

Content Delivery Network

FAQ



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FAQ

Features

Last updated: 2024-12-31 17:53:36

1. Does Tencent Cloud CDN have international acceleration capability?

International acceleration is already available in Tencent Cloud CDN. With nodes established over ten years, Tencent Cloud CDN has deployed over 100 acceleration nodes in more than 30 countries worldwide, which allow it to provide international acceleration capabilities.

2. Does the origin server need to make some changes before user enjoys acceleration service after accessing CDN?

Basically, no change is needed. However, in order to achieve a better acceleration, we recommend that you assign static and dynamic files to different domain names and only accelerate the static resources.

3. Does Tencent Cloud CDN support cross-domain access?

No restriction is imposed on the cross-domain access in Tencent Cloud CDN. If cross-domain access is needed for your website, you simply need to configure the Access-Control-Allow-Origin field in your website, or configure cross-domain headers for your domain name in the CDN. For more information, please see [HTTP Header Configuration](#).

4. Where can I download the CDN access log?

You can download the CDN access log in the CDN console. For more information, please see [Download Log](#).

5. How to use the self-troubleshooting tool?

The self-troubleshooting tool provides a range of diagnostic features such as testing for DNS resolution, link quality, site availability and data access consistency for accessing domain name. For more information, please see [Self-Troubleshooting](#).

6. What is the difference between local access diagnostics and user access diagnostics?

Local Access Diagnostics: When you find an error with one of your resource accesses, you can initiate a test with "Local Access Diagnostics".

User Access Diagnostics: When your user reports an error with resource access, you can pinpoint the problem through "User Access Diagnostics" and solve the problem by performing the actions suggested by Tencent Cloud.

7. Does CDN support POST requests?

Yes. CDN supports POST requests.

8. Does CDN support the origin server's Cache-Control setting?

By default, Tencent Cloud CDN supports origin server's Cache-Control setting.

9. Does CDN support GZIP compression?

In order to save your traffic, CDN compresses the files with a size between 256 Byte and 2048 KB and a filename extension of .js, .html, .css, .xml, .json, .shtml, and .htm to Gzip files by default.

10. Does CDN accelerator support non-80 ports?

CDN accelerator supports ports 80, 443 and 8080.

11. What is CDN intermediate origin server?

CDN intermediate origin server is an intermediate-layer origin-pull server located between the business server and CDN node. The intermediate origin server converges the node's origin-pull requests to reduce the origin-pull pressure on your origin server.

Billing

Last updated: 2024-12-31 17:53:45

1. How is CDN billed?

CDN provides two billing methods: **Bill-by-Bandwidth** and **Bill-by-Traffic**. Both methods are postpaid on a daily basis. The charge for total consumption generated during 00:00:00 – 23:59:59 on the current date is billed on the next day. For how to choose an appropriate billing method, please see [Billing](#).

2. Can I try out CDN for free?

CDN provides a 10 GB traffic pack for all customers every month. You can choose the Bill-by-Traffic method and use this pack to try out CDN for free.

3. When is the fee of CDN deducted?

CDN is billed on a postpaid basis. The charge for total consumption generated on the current date is billed and deducted on the next day:

- If the original billing method is Bill-by-Bandwidth on the current day, and it is changed to Bill-by-Traffic when there is no consumption generated, and the billing method remains unchanged after this change, the settlement for this day will be made based on Bill-by-Traffic the next day.
- If the original billing method is Bill-by-Bandwidth on the current day and consumption has generated before it is changed to Bill-by-Traffic, the settlement for this day will be made based on Bill-by-Bandwidth the next day. Provided that the billing method remains unchanged after this change and the settlement for the next day is made on the third day, Bill-by-Traffic will be used.

If you are an important customer with a contract entered into with Tencent Cloud, you can change the billing method by contacting your customer manager, calling 4009-100-100, or [submitting tickets](#).

4. What is Monthly 95th Percentile billing?

Bill-by-Bandwidth is a billing method based on peak bandwidth use.

Monthly 95th Percentile: There are 288 CDN bandwidth statistical points each day. Sort all statistical points for all effective days (on which the consumption generated is greater than 0 byte) from the first day of the current month by bandwidth value and eliminate the first 5% statistical points. Then take the largest bandwidth among the remaining 95% of statistical points as the billing bandwidth. Then calculate the charge based on contract price.

Computing Examples

The billing process starts on February 1, 2017. The contract price is P CNY/Mbps/month.

