

User Generated Short Video SDK

FAQs

Product Documentation



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FAQs

Upload

Last updated : 2022-08-16 17:09:23

What is video uploading from the client?

Video uploading from the client refers to uploading local videos to VOD by an application user.

Why can't I find the video upload module `TXUGCPublish` ?

The video upload feature has been separated from the SDK and made open source in the demo. You need to integrate the UGSV upload feature by following the steps below:

1. Download the [demo](#).
2. Copy the upload .jar package in the `app\\libs\\upload` directory to the `..\\app\\libs\\upload` directory of your project.
3. Copy the source code directory

`Demo\\app\\src\\main\\java\\com\\tencent\\liteav\\demo\\videoupload` of the UGSV upload feature to your project directory and rename the package in the source code.

4. Open `build.gradle` in the `App` directory of your project and add code that references the .jar package:

```
dependencies {
    compile fileTree(include: ['*.jar'], dir: 'libs/upload')
}
```

5. Configure application permissions in `AndroidManifest.xml` .

```
<uses-permission android:name="android.permission.INTERNET"/>
<uses-permission android:name="android.permission.ACCESS_WIFI_STATE"/>
<uses-permission android:name="android.permission.ACCESS_NETWORK_STATE"/>
<uses-permission android:name="android.permission.WRITE_EXTERNAL_STORAGE" />
<uses-permission android:name="android.permission.READ_EXTERNAL_STORAGE"/>
```

What should I do if upload fails with the internal error 1000?

Please check whether the VOD service is activated.

What should I do if an "incorrect upload parameter" error occurs?

Please check whether the addresses of the video file and image are correct and whether the corresponding files can be found in the specified paths.

What should I do if an "incorrect upload signature" error occurs?

Before a client initiates an upload, it needs to apply for an upload signature from your application server. If the application server approves the upload request, it will generate an upload signature as described in [Signature for Upload from Client](#). The client must carry this signature so that VOD can verify whether the upload is authorized.

A signature for uploading from the client is generated as follows:

1. Get the API key.
2. Concatenate the plaintext string.
3. Convert the string to a signature.
4. You can verify the signatures generated by your service using the tools provided by VOD:

[Signature generation](#): Enter the key and other required parameters to quickly generate a signature.

[Signature verification](#): Enter a signature to parse and get the parameters used to generate the signature.

For more information, see [Signature for Upload from Client](#).

Is there a limit on the length or size of a file uploaded?

No, there isn't a limit on the length or size of a file uploaded.

Can I upload an image?

Currently, you cannot upload images alone, but you can upload a thumbnail image along with a video. For details, see [Video Upload](#).

