

Video on Demand

FAQs

Product Documentation



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Mobile Playback

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This document describes some common problems and their solutions for the Player SDKs for Android and iOS.

Android&iOS

What should I do when the "no v4 play info" error occurs?

For playback through `FileId` , you need to first use the Adaptive-HLS(10) transcoding template to transcode the video or use the player signature `psign` to specify the video to be played back; otherwise, the video may fail to be played back.

If you haven't enabled hotlink protection and a "no v4 play info" error occurs, transcode your video by using the Adaptive-HLS template (ID: 10) or get the playback URL of the video and play it by URL. Please refer to [Playback by File ID \(VOD\)](#) for detailed instructions.

How do I extract the Player logs to report an error?

The Player SDK outputs execution logs to local files. [Tencent Cloud technical support engineers](#) need them for problem analysis to help you locate the problem.

How do I pull a Tencent Cloud media asset for playback?

For security considerations, there are currently no APIs for an application to directly pull a Tencent Cloud media asset. You need to pull a media asset in the following path: **application > application service backend > Tencent Cloud**. The backend service can call the [SearchMedia](#) API to get the media asset list.

Coexisting with TRTC, the video playback volume becomes lower?

When TRTC and the player coexist in the project, the volume of the video playback may become lower (suppressed). Solution: For SDK versions 10.0 and above, call the `attachTRTC` method to bind TRTC before creating the player to play the video:

```
// iOS code example:
[_txVodPlayer attachTRTC:trtcCloud];
[_txVodPlayer startPlay:url]

// Android code example:
mVodPlayer.attachTRTC(trtcCloud);
```

```
mVodPlayer.startPlay(url);
```

How to deal with video playback failure caused by using network proxy or capture tools on mobile devices?

When setting an HTTP proxy on a mobile device, you need to bypass the proxy for localhost.

Android phone settings example: Go to Settings > Wi-Fi > Connected Wi-Fi > Advanced > Manual > HTTP proxy. In the Bypass proxy field, enter localhost.

The SDK for Android

What should I do if no images are displayed during playback?

Check whether `SurfaceView` or `TextureView` is bound to the `TXVodPlayer` object.

How do I downsize the package?

If you haven't used the [download cache feature](#) (an API in `TXVodDownloadManager`) of the SDK v9.4 or earlier and don't need to play back the downloaded files in the SDK v9.5 or later, you don't need to use the SO file of the feature, which helps reduce the size of the installation package. For example, if you have downloaded a cached file by using the `setDownloadPath` and `startDownloadUrl` functions of the `TXVodDownloadManager` class in the SDK v9.4 or earlier, and the `getPlayPath` path called back by `TXVodDownloadManager` is stored in the application for subsequent playback, you will need `libijkhls-cache-master.so` to play back the file at the `getPlayPath` path; otherwise, you won't need it. You can add the following to `app/build.gradle`:

```
packagingOptions{
    exclude "lib/armeabi/libijkhls-cache-master.so"
    exclude "lib/armeabi-v7a/libijkhls-cache-master.so"
    exclude "lib/arm64-v8a/libijkhls-cache-master.so"
}
```

If your application is used only in the Chinese mainland, you can just package the SO files of the `armeabi-v7a` and `arm64-v8a` architectures or package only the JAR files and dynamically download the SO files after installation. For detailed directions, see [How to Downsize Installation Package](#).

How do I make the console output fewer logs?

You can set `LogLevel` as follows to filter out unnecessary logs:

```
TXLiveBase.setLogLevel(TXLiveConstants.LOG_LEVEL_DEBUG).
```

When playing a video, if the user locks the screen or sends the application to the background, it may cause the player to be killed by the system or disable internet access.

How to deal with this situation?

To avoid this situation, you can use a foreground service within the app. For more information on how to use a foreground service, please refer to the [official documentation](#).

Network security configuration allows the app to send HTTP requests

For security reasons, starting from Android P, Google requires that all requests made by the app use encrypted connections. The player SDK will start a local server to proxy HTTP requests. **If your app's targetSdkVersion is greater than or equal to 28**, you can use [network security configuration](#) to allow HTTP requests to be sent to 127.0.0.1. Otherwise, you will encounter the error "java.io.IOException: Cleartext HTTP traffic to 127.0.0.1 not permitted" when playing videos, which will prevent the video from playing. The configuration steps are as follows:

1. Create a new file `network_security_config.xml` under `res/xml` in your project and configure the network security settings.

```
<?xml version="1.0" encoding="utf-8"?>
<network-security-config>
  <domain-config cleartextTrafficPermitted="true">
    <domain includeSubdomains="true">127.0.0.1</domain>
  </domain-config>
</network-security-config>
```

2. Add the following attributes to the application tag in the `AndroidManifest.xml` file:

```
<?xml version="1.0" encoding="utf-8"?>
<manifest ... >
  <application android:networkSecurityConfig="@xml/network_security_config"
    ... >
    ...
  </application>
</manifest>
```

The SDK for iOS

After integrating the SDK, a crash of the type "[TXCThumbPlayer thumbPlayerBundleId] unrecognized selector" occurs after running the app?