Assume that the bandwidth consumption generated is more than 0 for 14 days in February, calculate all statistical points for these 14 days (14 * 288) and eliminate the first 5% statistical points. Then take the largest value among the remaining statistical points as the billing bandwidth, which is Max95. The charge billed in February is: Max95 x P x 14 / 28.

5. How can I query my CDN bills?

You can query your bills in Tencent Cloud [Cost Center](#). For more information, please see [Query Bills](#).

6. Can I return a purchased traffic pack?

No. The CDN traffic pack is immediately sent to your account upon purchase. It can't be returned.

7. Where is the CDN price calculator?

Click [CDN Price Calculator](#) to enter the price calculator page.

8. Can CDN be billed by number of requests?

Not yet.

9. What will happen if I fail to pay CDN on time?

For more information, please see [In Case of Arrears](#).

10. If the origin server uses COS, will the traffic generated by CDN forwarding to COS be charged?

No, the traffic generated by CDN forwarding to COS is not charged at the CDN side.

11. When CDN is disabled (or suspended), will it generate traffic and incur a charge?

When CDN is disabled, if the domain is still configured as CNAME, a 404 error is returned when the request is resolved to the node, which may generate slight traffic. It is recommended that you change the resolution origin-pull before suspending the service.

Accessing Domain Name

Last updated: 2024-12-31 17:53:52

1. How to access a domain name?

You can access a domain name in the CDN console. For more information, please see [Access a Domain Name](#).

2. Does CDN support accessing wildcard domain name?

CDN supports accessing wildcard domain name but a verification is needed. Upload the verification file provided by Tencent Cloud to the root directory of the website, and access the wildcard domain name after the verification is completed successfully.

3. How long does it take to configure CDN?

Generally, it takes not more than 30 minutes for the CDN configuration to take effect. If the configuration does not take effect within 30 minutes after you configure it, you can contact us by submitting a ticket.

4. Is there any requirement for accessing a domain name to CDN?

Before a domain name is accessed to CDN for acceleration, the ICP license from the MIIT is necessary, and the business contents on the origin server must be legal.

5. Can multiple origin server IPs be configured?

You can configure multiple origin server IPs. After you have configured multiple IPs, the CDN randomly accesses one of the IPs for an origin-pull request. When the number of failures of the origin-pull request to an IP exceeds the threshold, the IP will be isolated for 300 seconds by default and the origin-pull request will not be sent to the origin server any longer.

6. How to bind CNAME to a domain name after the domain name accesses CDN?

You can bind CNAME at your DNS service provider by referring to the instructions in [Configuring CNAME](#).

7. Why can a domain name only be disabled but cannot be deleted?

Please check whether the user is a collaborator. The collaborator's permission is configured by the creator of the CDN service. If the creator does not assign the relevant permission to the collaborator, the collaborator can not perform the operation. If you are sure that the user have been granted the permission, [submit a ticket](#) for the help from OPS personnel.

8. Does the domain name configuration be retained after the acceleration service is disabled?

After the acceleration service is disabled, the domain name configuration is retained, but no acceleration service is provided any longer. In this case, any request from user will be forwarded to the origin server for origin-pull.

9. Does the domain name configuration be retained after the accelerated domain name is deleted?

After the domain name is deleted, its configuration is not retained.

10. How to disable the acceleration service?

You can disable the acceleration service in the CDN console. For more information, please see [Disabling Acceleration Service](#).

11. How to delete the accelerated domain name?

You can delete the accelerated domain name in the CDN console. For more information, please see [Deleting Accelerated Domain Name](#).

12. How to unlock the blocked domain name?

You need to [submit a ticket](#) for the help from OPS personnel.