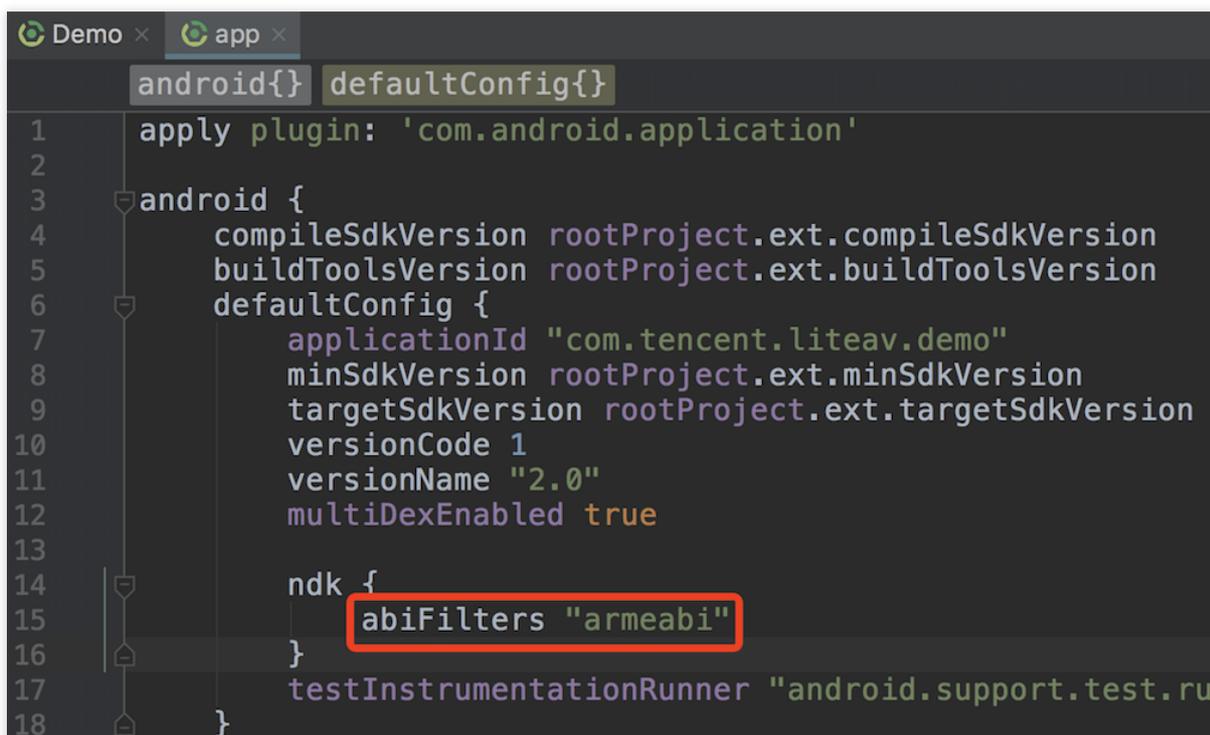
Android Compilation

Last updated : 2022-06-24 14:56:48

What should I do if the following error occurs when I integrate the SDK?

```
java.lang.UnsatisfiedLinkError: No implementation found for void com.tencent.liteav.basic.log.TXCLog.nativeLogInit() (t
m_tencent_liteav_basic_log_TXCLog_nativeLogInit_)
    at com.tencent.liteav.basic.log.TXCLog.nativeLogInit(Native Method)
    at com.tencent.liteav.basic.log.TXCLog.init(TXCLog.java:31)
    at com.tencent.liteav.basic.log.TXCLog.setConsoleEnabled(TXCLog.java:52)
    at com.tencent.rtmp.TXLiveBase.setConsoleEnabled(TXLiveBase.java:73)
```

You can use the armeabi and armeabi-v7a architectures.



```
Demo x app x
android{} defaultConfig{}
1  apply plugin: 'com.android.application'
2
3  android {
4      compileSdkVersion rootProject.ext.compileSdkVersion
5      buildToolsVersion rootProject.ext.buildToolsVersion
6      defaultConfig {
7          applicationId "com.tencent.liteav.demo"
8          minSdkVersion rootProject.ext.minSdkVersion
9          targetSdkVersion rootProject.ext.targetSdkVersion
10         versionCode 1
11         versionName "2.0"
12         multiDexEnabled true
13
14         ndk {
15             abiFilters "armeabi"
16         }
17         testInstrumentationRunner "android.support.test.ru
18     }
```

As shown above, set `abiFilters` to `armeabi` in `build.gradle` in `app`.

What should I do if a conflict occurs when I try to integrate two or more LiteAV SDKs?

Because all LiteAV SDKs use the same underlying modules, the duplicate symbol error occurs if you integrate two or more LiteAV SDKs into your project.

To avoid the problem, instead of integrating two SDKs, we recommend you use the full-featured SDK.

Platform	ZIP File	GitHub	64-bit	Size	Downsizing
----------	----------	--------	--------	------	------------

			Support		Installation Package
iOS	Download	GitHub	Yes	4.08 MB (arm64)	Document
Android	Download	GitHub	Yes	jar: 1.5 MB so (armeabi): 6.5 MB so (armv7): 6.1 MBso (arm64): 7.3 MB	Document

Why can I no longer use UGSV features after updating the SDK?

1. If you use Android Studio, after replacing the AAR file, **change the filename** in the AAR reference in `build.gradle` of `app` to that of the AAR file in `/libs` of your project. Then, clean your project and build it again.
2. Check the SDK version. You need a license to use v4.5 and later versions of the SDK.
If you don't have a license, please apply for one. The UGSV SDK comes in **Lite** edition and **Basic** edition.

How do I implement playback pause and progress bar in my Android project?

In the UGSV SDK, playback is based on the UGSV player. You need to implement the progress bar **by yourself**.

Android

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Features

Can I customize the shooting resolution of short videos? What custom resolutions can I use?

The customizable parameters of short video shooting include frame rate (number of frames per second), GOP length (number of seconds between key I frames), video bitrate (volume of audio/video data generated by the encoder per second), and maximum/minimum shooting duration. We offer 4 shooting resolutions as constants for your choice: 360 × 640, 540 × 960, 720 × 1280, and 1080 × 1920.

The following describes why the shooting resolution is set as a constant instead of a variable:

The 4 constants are mainstream shooting resolutions.

Android phones may not support non-mainstream resolutions, the use of which may lead to problems such as green screen and pixelation.

You can call the `startCameraCustomPreview` API of the `TXUGCRecord` class to pass in custom shooting parameters, as shown below:

```
// Custom configuration
TXRecordCommon.TXUGCCustomConfig customConfig = new
TXRecordCommon.TXUGCCustomConfig();
customConfig.videoResolution = TXRecordCommon.VIDEO_RESOLUTION_540_960;
customConfig.minDuration = mMinDuration; // Minimum duration
customConfig.maxDuration = mMaxDuration; // Maximum duration
customConfig.videoBitrate = mBiteRate; // Video bitrate
customConfig.videoGop = mGop; // GOP length
customConfig.videoFps = mFps; // Frame rate in fps
customConfig.isFront = mFront; // Whether to use the front camera
mTXCameraRecord.startCameraCustomPreview(customConfig, mView);
```

Why can't I receive the `onRecordComplete` callback after shooting ends on Android?

Before shooting a short video, please call the `setVideoRecordListener()` API of the `TXUGCRecord` class to set a listener for the shooting callback.