This problem is caused by the SDK containing a category. Here, the "-ObjC" flag needs to be added. The specific steps are as follows:

Open Xcode, select the corresponding Target, select **Build Setting**, search for **Other Link Flag**, and enter `-ObjC`.

After integrating the SDK, a crash of the type "dyld[34620]: Library not loaded: @rpath/TXFFmpeg.framework/TXFFmpeg" occurs after running the app?

This problem is caused by the dynamic library TXFFmpeg.framework being integrated into the project, but "Embed & Sign" is not set:

1. Open Xcode, select the corresponding Target, and select **General**.
2. Select **Frameworks, Libraries, and Embedded Content**, select TXFFmpeg.framework, and choose **Embed & Sign** on the right side.

What should I do if the playback control panel is not displayed?

The display of the playback control panel is controlled by `MPNowPlayingInfoCenter`. You can set the `nowPlayingInfo` attribute to update the title and image and set the volume level. For more information, see [LiteAVSDK/Player_iOS](#).

How do I make the console output fewer logs?

You can set `LogLevel` through the `setLogLevel` API in `TXLiveBase.h` as follows: `[TXLiveBase setLogLevel:LOGLEVEL_DEBUG]`. The greater the value, the fewer the output logs. The value ranges from 0 (output of all levels) to 6 (output no logs). For more information, see `TXLiveBase.h`.

Encountered an error with code 14010020 when playing a video using appid + fileid?

This type of problem is caused by the failure to download the file (.mp4 or .hls). Please try using SDK 10.6 or above. This issue has been fixed in the new version.

When the player downloads an m3u8 file using TXVodDownloadManager, the size and downloadSize values are not available in the TXVodDownloadDelegate callback?

This issue is caused by the fact that the standard protocol for m3u8 files does not include the file size, and the size of each segment ts can only be obtained when the request is made. Therefore, it is not possible to accurately return the file size before downloading.

On iOS 13 and above devices, when selecting a video from the photo album for playback, the message "Playback Failed" is displayed?

This issue is caused by changes in the path accessed by the photo album plugin on iOS 13 and above (such as `var/mobile/Containers/Data/PluginKitPlugin/tmp`). You can provide path access by copying the album data to a temporary directory at the bottom of the sandbox (such as the tmp directory).

Fees

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How do I change my VOD billing mode?

VOD offers two billing modes: daily billing and monthly billing. The default billing mode is daily billing. If you want to change it to monthly billing, please contact your Tencent Cloud rep.

Will fees be incurred repeatedly if a video is watched with the same device ID multiple times a day?

Yes. Every time a video is watched with the same device ID through the VOD link, there will be traffic consumed, and fees will be incurred accordingly.

Will billing continue after a video is transcoded?

Each transcoding task is billed only once. A transcoded video will be billed another time only if it is transcoded again.

How do I calculate the accelerated traffic in VOD?

Accelerated traffic = bitrate * duration * number of viewers. You can use this formula to estimate how much traffic will be needed.

For example, if a video lasts for one hour at a bitrate of 500 Kbps and is watched by 100 users, the traffic consumed will be about $500 / 8 * 3600 * 100 = 22,500,000 \text{ KB} = 22.5 \text{ GB}$

Are transcoding fees and task flow fees the same thing?

A task flow is to perform multiple template tasks at a time by splicing them. The tasks contained in the task flow are charged at the same prices as the corresponding billable items.

Video Upload

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What media file formats are supported for upload to VOD?

Supported VOD file formats:

Video: WMV, RM, MOV, MPEG, MP4, 3GP, FLV, AVI, RMVB, TS, ASF, MPG, WEBM, MKV, M3U8, WM, ASX, RAM, MPE, VOB, DAT, MP4V, M4V, F4V, MXF, QT, and OGG.

Audio: MP3, M4A, FLAC, OGG, WAV, RA, AAC, and AMR.

Thumbnail: JPG, JPEG, PNG, GIF, BMP, TIFF, AI, CDR, EPS, TIF and HEIF.

How can I upload files to VOD? Is checkpoint restart supported?

Files can be uploaded to VOD in the following ways: [upload through console](#), [upload from server](#), and [upload from client](#). Among them, upload from client supports checkpoint restart.

How do I upload a video to VOD in the console?

For more information, please see [Uploading Video](#).

How do I get the upload progress in VOD?

Currently, upload progress cannot be obtained.

When will the video be available for viewing after upload?

It depends on the length of the video and transcoding bitrate.

