

About Account Troubleshooting



Tencent Cloud

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Troubleshooting

Remote Login Notification

Last updated: 2024-08-16 20:04:48

Phenomenon Description

- The user receives a remote login SMS notification from Tencent Cloud on their phone:



- The mini program receives a remote login notification from Tencent Cloud:



Possible Causes

When your Tencent Cloud account attempts a remote login, Tencent Cloud detects that the current login IP address differs from the usual IP address, triggering this notification.

Note

- Remote login notifications are enabled by default for all accounts and cannot be turned off. This notification is independent of the account's remote login protection setting.
- After enabling remote log in protection, the system will determine if the log in IP address belongs to the commonly used log in city. If the account logs in from a non-frequently used city, identity verification is required.

Steps

Upon receiving a remote login notification, please follow these steps:

1. Please confirm whether the login attempt was initiated by yourself.
 - If yes, please perform step [2](#).
 - If not, please perform step [3](#).
2. Please confirm whether the login was done from the usual location.
 - If yes, ignore this notification. The issue is resolved.
 - If not, please perform step [3](#).

Please confirm whether the login attempt was made by other authorized users (Tencent
3. Cloud accounts support login via WeChat scan, QQ login, email login, etc).
 - If yes, proceed to [Step 4](#).
 - If not, proceed to [Step 5](#).
4. Please confirm if the shared users of the account are logging in from infrequent locations.
 - If yes, ignore this notification. The issue is resolved.
 - If not, proceed to [Step 5](#).

Please confirm if the IP addresses of this login belong to mobile devices like mobile
5. phones, iPads, or the laptops that you or shared users are using.
 - If yes, ignore this notification. The issue is resolved.
 - If not, please [change the account password](#), [enable remote login protection](#), and [log out from all logins](#), then proceed to [Step 6](#).
6. Go to [CloudAudit Console](#), check the CloudAudit logs, confirm whether there are sensitive operations, and verify the account's resource status.
 - If account resources are affected, contact [Online Customer Service](#) for help.

- If not, it is advised to enable [login protection](#) and [operation protection](#).

 **Note**

- Unstable network environment may cause your IP to change, which might trigger remote login alerts. If you are sure it is your operation, ignore the alert.
- Tencent Cloud's IP library might have small inaccuracies in IP address locations (global IP data changes daily, causing slight deviations). If you confirm a false alarm, you can report the IP address to [Online Customer Service](#) for correction.
- The account center supports various security settings to protect the account and its resources. It is recommended to go to [Security Settings](#) to enable [login protection](#), [operation protection](#), and [remote login protection](#).

log in to interval exceeding one month message reminder

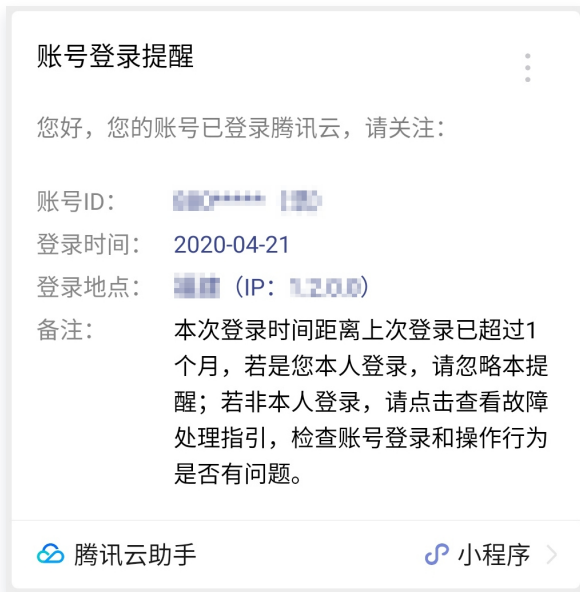
Last updated: 2024-08-16 20:05:10

Phenomenon Description

- User's phone receives a log in to interval exceeding one month SMS reminder from Tencent Cloud:



- The mini program receives a log in to interval exceeding one month message reminder from Tencent Cloud:



Possible Causes

When there is a log in to behavior for your Tencent Cloud account, Tencent Cloud detects that the current log in to time interval exceeds one month from the last log in to , causing this reminder to be triggered.