Origin-Pull Configuration Issues

Last updated: 2024-12-31 17:54:06

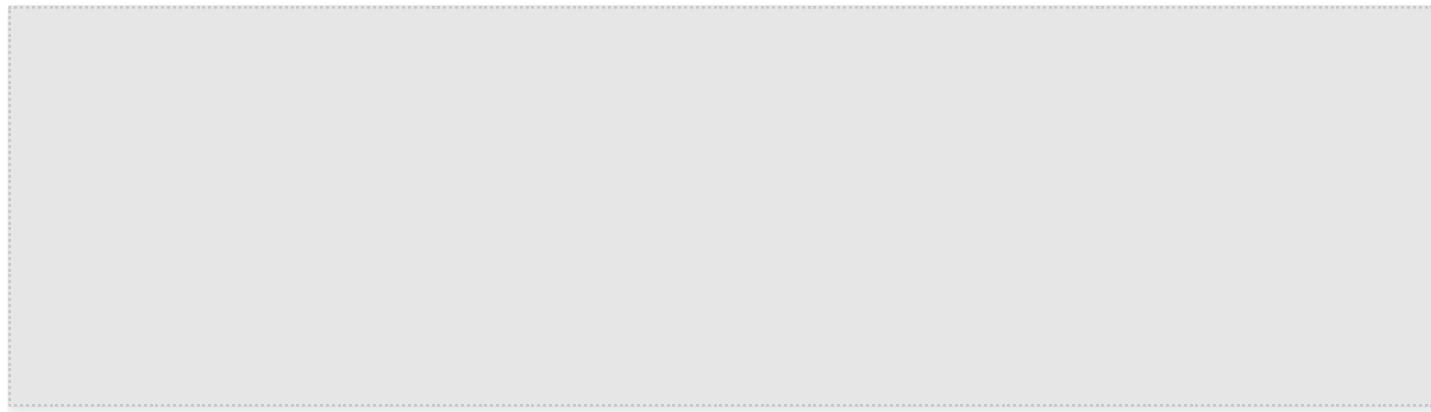
Configuring the Range GETs of CDN

Log in to the [CDN Console](#), select **Domain Management** from the left menu, and click **Management** on the right side of the domain you want to edit. For details, see [Range GETs Configuration](#).



The screenshot shows the Tencent Cloud CDN Domain Management interface. On the left sidebar, under '内容分发网络', the '域名管理' (Domain Management) option is selected and highlighted with a red box. The main content area is titled '域名管理' (Domain Management) and contains a table with two rows of domain configuration data. The columns include '域名' (Domain Name), 'CNAME', '状态' (Status), '接入方式' (Access Method), '过滤参数' (Filter Parameters), '回源协议' (Origin Protocol), '服务地域' (Service Region), '所属项目' (Project), '业务类型' (Business Type), and '操作' (Operations). The first row shows a domain with '已启动' (Enabled) status and '自有源' (Self-owned source) access method. The second row shows a domain with '已启动' (Enabled) status and '自有源' (Self-owned source) access method. The '操作' (Operations) column for the second row contains a red-bordered '管理' (Manage) button.

Click **Origin-pull Configuration**, and you can see the Range GETs module.



If most of your distributed files are large files (larger than 4M), it is recommended to enable Range GETs Configuration.

Reasons Why CDN Cannot Completely Hide IP

1. The IP has already been exposed before using CDN.
2. After using CDN, it may still be detected through technical measures.
3. If there are multiple websites on the server and other domains do not use CDN, they may also be exposed.

The Role of a Hot Backup Origin Server

If your primary origin server is a self-owned origin server, you can add a hot backup origin server. All origin-pull requests will be forwarded to the primary origin server first. If a 4XX or 5XX error code is returned or an exception such as connection timeout or protocol incompatibility occurs, requests will be forwarded to the hot backup origin server to pull resources, ensuring high availability of origin-pull.

Can CDN Origin Go Through Intranet

Hello, currently CDN origin only supports public network.

Does CDN Support Configuring Different Origin Servers Based on Different Client Requests

Yes, after adding a domain, you can click **Advanced Origin Configuration** in the origin server information to configure more granular origin settings. Currently, it supports configuring different origin servers based on Client IP, file suffix, file directory, full path file, and homepage origin request. ECDN acceleration does not support this feature yet, please wait for future updates.

源站信息

您可以修改已有源站配置，或添加热备源站（仅支持自有源），当回源请求失败后，会直接请求热备源站，获取所需资源。[如何设置源站](#)

主源站

源站类型 自有源 COS源 第三方对象存储 ①

回源协议 HTTP HTTPS 协议跟随
若您的源站支持 HTTPS 访问，建议选择 HTTPS 作为您的回源协议，避免您的回源数据被窃取或者篡改。

源站地址

回源规则	回源地址（源站:端口:权重）	操作
全部文件	1-65535 : 1-100	
添加源站		

① 源站所在区域和域名加速区域不一致，无法保证跨区域回源效果，建议选择能覆盖源站区域的加速区域

高级回源配置 ▲

支持更细粒度的回源配置。[什么是高级回源配置？](#)

回源规则	回源地址（源站:端口）	操作
Client IP 属于 吉林 辽宁 黑龙江		删除
文件后缀 ipg		删除
文件目录 /		删除
全路径文件 /		删除
首页 /		删除
添加源站		

How to Configure Origin HTTP Request Headers and Obtain the Real Client IP Address When the Origin Server Includes CLB Load Balancer

