

Tencent CloudBase

FAQs



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Contents

FAQs

FAQs About New Billing

FAQs About Billing

Scaling Capability Issues

Issues Related To SCF

Database Issues

Storage Issues

Environment-Related Issues

Tool-Related Issues

Account Issues

FAQs

FAQs About New Billing

Last updated: 2026-03-17 14:11:08

What Is the New Billing Model For Cloud Development?

The new billing for cloud development adopts a **basic package + pay-as-you-go** mode: You can first purchase a basic package with a certain quota, and then pay for the excess usage based on actual consumption.

For details, see the [new pricing documentation](#).

Is There a Free Period For New Users?

If you are using Tencent CloudBase for the first time, you can try the personal edition for free for one month.

When Will the New Billing For Cloud Development Take Effect?

The new billing for cloud development took effect on August 8, 2022. For details, see the [pricing documentation](#).

How Can Existing Users Upgrade?

From the effective date of the billing mode upgrade (August 8, 2022), prepaid environments and pay-as-you-go environments with resource packages will continue to be serviced until the resource expiration date. You can upgrade to the new billing before the resource expires. For free environments and pay-as-you-go environments without resource packages, a buffer period of at least one month is provided, during which you need to actively upgrade to take effect under the new billing, and a voucher will be provided as a subsidy.

During the buffer period, reminders and a switch entry will be provided, allowing you to choose whether to switch to the new billing mode. If the switch is not made in time, the TCB environment will be suspended and released.

After the buffer period, the environment will first enter isolation, and will be released after 7 days of isolation. Data cannot be recovered after the environment is released. If you still need to use this environment, you can perform [environment restoration](#) during the isolation period.

After the Announcement, Is It Impossible To Purchase Resource Packages Other Than SMS or Prepayment For More Than One Month?

From the date of the announcement of the [Cloud Development New Billing Package Upgrade](#), users who have already purchased prepaid plans and resource packages can continue to use

the originally purchased resources until the original agreed package expires or is used up. Existing old prepaid plans will no longer support renewals for more than one month, and existing old resource packages will no longer support new purchases.

What Is the Estimated Cost After the New Billing Upgrade?

You can estimate the fees under the new billing based on your past usage according to the [new pricing documentation](#). According to the estimation, the personal edition quota meets the needs of most developers. If your actual usage does not exceed the basic quota and you do not use extended features, the monthly fee is 19.9 CNY.

Can the Current Paid Environment Continue To Be Used?

After the new billing takes effect, prepaid plans that have been purchased can be used normally until the original expiration time, and pay-as-you-go environments with purchased resource packages can be used normally until the original resource package expiration time. There will be no direct invalidation or automatic refund. You can switch to the new billing before the prepaid plan expires.

Will Fees Continue To Be Deducted During the Grace Period or Isolation Period?

Before you upgrade to the new billing, both the grace period and the isolation period will still follow your previous billing mode. For details, see the old [billing pricing](#).

Can the New Billing Be Automatically Upgraded After Receiving the New Billing Notification?

From the effective date of the billing mode upgrade (August 8, 2022), we will provide you with at least a 1-month grace period. During the grace period, you need to manually upgrade in the [TCB Console](#). After the grace period ends, if you still need to use this environment, you can [restore the environment](#) within the 7-day isolation period.

Can the Previous Resource Package Still Be Used or Purchased?

During the grace period, you can continue to use or renew the resource package until the end of the grace period. After the new billing takes effect, the concept of the resource package will be canceled, and the **basic package + pay-as-you-go** mode will be used. Existing old resource packages will no longer support new purchases.

How To Upgrade To the New Billing?

From the effective date of the billing mode upgrade (August 8, 2022), we will provide you with at least a 1-month grace period. During the grace period, you need to manually upgrade in the

TCB Console .

1. Log in to the [Cloud Development Console](#) to claim the voucher.

The screenshot displays the Tencent Cloud TCB Console interface. At the top, there is a blue banner with a notice titled "【公告】关于云开发计费套餐升级通知：" (Notice regarding the upgrade of cloud development billing packages). The notice explains that starting from August 2022, a new pricing model (Basic Package + Pay-as-you-go) will be implemented. It lists two key points: users currently on free or pay-as-you-go plans have a 1-month buffer to upgrade, and users on pre-paid plans will continue to use their existing packages until they expire.

Below the banner, the main content area is divided into two columns. The left column, titled "环境" (Environments), shows a list of environments. The first environment is named "test" and is in a "按量计费环境" (Pay-as-you-go environment). It includes details like the environment ID, creation time (2022-08-09 14:46:24), and a warning that the current package is being phased out and users should upgrade by September 8, 2022. The right column contains two sections: "购买推荐" (Purchase Recommendations) and "领券专区" (Coupon Zone). The "购买推荐" section shows two options: "个人版" (Personal Edition) and "入门版" (Entry Edition), each with an "立即购买" (Buy Now) button. The "领券专区" section features a "老用户答谢券" (Old User Appreciation Coupon) with a "立即领取" (Claim Now) button highlighted by a red box.

Note:

Only the primary account can claim this voucher; sub-accounts and collaborators cannot claim it.

2. After claiming the voucher, select the environment to upgrade and click **Upgrade**.

The screenshot displays the Tencent CloudBase console interface. At the top, a blue banner contains a notice about the upgrade of the cloud development package pricing model, effective from August 2022. Below the banner, the 'New' (新建) button is visible. The main content area shows a list of environments. The first environment, named 'test', is highlighted. It is a 'Metered Environment' (按量计费环境) created on 2022-08-09 14:46:24. A red box highlights a warning message: '已上线新计费套餐, 该环境需于2022-09-09日到期前升级为新套餐, 到期后将无法使用, 请及时升级去升级' (The new pricing package is online, this environment needs to be upgraded to the new package before the expiration date of September 9, 2022, or it will be unusable. Please upgrade in time). To the right of the environment list, there are two panels: 'Purchase Recommendation' (购买推荐) and 'Coupon Zone' (领券专区). The 'Purchase Recommendation' panel shows two options: 'Personal Edition' (个人版) and 'Entry Edition' (入门版), both with 'Buy Now' (立即购买) and 'Auto Renewal' (自动续费) buttons. The 'Coupon Zone' panel shows a 'No Threshold' (无门槛) coupon for 'Old User Appreciation' (老用户答谢券), valid for 30 days from the time of redemption, with a 'Redeem' (已领取) button.

3. Select the **package version**, click **Purchase Now** to switch the package.

创建环境

地域

广州上海

环境名称

请输入环境名称

套餐版本

对比项	个人版 新手入门，高性价比	入门版 适用于小型流量应用	初创版 适用于中小流量应用	商用版 适用于大型应用
环境调用QPS	500	500	500	800
调用次数	20万次	500万次	1000万次	2000万
容量	2GB	30GB	100GB	200GB
云函数资源使用量	10万GBS	30万GBS	45万GBS	60万GBS
云函数外网出流量	2GB	8GB	10GB	15GB
cdn流量	5GB	80GB	200GB	400GB
cdn回源流量	5GB	40GB	100GB	200GB

超限设置

开启超限设置

开启超限设置后，不限制用户访问，超限按量计费规则 [详细介绍](#)

自动续费

账户余额足够时，环境到期后按月自动续费

购买时长

1个月234561年2年

费用

25.97元39.9元

标签 (选填)

标签键

标签值

+

添加

键值粘贴板

立即开通

取消

4. Use the voucher claimed in [Step 1](#), click **Submit Order**, and confirm the payment.

请确认以下商品信息 | [返回修改配置](#)

商品清单

云开发个人版新购

单价: 元/月
数量: 1
付费方式: 预付费
购买时长: 1个月

优惠

☒ 使用代金券 + 兑换

您有1张与订单中产品相关的代金券, 其中 1 张可用。

代金券

无金额门槛
云开发、小程序云开发TCB_mp
适用: 预付费、后付费: 新购/续费/升...
2022/08/09 - 2022/09/08

代金券抵扣 - 元

核对订单

云开发个人版新购 x1 元

商品总计: 元
代金券抵扣: 元

实付金额 元

提交订单

所有消费 (包括购买、开通、续费等) 均可开票, 订单支付成功后, 可前往 [费用中心](#) > [发票管理开票](#)

5. After a successful purchase, it takes three to five minutes to allocate cloud services. Click to enter the console to check if the upgrade is complete.

购买成功

温馨提示:

我们需要三到五分钟为您分配云服务, 请稍候。

你可能需要了解: [开发票](#) [开发票指引](#)

进入控制台

查看我的订单

手机管理资源

6. After a successful upgrade, your environment package will change to the package version selected in [Step 3](#).

【公告】关于云开发计费套餐升级通知:

为简化预付费后付费资源包等多种使用概念，云开发将于 2022年8月上线新计费套餐，使用“基础套餐+按量付费”模式，需先购买带有一定配额的基础套餐，超出配额部分按使用量付费。 [价格文档](#)

- 正在享受免费版和按量付费的用户，有超过1个月的操作缓冲期去升级切换新计费套餐。
- 其他预付费用户在原套餐到期前，您的套餐权益将不变，可正常使用直到原套餐到期。

新建

• 环境 全部(1)

test 续费 自动续费 更多

环境ID:

包年包月环境 个人版

到期时间: 2022-09-09 23:59:59

类型来源 云开发

共 1 条

20 条 / 页

1 / 1 页

购买推荐 刷新数据

个人版 新手入门，高性价比

立即购买 自动续费

入门版 适用于小型流量应用

立即购买 自动续费

领券专区

无门槛

老用户答谢券 自领取之日起30天有效期 适用于升级云开发计费

已领取

Note:

Prepaid old packages will be refunded based on the remaining time. The basic resource package will be refunded if it meets the refund conditions (unused within 7 days). SMS resource packages can still be used normally under the new billing package.