Does VOD allow video uploads by applications or webpages?

VOD allows end users to upload files directly. For more information, please see [Guide](#).

What are the upload directories on the VOD backend?

Currently, VOD doesn't offer upload directories. You can use the category structure as the directory and upload files to the corresponding categories. For more information, please see [Modifying Video Category](#).

Can the uploaded videos be compressed?

Currently, video compression is not supported.

How do I upload a large number of video files to VOD?

VOD uses a queuing upload method to ensure sequential uploading of video files. If you have special needs (for example, you need to upload terabytes to petabytes of files), please [submit a ticket](#).

The upload return URL is in HTTP. How do I set it to HTTPS?

For more information, please see [Default Distribution Configuration](#).

What are the required development environments for VOD's web upload SDK?

The browser needs to support HTML5.

The application server needs to distribute a signature for upload from client. For the method of generating a signature, please see [Simple Upload of Video](#).

What upload SDKs does VOD provide for mobile devices?

Currently, VOD provides Android SDK and iOS SDK for mobile devices.

Apart from video upload APIs, mobile SDKs also provide a rich collection of video editing APIs to satisfy customer demands. The collection ranges from video clipping, splicing, filtering to subtitling.

Can I specify an encrypted transcoding template in the signature for video upload?

No. This feature is under development and will be available in the future.

Do the video upload APIs of VOD support Go, PHP, and .NET?

TencentCloud API 3.0 supports SDKs for Go, PHP, and .NET. For more information, please see the [ApplyUpload API documentation](#).

How do I share the link after uploading a video successfully?

You can share the link by following the steps below:

1. Apply for release in the console.
2. After the application is approved, a sharable link will be returned.
3. Use the link to share the video.

For more information, please see [Managing Video](#).

Can a cover be automatically generated for a video uploaded to VOD?

Yes. When a video is uploaded, VOD uses the first frame as the cover or pulls the cover from the video.

Video Publishing

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What are the definitions and resolutions of videos published in VOD?

VOD provides a rich set of transcoding features for video release. In order to deliver a better viewing experience in different network environments, you can transcode and publish videos based on the following recommended definition categories:

LD (mobile): bitrate: 256 Kbps; resolution: around 320 * 240.

SD: bitrate: 512 Kbps; resolution: around 640 * 480.

HD: bitrate: 1,024 Kbps; resolution: around 1280 * 720.

FHD: bitrate: 2,500 Kbps; resolution: around 1920 * 1080.

The detailed specifications and technical parameters of output videos after transcoding are as follows:

Specification Name	Video										Audio			
	Code	Codec	profile	Frame Rate	Width	Height	Color Space	Bit Depth	Bitrate Mode	Bitrate	Codec	Bitrate	Channel	Sample Rate
Mobile phone	10	H264	Baseline	24	320	Scaled by DAR or PAR of source video (DAR preferred)	YUV420P	8	ABR	256K	AAC	48K	Dual	44100Hz
SD	20	H264	Main	24	640	Scaled by DAR or PAR of source video (DAR preferred)	YUV420P	8	ABR	512K	AAC	48K	Dual	44100Hz
HD	30	H264	High	24	1280	Scaled by DAR or PAR of source video (DAR preferred)	YUV420P	8	ABR	1024K	AAC	48K	Dual	44100Hz
FHD	40	H264	High	24	1920	Scaled by DAR or PAR of source video (DAR preferred)	YUV420P	8	ABR	2500K	AAC	48K	Dual	44100Hz

Note:

Right-click and select **Open image in new tab** to view a high-definition image.

If the resolution of an uploaded video does not match the values above, the video will be transcoded to a resolution with a standard width in the corresponding category and a proportionally scaled height.

If the resolution of the uploaded video is lower than the set transcoding specification (for example, a video with a resolution of 640 * 480 is uploaded, but the transcoding is set to HD), the system will still transcode it according to the set format (i.e., HD here). However, as the video itself has a lower definition, the user experience may be poor and traffic and bandwidth will be consumed.

Can a video be transcoded from a low resolution to a high resolution? Can video quality be improved by transcoding?

VOD can transcode a video to a resolution higher than the original one, but the video quality will not be improved.

Does the video release effect vary by time and region?

No, theoretically. The VOD system is enabled for access from anywhere at any time. Please note that the viewing experience is greatly determined by the quality of the network from user device to video server and the device

specifications. Therefore, during peak hours of network service, the experience may vary due to the change of network conditions or low device specifications.

If I modify the player configuration after releasing the "web player code", do I need to release the previously released HTML code again?

You do not need to generate the code again, because it is maintained and updated by the system automatically. After the player configuration is modified, the released player code will take effect immediately.

In "Media Assets", what is the difference between "Source File URL" and "Video with Web Player Code" displayed in "Video Release"?