Note

log in to interval exceeding one month reminders are enabled by default for all accounts and cannot be turned off.

Steps

Upon receiving a log in to interval exceeding one month reminder, please follow the steps below to confirm:

1. Confirm if this log in to is by another shared user of the account.
 - If yes, please ignore this reminder.
 - If no, please proceed to Next .
2. Confirm if the log in to location is a frequently used city.
 - If yes, please proceed to Next .
 - No, please [change your account password](#) , and [sign out of all log ins](#) .
3. Confirm if this log in to behavior is by the account owner.
 - If yes, please ignore this reminder.
 - If no, please [modify the account password](#) and [log off all log in to](#) and proceed to Next .

4. Go to [CloudAudit Console](#) and check if the time interval between this login and the last login exceeds one month.
 - If yes, please proceed to [Next](#) .
 - If not, please contact [Online Customer Service](#) .
5. Check the CloudAudit logs to confirm if there were any sensitive operations.
 - If so, please check the account resources. If resources are affected, please contact [Online Customer Service](#) for help.
 - If not, it is advised to enable [login protection](#) and [operation protection](#) .

⚠ Attention:

- A long login interval increases account security risks. It is recommended to periodically [modify your account password](#) .
- The account center supports various security settings to protect the account and its resources. It is recommended to go to [Security Settings](#) to enable [login protection](#) , [operation protection](#) , and [remote login protection](#) .

Unable to receive verification information on mobile

Last updated: 2024-08-16 20:05:24

Phenomenon Description

If you do not receive verification information on your mobile while performing actions such as binding or modifying your mobile number, resetting your password, etc.

Possible Causes

The main reasons for not receiving verification information on mobile include:

- Incorrect mobile number or area code.
- The mobile system automatically hid the content based on keywords.
- Reception exceptions due to the mobile number itself, such as overdue payment, network failures, etc.

Steps

1. Please confirm if the mobile number is correctly filled in.
 - If yes, proceed with the next step.
 - If not, please [Modify Mobile Number](#).
2. Please verify if the mobile is out of service.
 - If yes, please make the payment or [change the mobile number](#).
 - If yes, proceed with the next step.
3. Please confirm if the verification information is intercepted as spam SMS.
 - Yes, please unblock the SMS interception. SMS The search keyword is "Tencent Cloud".
 - If yes, proceed with the next step.
4. Network communication issues might cause SMS loss, please confirm if there are any network anomalies.
 - If yes, please retry or try again later. You can also try moving the SIM card to another mobile and retry.
 - If not, please contact [Online Customer Service](#).

Attention:

Online Customer Service is available for consultation with **Tourist Identity**.

Email not receiving verification information

Last updated: 2024-08-16 20:05:37

Phenomenon Description

When binding or modifying email, resetting the password, etc., the email does not receive verification information.

Possible Causes

The main reasons for not receiving verification information include:

- Incorrect email address.
- The email system automatically hides the content based on keywords.
- The email system has special restrictions causing reception failure. For example, the enterprise's self-built email prohibits receiving third-party emails.

Steps

1. Please ensure the email address is filled in correctly.
 - If yes, proceed with the next step.
 - If not, please [modify the email address](#).
2. Please check if the verification information is treated as spam and stored in the trash can.
 - If so, please set Tencent Cloud's email (cloud_noreply@tencent.com) as allowlist.
 - If yes, proceed with the next step.
3. Network communication abnormalities might cause email loss. Please check if network communication is abnormal.
 - If so, please retry or try again later.
 - If yes, proceed with the next step.
4. Please confirm whether the email address is an enterprise self-built email with a prohibition on receiving third-party emails.
 - If so, please contact your enterprise IT department, or use a new email (such as QQ, 163) to receive messages.
 - If not, please contact [Online Customer Service](#).

Attention:

Online Customer Service is available for consultation with **Tourist Identity**.

