configuration has taken effect before switching the CNAME resolution.
	The ping command is blocked by the origin server, and the origin-pull route information cannot be obtained	You need to grant the ping permission on your ECDN intermediate nodes. You can <a href="#">submit a ticket</a> to get the list of IPs of ECDN intermediate nodes.
538	SSL handshake between the node and origin server fails	Generally, this problem is caused by origin server network, SSL protocol, or algorithm incompatibility. You can <a href="#">submit a ticket</a> for assistance.

Status Code	Cause	Solution
564	HTTPS origin-pull connection is closed due to exception	<ul style="list-style-type: none"><li>• If the 564 error occurs for a high number of requests on the ECDN platform, it is generally caused by node egress network exceptions.</li><li>• If the 564 error occurs on certain origin servers, it is generally caused by egress network exceptions of your origin servers.</li></ul>
Other errors	Troubleshoot based on the specific error message	<ul style="list-style-type: none"><li>• Check whether the error status code is a response from the origin server.</li><li>• If not, you can <a href="#">submit a ticket</a> for assistance.</li></ul>

## How do I quickly locate a domain name access exception?

1. Check for the domain name resolution problem.
  - Check whether the domain name resolution takes effect through DNS resolution and check whether the problem is caused by incorrect authoritative DNS resolution.
  - Check whether the client can get the node IP normally to confirm whether the user's local DNS resolution is exceptional.
2. Compare the response content before and after the acceleration.
  - If the response of direct access to the origin server is exceptional, the access failure may be caused by exceptional origin server service.
  - If the response of direct access to the origin server is normal, the problem may be related to the ECDN platform and needs further troubleshooting.
3. Confirm the affection scope.
  - If access requests of only a small number of users are exceptional, the problem is generally caused by the client network. In this case, you can change the access network or access node and try again.
  - If affected users are in a certain region or ISP, the problem may be caused by service exceptions on some nodes, and you should immediately [submit a ticket](#) for assistance.
  - If access requests of all users are affected, the problem may be related to the origin server or acceleration platform, and you should immediately [submit a ticket](#) for troubleshooting.
4. Check whether the problem can be reproduced.
  - The problem is occasional and cannot be reproduced. It is generally caused by ISP network jitters and can be recovered automatically.
  - The problem can be reproduced when the access request is sent again. You can [submit a ticket](#) describing the access environment and error symptoms for assistance.



## **What information should I provide when contacting the customer service for assistance?**

If you cannot solve a problem by yourself, please [contact us](#) to report the fault and provide the following information for faster troubleshooting:

- Problem description and whether the problem can be reproduced.
- Information of domain name/origin server address where the problem occurs.
- Screenshots of the status code and error page.
- Screenshots of pinging acceleration domain name when the problem occurs.

# Domain Name Connection

Last updated : 2021-06-07 11:54:44

## How do I connect a domain name to the ECDN acceleration platform?

You can connect a domain name to the ECDN acceleration platform in the following three steps:

1. Add an acceleration domain name configuration in the console.
2. Set the `hosts` file to verify whether the configuration takes effect.
3. Configure the domain name CNAME resolution. Then, the service will work.

For detailed directions, please see [Domain Name Connection](#).

## Should I obtain an ICP filing for services in Mainland China for a domain name connected to ECDN?

Whether the system checks the ICP filing status depends on your selected acceleration region:

- If the acceleration region includes regions in Mainland China, according to applicable laws and regulations, an ICP filing for services in Mainland China should have been obtained from the MIIT for the domain name before connection.
- If the acceleration region includes regions only outside Mainland China (including Hong Kong (China), Macao (China), and Taiwan (China)), your domain name does not need ICP filing.

## Does ECDN support connecting wildcard domain names?

ECDN supports acceleration for wildcard domain names.

## What origin-pull methods are supported by ECDN?

Origin-pull Method	Description
Optimal route selection origin-pull	It is the default origin-pull policy. The best-performing node is selected for origin-pull based on the platform's detection result.
Weighted origin-pull	Origin-pull requests are proportionally scheduled to origin servers based on their weights.

Origin-pull Method	Description
Primary/secondary origin-pull	When the primary origin server is normal, it will be used for origin-pull. Only when it is exceptional will the secondary origin server be used.