You can directly [upgrade the billing package](#) in the WeChat IDE (console version 1.4.96 or above).

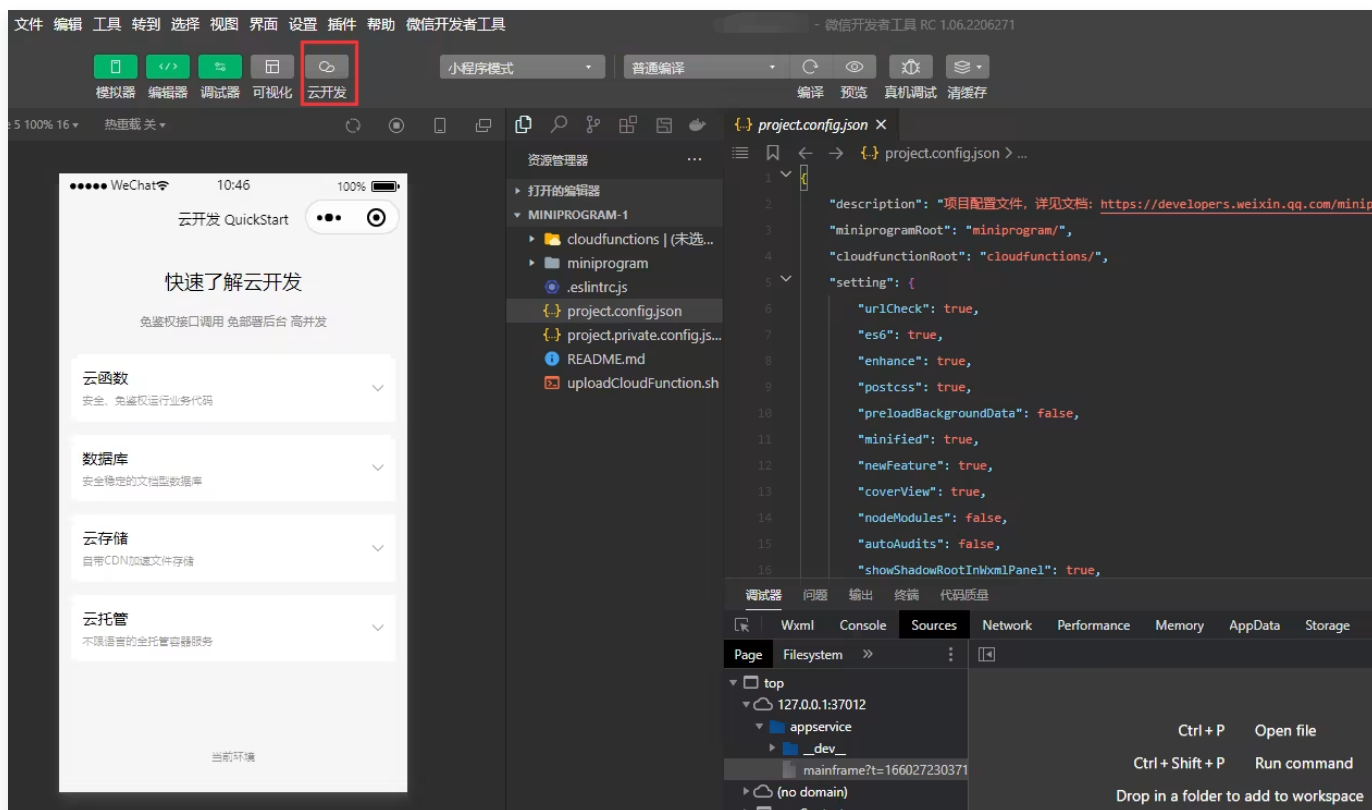
Why Did the Order Submission Fail When Upgrading To the New Billing Package?

If you created the TCB environment using the WeChat Developer IDE, you need to switch the original payment method to Tencent Cloud Payment in the WeChat IDE, and then perform the package upgrade in the [Tencent Cloud Console](#).

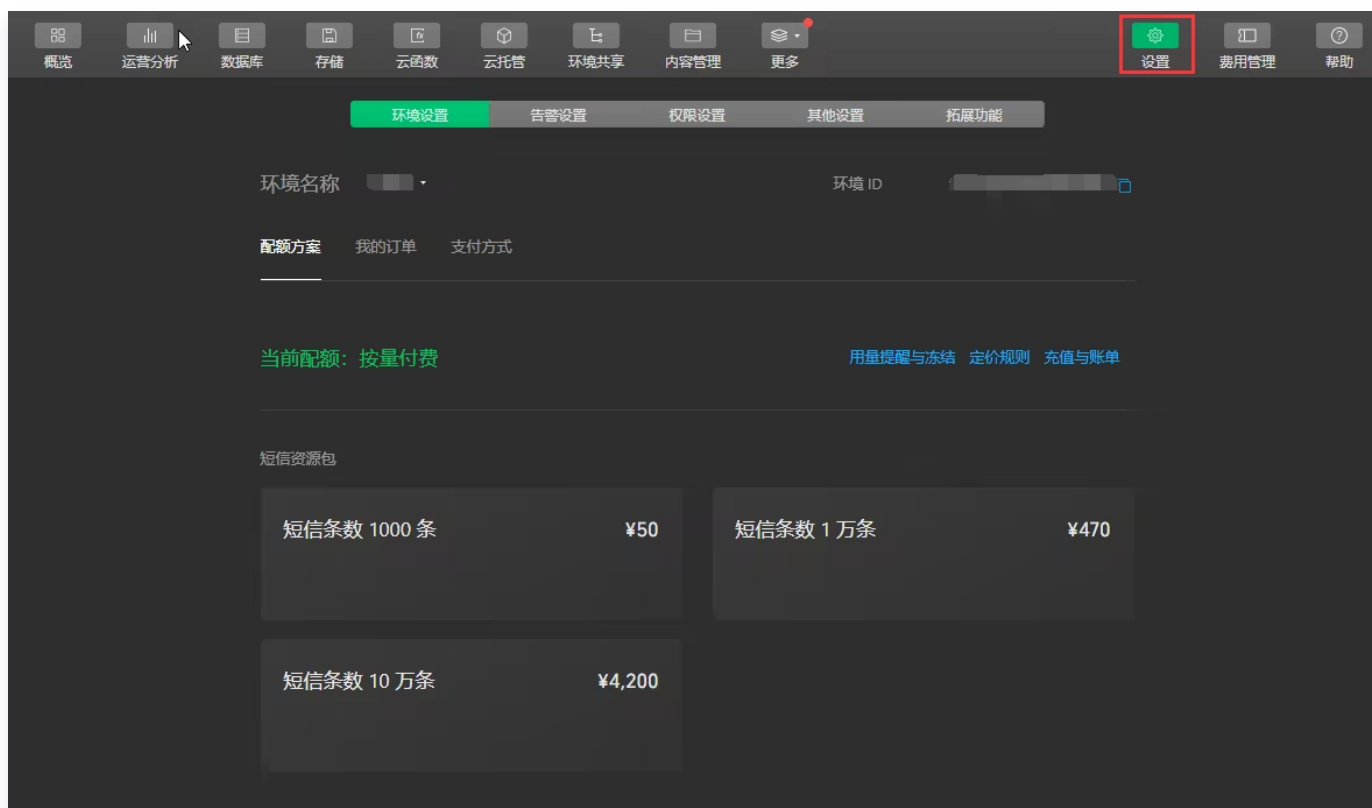
1. You can go to WeChat IDE, click **Cloud Development** to enter the Cloud Development console.