The URL of a source file corresponds to a video file of a specific bitrate, which does not contain any player information itself and can be opened directly in a browser for playback.

The web player code corresponds to the code that can be edited on the web, including the Flash address, adaptive HTML code, IFRAME code, player settings information (such as definition, roll content, and sharable link). This code can be embedded in a user-edited webpage.

In "Web Player Management", what will happen if I delete a custom player?

As the custom player has been deleted, video files will be automatically associated with the current default player configuration, but the code that has already been released can continue to be used. If you need to make changes, please define the player and release the code again.

Why is an output video not as clear as the source video?

The definition of a video during playback depends on the following two aspects:

The definition provided by the VOD server after the video is transcoded and published.

The network environment where the user watches the video. Decrease in definition during video playback may be caused by two factors: one is that a low-definition instead of high-definition video is stored in VOD; the other is that the player may be adapted to a low definition for playback due to poor network connection.

What is blocklist/allowlist?

The blocklist/allowlist can be used to allow or deny the requests for accessing videos published through player code from particular webpages.

These lists are effective to videos published through player code. You can enable this feature globally and specify a blocklist or an allow list. Each list can contain up to 10 URLs by checking the referer of access source. For more information on how to protect video file URLs, please see [Hotlink Protection Overview](#).

Does VOD support publishing links on WeChat Official Account?

Yes.

Can I add ads to videos published through an application player?

Adding ads is currently not supported. We will support this feature as soon as possible.

Video Playback

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How do I find the cause of playback failures?

There are lots of causes of playback failures. You can locate the problems in the following steps:

1. Configure packet capture and check network requests.
2. Check the error messages in the web console.
3. Find out whether the video format is supported by the browser.

Are there any limits on the number of online viewers at the same time?

Theoretically no. As the VOD system does not set any limits, it allows an unlimited number of online viewers to watch videos at the same time.

How do I solve the problem of lagging during playback?

If the video file itself is ruled out as the cause, lagging may be attributable to low device specification or poor network environment (e.g., bandwidth and latency). You can change the device used for playback or the network environment if possible. If the problem persists, please [contact us](#).

When I try to play back a video using HTTP on an HTTPS page, it is blocked by the browser. How do I fix this?

The browser blocks the video for security reasons. Please make sure that videos using HTTP are played back on the webpage using the same protocol, and the same is true for HTTPS videos.

What should I do if a 404 error is returned for a video link and the video does not exist on CDN?

Please [contact us](#) to help you locate the problem and restore CDN resources.

What should I do if a 403 error is returned for a video link and the video cannot be loaded?

Please check whether referer or key hotlink protection has been enabled and whether there are authentication parameters during playback.

What should I do if a video cannot be played back on PCs and an error message about cross-domain access appears in the web console?

To play back videos with Flash on PCs, the `crossdomain.xml` file and correct access policy need to be configured and cross-domain access need to be enabled for the video storage server.

Function of `crossdomain.xml`

When an SWF file in the `www.a.com` domain needs to access a file in `www.b.com`, SWF first checks whether the `crossdomain.xml` file is in the root directory of the `www.b.com` server, and if not, the access will fail; if the file is there and access is allowed for the `www.a.com` domain, the communication will be normal.

`crossdomain.xml` contains the domain name configuration of the SWF file.

To play back videos in HLS or FLV format by using HTML5 in modern PC browsers, [CORS](#) needs to be configured for the video server.

Generally, the above two policies are configured automatically by Tencent Cloud. If you have any problems, please [contact us](#).

How do I solve the problem where the player prompts that the video is not transcoded?

Please transcode the video. For detailed directions, please see [Processing Videos](#). Please make sure that the video codec is H.264 and container format is MP4 or HLS.

Can I add different watermarks for different viewers?

VOD only allows specifying image or text watermarks during transcoding and does not support dynamic watermarking for different viewers.

Does VOD offer video editing features such as dubbing, mixing, brightness adjustment, rotation, or picture-in-picture?

Yes. For more information, please see [video compositing](#) in the video processing features of VOD.

How do I solve the problems such as blurred screen, blank screen, lagging, and playback failures after transcoding?

You need to first find out whether there is any problem with the source video. If the problem is caused by transcoding, please [contact us](#).

Are there any prompts if playback is not supported by a browser?

Generally, web playback depends on the decoder of the browser or the Flash decoder. If playback is not supported, error code `3` or `4` will be returned.

What should I do if videos in RTMP or FLV format cannot be played back or videos cannot be played in IE?

Flash is required for playing back RTMP and FLV videos as well as any videos in IE. Please install and enable it.

What should I do if videos in HLS or FLV format cannot be played back by using HTML5 when Flash is not supported by a PC browser?

If Flash is not supported, the player will use MSE to play back videos in HLS or FLV format; if MSE is not supported either, you will have to change or upgrade the browser. Currently, browsers that support MSE include Microsoft Edge,

Chrome, Mozilla Firefox, and Safari 11+.