- When your origin link includes a CLB load balancer (including Tencent Cloud CLB or other vendors' CLB load balancer products) or other Nginx proxies, for example, Tencent Cloud CLB load balancer product, CLB will use the X-Real-IP header by default to obtain the peer IP address (i.e., the previous hop address). If you configure this header in the origin HTTP request header, it will be overwritten when forwarding to CLB, and the configuration will not take effect. Other load balancers or proxy servers may have the same issue. Therefore, if your origin server configuration includes a CLB load balancer product or other Nginx proxies, it is not recommended to configure this origin HTTP request header.
- If you need to obtain the real client IP address, we recommend using X-Forwarded-For to get the real client IP. It is already configured by default in CDN, so no additional configuration is needed. For details on how to configure it on CLB load balancer, refer to: [Obtaining Real Client IPs in IPv4 CLB Scenarios](#).
- If you use this header for other scenarios, it is recommended to replace with other header names to avoid the issue of header invalidation after origin.

Cache Configuration

Last updated: 2024-12-31 17:54:18

1. What is cache expiration configuration?

Cache expiration configuration refers to a set of expiration policies the CDN acceleration nodes should follow when caching your business contents.

User resources cached on CDN nodes may be "Expired". If a resource cached on a node is not expired, when a user request for the resource reaches the node, the node will directly return the cached resource to the user to speed up the resource acquisition. If a resource is beyond the set validity period and thus becomes expired, the node will forward the user request for the resource to the origin server, reacquire and cache the resource, and then return it to the user. A reasonable cache validity period can effectively improve the resource hit rate and reduce origin-pull rate so as to save bandwidth.

2. What is advanced cache configuration?

Log in to [CDN Console](#), select "Domain Management" in the left navigation bar, and click "Manage" in the right of the domain name to be edited.

In the Cache Expiration Configuration module, click on the Advanced Cache Expiration Configuration switch to enable it.

After that, the following results are achieved.

When a user requests for a certain resource from the origin server and the Response HTTP Header includes the Cache-Control field with a value of max-age=xxxx, the cache validity period for the resource on the node will be subject to the smaller one between the set validity period and max-age:

- For example, if the max-age set for the /index.html of the origin server is 200 seconds and the cache validity period set for CDN is 600 seconds, the actual cache validity period for the file is 200 seconds.

- If the max-age set for the /index.html of the origin server is 800 seconds and the cache validity period set for CDN is 600 seconds, the actual cache validity period for the file is 600 seconds.

Note: If the Cache-Control field does not exist in the Response Header of your origin server, CDN adds the "Cache-Control:max-age=600" header by default.

3. How to control the file cache time in a browser?

Tencent Cloud CDN supports the Cache-Control configuration on the origin server by default, but configuration of the Cache-Control header is not supported. max-age cannot be configured on CDN nodes, but CDN nodes can inherit the origin server's max-age. To configure max-age on CDN nodes, you only need to configure the max-age on the origin server.

4. How to adjust the priority of cache configuration?

For more information, please see [Priority Adjustment](#).

5. Can CDN self-owned origin be configured to not cache a certain file? Does it mean "do not cache" if the cache validity period is 0?

You can configure different cache validity periods for different types of directories and files. If the cache validity period is configured to 0, the CDN node will not cache the resource, in which case the CDN node needs to pull related resources from the origin server every time the users send access request to the node. For more information on cache configurations, please see [Cache Expiration Configuration](#).

6. Which cache expiration configuration does Tencent Cloud support?

Tencent Cloud CDN supports cache validity period configuration at various dimensions, custom priority adjustment, and cache inheritance policies (advanced cache configuration). A reasonable cache validity period can effectively improve the resource hit rate and reduce origin-pull rate, so as to save bandwidth.

7. What is the default cache configuration of CDN?

Default configuration is as follows when a domain accesses:

Self-own origin domain connection: By default, the cache validity period for all files is 30 days while that of the general dynamic files (such as .php, .jsp, .asp, .aspx) is 0 by default, which means any request for such files will be directly forwarded to the origin server.

COS origin domain access: By default, the cache validity period for all files is 30 days.

Advanced cache expiration configuration is disabled by default.

8. What are cache inheritance policies?

When a user makes a request for a certain business resource, the origin server's Response HTTP Header includes the Cache-Control field. The default policy is as follows:

If the Cache-Control field is max-age, the cache validity period for this resource is subject to the one set for the resource, instead of inheriting the value specified by max-age.