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Page 10 of 45



2. In the Cloud Development console, click **Settings** to enter the Environment Settings tab.



3. Switch to the Payment Method tab and select Tencent Cloud Payment.



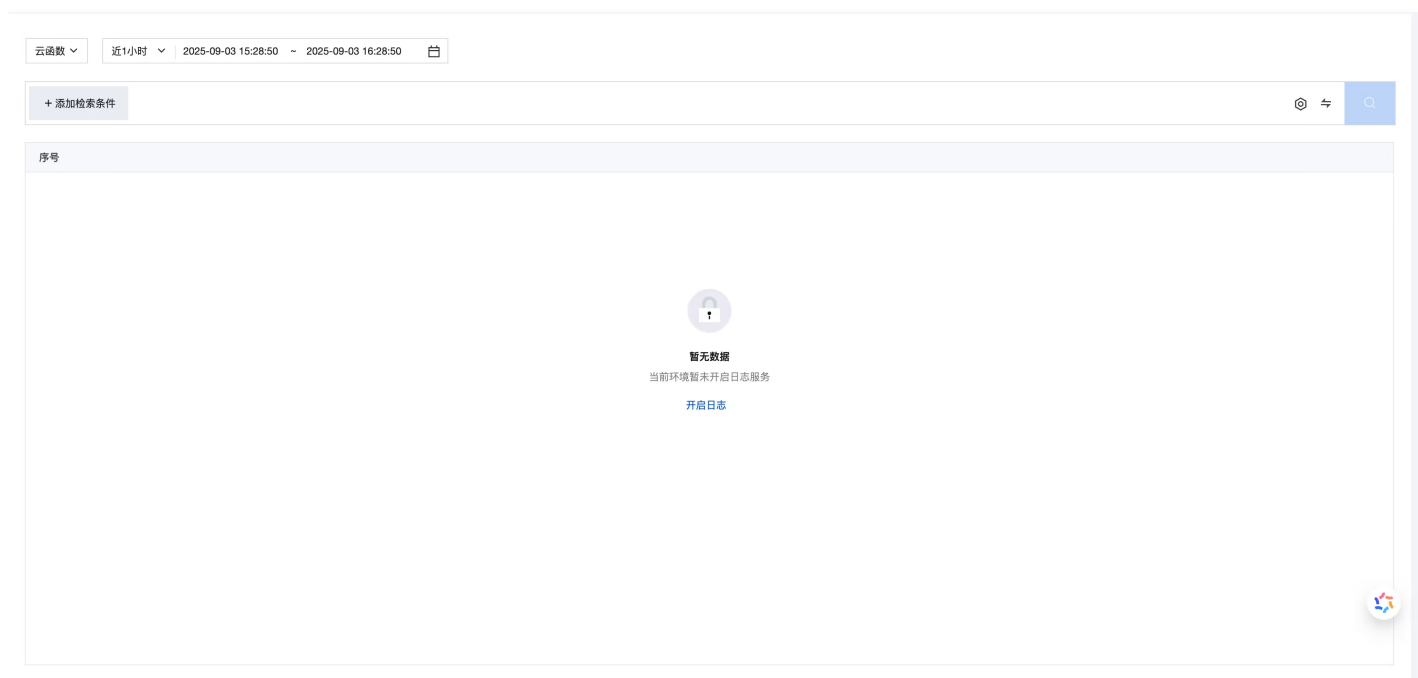
4. Log in to the **Tencent Cloud Cloud Development Console** to upgrade to the **new billing package**.

Note:

If you are unable to switch the payment method to Tencent Cloud Payment, you can directly **upgrade the billing package** in the WeChat IDE (console version 1.4.96 or above).

How To Enable Logs?

1. Click to enter the environment card, go to the **Log Management** page, and click **Enabling Log Tracking**.

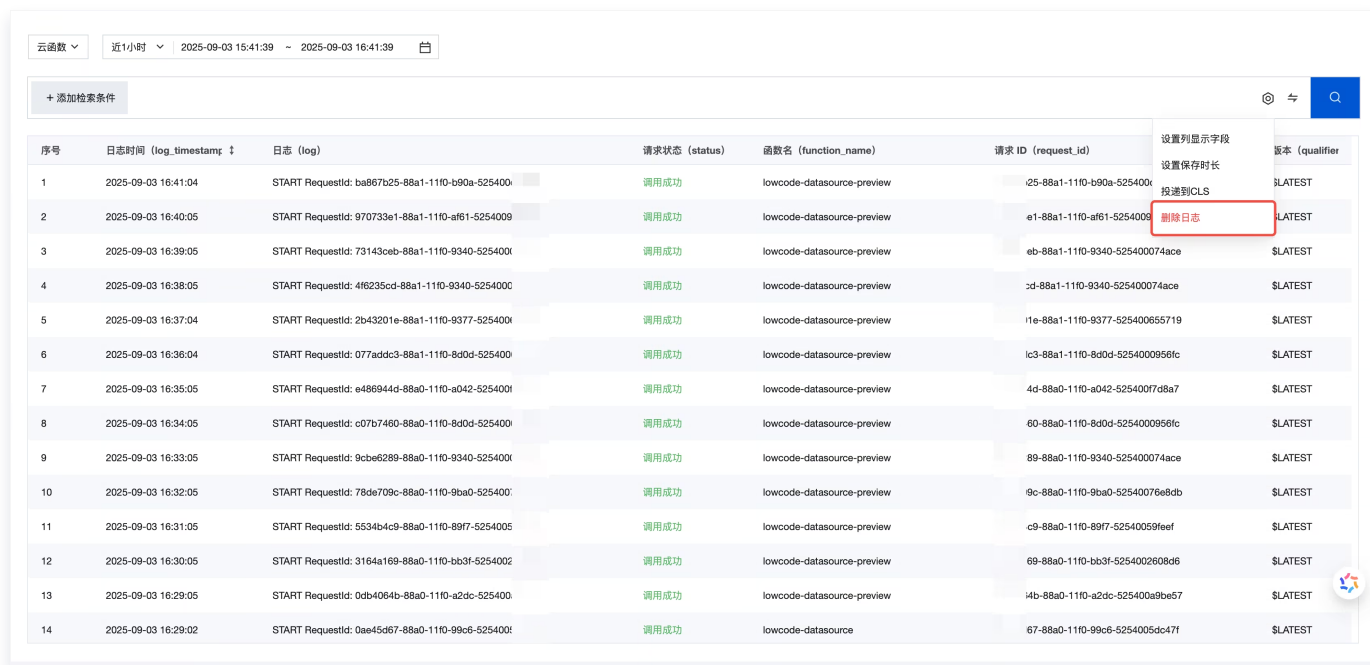


The Maximum Log Retention Period

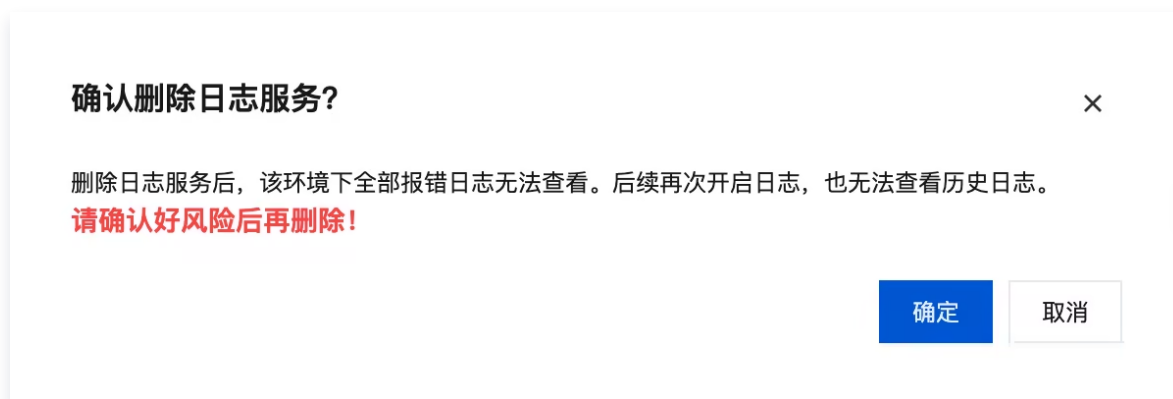
Starting from August 31, 2025, logs will no longer be charged on a pay-as-you-go basis. The log service will provide log storage duration based on the package. Detailed rules can be viewed in the [Introduction to Billing Capabilities](#).

How To Delete Logs?

1. Access the [TCB console](#), go to the **Log Management** page, and click **Delete Logs**.



2. After confirming the risk, click the secondary popup **OK**.



3. After clicking **OK**, the log is successfully deleted. After deletion, you cannot **set the storage period** and **one-click delivery**. If users need to use the log feature, they can click **Enabling Log Tracking** to enable it.

How To Switch From WeChat Pay To CPay and Enable Auto-Renewal?

1. Log in to the [Cloud Development Console](#), click the environment card to enter the environment **Resource Purchase** page, and click **Switch** for the payment channel.



2. After clicking **Switch**, there will be a secondary confirmation pop-up to switch to Tencent Cloud Payment. Please read the content and click **Yes**.



3. Confirm the Tencent Cloud order, click **Submit Order**, and then make the payment.

Note:

The remaining balance of the original WeChat Pay order will be refunded through the original payment channel. Only cash will be refunded, and vouchers will not be returned.

腾讯云

请确认以下商品信息 | [返回修改配置](#)

商品清单

云开发个人版新购

单价: 19.90元/月
数量: 1
付费方式: 预付费
购买时长: 1个月

优惠

☐ 使用代金券 + 兑换

您有0张与订单中产品相关的代金券。

核对订单

云开发个人版新购 x1

商品总计: 19.90元

实付金额: 19.90元

提交订单

所有消费(包括购买、开通、续费 etc) 均可开票, 订单支付成功后, 可前往 [费用中心](#) > [发票管理](#) 开票

4. After completing step 3, re-enter the console. The payment channel for the environment has been changed to Tencent Cloud Payment, and you can set up auto-renewal.

云开发 CloudBase

资源购买 | 上海 3 | 云开发

基本配置

环境名称: [编辑]

环境ID: [ID]

计费模式: 包年包月

超限按量: ☐

到期时间: 2022-12-24 23:59:59 [续费](#)

付费渠道: 腾讯云支付

套餐版本: 个人版

标签: [编辑]

5. Click **Auto-Renewal** on the environment card.

• 环境 全部(1) ▼

续费 **自动续费** 更多 ▼

环境ID: [redacted] 环境ID: [redacted]

包年包月环境 个人版

到期时间: 2022-12-24 23:59:59

类型来源 云开发 **微信**

共 1 条

20 ▼ 条 / 页

1 / 1 页

When the yellow **renew** appears, the auto-renewal setting is completed.