To end shooting, you need to call the `stopRecord()` API of the `TXUGCRecord` class.

```
// Before shooting
mTXCameraRecord = TXUGCRecord.getInstance(this.getApplicationContext());
mTXCameraRecord.setVideoRecordListener(this);
```

```
...  
  
// End shooting  
mTXCameraRecord.stopRecord();
```

How do I resume shooting from where I stopped last time?

If you call `stopRecord`, the video segments shot will be spliced, so after the `onRecordComplete` callback is received, the demo will call `mTXCameraRecord.getPartsManager().deleteAllParts()` to delete the segment files.

If shooting is interrupted, and you want to resume shooting from where you stopped, do not call

```
mTXCameraRecord.getPartsManager().deleteAllParts() .
```

```
@Override  
public void onRecordComplete(TXRecordCommon.TXRecordResult result) {  
    TXLog.i(TAG, "onRecordComplete, result retCode = " + result.retCode + ",  
    descMsg = " + result.descMsg + ", videoPath = " + result.videoPath + ",  
    coverPath = " + result.coverPath);  
    if (mTXRecordResult.retCode < 0) {  
        Toast.makeText(TCVideoRecordActivity.this.getApplicationContext(),  
"Shoot failed. Cause: " + mTXRecordResult.descMsg, Toast.LENGTH_SHORT).show();  
    } else {  
        mDuration = mTXCameraRecord.getPartsManager().getDuration(); // Total  
shooting duration  
        if (mTXCameraRecord != null) {  
            mTXCameraRecord.getPartsManager().deleteAllParts(); // Delete the  
video segments already shot  
        }  
        startPreview(); // Enter the preview page  
    }  
}
```

Why are background music settings for shooting not working?

You must set the background music before calling the shooting API (`startRecord` of `TXUGCRecord`) so that the settings can take effect. The call sequence in the code is as shown below:

```
TXRecordCommon.TXUGCSimpleConfig simpleConfig = new  
TXRecordCommon.TXUGCSimpleConfig();  
simpleConfig.videoQuality = TXRecordCommon.VIDEO_QUALITY_MEDIUM;  
simpleConfig.minDuration = mMinDuration;  
simpleConfig.maxDuration = mMaxDuration;  
// 1. Start the preview first  
mTXCameraRecord.startCameraSimplePreview(simpleConfig, mViewView);  
// 2. Specify the path of the background music file and play the music
```

```
mBGMDuration = mTXCameraRecord.setBGM(mBGMPath);
mTXCameraRecord.playBGMFromTime(0, mBGMDuration);
// 3. Start shooting (`customVideoPath`: The path of the video generated.
`customPartFolder`: The folder of the video segments shot. `customCoverPath`:
The path of the thumbnail.)
int result = mTXCameraRecord.startRecord(customVideoPath, customPartFolder,
customCoverPath);
```

Does UGSV support photo taking?

You can call the `snapshot` API of the `TXUGCRecord` class to take a photo, which will be returned asynchronously through the `TXRecordCommon.ITXSnapshotListener` callback. The sample code is as follows:

```
private void snapshot() {
    if (mTXCameraRecord != null) {
        mTXCameraRecord.snapshot(new TXRecordCommon.ITXSnapshotListener() {
            @Override
            public void onSnapshot(Bitmap bmp) {
                // Captured photo
                saveBitmap(bmp);
            }
        });
    }
}
```

What speed changing options can I use during shooting?

You cannot customize speed for shooting.

Definition	Constant in TXRecordCommon	Speed
Ultra-slow	RECORD_SPEED_SLOWEST	0.5x
Slow	RECORD_SPEED_SLOW	0.8x
Standard	RECORD_SPEED_NORMAL	1x
Fast	RECORD_SPEED_FAST	1.25x
Ultra-fast	RECORD_SPEED_FASTEST	1.5x

You can call `setRecordSpeed(record)` of `TXUGCRecord` to set the speed for shooting.

```
mTXCameraRecord.setRecordSpeed(TXRecordCommon.RECORD_SPEED_FAST);
```

What formats are supported for video importing? Can I import videos with a resolution higher than 720p (such as 2K and 4K)? Is there an upper limit on the size of imported videos?

Currently, you can import only MP4 video files on Android. There are no limits on the resolution or size of imported files.

The resolution of imported videos is not limited. The maximum video resolution after preprocessing is 720p, no matter how high the original video resolution is.

To speed up video import, the SDK allows you to skip preprocessing since v4.7, but some features, such as reversed playback and frame-specific preview, become unavailable. For videos whose resolution is higher than 720p, you are not advised to skip preprocessing. Preview requires the decoding of every frame. On phones with poor performance, it may take a long time for a frame to be decoded and rendered, resulting in stutter.

What background music formats are supported during short video editing?

Currently, only MP3 and M4A files are supported.

What custom outputs does short video editing support?

Editing supports custom video bitrate (in SDK 4.5 or later) and audio bitrate (in SDK 4.7 or later). For the resolution, you can choose from five constants: 360 × 640, 480 × 640, 540 × 960, 720 × 1280, and 1080 × 1920.