If the Cache-Control field is no-cache or no-store, the CDN node does not cache the resource.

9. What are cache matching rules?

When multiple caching policies are set, the priorities of the entries are determined on a bottom-to-top basis, with the entry at the bottom of list having the highest priority and the one at the top having the lowest priority. For example, if the following caching policies are set for a domain:

All files (30 days)
.php .jsp .aspx (0 second)
.jpg .png .gif (300 seconds)

```
/test/*.jpg (400 seconds)
/test/abc.jpg (200 seconds)
```

If a domain name is `www.test.com`, and the resource is `www.test.com/test/abc.jpg`, the matching rule is as follows:

1. Match with the first entry. It is hit, so the cache validity period is 30 days.
2. Match with the second entry. It is not hit.
3. Match with the third entry. It is hit, so the cache validity period is 300 seconds.
4. Match with the fourth entry. It is hit, so the cache validity period is 400 seconds.
5. Match with the fourth entry. It is hit, so the cache validity period is 200 seconds.

The final cache validity period is subject to the last matching result, that is 200 seconds.

Cache Refresh

Last updated: 2024-12-31 17:54:29

1. What is cache purge?

Cache purge includes URL purge, directory purge, and URL prefetch. (For more information, please see [Cache Purge](#))

- URL purge means to purge the cache on a file-by-file basis.
- Directory purge means to purge all the files under a directory on a file-by-file basis.
- URL prefetch means to prefetch resources on a file-by-file basis.

Purge vs. prefetch:

- After purge, the resource cached on the CDN nodes across the network is deleted. When a user's request reaches a node, the node will pull the requested resource from the origin server and then cache it while returning it to the user. In this way, it can be guaranteed that the user can get the up-to-date resources.
- After prefetch, the resource is cached on the CDN nodes across the network in advance. When a user's request reaches a node, the user can directly get the resource from the node.

2. What are the requirements for cache purge? How long does it take effect?

Cache purge includes URL purge, directory purge, and URL prefetch.

URL purge: A maximum of 10,000 URLs are allowed to be purged each day and a maximum of 1,000 URLs are allowed to be submitted for each purge. It takes about 5 minutes for the purge to take effect. If the cache validity period set for the file is less than 5 minutes, it is recommended to wait for the timeout and update, instead of using the purge tool.

Directory purge: A maximum of 100 directories are allowed to be purged each day and a maximum of 20 URL directories are allowed to be submitted for each purge. It takes about 5 minutes for the purge to take effect. If the cache validity period set for the folder is less than 5 minutes, it is recommended to wait for the timeout and update, instead of using the purge tool.

URL prefetch: This feature is only available for key CDN customers. If the resource has been cached on the node and has not expired, it will not be updated to the latest one. If you need to update the resources on all CDN nodes to the latest ones, you can purge them before prefetch. A maximum of 1,000 URLs are allowed to be prefetched each day and a maximum of 20 URLs are allowed to be submitted for each prefetch. It takes about 5 to 30 minutes for the prefetch to take effect, depending on the file size.

3. Will the cached content at CDN acceleration nodes be updated in real time?

No. The cached content at CDN nodes are updated based on the [cache expiration configuration](#) you set on the console. If you need to update a file's cache in real time, do it by [purging cache](#).

4. Is directory purge supported by CDN?

Yes. CDN supports URL purge, directory purge, and URL prefetch.

Method 1: [Purge the directory](#) on Tencent Cloud CDN console. For more information, please see [Cache Purge](#).

Method 2: Purge the URL by calling the API. For more information, please see [URL Purge](#).

5. How can I check the cache purge history?

You can check the cache purge history on the CDN console. For more information, please see [History](#).

6. Why doesn't directory prefetch or purge take effect?

Check whether Last-Modified of the origin server is changed. If it is changed, a failure of origin-pull will occur. If you cannot solve the problem, [submit a ticket](#) to notify the OPS personnel.

Statistical Analysis

Last updated: 2024-12-31 17:54:36

1. Usage Statistics

You can use Usage Statistics to query the traffic and bandwidth consumed by projects and domains on CDN in real time, perform TOP usage analysis regarding provinces and ISPs, and analyze popular URLs.

2. Access Statistics

You can use Access Statistics to query the number of requests generated by projects and domains on CDN in real time, perform TOP analysis for number of requests of provinces and ISPs, and analyze popular URLs.

3. Status Code Statistics

You can use Status Code Statistics to collect HTTP status codes returned by projects and domains in response to user requests, including the statistics of 2XX, 3XX, 4XX, and 5XX.