What should I do if a browser does not support decoding H.264 videos or playing back videos in MP4 or HLS format?

Generally, there is no corresponding video decoder in the browser kernel of some PC software programs or applications in integrated or lite editions. Please upgrade the browser kernel in them or integrate with Flash and allow it to be called.

How do I prevent my videos from being downloaded and played back by others?

To play back a video online is to download it first and then play it back, so it is impossible to prevent a video from being downloaded by others. If you want your videos not to be played back after being downloaded by others, please see [video encryption](#) in VOD.

How do I solve the problem where an HLS-encrypted video cannot be played back?

The playback process of an HLS-encrypted video is different from that of ordinary videos. Generally, you need to get the right key. The steps to fix this problem are as follows:

1. Check whether the M3U8 file format is compliant, the address from which to get the key is correct, key API server authentication is normal, and the result can be returned by the key API normally.
2. Check the length of the key and make sure that the key length is 16 bytes and can be decrypted correctly.

How do I solve the problem where a video cannot be played back normally or returns to the beginning after being dragged to a certain time point?

You are recommended to avoid playing back the source video; instead, transcode it first in VOD. Please select the HTML5 playback mode rather than use Flash. When a video is too short, there is generally only one keyframe, so dragging for playback is not supported.

How do I solve the problem where a video cannot be played back automatically?

Autoplay of multimedia files is prohibited in many browsers, especially mobile ones. However, some browsers allow autoplay of muted videos or videos with no audio tracks, so you can try to mute the player. If this still does not work, there will be no effective solutions currently.

How do I solve the problem where autoplay fails in the WebView of a hybrid application?

The multimedia autoplay attribute needs to be set in the WebView:

iOS: `mediaPlaybackRequiresUserAction = NO`

Android: `webView.getSettings().setMediaPlaybackRequiresUserGesture(false)`

How do I solve the problem where the video frames are invisible after the player is initialized?

Whether a web player displays the first video frame depends on the support from the browser. Currently, not all browsers support showing the first video frame. You can fix this problem by setting a cover for the video.

What if a player does not have an adjustable-speed playback option or the feature is unavailable?

Currently, only some modern browsers support adjustable-speed playback in HTML5, and this feature is not supported by Flash. Therefore, adjustable-speed playback is allowed only in browsers that support HTML5. You can try the HTML5 mode for playback; if the adjustable-speed playback button does not appear, this feature is not supported; if the button appears but the speed cannot be adjusted, the player has detected that the current browser supports setting adjustable-speed playback, but the settings fail to take effect. In this case, you are recommended to hide the adjustable-speed playback button.

How do I solve the problem where a video cannot be overridden by other elements?

The player controls are the browser's built-in controls. You need to stop pinning the video by using the method provided by the browser vendor. Currently, there are no general solutions.

How do I solve the problem of unnecessary icons?

You can try to hide the video tag, which can be displayed again when playback starts.

How do I block ads, downloads, and recommendations in the player?

Ad placement is a kind of hijacking by browser vendors. You have to block ads as permitted by browser vendors. Currently, there are no general solutions.

What should I do if videos fail to move along with the page on Android?

Tests show that there are no effective frontend solutions. This is because after hijacking video playback, the browser fails to optimize the viewing experience effectively. You can try to use the video tag directly (not generated by the player) or draw the video by using Canvas. If the problem persists, it can only be solved by upgrading the browser.

How do I solve the problem of letterboxing (black bars) during video playback?

Please make sure that the aspect ratio of the player is the same as the actual ratio of the video.

For example, if a video's resolution is 1280 * 720, the size of the player can be set to 640 * 360 or 1280 * 720. As long as the ratio equals to 16:9 (1280:720), the video can be fully displayed with no black bars. If the video has black bars itself, they need to be cut off during transcoding to change the resolution.

How do I solve the problem where landscape/portrait mode switching during a push does not take effect in the player?

Currently, a web player is unable to detect landscape/portrait mode switching during a push, so this problem has to be addressed in other ways.

For example, assume that the portrait mode is used when a push starts, and the aspect ratios of the upstream video and the web player are both 9:16; if the push is not interrupted on the device (depending on the support from the push SDK) and the portrait mode is switched to the landscape mode, the aspect ratio of the upstream video will change to 16:9. If the aspect ratio of the downstream video also changes to 16:9, reconnection to the web player will be needed before the video can be played back at the new aspect ratio. In order to reconnect, the web player needs to be notified by an external API. If the aspect ratio of the downstream video is still 9:16, the video will be played back at 9:16.

Does a VOD playback address support the DNS protocol of HTTP?

HttpDNS resolution service is supported from version 10.9 of LiteAVSDK_Player.

Why can a video be played back in VOD on mobile phones but not on PCs?