Resolution	Constant in TXVideoEditConstants
360 × 640	VIDEO_COMPRESSED_360P
480 × 640	VIDEO_COMPRESSED_480P
540 × 960	VIDEO_COMPRESSED_540P
720 × 1280	VIDEO_COMPRESSED_720P
1080 × 1920	VIDEO_COMPRESSED_1080P

```
// Set the output video bitrate
mTXVideoEditor.setVideoBitrate(3600);
// Set the output resolution
mTXVideoEditor.generateVideo(TXVideoEditConstants.VIDEO_COMPRESSED_720P,
mVideoOutputPath);
```

Can I separate audio from the videos shot?

Currently, the SDK does not support recording background music and human voice at the same time. Therefore, to change the background music during editing, just set the volume of the original audio to 0. See the code below for

detailed directions:

```
// Set the original audio to 0 to remove the recorded background music
mTXVideoEditor.setVideoVolume(0.0f);
// Specify the local path of the background music to use
String bgmPath = getBGMPath();
mTXVideoEditor.setBGM(bgmPath);
// Set the volume of the background music. Value range: 0.0f-1.0f
mTXVideoEditor.setBGMVolume(1.0f);
```

How do I switch between the `Activity` window and the full screen mode to display the preview image?

You need to dynamically modify the dimensions of the parent layout for the video preview view passed in to the SDK. The SDK will internally adjust the video dimensions dynamically according to the video width and height and the parent layout dimensions. The APIs of the SDK need to be called in the following sequence:

Call `stopPlay` first, modify the width and height of `FrameLayout` passed in to the SDK, call `initWithPreview(parm)`, pass in the new `FrameLayout`, and call `startPlay` again.

```
// Stop playback
mTXVideoEditor.stopPlay();
if (isFullScreen) {
    // If the full screen mode is used, you can use the following code to
    switch to the window mode
    FrameLayout.LayoutParams params = new
FrameLayout.LayoutParams(ViewGroup.LayoutParams.MATCH_PARENT, 1500);
    mVideoPlayerLayout.setLayoutParams(params);
    initPlayerLayout(false);
    isFullScreen = false;
} else {
    // If the window mode is used, you can use the following code to switch to
    the full screen mode
    FrameLayout.LayoutParams params = new
FrameLayout.LayoutParams(ViewGroup.LayoutParams.MATCH_PARENT,
ViewGroup.LayoutParams.MATCH_PARENT);
    mVideoPlayerLayout.setLayoutParams(params);
    initPlayerLayout(false);
    isFullScreen = true;
}
// Start playback
mTXVideoEditor.startPlayFromTime(startTime, endTime);

// Set the preview view
private void initPlayerLayout(boolean isFullScreen) {
```

```
TXVideoEditConstants.TXPreviewParam param = new
TXVideoEditConstants.TXPreviewParam();
param.videoView = mVideoPlayerLayout;
if (isFullScreen) {
    param.renderMode =
TXVideoEditConstants.PREVIEW_RENDER_MODE_FILL_SCREEN;
} else {
    param.renderMode = TXVideoEditConstants.PREVIEW_RENDER_MODE_FILL_EDGE;
}
mTXVideoEditor.initWithPreview(param);
}
```

In the UGSV demo app, the video editing module places clipping and other editing features such as filters are on the same page. Can I show them on different pages?

You can clip (`setCutTimeFrom`) and preprocess (`processVideo`) a video first. Then, you can edit the clipped and preprocessed video. After editing, set the clipping duration (`setCutTimeFrom`) to the total duration of the edited video, and call `generateVideo` to generate the video. This can avoid reduced image quality caused by two compressions.

Note:

Before generating the final video, make sure you set the clipping duration to the total duration of the processed and clipped video. Otherwise, the video will be clipped again.

```
// Clipping page
mTXVideoEditor = new TXVideoEditor(mContext);
mTXVideoEditor.setCutFromTime(mTCVideoEditView.getSegmentFrom(), mTCVideoEditView.g
mTXVideoEditor.processVideo());

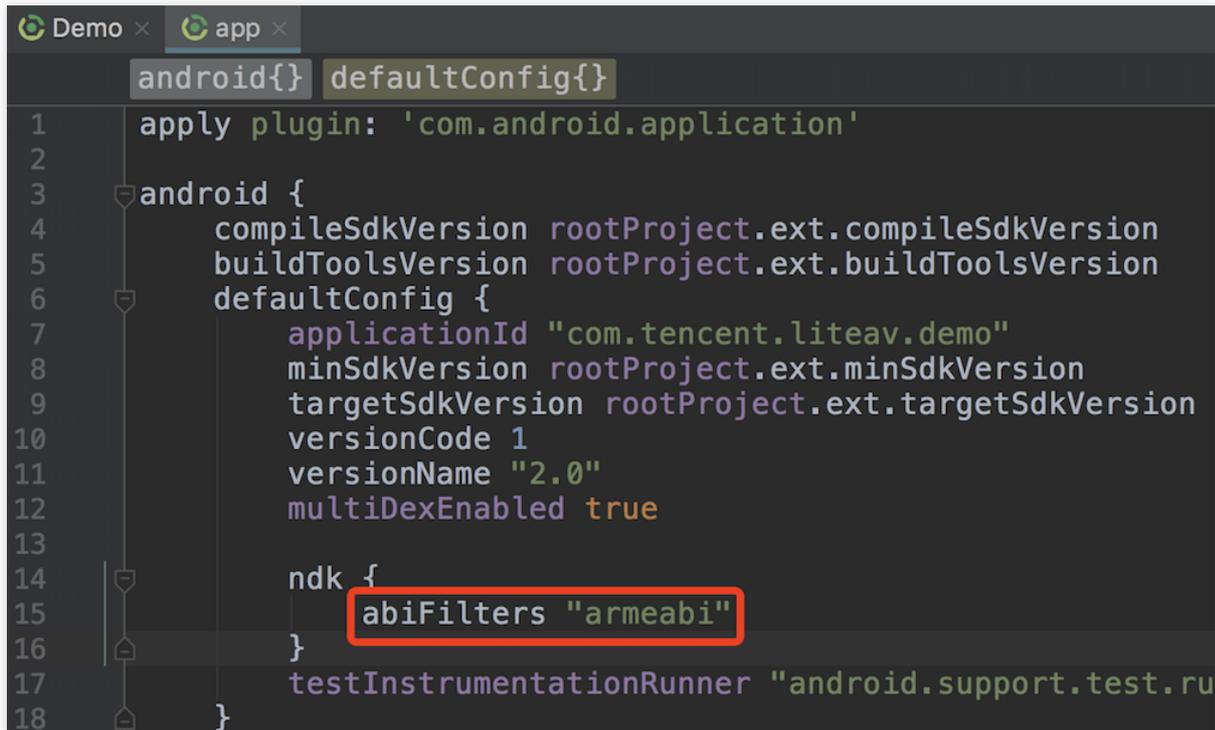
// Set the clipping duration to the entire video duration (`setCutTimeFrom`)
mTXVideoEditor.setCutFromTime(0, mVideoDuration);
// Redirect to the special effects page for generation
mTXVideoEditor.generateVideo(TXVideoEditConstants.VIDEO_COMPRESSED_720P, mVideoOutp
```

Compilation

What should I do if the following error occurs when I integrate the SDK?

```
java.lang.UnsatisfiedLinkError: No implementation found for void com.tencent.liteav.basic.log.TXCLog.nativeLogInit() (t
m_tencent_liteav_basic_log_TXCLog_nativeLogInit_)
    at com.tencent.liteav.basic.log.TXCLog.nativeLogInit(Native Method)
    at com.tencent.liteav.basic.log.TXCLog.init(TXCLog.java:31)
    at com.tencent.liteav.basic.log.TXCLog.setConsoleEnabled(TXCLog.java:52)
    at com.tencent.rtmp.TXLiveBase.setConsoleEnabled(TXLiveBase.java:73)
```

You can use the armeabi and armeabi-v7a architectures.



```

1  apply plugin: 'com.android.application'
2
3  android {
4      compileSdkVersion rootProject.ext.compileSdkVersion
5      buildToolsVersion rootProject.ext.buildToolsVersion
6      defaultConfig {
7          applicationId "com.tencent.liteav.demo"
8          minSdkVersion rootProject.ext.minSdkVersion
9          targetSdkVersion rootProject.ext.targetSdkVersion
10         versionCode 1
11         versionName "2.0"
12         multiDexEnabled true
13     }
14     ndk {
15         abiFilters "armeabi"
16     }
17     testInstrumentationRunner "android.support.test.runner.AndroidJUnit4"
18 }

```

As shown above, set `abiFilters` to `armeabi` in `build.gradle` in `app`.

What should I do if a conflict occurs when I try to integrate two or more media SDKs?

Because all Tencent Cloud media SDKs use the same underlying modules, the duplicate symbol error occurs if you integrate two or more SDKs into your project.

To avoid the problem, instead of integrating two SDKs, we recommend you use the All-in-One SDK.

Platform	ZIP File	GitHub	64-bit Support	Size	Downsizing Installation Package
iOS	Download	GitHub	Yes	4.08 MB (arm64)	Document
Android	Download	GitHub	Yes	jar: 1.5 MB so (armeabi): 6.5 MB so (armv7): 6.1 MBso (arm64): 7.3 MB	Document

Why can I no longer use UGSV features after updating the SDK?

1. If you use Android Studio, after replacing the AAR file, **change the AAR reference in `build.gradle` of `app` to the name of the AAR file in `/libs` of your project.** Then, clean your project and build it again.
2. Check the SDK version. You need a license to use v4.5 and later versions of the SDK.

If you don't have a license, please buy one first. The UGSV SDK comes in **Lite** edition and **Standard** edition.

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

If you want to use advanced features such as filters and special effects, see [Integrating Tencent Effect into UGSV SDK](#).

How do I implement a progress bar in my Android project?