• 环境 全部(1) ▼

续费 **续** 调配 销毁

环境ID: [redacted] 环境ID: [redacted]

包年包月环境 个人版

到期时间: 2022-12-24 23:59:59

类型来源 云开发 **微信**

共 1 条

20 ▼ 条 / 页

1 / 1 页

FAQs About Billing

Last updated: 2024-10-18 15:53:12

How To Issue an Invoice For Cloud Development?

There are two payment methods for TCB environment: WeChat Pay and Cloud Pay. Invoices can be issued in the following two ways based on the payment method:

- If you choose Tencent Cloud payment, you need to [issue an invoice](#) on the Tencent Cloud official website.



- If you choose WeChat Pay during payment, you need to [issue an invoice](#) in the WeChat Developer Tools.

ⓘ Note:

WeChat Pay orders only support invoicing in the WeChat Developer Tools, not on the Tencent Cloud official website. Please note.

You can go to the **WeChat Developer Tools**, open the **TCB Console**, and enter the **Cost Management** page to find the invoicing application entry. For related documentation, please refer to the [Weixin Mini Program documentation](#).



Why Did I Receive a Bill For 0.01 CNY Minimum Consumption Of Resources?

Since March 12, 2021 (adjusted to March 17, 2021), in the pay-as-you-go environment, if there is resource usage on the day and the billing amount is less than 0.01 CNY, it will be rounded up to 0.01 CNY.

Note:

For pay-as-you-go environments with free quotas:

- If the environment's amount does not exceed the free quota, it remains a free environment.
- If the environment's amount exceeds the free quota and the billing amount for the excess resources is less than 0.01 CNY, it will be rounded up to 0.01 CNY.

Must-Knows

It is recommended to first check whether the static hosting and cloud managed services have expired. If the free quota is used up, fees will be incurred. Resource usage can be viewed in the [Resource Overview](#) of the TCB Console:

云存储资源

上传请求 0 次 (月免费已用0 次, 共60 万次)

下载请求 0 次 (月免费已用4 次, 共150 万次)

CDN流量 0 MB (月免费已用0 MB, 共5 GB)

CDN回源流量 0 MB (月免费已用0 MB, 共5 GB)

云数据库资源

写入 0 次 (日免费已用0 次, 共3 万次)

读取 0 次 (日免费已用0 次, 共5 万次)

数据库流量单次出包 16M

同时连接数 20

单集合索引数量 20个

云函数资源

外网出流量 0 MB (月免费已用0 MB, 共1 GB)

云函数数量 150个

云函数并发数 1000

短信资源概况

消耗条数 (今日)

0 条 (免费已用0 条, 共100 条)

您的免费资源赠送周期为: 2021-01-25 16:14:06 - 2021-03-15 23:59:59

静态网站托管资源概况

存储容量 10 MB

流量 0 MB

您的免费资源赠送周期为: 2020-12-16 21:23:04 - 2021-02-09 23:59:59 (已过期)

云托管资源情况

CPU用量 0 核 * 小时

内存用量 0 GiB * 小时

构建时长 0 分

流量 0 GB

Bills can be viewed in the [Revenue and Expenditure Details](#) for all deduction information:

- Find the deduction bill in the income and expenditure detail, and click **Details** to view specific deduction information.

腾讯云

总览 云产品 网站备案 云开发 CloudBase

搜索产品、文档...

小程序

13 集团账号

备案 工具 支持 费用

费用中心

主页

订单管理

续费管理

收支明细

费用账单

发票与合同

代金券

导出记录

收支明细

1. 收支明细记录账户资金收支变动, 扣费相关描述展示产品名称+地域+其他信息。详细扣费信息(如子产品名称、资源计费详情等)需要查看“详情”操作

2. 针对退款金额, 会单独体现在“退款”的交易类型, 不会在历史的“扣费”金额上删除。

帮助文档

本月 上月 2021-03-01 00:00:00 至 2021-06-01 23:59:59 全部交易类型 全部子类型 不显示0元费用 下载

按已选交易类型汇总 入账合计 元 出账合计 元

充值 退款 解冻 提现 扣费 冻结

交易时间 ↓	交易类型	交易渠道	相关描述 ①	入账(元) #	支出(元) #	账单月份	可用余额(元)	现金余额(元)	赠送余额(元)	冻结余额(元)	操作
2021-05-29 08:10:00	扣费	用户余额	云开发-上海-05月按天结算扣费	--	-0.01	2021-05	0.47	0.47	0.00	0.00	详情

- In the details, you can see a transaction with a billing item named **Resource Low Consumption**. If you need to check the reason for the resource low consumption, find the transaction with the same instance name prefix as the **Resource Low Consumption** transaction and check the specific billing item name to know the deduction reason.

费用中心								
- 主页 - 订单管理 - 续费管理 收支明细 - 费用账单 - 发票与合同 - 代金券 - 导出记录								
收支明细-交易详情								
按量计费业务扣费: 0.01 扣费时间: 2021-05-27 08:09:56								
实例名称/实例ID	云产品名称	子产品名称	计费项名称	计费细项名称	计费模式	开始使用时间	结束使用时间	费用 (元)
lostfonund-	云开发	云开发TCB	静态托管	云开发-静态托管-容量	按量计费	2021-05-26 00:00:00	2021-05-26 23:59:59	0.0000042
lostfonund-	云开发	云开发TCB	静态托管	云开发-静态托管-流量	按量计费	2021-05-26 00:00:00	2021-05-26 23:59:59	0.00000132
总和不足 0.01元								
trans-	云开发	云开发TCB	存储	云开发-存储-上传操作...	按量计费	2021-05-26 00:00:00	2021-05-26 23:59:59	0.000006
trans-	云开发	云开发TCB	存储	云开发-存储-下载操作...	按量计费	2021-05-26 00:00:00	2021-05-26 23:59:59	0.000001
lostfonund-	云开发	云开发TCB	资源低消	云开发-资源低消	按量计费	2021-05-26 00:00:00	2021-05-26 23:59:59	0.01
1000 (UIN)	月度计费精度差异	月度计费精度差异	月度计费精度差异	月度计费精度差异	按量计费	2021-05-01 00:00:00	2021-05-26 23:59:59	四舍五入为 0.01元 -0.00001252

- Since the **Resource Low Consumption** has been deducted, other billing items causing resource low consumption will be erased in the **monthly billing accuracy difference**.

费用中心								
- 主页 - 订单管理 - 续费管理 收支明细 - 费用账单 - 发票与合同 - 代金券 - 导出记录								
收支明细-交易详情								
按量计费业务扣费: 0.01 扣费时间: 2021-05-27 08:09:56								
实例名称/实例ID	云产品名称	子产品名称	计费项名称	计费细项名称	计费模式	开始使用时间	结束使用时间	费用 (元)
lostfonund-	云开发	云开发TCB	静态托管	云开发-静态托管-容量	按量计费	2021-05-26 00:00:00	2021-05-26 23:59:59	0.0000042
lostfonund-	云开发	云开发TCB	静态托管	云开发-静态托管-流量	按量计费	2021-05-26 00:00:00	2021-05-26 23:59:59	0.00000132
trans-	云开发	云开发TCB	存储	云开发-存储-上传操作...	按量计费	2021-05-26 00:00:00	2021-05-26 23:59:59	0.000006
trans-	云开发	云开发TCB	存储	云开发-存储-下载操作...	按量计费	2021-05-26 00:00:00	2021-05-26 23:59:59	0.000001
lostfonund-	云开发	云开发TCB	资源低消	云开发-资源低消	按量计费	2021-05-26 00:00:00	2021-05-26 23:59:59	0.01
1000 (UIN)	月度计费精度差异	月度计费精度差异	月度计费精度差异	月度计费精度差异	按量计费	2021-05-01 00:00:00	2021-05-26 23:59:59	-0.00001252

Does Pay-As-You-Go Charge After Free Quota Is Exhausted?

If the free quota for any or all resources is exhausted, charges will be deducted according to the pay-as-you-go billing standard. For details on the fee deduction rule, see [pay-as-you-go](#).

When To Use Pay-As-You-Go and When To Use Monthly Subscription?

For details on the use cases of pay-as-you-go and monthly subscription billing, see [Billing Overview](#).

Can Resource Packages Be Refunded?

If the TCB resource pack you purchased has not been used, you can request a refund within 7 days of purchase. Resource packs that exceed 7 days or have been used (regardless of the amount used) are not eligible for a refund. For details, see [Requesting Refund for Resource Pack](#).

Why Is There a Deduct Fee For Pre-Configured Concurrent Services and Where Does It Come From?

Provisioned concurrency configuration can be viewed in the TCB Console > **Serverless Cloud Function** page by clicking **Provisioned Management**.