Flash needs to be enabled in PC browsers.

Does VOD support ad placement?

The ad placement feature is not available yet. You can use the rolling feature of the player or customize the web player for advertising. For more information, please see [TCPlayerLite](#).

Does a video in VOD have to be transcoded before playback?

Transcoding is not mandatory in VOD; **however, playback of files not transcoded may fail on third-party platforms; therefore, transcoding is recommended.**

Two videos have the same resolution and bitrate, but the spliced video has a lower bitrate. How can I retain the original bitrate?

You can configure the target bitrate to be the same as the original bitrate. The encoder will also assign a bitrate accordingly. There may be cases **where the actual transcoded bitrate doesn't need to be very high**, and the bitrate will be thus decreased. If the decrease is significant, please [submit a ticket](#) for assistance.

Can an encrypted video be cached for offline playback?

No. The video can be played back and cached only after being decrypted.

Web Playback

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What are the purposes of "HTML" and "IFRAME" displayed in "Web Player Code Generation" in "Media Assets"?

"HTML" and "IFRAME" are ways to release custom code for the following purposes:

HTML is HTML code used to embed a video player in a webpage, so that the player will be displayed for video playback when a user browses the webpage. The code may require minor modifications for customization and thus is suitable for those who have some knowledge of the HTML programming language. The code can be automatically adapted to mobile devices and PCs and also supports web SDK features for highly flexible secondary development. For more information, please see [Development Guide for Web SDK](#).

IFRAME makes it easy for you to release your player code directly without any modification. You do not need to know the content of the code; instead, you just need to copy and paste the code in the corresponding place in the HTML page. The IFRAME tag is highly compatible with mainstream browsers such as Chrome, IE, Safari, and Firefox.

Note:

If the user visits the webpage from an iOS or Android mobile device, only HTML5 will be used for playback; if from a PC, Flash will be used preferentially; if the browser does not support Flash, HTML5 will be used; and if HTML5 is not supported, the player will directly display a prompt to download a newer browser.

Does a web player support dynamic watermarking?

No for the time being. After this feature is available, you can upload the viewer's ID through an API and make it dynamically and randomly appear in the video for the purpose of video content protection.

Does the web player code support mobile devices?

The web player code supports playback on various types of mobile devices.

Does a web player support rolling?

Currently, a roll image can be added at the beginning of a video.

What is the relationship between a web player and a video file? How many web players can be created?

A web player contains the playback parameter settings for a video file when it is played back by using the web player code, such as player appearance and roll. For video files that are not played back by using a web player (such as by directly accessing a URL in a browser, or using a third-party or proprietary player instead), the player parameter settings on the management page will not take effect.

Currently, a maximum of 10 web players can be created.

Can I customize the appearance of a player?

Currently, you can customize the logo and player size on the management page, and you can also set the iOS or Android player size through SDKs.

What is the difference between a watermark and a logo?

A watermark is a fixed logo completely embedded in a video file during the transcoding process. Once the transcoding is completed, it cannot be canceled.

A logo is a display icon added onto a player during video playback. It can be moved or canceled at any time.

Full Screen Playback

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How to distinguish between device full screen and webpage full screen?

Device full screen: this refers to the full screen mode within the device screen range. In this mode, only the video content is displayed on the device screen, and browser elements such as address bar are invisible. This mode requires the browser to provide corresponding API support. There are two APIs that support device full screen: Fullscreen and webkitEnterFullScreen. With the former, after entering device full screen, the player interface composed of HTML and CSS is still visible. The latter can only be applied to the video tag and is usually used when the former is not supported by a mobile device. After entering full screen through the latter, the player interface is the device's native interface.

Webpage full screen: this refers to the full screen mode within the webpage display area. In this mode, browser elements such as address bar are visible. Generally, this mode is a way to achieve a full screen effect when the browser does not support device full screen; therefore, it is also called pseudo full screen. It is implemented by CSS. The web player of VOD uses a full screen scheme where device full screen is dominant and supplemented by webpage full screen. The priority of full screen mode is Fullscreen API > webkitEnterFullScreen > webpage full screen.

As Flash is gradually restricted by browsers, the VOD web player is developed in the HTML5 standard with reduced use of Flash. In some legacy browsers, the use of the full screen feature is restricted. The legacy VOD player 1.0 was developed by using Flash and achieved device full screen with the Flash plugin. For full screen mode in browsers that do not support the Fullscreen API, only the legacy VOD player 1.0 can be used.

Currently known full screen support is as follows:

X5 kernel (including WeChat, Mobile QQ and QQ Browser on Android): webkitEnterFullScreen rather than Fullscreen API is supported. In full screen mode, the device full screen with the X5 kernel is displayed.