In UGSV, video playback is based on the UGSV player. You need to **write your own code** for progress bar. For detailed directions, see [Player SDK - Playback progress](#).

iOS

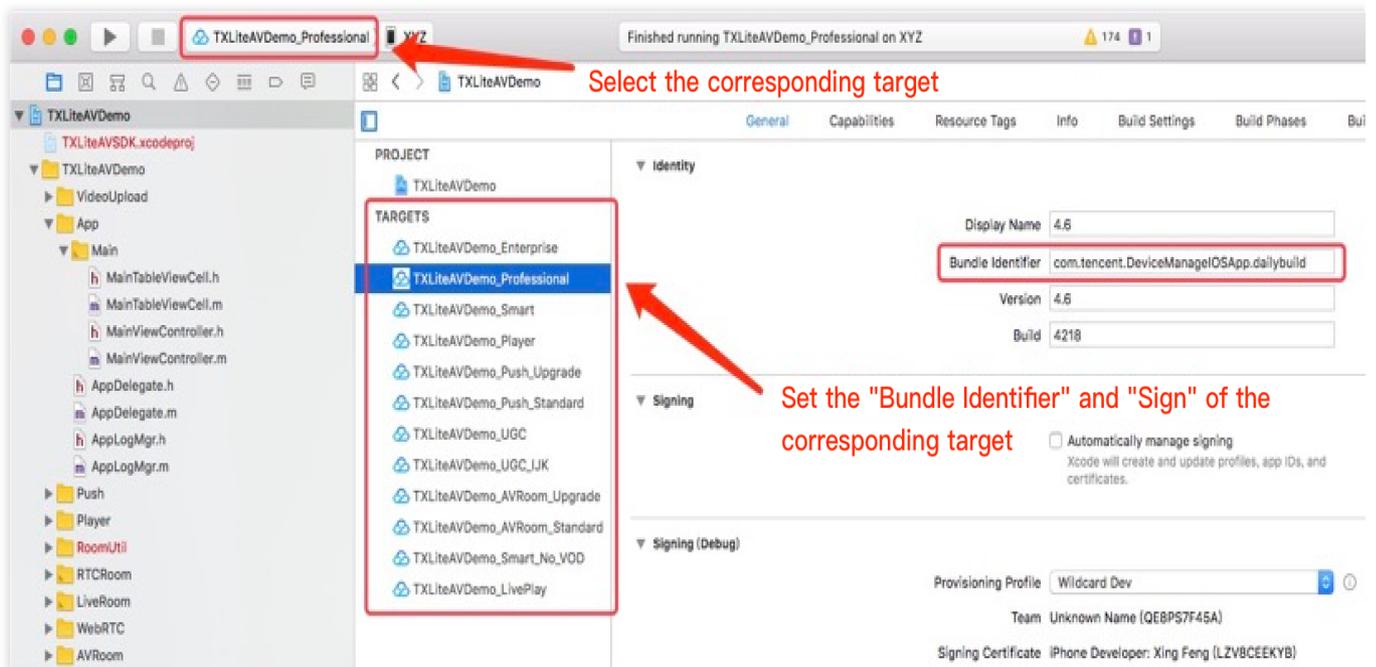
Last updated : 2022-08-16 17:09:23

What should I know about `TXUGCPublish.h` ?

Since v4.5, we have moved `TXUGCPublish` classes from the SDK to the demo. To use the classes, just drag the `VideoUpload` directory to your project.

What should I do if an error was reported when I directly ran the demo in Xcode?

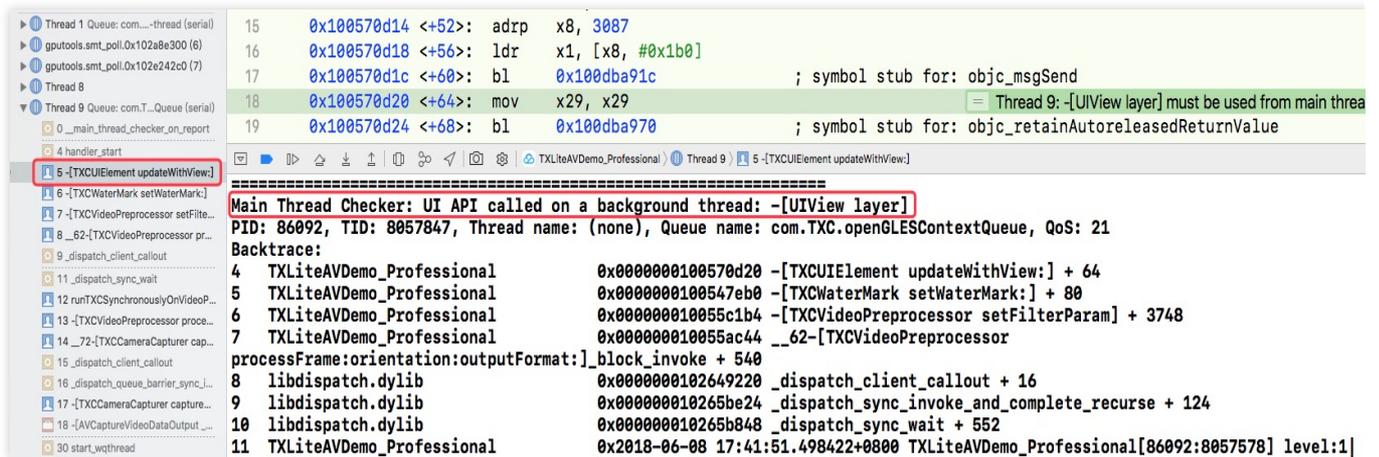
Error message:



Solution: Run `pod install` .