The screenshot shows the TCB Console interface. At the top, there's a navigation bar with '云函数' (Cloud Function) and a dropdown menu. Below it, there's a '云函数快速入门' (Cloud Function Quick Start) section with links to '开始学习' (Start Learning) and '视频简介' (Video Introduction). The main content area features a table of functions. The table has columns: '函数ID/名称' (Function ID/Name), '状态' (Status), '运行环境' (Runtime Environment), '创建时间' (Creation Time), '更新时间' (Update Time), and '操作' (Actions). The first row shows a function named 'example' with a status of '正常' (Normal), running on 'Nodejs10.15', created on '2020-12-10 18:57:04', and updated on '2021-07-20 14:54:39'. The '操作' column for this function contains two links: '预置管理' (Provisioned Management) and '删除' (Delete). The '预置管理' link is highlighted with a red box. Below the table, there's a pagination bar showing '共 1 条' (Total 1 item) and '10 条 / 页' (10 items per page).

The provisioned concurrency feature only charges small idle fees for the instances that have been configured and started but are not in use, while no additional fees are charged for the instances that have been configured and are in use. In other words, only when the number of provisioned instances is greater than the number of concurrent instances for the current version will idle fees be incurred.

! Note:

Idle provisioned concurrency fees = number of idle instances × configured memory × idle duration × idle provisioned concurrency pricing. For more details, please see [Idle provisioned concurrency fees](#).

How Are the Account Period and Logical Month Cycle Calculated For Monthly Subscription Package Resources?

Billing date: After the user purchases a monthly subscription TCB resource, the purchase date is recorded as the resource billing date. Monthly accumulated resources in TCB will be reset on each billing date.

For example: Xiaoming purchased a 2-month enterprise edition 1 resource package on November 1, 2019, with an expiration time of January 1, 2020. Xiaoming's resource billing date is the 1st of each month, meaning the monthly resources will reset on December 1.

<Billing period: After the user purchases a yearly or monthly subscription TCB resource, the logical month from one billing date to the next billing date is considered a billing period.

For details, see [Monthly Subscription Package Description](#).

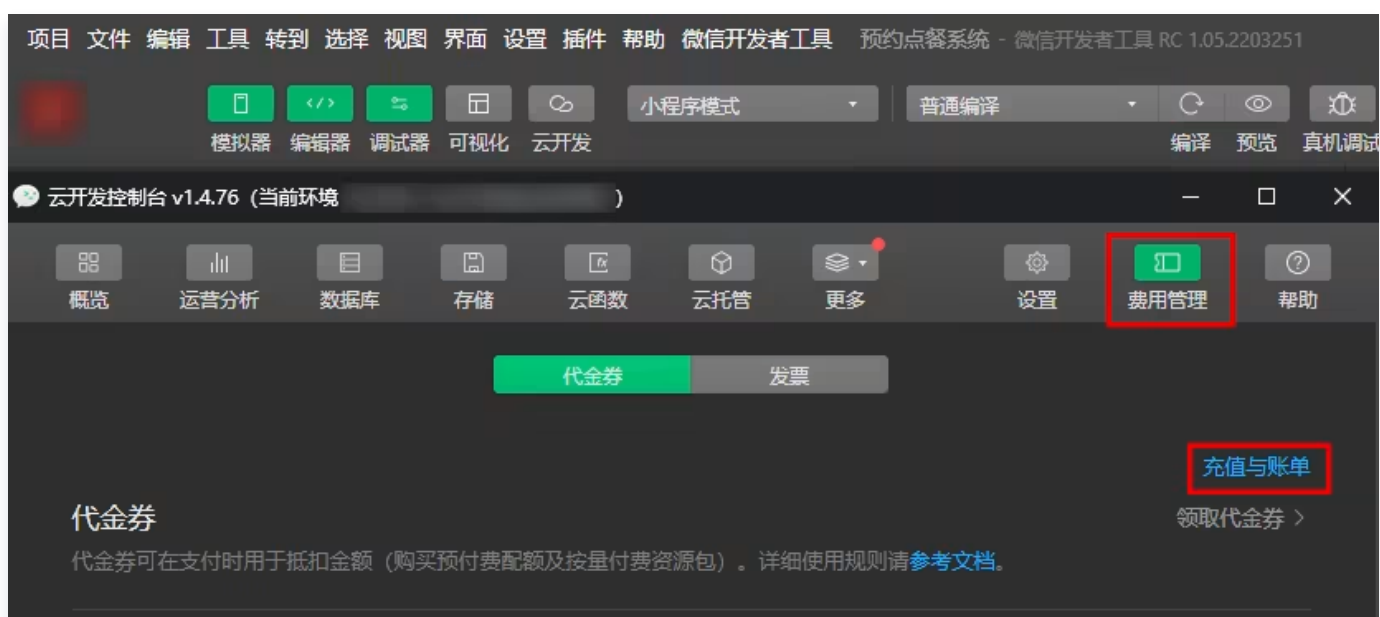
How To Top Up When WeChat Mini Program Cloud Development Shows Arrears?

Method 1: topping up via wechat developer tools

1. Open WeChat Developer Tools, click **WeChat Developer Tools > Check for Updates**, and update the developer tools to the latest version.



2. Click **Cloud Development** to enter the **Cloud Development Console**, on the **Cost Management** page, click **Recharge and Billing**, and go to the **Expense Center** to click **Recharge and Remit Funds** to top up the corresponding account.



Method 2: topping up via scanning code to log in to the cloud development console through the mini program wechat official account

1. Log in to the [Cloud Development Console](#), click **WeChat Mini Program**, and scan the code to log in. Select the Mini Program you need to top up, and click authorize to log in.



2. Enter the **Cloud Development Console**, click the top-right corner **Fees > Top Up Now** to top up the corresponding account.



Scaling Capability Issues

Last updated: 2024-06-11 15:03:31

What To Do If Granted Permissions Are Accidentally Deleted?

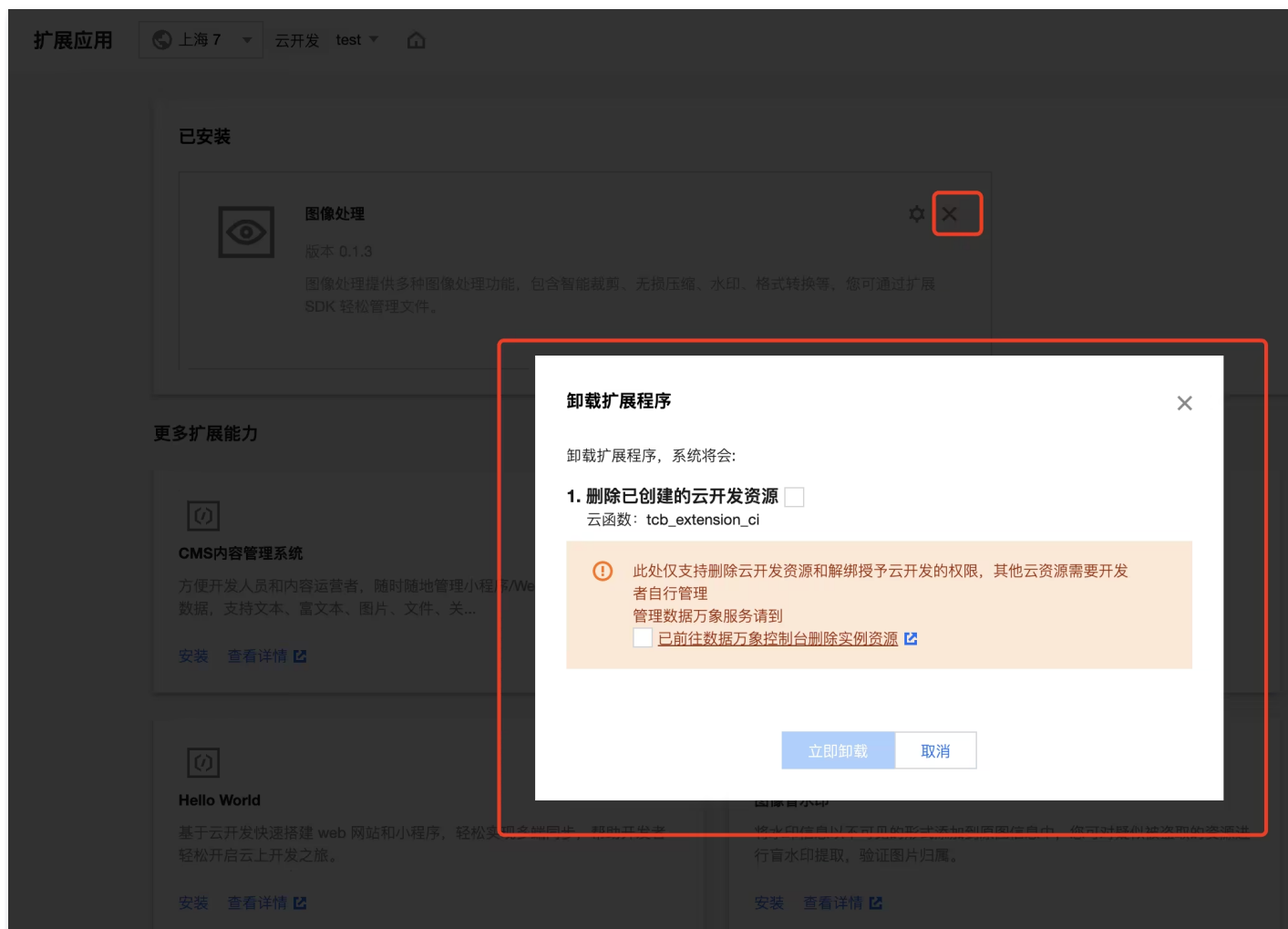
Different scaling capabilities in cloud development require different permission policies to operate. We follow the principle of least privilege to obtain your authorization. If related roles or permissions are deleted, it will affect the operation of scaling capabilities. You can view the required permissions on the corresponding scaling capability introduction page and then reset the relevant permissions.