4. Origin Server Statistics

You can use Origin Server Statistics to query the origin-pull traffic and bandwidth of projects and domains as well as the origin-pull rate in real time.

5. Network-wide Status Monitoring

Network-wide Status Monitoring displays the latency and availability of each region.

6. Monthly Operating Report

Monthly Operating Report provides analytical reports regarding CDN consumption in each month.

7. View Bandwidth Usage

You can view traffic and bandwidth usage in the console. For more information, please see [Usage Statistics](#).

HTTPS

Last updated: 2024-12-31 17:54:48

1. What is HTTPS?

HTTPS refers to Hypertext Transfer Protocol Secure, which is a security protocol that encrypts and transfers data based on the HTTP protocol to ensure the security of data transfer. When configuring HTTPS, you need to provide the certificate for the domain name and deploy it on the CDN nodes across the network to implement the encrypted data transfer across the network.

2. Does CDN support HTTPS configuration?

Tencent Cloud CDN fully supports HTTPS configuration. You can either upload your own certificate for deployment or go to [Certificate Management Console](#) to apply for a third party certificate that is provided by TrustAsia free of charge.

3. How to configure HTTPS certificate?

You can configure the HTTPS certificate in the CDN console. For more information, please see [HTTPS Configuration](#).

4. Do the HTTPS certificates on CDN nodes need to be synchronized with the updates of HTTPS certificate on origin server?

This depends on your origin-pull method.

Origin-pull based on HTTP: Synchronization is not needed.

Origin-pull based on HTTPS: When the certificate on origin server is updated, the certificates on the CDN nodes need to be updated synchronously. The certificate between client and node must be identical to the one between node and origin server. Otherwise, a failure of origin-pull will occur.

5. Is there any way for users to allow only HTTPS access and forbid HTTP access?

You can use forced HTTPS. After the certificate is configured successfully, the [Forced Redirect] switch is displayed. When the switch is enabled, even if you initiate an HTTP request, it will be forced to redirect to HTTPS for access.

HTTPS配置

HTTPS提供对网络服务器的身份认证，保护交换数据的隐私和完整性。 [什么是HTTPS?](#)

强制跳转HTTPS: X

证书来源	证书备注	到期时间	回源方式	证书状态	更多操作
腾讯云托管证书	██████████	2018-08-08	HTTP回源	配置成功	前往配置

Node Network

Last updated: 2024-12-31 17:54:56

1. How long is the default timeout for Tencent Cloud CDN nodes?

10 seconds.

2. What will happen to the files on the CDN node if I close accessing domain from CDN management?

If you close the CDN service of a domain which has already accessed CDN, the CDN node will retain the access configurations of the domain, no further CDN traffic will be generated, and requests towards this domain will all go back to the origin server. Before this operation, make sure that:

- You have configured the CNAME of this domain based on A record, otherwise the domain cannot be accessed.
- Your origin server has enough bandwidth processing capabilities, or problems may occur when you access your domain.

3. What to do when I can't open my website after accessing CDN?

First, check if the CDN status of accessing domain is "Closed". The website will not function if status is "Closed". Proceed the next step if the status is not "Closed":

- Check whether the CNAME resolution of the domain has taken effect by using ping or nslookup. If CNAME is not bound, please see [CNAME Configuration](#) for how to bind CNAME at your DNS service provider.
- After CNAME takes effect, check if you can access the origin server as usual.

If the problem is not solved after completion of the above procedure, contact us by [submitting a ticket](#).

4. How do I tell which CDN node are the users accessing?

You can acquire basic troubleshooting information such as the IP, latency and lost packet of the CDN node accessed by users by using the commands ping and nslookup.

5. Why do I have a low hit rate?

This is generally caused by the following reasons:

- Cache configuration problem, such as short cache validity period;
- Http Header prevents caching. Check the origin server's Cache-Control or Expires configurations;
- Few cacheable content for the origin server type;
- Website has less visits and low validity period. Low hit rate for files leads to frequent back-to-origin requests.

6. When users think it is too slow to access CDN?

We consider download speed for large files and latency for small files. First, acquire the URL that is slow to access for users and determine if the access is slow by using speed test websites such as 17ce <http://www.17ce.com> (recommended):

- If the access is slow according to test and the origin server is FTP hosted origin, contact us by [submitting a ticket](#).
- If the access is slow according to test and the origin server is a self-owned origin, you should assist the user to check if the machine load and bandwidth of the origin server are restricted.