Chrome on Android: Fullscreen API is supported. In full screen mode, the device full screen with the Tencent Cloud Player UI is displayed.

iOS (including WeChat, Mobile QQ, and Safari): webkitEnterFullScreen rather than Fullscreen API is supported. In full screen mode, the device full screen with the iOS system UI is displayed.

Internet Explorer 8/9/10: neither Fullscreen API no webkitEnterFullScreen is supported. In full screen mode, the webpage full screen is displayed.

Desktop WeChat Browser: neither Fullscreen API nor webkitEnterFullScreen is supported. In full screen mode, the webpage full screen is displayed. WeChat Browser on macOS currently does not support any full screen mode.

Other modern desktop browsers: Fullscreen API is generally supported. In full screen mode, the device full screen with the Tencent Cloud Player UI is displayed.

How to solve the problem with forced or default full screen mode when video is played back?

To achieve in-page (non-full screen) playback, the `playsinline` and `webkit-playsinline` attributes need to be added to the video tag, which is done by Tencent Cloud Player by default. iOS 10+ recognizes the `playsinline` attribute, while older iOS versions recognize the `webkit-playsinline` attribute.

Tests show that in-page (inline) playback is supported in Safari on iOS. Android recognizes `webkit-playsinline`, but such attributes may not take effect for there are many custom browsers due to the openness of Android. For example, the same-layer player attribute may need to be used to prevent the system from forcing playback in full screen mode in browsers with TBS kernel (including but not limited to WeChat, Mobile QQ, and QQ Browser). For more information, please see the [Integration Documentation](#).

If the problem persists, please [submit a ticket](#).

How to solve the problem that playback is in full screen mode by default in the WebView of an iOS hybrid app?

Set the WebView parameter `allowsInlineMediaPlayback` to `YES` to allow inline video playback, i.e., forbidding WebView/UiWebView to force full-screen video playback.

How to solve the problem that the player cannot enter full screen mode in iframe?

Set the `allowfullscreen` attribute in the `iframe` tag. Below is the sample code:

```
<iframe allowfullscreen src="" frameborder="0" scrolling="no" width="100%" height="
```

How to solve the problem that full screen cannot be entered in Internet Explorer 8/9/10?

In legacy browsers that do not support the Fullscreen API, the VOD player uses CSS to implement the webpage full screen mode. With the aid of full screen mode of the browsers (generally by pressing F11), the device full screen effect can be achieved. It should be ensured that the in-page full screen style of the player is not restricted by CSS in the page; for example, the parent container `overflow:hidden` should not be set for the browser.

If iframe is used, the player cannot modify the CSS style outside the iframe, and the external page needs to provide script and style support. Generally, the external page requires cross-domain support to implement webpage full screen. Therefore, it is not recommended to use the player with iframe.

Note:

Internet Explorer 8/9/10 do not support the Fullscreen API; therefore, the device full screen mode cannot be implemented through this API.

Statistics

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What statistics can be viewed?

In the VOD Console, you can view statistics of bandwidth/traffic, storage capacity, and transcoding.

Bandwidth/traffic statistics: details of VOD bandwidth and traffic usage by domain name/region/ISP, top 10 districts for traffic usage, and comparison of ISPs for traffic usage.

Storage capacity statistics: VOD storage capacity usage over time, including the total number of files and storage capacity currently used.

Transcoding statistics: types, details, and proportions of transcoding tasks in VOD over time.

In addition, VOD provides data analysis of the number of requests and number of access requests from unique IPs by domain name/region/ISP. For playback statistics, it also supports querying file playbacks by `FileId` and top 100 videos played back.

What is the number of requests?

The number of requests refers to the number of all playback requests sent to CDN in a certain period of time. This data contains statistics from all sources, including Tencent Cloud Player, webpages, and custom players.

The number of requests is related to the video format: if the format is MP4, it equals to the number of playbacks; if the format is HLS, it equals to the number of requests for M3U8 and TS parts. This value is updated once every five minutes.

What are the number of playbacks and traffic statistics?

The number of file playbacks is reported by the Tencent Cloud Player, which only includes statistics of sources using the Tencent Cloud player and is updated once every three hours.

The traffic statistics are reported by the CDN nodes, which include statistics of all sources (including Tencent Cloud player, webpage, and custom players) and are updated once every hour.

How are the bandwidth statistics in usage statistics collected?

Each CDN edge server of VOD collects traffic data in real time and reports it to the computing center which aggregates the data into total traffic data of the domain name and displays the converted bandwidth statistics by time duration, used traffic, or time.

If the total traffic generated in a minute is 6 MB, then the corresponding bandwidth is $(6 * 8) / 60 = 0.8$ Mbps.

As the usage for bill-by-bandwidth is calculated based on the statistics at a 5-minute granularity, the corresponding bandwidth value is total traffic in 5 minutes / 300 seconds.

Why are the traffic statistics displayed in the usage statistics in the console different from those in the log?