How Is the Scaling Capability Charged?

We provide practical tutorials for developers to quickly build their own applications. Developers only need to pay for basic cloud resources. Cloud development is billed separately from other cloud resources. You can view specific information in the [expense center](#).

How To Uninstall an Installed Extension?

Go to the **Extension Application** page, and in the installed list, click the **Uninstall button** in the upper right corner to uninstall.



How To Allow a Subaccount To Install and Use Scaling Capabilities?

1. Log in to Tencent Cloud with the root account, then open [Cloud Access Management](#) and select the subaccount to be authorized.
2. Click **Authorization** to associate the permission policy: AdministratorAccess for the subaccount.

How To Allow a Subaccount To Use Scaling Capabilities?

! Note:

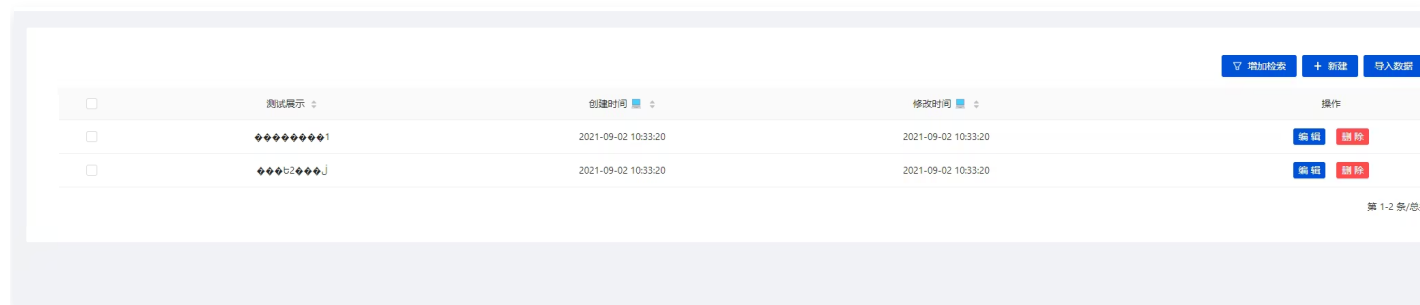
Only scaling capability is allowed, installation operation is not permitted.

Different scaling capabilities have different permission policy requirements. You can visit the [Extension Introduction](#) page to view them. Then, the root account can grant permissions to the subaccount as required.

How To Resolve Garbled Characters In Chinese During File Import?

Scene

After modifying the CSV file exported by CMS with an editor like Excel and then importing it, garbled characters may appear in the Chinese part.



The screenshot shows a web interface for managing data. At the top right, there are buttons for '增加检索' (Add Search), '+ 新建' (New), and '导入数据' (Import Data). Below these is a table with the following columns: a checkbox, '测试展示' (Test Display), '创建时间' (Creation Time), '修改时间' (Modification Time), and '操作' (Action). The table contains two rows of data. The first row shows a checkbox, a series of diamond symbols followed by '1', and two timestamps '2021-09-02 10:33:20'. The second row shows a checkbox, a series of diamond symbols followed by '2', and two timestamps '2021-09-02 10:33:20'. The '操作' column for each row contains '编辑' (Edit) and '删除' (Delete) buttons. At the bottom right, it says '第 1-2 条/总共' (Items 1-2 of total).

☐	测试展示	创建时间	修改时间	操作
☐	◆◆◆◆◆◆◆◆1	2021-09-02 10:33:20	2021-09-02 10:33:20	编辑 删除
☐	◆◆◆◆◆◆◆◆2	2021-09-02 10:33:20	2021-09-02 10:33:20	编辑 删除

Reason

Because the CSV file directly exported by the CMS content management system is of UTF-8 type, after being modified by an editor like Excel, the file type will be forcibly changed to GB18030. Converting GB18030 directly to UTF-8 will result in garbled characters.

Solution

1. Modify the export file using an editor like Excel, then create a new txt text document (default UTF-8 encoding).
2. Open the modified CSV file with a file editor (such as notepad++, vscode, or hbuilderX), select all, copy, and paste into the new txt text document.
3. Finally, save the new txt text document and change the extension to CSV. You can then import the new CSV file normally.

Issues Related To SCF

Last updated: 2025-02-12 11:50:17

How To Handle SCF Execution Timeout?

The client will directly disconnect and report an error upon timeout. It is recommended to control the function execution time and avoid placing time-consuming operations in SCF directly called by the client.

How To Use Built-In Modules In Cloud Functions?

- The built-in modules of cloud functions are integrated into the runtime environment and can be used directly.
- If the version of the built-in module does not meet the requirements, you can install the module into the cloud function yourself, and it will be used by default.

Note:

The currently supported built-in module is request 2.87.1.

What To Do If Long-Time Processing Is Needed In SCF Execution?

To ensure the client experience, direct calls to long-duration SCF are not allowed.

- It is recommended to adjust the required timeout (up to 20s) in the cloud console, and use `callback()` to return success in SCF, so the client does not wait for the execution result.
- SCF will continue to execute within the timeout until completion or timeout, write the execution result into storage services such as databases, and then the client can retrieve the result.

Why Does the Cloud Function Return Exit Status 11 During Update?

Please check the packaging method and entry method of the function.

- When creating SCF, the default execution method is `index.main`, with the entry file being `index.js`, and `index.js` must expose the main method using `export`.
- When updating SCF, if you choose to upload using a zip package, pay attention to the packaging method. Ensure that the first-level content after unzipping the zip package must include the entry file (a common packaging error is placing the SCF code in a folder and compressing this folder, resulting in an unzipped folder that does not contain the entry file `index.js`).

Are Some Logs Missing During the Cloud Function Test?

- When testing SCF with synchronized invocation (timeout less than 20 seconds), the returned logs are up to 4k. Logs exceeding 4k are not displayed.
- If using asynchronous invocation (timeout greater than or equal to 20 seconds), the returned logs are up to 6M. Logs exceeding 6M are not displayed.

Database Issues

Last updated: 2025-02-12 11:50:28

What To Do When the Database Capacity Reaches the Upper Limit?

To ensure reasonable use of resources, CloudBase imposes a database storage capacity limit for each environment. The database storage capacity of each environment is calculated separately.

- If the remaining storage capacity of the database is below 10%, you will be notified via Short Message Service (SMS), Message Center, and mail. You can upgrade your environment version to enjoy more database storage capacity and avoid affecting the normal operation of your business.
- If the database storage capacity of the environment is exhausted, writing data to the database is not allowed, but you can read and delete data.

Is There a Limit On the Number Of Collection Creations?

Up to 300 collections can be created in each environment.

Is There a Limit On the Creation Of Documents Within a Collection?

There is no limit on document creation within a collection, but if the number of documents is large, it is recommended to create indexes to speed up queries and searches.

Is There a Limit On the Number Of Index Creations?

Up to 100 indexes can be created in each collection, and each index can contain up to 31 fields.

Why Do Databases Have the `_openid` Field?

Each piece of data written from the WeChat client includes a default `_openid` field to identify which user the document comes from.

Why Does Modifying Database Collection Permissions Not Take Effect?

There is data caching in the background, and it will take effect within 1 minute at the latest.

What Are the Limitations On the Format Of Database Document Fields?

Letters + numbers + underscores + dots, no more than 32 characters, and not starting with an underscore, `/`, or dot.

Why Can Some Data In the Database Be Seen In the Console but Not Retrieved By the Client?

Please check the collection permissions. For permission types other than "public read," the system will enforce a check on the `_openid` field to see if it matches the current user identity. If the data is added in the console, it is considered admin-added data and does not contain `_openid` information, so it does not belong to any user. This data can only be edited by the admin through the console and cannot be written through the client (even the admin cannot write through the client).

Can the Database Be Operated Directly Through the HTTP API?

It is not supported.

Storage Issues

Last updated: 2024-08-05 15:21:52

What To Do When the Capacity Of Cloud File Storage Reaches the Upper Limit?

To ensure the reasonable use of resources, CloudBase imposes a storage capacity limitation on CFS for each environment. The storage capacity of CFS in each environment is calculated separately.

- If the remaining capacity of file storage is below 10%, you will be notified via SMS, Message Center, and mail. You can upgrade your environment version to enjoy more file storage capacity and avoid impacting business operations.
- If the database storage capacity of the environment is exhausted, you cannot upload files to CFS, but you can download and delete files.

Is There a Limit On the Number Of Folder Creations?

There is no quantity limit on folder creation.

Is There a Limit On the Number Of File Uploads Within a Folder?

There is no quantity limit on the number of files that can be uploaded within a folder.

- Try not to place too many files in the same folder, as reaching a certain amount will significantly impact performance.
- When deleting a folder, all files within it will also be deleted. If there are too many files in the folder, it will also affect the efficiency of deleting the folder.