## What differences are there between an acceleration port (or access port) and origin-pull port?

They have the following differences when CDN or ECDN is used:

Port Type	Acceleration Port	Origin-Pull Port
Port difference	It is the CDN/ECDN service port, which is also the port for client or user requests to access edge servers	It is the origin server service port, which is also the port for CDN/ECDN node requests to access origin servers
Port number	Only ports 80, 443, and 8080 are supported	1-65535

Note :

- After ECDN is activated, if the client request port is different from the service ports opened on the node, client access requests cannot be accelerated by the node.
- You can specify the origin-pull port on a node on the ECDN domain management page.

## What should I do if domain name connection failed in the console?

Common errors during connecting domain names and their solutions are as follows:

Error Type	Error Description and Solution
The corresponding domain name already exists in CDN configuration	You can add a domain name on the ECDN platform only after confirming that it has been deactivated in and deleted from Mainland China CDN and Overseas CDN.
The acceleration domain name has no ICP filing	If your acceleration region includes regions in Mainland China, according to applicable laws and regulations, your domain name must be connected to the domain name ICP filing system of MIIT. If you only need to ensure the access experience of users outside Mainland China, you can uncheck acceleration regions in Mainland China when adding the domain name. In this case, the domain name does not need an ICP filing for auditing.

Error Type	Error Description and Solution
The acceleration domain name already exists	If the domain name has been added under the current account, it does not need to be added again and can be used directly. If your domain name has been connected by another account, you can <a href="#">submit a ticket</a> to provide your domain name ownership proof and reclaim the domain name configuration permission.
The domain name is restricted	The domain names restricted from being added in the system include but not limited to internal domain names of Tencent or Tencent Cloud and locked or blocked domain names. You can <a href="#">submit a ticket</a> to apply for the configuration permission for restricted domain names.
The number of domain names exceeds the upper limit	The platform allows to add up to 200 acceleration domain names under one account by default. You can delete configurations of deactivated domain names or apply for increasing the maximum number of domain names.
The domain name format is invalid	The system can accelerate only ASCII domain names. Non-ASCII domain names contain invalid characters and therefore cannot be added.

# Features and Concepts

Last updated : 2020-08-03 11:44:39

## What are the application scenarios of ECDN?

ECDN is mainly suitable for application scenarios where requests for dynamic/static hybrid resources need to be accelerated. It can optimize the request response time and stability to deliver a high-quality and smooth access experience for websites.

Typical application scenarios include transfer acceleration of:

- Government affairs data
- Gaming data
- Finance data
- Ecommerce data
- Online education data
- Interactive entertainment data

## Does ECDN support HTTPS?

Yes. ECDN supports the HTTP, HTTPS, and WebSocket protocols. HTTPS is supported only for access requests from clients compatible with the SNI extension.

## What is SNI?

Server name indication (SNI) is an SSL/TLS extension used to enable a server to use multiple domain names and certificates. It works in the following way: before a client connects to the server and establishes an SSL connection, it sends the domain name of the site to be accessed, and then the server can return the corresponding certificate based on the domain name. Currently, most operating systems and browsers well support the SNI extension, while some legacy operating systems (such as Windows XP) and browsers (such as IE 6 or below) do not.

## Does ECDN support WebSocket?

Yes. ECDN fully supports WebSocket.

## What is WebSocket?

WebSocket is a TCP-based persistent protocol that implements full-duplex communication between the client and server and allows the server to proactively send information to the client. Before the emergence of WebSocket, to implement such duplex communication, web applications needed to consistently send HTTP request calls for inquiry, which increased service costs and reduced the efficiency.

Thanks to full-duplex, WebSocket is widely used in scenarios such as social networking subscription, online collaboration, market quotation push, interactive live streaming, online education, and Internet of Things. It can better save server resources and bandwidth and implement communication with higher real-timeliness.

### Does ECDN support acceleration outside Mainland China?

Yes. ECDN can deliver dynamic data globally. By default, the acceleration service is fully available in Mainland China. It is made available outside Mainland China through an allowlist. You can go to the [ECDN global acceleration eligibility application](#) page to apply for the use permission.

After the application is approved, you can add acceleration service regions outside Mainland China by yourself on the domain management page in the console.

#### ModifyAcceleration Region



Acceleration Region

Mainland China ▼

Yes

Cancel

### Does ECDN support upload acceleration?

ECDN supports acceleration for POST and PUT upload requests.