The traffic counted based on the downstream bytes in the log of an acceleration domain name in VOD is only about the data at the application layer.

The traffic generated during actual data transfer over the network is around 5–15% more than application-layer traffic:

Consumption by TCP/IP headers: in TCP/IP-based HTTP requests, each packet has a maximum size of 1,500 bytes, including TCP/IP headers of 40 bytes, **which generate traffic during transfer but cannot be counted by the application layer**. The overheads of this part is around 3% .

TCP retransmission: during normal data transfer over the network, around 3–10% packets are lost on the internet, and the server will retransmit the lost ones. This type of traffic cannot be counted by the application layer, which accounts for 3–7% of the total traffic.

As an industry standard, the billable traffic is the sum of the application-layer traffic and the overheads as described above. VOD increases the application-layer monitoring statistics by 10%, so the billable accelerated traffic (as displayed in the usage statistics) is about 110% of the accelerated traffic calculated in the log.

Access Management

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What permissions are needed to upload a file?

VOD offers multiple upload methods such as [upload from server](#), [upload from client](#), [pull from URL](#). The permissions required for each method are as follows:

Upload Method	Permission to Resources	Permission to Operations	Remarks
Upload from server	Specified subapplication	ApplyUpload CommitUpload	-
Upload from client	Specified subapplication	ApplyUpload CommitUpload	-
Pull from URL	Specified subapplication	PullUpload	-
LVB recording	All subapplications	-	The LVB recording feature needs to be enabled

Note:

[Local upload](#) of videos in the VOD console is a form of upload from client.

A "no permission" error is returned for upload from server, but upload through other methods can succeed. Why?

This is probably because the server SDK is too old. Please upgrade the SDK to the latest [version](#).

What permission is needed to watch videos?

To watch a video is essentially to make a request to VOD CDN as an ordinary viewer rather than a Tencent Cloud account, so you do not need to grant a viewer any permissions (if [hotlink protection](#) or [video encryption](#) is enabled, the conditions as described in applicable documents must be met before the video can be watched, but these are irrelevant to access control).

Can permissions to an individual file be granted?

No. The resource granularity of VOD access control is subapplication.

What if permission settings are in conflicts?

The possible reasons of conflicts are as follows:

A custom policy contains multiple statements where there are conflicting descriptions (for example, one statement allows access to a resource, but another one denies such access).

A sub-user is bound to multiple policies where there are conflicting descriptions.

As VOD permission management is based on CAM, VOD permissions are determined in accordance with the policy [judgment logic](#) of CAM.

Does VOD support cross-account resource access?

Cross-account resource access refers to that root account A grants all or some of its VOD permissions to root account B (or its sub-accounts), that is, the grantor and grantee are two independent Tencent Cloud accounts. VOD **does not support** cross-account resource access, i.e., a Tencent Cloud account can only grant VOD permissions to its own sub-accounts.

Cold Storage

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If multiple VOD cold storage policies are set, will cold storage be triggered for a media file that meets the requirements of one policy?

When a media file meets the requirements of multiple VOD cold storage policies, cold storage will be implemented for the file in the priority of DEEP ARCHIVE > ARCHIVE > STANDARD_IA.

When a policy contains multiple requirements, cold storage will be triggered for a media file only when the file meets all the requirements.

How is the cold storage of VOD media files charged?

Changing the storage class of a media file from STANDARD to another one will not be charged. After that, the [file storage](#) and [data retrieval](#) will be billed.

After a media file of cold storage is deleted before it is stored for the minimum required storage days, will it be charged any fees?

Its storage will be charged by the minimum [storage](#) days, even when its storage duration is shorter.

Minimum storage duration for STANDARD_IA files: 30 days.

Minimum storage duration for ARCHIVE files: 90 days.

Minimum storage duration for DEEP ARCHIVE files: 180 days.

Will the storage class of a cold storage media file turn back to STANDARD automatically?

If a media file meets the requirements of a cold storage policy, the file will be stored in the policy defined class. The class will not default back to STANDARD automatically, yet you can modify the class manually. After manual modification, the storage class will turn to a policy defined one if the policy is triggered. All files will be checked for policy execution every day.

How much will the access efficiency slow down after a media file turns to STANDARD_IA storage?

Modifying storage class will affect watch experience as file retrievals will affect broadcasting of the first frame and stutter rate among other metrics. We recommend you not modify the storage classes of frequently used media files, and use STANDARD for such files.

Does VOD provide data retrieval APIs?

Such APIs are under development.

How long will it take to change the storage class of a file from STANDARD to STANDARD_IA?

The time depends on the video size, and normally it is in seconds.

How often will a VOD cold storage policy be executed?

An enabled VOD cold storage policy will be executed at 00:00 (UTC+08:00) each day for all stored data under the current application.