For details, see [Request Rate and Performance Optimization](#).

What Actions Occur When Uploading an Existing File?

It will overwrite the existing file, behaving exactly the same as uploading a non-existent file.

Can I Directly Download a File Using the File Link?

Even if the bucket is publicly readable, it is still not recommended. Using fileid to access files through the SDK is the safest and most reliable approach.

Environment-Related Issues

Last updated: 2025-02-12 11:50:49

How To Create a TCB Environment?

Please refer to [Enable Cloud Development Service](#).

Can Multiple Resource Environments Be Created?

The resource environment is the resource collection you use during mini program development, including databases, Cloud File Storage, etc.

The resources of each environment are independent and isolated. You can create multiple environments based on your needs for development, testing, and production scenarios. If you have multiple applications with different business data, you also need to create multiple environments.

Can Different Clients Use the Same Resource Environment?

Currently, environments created on the WeChat side support the development of Mini Program Platform and web. Environments created on the Tencent Cloud side only support web development in the Tencent Cloud console. If the environment is converted to a mini program environment, it can be used on the Mini Program Platform.

Note:

Environment conversion currently only supports converting from cloud environment to mini program environment.

Can a TCB Environment Created By WeChat Developer IDE Be Used In QQ Mini Program?

No. The TCB environment created by the WeChat Developer IDE is deeply associated with WeChat Mini Program and cannot be used in QQ Mini Program.

What Are the Differences Between Using Cloud Development In QQ Mini Program and WeChat Mini Program?

The use of Cloud Development in QQ Mini Program is largely the same as in WeChat Mini Program, but there are slight differences in the call methods ([using Cloud Development in WeChat Mini Program](#), [using Cloud Development in QQ Mini Program](#)). WeChat Mini Program provides authentication-free calls for open APIs based on Cloud Development, while authentication-free calls for open APIs in QQ Mini Program are still in planning.

Can an Environment Created In the Tencent Cloud Development Console Be Used In QQ Mini Program?

Yes. As long as the developer has completed the binding between the QQ Mini Program account and the Tencent Cloud account, it can be used in QQ Mini Program.

How To Restore the Authorization Information Between QQ Mini Program and Tencent Cloud After Accidental Deletion?

Note:

To facilitate developers using cloud development in QQ Mini Program, we guide developers to bind QQ Mini Program account with Tencent Cloud account. During this process, an identity provider **TcbSamlProvider_qq** will be created in Tencent Cloud > **Cloud Access Management** > **identity provider**, and a role **TcbSamlRole_qq** will be created in Tencent Cloud > **Cloud Access Management** > **Role**. This information is required for using cloud development in QQ Mini Program, please do not delete it.

If you accidentally delete the authorization information, you can rebuild the association through [restore accidental deletion information](#).

Can the Environments Of Web Cloud Development and Mini Program Cloud Development Be Used Interactively?

Web Cloud Development can use the environment of Mini Program Cloud Development. Conversely, it cannot.

Note:

The Tencent Cloud environment created on the web is not visible in the IDE, but you can use the environment conversion feature to convert the environment created on the web to Mini Program Cloud Development environment, making it visible in the IDE.

Can the Tencent Cloud Development Console Associate Multiple WeChat Mini Programs?

No. A Tencent Cloud account can only associate with one WeChat mini program.

Note:

If you log in to the Tencent Cloud Development Console using WeChat official account, you can see the mini program environment in the console.

How To Migrate a TCB Environment Across Accounts?

TCB environment does not support cross-account migration. You need to export the data from the environment, create a new environment, and import the data.

Tool-Related Issues

Last updated: 2024-05-21 16:24:12

Unable To Log In, How To Handle When the CLI Tool Does Not Respond?

Please check if your terminal can access the network.

Common Reasons For Function Deployment Failure?

Dependency in package.json does not exist.

Is the Cloud Development CLI Tool Charged?

The CLI tool itself is free. If it involves using cloud resources, you can refer to the cloud development product [Purchase Guide](#).

Does the Cloud Development CLI Tool Require Node.Js To Be Installed First?

Yes, NPM will be automatically installed when installing Node.js, so you can install the CLI via NPM.

Can the Cloud Development CLI Tool Be Used On Windows?

Currently, both macOS and Windows platforms are supported, so you can use it with confidence.

Account Issues

Last updated: 2025-02-12 11:51:14

How Do I Know Which Mini Program Is Associated With My Tencent Cloud Account?

Please go to the [Tencent Cloud Account Center](#) to view the mini programs associated with the **Log in Method > WeChat public platform**.

账号信息

基本信息

账号昵称

账号ID

APPID

注册时间

2020-03-10 22:00:08

认证状态

已认证

查看或修改认证

(如何修改个人/企业实名认证主体?)

所属行业

云服务 - 云厂商

联系手机

联系邮箱

登录方式

账号支持多种登录方式, 便捷管理云账号, [邮箱登录方式支持账号密码登录](#)

微信(注册方式)

QQ

邮箱

微信公众平台

解绑

无

绑定

无

绑定

团队管理

在[访问管理CAM](#)内创建子用户提供给您的团队成员, 管理他们对云资源的访问权限

子账号数

自定义策略数

快速创建子用户

快速创建权限策略

If I Already Have a Tencent Cloud Account, Can I Bind the Mini Program To the Existing Tencent Cloud Account?

Yes. First, you need to confirm whether the mini program has been associated with another Tencent Cloud account before. If not, go to the [Tencent Cloud Account Center](#) and associate your mini program under **Log in Method > WeChat public platform**.

Why Don'T I Receive Tencent Cloud Notifications For Cloud Development Opened In the WeChat Developer Tool?

If you have enabled cloud development in the WeChat Developer Tools, and later want to receive product information, account, and bill-related information from Tencent Cloud, you can log in on the [Tencent Cloud login](#) page by scanning the QR code with the mini program official account.



Can a Tencent Cloud Account Only Bind One Mini Program At a Time?

Yes. However, you can use the [Shared environment capability](#) in the [WeChat Developer Tools](#) to authorize the cloud development resources of a mini program to be used by other mini programs or official accounts under the same entity. Using the shared environment capability, you can achieve resource sharing in cloud development, including Serverless Cloud Function and cloud database sharing.

Will Canceling a Mini Program Also Cancel the Tencent Cloud Account?

No. Tencent Cloud and mini program accounts are not the same account system, so cancellation will not be associated. However, if you only associate a WeChat official account, it may cause the Tencent Cloud account to be inaccessible. You need to first go to the [Tencent Cloud Account Center](#) to associate other login methods, such as WeChat, mailbox, phone, etc.

I Enabled the TCB Environment In the WeChat Developer Tool (IDE). Why Can'T I See My Environment When Logging Into Tencent Cloud Cloud Development?

When enabling cloud development in the WeChat Developer Tools (IDE), a new Tencent Cloud account will be created. You need to log in to the Tencent Cloud Cloud Development Console using the mini program official account login method by scanning the QR code, and select the

corresponding mini program to see the cloud development environment created in the WeChat Developer Tools (IDE).

Enabling Cloud Development Automatically Created a New Tencent Cloud Account. How Can I Rebind It To My Existing Tencent Cloud Account?

ⓘ Note:

All the following steps must be completed under the root account. Neither sub-accounts nor collaborator accounts can perform these operations.

Tencent cloud account registration method via wechat public platform

If you have only used Tencent Cloud services (cloud development) in the WeChat Developer Tools (IDE), you can unbind after submitting the appropriate materials.

1. Mini program admin scan code to log in to Tencent Cloud.

Log in to the [Cloud Development Console](#), click **mini program official account**, and scan the QR code to log in. Select the mini program you need to unbind and click Authorize Login.



2. Terminate the environment created by cloud development.

To unbind a mini program, you need to terminate the cloud development environment first, otherwise, an error will occur. Go to the [Cloud Development Console Home](#), click **Terminate**, and clear the files in the environment to complete the environment termination.

• 环境

lostfonund 应用部署 销毁 环境ID: [REDACTED] 按量计费环境 ⓘ 创建时间: 2020-06-23 10:36:42 应用管理 来源 微信小程序	jojo 续费 应用部署 更多 ▾ 环境ID: [REDACTED] 包年包月环境 基础版 1 免费版无到期时间限制 来源 微信小程序
hello-cloudbase 应用部署 销毁 环境ID: [REDACTED] 按量计费环境 ⓘ 创建时间: 2021-05-12 21:05:00 应用管理 来源 微信小程序	trans 应用部署 销毁 环境ID: [REDACTED] 按量计费环境 创建时间: 2021-05-26 16:32:53 来源 微信小程序

! Note:

If the number of deletions has reached the cap, you can contact [Customer Service](#) to increase the deletion quota.

3. Go to unbind.

Enter the [Account Center](#), view the **Log in Method** in the account information, and proceed to unbind.