7. How do I tell whether a user access has hit the CDN Cache?

Check the X-Cache-Lookup information in the header of the access response packet:

▼ **Response Headers** [view source](#)

```
Cache-Control: max-age=864000
Connection: keep-alive
Content-Length: 10
Content-Type: text/css
Date: Wed, 18 Mar 2015 08:22:34 GMT
Expires: Sat, 28 Mar 2015 08:22:34 GMT
Last-Modified: Tue, 17 Mar 2015 05:35:17 GMT
Server: NWS_Appimg_HY
X-Cache-Lookup: Hit From Disktank
```

- X-Cache-Lookup:Hit From MemCache: Memory of the CDN node is hit.
- X-Cache-Lookup:Hit From Disktank: Disk of the CDN node is hit.
- X-Cache-Lookup:Hit From Upstream: The CDN is not hit.

8. Why are the sizes of files returned by the node with the same file name different?

As all file types are cached by default, there may be different versions for a file on the CDN node. To solve this problem:

- Manually refresh files and update cache immediately;
- Use a version number, for example <http://www.xxxx.com/xxx.js?version=1>.
- Change the file name to avoid using files with the same name.

If the problem is not solved after completion of the above procedure, contact us by [submitting a ticket](#).

Domain Deregistration Instructions

Last updated: 2024-12-31 17:55:09

Domain Registration Invalid

Handling mechanism for domain registration invalid

1. According to relevant laws and regulations in China, Tencent Cloud CDN cannot provide acceleration services for unregistered domains in China.
2. If your domain registration becomes invalid due to illegal and non-compliant activities, untrue and inaccurate registration information, or voluntary deregistration, Tencent Cloud CDN will immediately stop the acceleration service for the involved domains. Additionally, notifications will be sent to your main account and subscription group via SMS, email, and internal messages regarding the unregistered domains.
3. If you do not complete the registration within 7 days, your domain will be forced offline (DNS resolution points to an invalid address), making the involved domains inaccessible.
4. To ensure your business runs smoothly, please complete the [Domain Name Filing](#) in time.

 **Note:**

- Normal service: When domain registration is normal, the domain resolves to Tencent CDN node IP addresses through CNAME.
- Stop service: When domain registration is invalid, the acceleration service will stop, and the domain's DNS resolution will point to your origin server.
- Domain offline: 0–24 hours after the domain stops CDN acceleration service, if the registration is still not completed, the domain will be taken offline, and DNS resolution will point to an invalid address.
- Domain registration invalid: The registered domain is deregistered due to illegal and non-compliant activities (e.g., pornographic, gambling, fraudulent, or infringing content), inaccurate registration information (e.g., forged registration materials, impersonation), or inaccurate registration information (e.g., domain expired, document expired, access expired, invalid contact information, information change), or voluntarily deregistered. When querying the domain registration status in the MIIT registration system, it shows "Not Registered".

Service recovery method after domain name registration completion

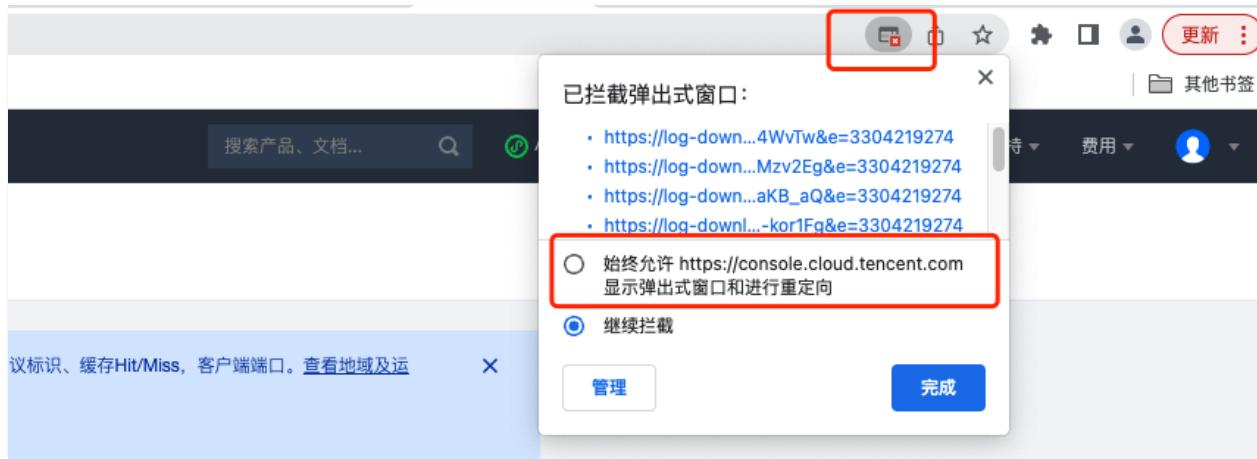
1. According to the [registration guidelines](#), after completing the registration, you need to operate "delete domain" in **Domain Management** on the console, and then "add domain" again.
2. If you have completed the registration, it is recommended to add the domain in the console 2 hours after the registry review time. If it still shows unregistered information after 2 hours, please contact [Online Customer Service](#) for assistance.