What should I do if a short video shoot error was reported when I connected to Xcode for debugging?

Error message: `Main Thread Checker: UI API called on a background thread`



Cause: Some APIs (usually those related to UI) need to be called in the main thread. If they are not called in the main thread and **Main Thread Checker** is selected, this error will occur.

Solution: Select **Product > Scheme > Edit Scheme > Run > Diagnostics** and unselect **Main Thread Checker**.

Note:

This issue has been fixed in v4.9.

What should I do if I could not find the header file when using the SDK?

Run `pod install`.

What should I do if a crash occurs or an error is reported saying that class methods could not be found when I run the project?

The SDK uses certain class methods. To load them, you need to add `-ObjC` to **Build Settings > Linking > Other Linker Flags** in the project.

What should I do if the background music set for short video shooting is not played?

1. Check whether the file exists in the background music path passed in and whether the file can be played back normally.

2. Check whether the APIs are called in the following sequence: `startCameraSimple:preview:` > `setBGM:` > `startRecord`.

Note:

Many APIs need to be called in a certain sequence in order to work. Such requirements are often specified in code comments.

For example, `setVideoResolution:`, `setVideoBitrate:`, and `setAspectRatio:` must all be called before `startRecord` in order to work.

Can I loop the background music during video shooting?

Currently, loop playback is not supported.

I didn't receive a completion callback when the background music for video shooting ended (`endTime`). Why?

If the `endTime` is smaller than the total music file duration, in SDK 4.6 or earlier, the completion callback will be triggered only after the playback of the background music is completed. In SDK 4.7 or later, the completion callback will be triggered at the time specified by `endTime` .

Why is it slow the first time I turn on the camera to shoot videos?

iPhone's camera tends to take a long time to start (cold start). This is also the case if you start the camera using a system API.

It's not practical to start the camera in a child thread. Tests show that it will take even longer to start the camera in a child thread. If the camera is started and closed frequently in the main thread, the response delay of the child thread will also increase.

How do I implement shooting resumption?

When shooting is interrupted, do not call `stopRecord` or `stopCameraPreview` (if you do, the shooting will stop, and you can only start a new shooting). Instead, call `pauseRecord` , use

`TXUGCPartsManager.getVideoPathList` to get the video segment already shot, and call `TXVideoJoiner.joinVideo` to merge it into the final video. This method works in versions earlier than 4.5. In 4.5 and later versions, just call `TXUGCPartsManager.joinAllParts` to splice the final video, which is quicker.

What should I do if I do not receive a callback when video shooting is completed?

Check whether `stopRecord` is called. Only after `stopRecord` is called can the completion callback be returned.

Check whether the APIs are called in the main thread.

During shooting, I played a video using another player. When I switched back to continue shooting, no audio is recorded. Why?

The `AudioSession` on iOS is shared by all audio/video applications. When you switch to another player during shooting, the `AudioSession` will be occupied by the player. If it is not released in a timely manner, after you switch back, `AudioSession` may not work for the shooting module. The SDK provides two APIs: `-(void) pauseAudioSession` and `-(void) resumeAudioSession` . You can call `pauseAudioSession` before you switch to another player and then call `resumeAudioSession` before you switch back to resume shooting.

Why are the videos shot blurry?

Videos may be blurry if the bitrate and resolution do not match. You can try increasing the bitrate moderately or enable B-frame encoding.

During video editing, I switched the application to the background and then switched back. The system failed to generate the editing result. What should I do?

Hardware encoding (featuring higher encoding efficiency and image quality) is used by default for video generation. However, the hardware encoder will stop running if the application is switched to the background, resulting in video generation failure. The SDK provides two APIs: `pauseGenerate` and `resumeGenerate`. When the application is switched to the background, you can call `pauseGenerate` to pause video generation. When the application returns to the foreground, you can call `resumeGenerate` to resume video generation.

Note:

After `resumeGenerate` is called, the SDK will try to restart the hardware encoder. This may not always succeed, or the hardware encoder may fail to encode the first few frames after restart. In such cases, the SDK will throw the `TXVideoGenerateListener` error event internally, and the video will need to be generated again.

What should I do if I fail to upload a video?