账号中心
 账号信息
 实名认证
 安全设置
 项目管理
 应用服务授权
 访问管理
 消息订阅

账号信息

基本信息 [帮助指引](#)

账号昵称	[REDACTED]	认证状态	已认证 查看或修改认证 (如何修改个人/企业实名认证主体?)
账号ID	[REDACTED]	所属行业	网站 - 小程序开发
APPID	[REDACTED]	联系手机	[REDACTED]
注册时间	2020-06-23 10:34:50	联系邮箱	[REDACTED]

登录方式 [帮助指引](#)
 账号支持多种登录方式, 便捷管理云账号, [邮箱登录方式支持账号密码登录](#)

微信	[REDACTED] 解绑	邮箱	无 绑定
QQ	无 绑定	微信公众平台(注册方式)	[REDACTED] 解绑

团队管理 [快速进入CAM](#)
 在[访问管理CAM](#)内创建子用户提供给您的团队成员, 管理他们对云资源的访问权限
 子账号数 0 个 [快速创建子用户](#)
 自定义策略数 0 个 [快速创建权限策略](#)

常见问题

- 一个手机号可以绑定几个腾讯云账号?
- 注册方式被解绑后, 还能绑定成登录方式吗?
- 实名认证会影响域名备案吗?
- 如何修改账号绑定的微信/邮箱/QQ等?
- 怎么确认云服务器、域名或者域名解析在哪个账号上?
- 账号如何注销?

4. Unbind submit material.

- For an individual account, you need to scan the code to complete identity verification.
- For an enterprise user, you need to submit a business license and other materials to unbind.

1 校验企业信息 > 2 检测解绑条件 > 3 解绑审核

请选择认证方式进行身份校验（实名认证为法人认证方式的主体可以选择“法人人脸核身”验证方式）

法人人脸核身

企业文件

营业执照 *

点击上传/拖拽到此区域

请上传营业执照副本图片，不超过 5M

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The second step is to check if there are other login methods. You need to bind at least one other login method to avoid being unable to log in after unbinding.

Rebind a new account

1. Mini program admin scan code to log in to Tencent Cloud (if already logged in, you can ignore this).

Log in to the [Cloud Development Console](#), click **mini program official account**, and scan the QR code to log in. Select the mini program you need to unbind and click **Authorize Login**.



2. Go to bind the mini program.

Enter the [Account Center](#), view the **Log in Method** in the account information, and click **Bind** at the WeChat public platform. Use a WeChat account with mini program administrator permission to scan the QR code for authorization.

! Note:

If you have never used Mini Program Cloud Development before, please proceed with the following steps to activate it using your existing Tencent Cloud account.

3. Mini program IDE download and installation.

Click to download the [WeChat Developer Tools \(mini program IDE\)](#), and select the version corresponding to your computer system for installation.

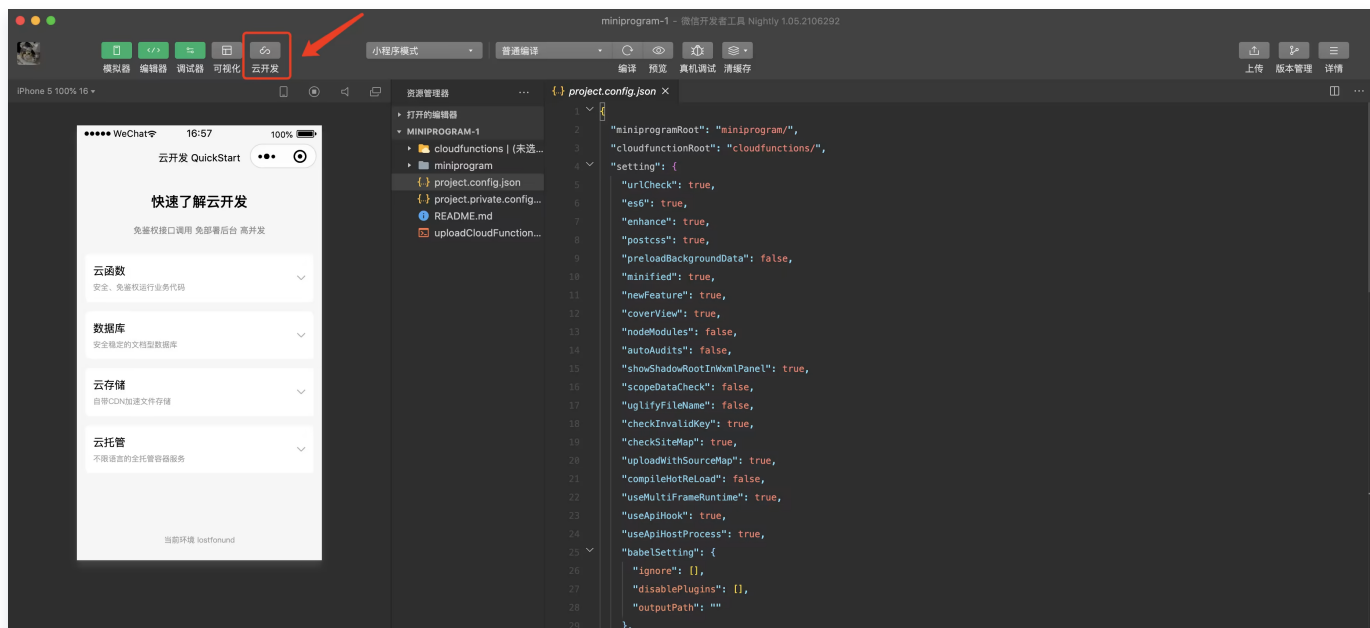
4. Create a mini program.

Enter the WeChat Developer Tools, create a mini program, and make sure to check **Do not use cloud services**, otherwise, a new Tencent Cloud account will be created.



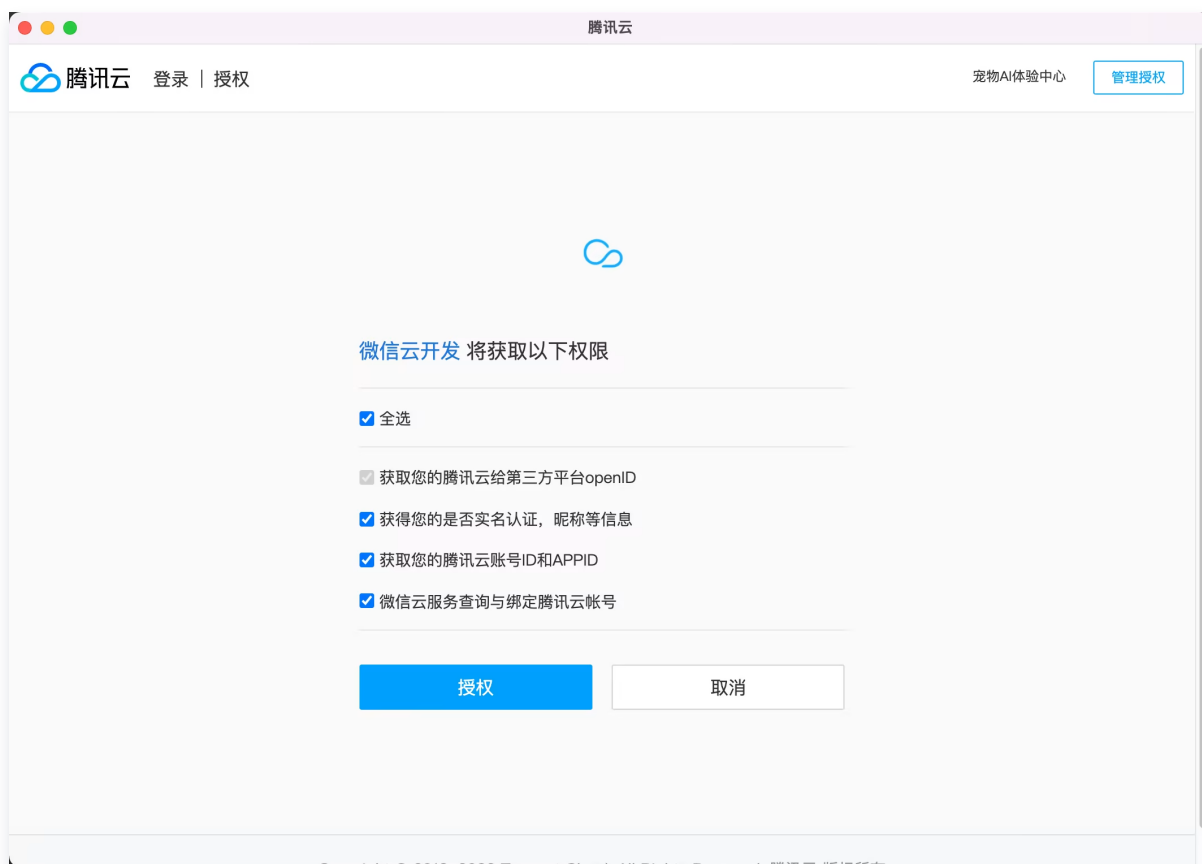
5. Open the cloud development console.

Click **Cloud Development** to enter the Cloud Development console.



6. Obtain authorization.

Log in with the Tencent Cloud root account and click **Authorize** to authorize the Tencent Cloud account.



7. Activate a Tencent Cloud account.

In this step, the Tencent Cloud account bound to the mini program will be retrieved. Click **OK** to enable Cloud Development services and create a TCB environment. You can choose the payment method as needed.

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环境名称

只能包含数字、小写字母和 -，只能以小写字母开头，最多一个具体的环境名称有助于区分和记忆。

付费方式

预付费

配额类型

资源均衡型 免费版 ¥0/月

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