

# Enterprise Content Delivery Network

## FAQs

### Product Documentation



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# FAQs

## About Billing

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### How is ECDN billed?

ECDN is billed as follows:

Payment mode

1.1 If you activate ECDN service after 00:00:00 on March 16, 2022 (UTC+8), you will be charged on an hourly basis, and fees incurred in one hour will be billed in the following 2 to 4 hours.

1.2 If you activate ECDN service before that date, 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.

The billable items include the number of billable requests and the traffic exceeding the free tier.

For pricing details, see [Billing Overview](#).

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

The fees of excessive traffic are calculated as follows:

$$\text{Fees of Excessive Traffic} = \frac{\text{Actual Usage Traffic} - \text{Free Tier of Traffic}}{\text{Billable Traffic}} * \text{Proportion of Tier Traffic}$$

The fees of excessive traffic are mainly subject to the number of billable requests and actual traffic usage. If the actual traffic usage 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?

Being in 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, the 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 who activate ECDN service after 00:00:00 on March 16, 2022 (UTC+8) are **billed hourly**, and those who activate the service before that date are **billed daily**.

VIP customers are **billed based on volume pricing**, while regular customers are **billed based on tiered pricing**.

# 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 `X-Forwarded-For`
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.
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.

# 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/TSL 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.