Cloud Log Service Issues

Last updated: 2024-12-31 17:55:20

Downloading Logs in Bulk Only Downloads One Log

If you download logs in bulk and only get one log, the bulk download might be blocked by the browser. For example, in Google Chrome, you can check the top right corner of the current page to see if the download request is blocked by the browser. If it is blocked, click the interception window and select always allow to release browser interception and complete the bulk download.



How to View Offline Logs After Downloading

The offline logs you downloaded are in a gzip compressed package. After opening the compressed package, you can get the original CDN log files. If you need to view them, you can manually add the .log or .csv suffix to open them. If you need to perform simple log analysis, you can add the log file suffix and use Excel's data import feature to import into an Excel spreadsheet for related data analysis.

Where to Download CDN Access Logs

You can download CDN access logs in the CDN console. For specific operation steps, see [Downloading Logs](#).

Compliance Issues

Last updated: 2024-12-31 17:55:30

Prompting Unfiled When Accessing Accelerated Domain with CDN

Due to some delay in syncing MIIT domain filing to the Tencent Cloud filing database, which usually takes about 1–2 hours, if you have completed the filing but still encounter the unfiled prompt, please be patient and retry adding the domain after 1–2 hours.

Prompting for Access Filing When Configuring Domain Back-to-Source

According to regulatory requirements, when using Tencent Cloud servers within China as the origin server, such as CVM, Lighthouse, and other Tencent Cloud resources, it is required to complete access filing with Tencent Cloud (or transfer the filing to Tencent Cloud), otherwise, it will affect back-to-source service. Using COS source currently does not have mandatory requirements for Tencent Cloud access filing, but it is recommended to complete Tencent Cloud access filing. For details, please refer to the [Access Filing Guide](#).

Domain Name Resolution Showing Resolved Domain Name `cloudcdnv1.com`

`cloudcdnv1.com` is a platform service domain of Tencent Cloud CDN, generally no need to pay attention. If your domain encounters arrears and service suspension, usage ban, filing invalidation, content violation, or other issues, and Tencent Cloud takes your domain acceleration service offline, the resolution record of `cloudcdnv1.com` may appear.

Domain Name Resolution Showing Resolved Domain Name `tdns127.com`

`tdns127.com` is a platform service domain of Tencent Cloud CDN. If your domain encounters filing invalidation, content violation, or other issues, and Tencent Cloud takes your domain acceleration service offline, the resolution record of `tdns127.com` may appear.

Can Content Involving Fraud Be Unblocked

When the content accelerated by Tencent Cloud CDN is suspected of violating laws, regulations, and related policies, it will be immediately banned and access restricted. It cannot be unblocked until you clear the violating resources and complete rectification according to compliance requirements.

If you have a dispute over the resource violation, you can submit the corresponding resource [for appeal](#).

For more detailed processing flow, click to view the [security help guide](#).

How to Unblock a Banned CDN Domain Name

1. If your CDN domain content is banned due to violations of laws and regulations, unblocking is not allowed.
2. If you have a dispute over the ban disposition result, you can submit the banned resources [for appeal](#).
 - 2.1 Each submission for appeal can only include one disputed resource. If you have more resource disputes, you can first submit 1–2 appeals for investigation.
 - 2.2 As part of Tencent Cloud CDN's security detection capability uses QQ Security Manager, the application entry requires QQ login.

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申诉

Complaint

● 申诉类型 病毒

● 软件扫描截图 选择文件
请上传管家或其他安全软件截图，最多五张

● 申诉APK安装包 选择文件
请上传被管家提示风险或广告安装包

● 企业/个人名称

● 联系邮箱地址 请输入QQ邮箱

● 申诉理由 建议您填写和申诉类型相关的内容，以便于我们快速定位解决您的问题。

提交申诉

提示：请根据页面提示填写完整信息申诉，申诉结果将返回联系邮箱。请留意查看。