Status code:

```
typedef NS_ENUM(NSInteger, TXPublishResultCode)
{
    PUBLISH_RESULT_OK = 0, // Published successfully
    PUBLISH_RESULT_UPLOAD_REQUEST_FAILED = 1001, // Step 1. The "file upload request" failed to be sent
    PUBLISH_RESULT_UPLOAD_RESPONSE_ERROR = 1002, // Step 1. An error response is received for the "file upload request"
    PUBLISH_RESULT_UPLOAD_VIDEO_FAILED = 1003, // Step 2. The "video file" failed to be uploaded
    PUBLISH_RESULT_UPLOAD_COVER_FAILED = 1004, // Step 2. The "cover file" failed to be uploaded
    PUBLISH_RESULT_PUBLISH_REQUEST_FAILED = 1005, // Step 3. The "short video release request" failed to be sent
    PUBLISH_RESULT_PUBLISH_RESPONSE_ERROR = 1006, // Step 3. An error response is received for the "short video release re
};
```

1. Check whether the file is in the local sandbox. To upload a file in the media library, you need to copy it to the local sandbox first.
2. The error code 1002 indicates that there is an issue with the signature, the timestamp has expired, or the VOD service is not activated.
3. The error code 1003 indicates that a request parameter is invalid or the format of the file is not supported.

Does the SDK support picture taking?

The UGSV SDK supports photo capturing. You can simply call the `snapshot` API of the `TXUGCRecord` class to get an image after the preview starts.

What should I do if the error “Use of undeclared identifier 'TXVideoInfo'” occurs when I integrate the SDK?

The error indicates that the compiler failed to find the `TXVideoInfo` class. Please check whether the SDK (frameworks) is imported correctly. For details, see [SDK Integration \(Xcode\)](#).

What should I do if the error “-1, Failed to enable encoder” occurs when I call the video generation API?

1. Try different devices and see if the problem always occurs.
2. Download the latest version of the demo. If the problem persists, please [submit a ticket](#) and send us the complete log.

License

Last updated : 2024-12-06 11:00:51

What should I know about license versions?

The UGSV SDK is available in Lite edition and Basic edition. Starting from v4.5, a UGSV license (`TXUgcSDK.licence`) is required for the Basic edition. You need to put the license in your project directory and rename it.

Starting from v4.9, you can select whether to package the license into your project. When using the license, you need to call `setLicenceURL:` and `key:` to set the license URL and key.

Note:

Automatic license renewal is supported only since v4.9. It's not supported in v4.5-4.7. You cannot use new licenses for versions earlier than v4.9, but you can use legacy licenses for v4.9. Note that you cannot pass in `null` as the URL or key. Set them to random values.

Can I extend the validity period of a trial license?

A free trial license is valid for 14 days and can be renewed once, making the total trial duration 28 days. After your trial license expires, please purchase a license. To learn more, submit a ticket or [contact sales](#).

Note:

If you renew a trial license within the first 14 days, the license will expire 28 days after the time of license application; if you renew a trial license that has expired once, the renewed license will expire 14 days after renewal.

For example, if you apply for a trial license at 11:34:55 on May 25, 2022, it will expire 14 days later at 00:00:00 on June 9, 2022.

You can renew the trial license once for free. If you renew it within the first 14 days, it will expire at 00:00:00 on June 23, 2022; if you renew it after the first 14 days, for example, at 22:26:20 on July 3, 2022, it will expire at 00:00:00 on July 18, 2022.

Can I change the Android package name or iOS bundle ID bound to my trial license?

Yes. Log in to the [VOD console](#), find your trial license, and click **Edit** to change the information.

Can I change the Android package name or iOS bundle ID bound to an official license?

You cannot change the package name or bundle ID bound to an official license. Before adding a license, make sure that your package name or bundle ID is not already used by another app.

Can I use one license for multiple applications at the same time?

You can bind each license to only one package name and one bundle ID.

How do I know what package name (for Android) or bundle ID (for iOS) to bind to a license?

When binding a license, make sure you enter the same bundle ID or package name as that of the app you launch in the App Store or Google Play Store.

What should I do if the “license not exist” error occurs when I renew my license?

Go to the [UGSV SDK License](#) page of the VOD console.

1. Check whether you are renewing your license as the **Admin**.
2. If not, contact the **Admin** to renew the license for you.

What should I do if I fail to add a license?

Make sure that you are adding the license as the **Admin**.

What should I do if license verification fails?

Check the following:

Whether your license is valid

Whether the package name bound to the license is the same as that of your project

Whether the `LicenseUrl` of your license uses the HTTPS protocol

Note:

If the problem persists, **reinstall the app** or [submit a ticket](#).

If I don't bind a bundle ID, can I use a license for my Android project?

Yes, you can. A bundle ID is for an iOS project and a package name for an Android project. You can enter a random value for bundle ID if you don't use the SDK in an iOS project.

Can a UGSV SDK license purchased by a personal account be used by a business account?

A license can only be used by the account that purchased it, regardless of whether the account is verified as an individual or corporate entity.

Why can't I receive notifications about license expiration?

Go to [Message Subscription](#) and subscribe to RT-Cube notifications. You can specify how to receive the notifications (for example, via **Message Center**, **Email**, or **SMS**). The system will send you notifications 30 days, 15 days, 7 days, and 1 day before your UGSV license expires.

Why did I just renew the license, the console license is displayed as within the validity period, but the client application prompts "Invalid License"?

The license may not be automatically updated due to the local cache. Please follow the steps below:

1. Make sure the device is connected to the network.
2. Restart the application.
3. Wait for the license to be automatically updated.

It is also recommended to renew the license in advance before the license expires to ensure your business continuity.