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FAQ

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Document conventions









Style	Description	Example
 Danger	A danger notice indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	 Danger: Resetting will result in the loss of user configuration data.
 Warning	A warning notice indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	 Warning: Restarting will cause business interruption. About 10 minutes are required to restart an instance.
 Notice	A caution notice indicates warning information, supplementary instructions, and other content that the user must understand.	 Notice: If the weight is set to 0, the server no longer receives new requests.
 Note	A note indicates supplemental instructions, best practices, tips, and other content.	 Note: You can use Ctrl + A to select all files.
>	Closing angle brackets are used to indicate a multi-level menu cascade.	Click Settings > Network > Set network type .
Bold	Bold formatting is used for buttons, menus, page names, and other UI elements.	Click OK .
Courier font	Courier font is used for commands	Run the <code>cd /d C:/window</code> command to enter the Windows system folder.
<i>Italic</i>	Italic formatting is used for parameters and variables.	<code>bae log list --instanceid</code> <i>Instance_ID</i>
[] or [a b]	This format is used for an optional value, where only one item can be selected.	<code>ipconfig [-all -t]</code>
{ } or {a b}	This format is used for a required value, where only one item can be selected.	<code>switch {active stand}</code>

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1.Sandbox description

This topic describes the concept of a sandbox and the related features and solutions for domains in the sandbox.

What is a sandbox?

Dynamic Route for CDN (DCDN) integrates the technologies that are used to accelerate the delivery of dynamic content and static content. When an accelerated domain name is under DDoS or HTTP flood attacks, the CDN system automatically adds the domain name to the sandbox. This allows you to ensure the same level of service for other DCDN users. If the attack is severe, other accelerated domain names under the same account are also added to the sandbox. After a domain name is added to the sandbox, the service may be temporarily unavailable for certain periods.

What is the effect after an accelerated domain name is added to the sandbox?

An accelerated domain in the sandbox can still be accelerated by DCDN, but the service may be compromised.

Can a domain name be restored after it is added to the sandbox?

No, a domain name cannot be restored after it is added to the sandbox. This ensures that the acceleration service of other domain names can work as expected.

How do I check whether a domain name is added to the sandbox?

The system automatically sends a Short Message Service (SMS) notification after your domain name is added to the sandbox. You can also log on to the DCDN console and check the domain status. This allows you to check whether the domain is added to the sandbox, as shown in the following figure.



How can I resolve the issue after a domain name is added to the sandbox?

By default, DCDN does not provide protection against network attacks. After an accelerated domain name is added to the sandbox, the acceleration service is not guaranteed and the domain cannot be restored. You can purchase [Secure Content Delivery Network](#) or [Alibaba Cloud Anti-DDoS Pro](#) to meet your security requirements.

Notice

- DCDN reserves the right to disable the acceleration service for domains that are frequently attacked and for domains that are attacked because of violations of DCDN use limits. If your domain name is under attack because it has failed to comply with DCDN use limits, DCDN does not bear any responsibility and all fees incurred are borne by you.
- If you use a unfiled domain name whose acceleration region is outside China, the domain name cannot be accessed after it is added to the sandbox.

2.How do I configure CORS for DCDN and what are the notes that I must pay attention to?

Dynamic Route for CDN (DCDN) supports whitelist configurations for cross-origin resource sharing (CORS). This topic describes how to configure CORS for DCDN and the relevant notes.

Procedure

1. Log on to the [DCDN console](#).
2. In the left-side navigation pane, click **Domain Names**.
3. On the **Domain Names** page, find the domain name that you want to manage and click **Configure**.
4. In the left-side navigation pane of the page that appears, click **Caching**.
5. Click the **HTTP Header** tab.
6. On the **HTTP Header** tab, click **Add**.
7. In the **HTTP Header Setting** dialog box that appears, select **Access-Control-Allow-Origin** from the **Parameter** drop-down list, specify the **Value** field based on the actual environment, and then click **OK**. Repeat the same steps to add the **Access-Control-Allow-Methods** header.

Notes

When you configure CORS whitelists, pay attention to the following notes:

- Wildcard domain names are not supported, such as *.12345.com. You must specify the exact domain names.
- Only one domain name can be configured in a whitelist for an account.
- If the origin server uses an OSS domain name and CORS is configured in the OSS and DCDN consoles, the CORS settings in DCDN overwrite the settings in OSS.

3.Does DCDN support acceleration for wildcard domain names?

Dynamic Route for CDN (DCDN) supports wildcard domain names acceleration. This topic describes wildcard domain names and how to accelerate wildcard domain names by using DCDN.

What is acceleration of wildcard domain names?

Wildcard domain names acceleration refers to the accelerated domain names that contain wildcards. You can use wildcard domains to accelerate the content delivery for all corresponding second-level domain names. For example, `.test.com` is a wildcard domain name, and `a.test.com` is the second-level domain name of the wildcard domain name. `b.a.test.com` is the third-level domain name of the wildcard domain name.

Example: add `.test.com` as a wildcard domain name. When you map the wildcard domain name `.test.com` to the canonical name (CNAME) record that is generated by DCDN, all second-level domain names of `.test.com` can be mapped to the CNAME for acceleration. These second-level domain names include `a.test.com` and `c.test.com`.

Notice

- DCDN does not support subdomains of a second-level domain. For example, the third-level domain name `b.a.test.com` of `.test.com` cannot be accelerated by DCDN.
- If you refresh or prefetch content on a cache node, the URLs and directories of wildcard domain names are not supported. However, you can refresh or prefetch the URLs and directories of exact domains, including second-level domains. For example, refreshing or prefetching content from `http://test.com/a/b.mp4` are not supported. However, the refresh or prefetch of `http://a.test.com/a/b.mp4` are supported.

Rules for adding wildcard domain names

To add a wildcard domain name, perform the following rules:

- Each DCDN domain name must be less than 100 bytes in length.
- Wildcard domain names can be added in the following formats: `.test.com` and `test.com`. After you add a wildcard domain name in either of the formats, the wildcard domain name is displayed as `.test.com` in the console.
- DCDN supports up to three levels of wildcard domain names. The domain name contains up to three periods (.). For example, `*.b.test.com`.
- Similar to common domains, network traffic generated by all second-level domains of a wildcard domain name is charged. Network traffic that is generated by wildcard domain names is recorded in resource monitoring. The system provides billing data for all second-level domains of a wildcard domain name under the same DCDN domain.

Logs of wildcard domain names

A log file is recorded for a single wildcard domain name at specified intervals. The log file contains acceleration information for all second-level domains of the wildcard domain name. For more information, see [Log downloads](#).

Procedure

1. Log on to the [DCDN console](#).
2. Use a wildcard domain name as a DCDN domain. For more information, see [Add a domain](#).

4. Why are fees still incurred after I disable the Dynamic Route for CDN (DCDN) service?

This topic describes how to troubleshoot and solve the issue if your account continues to incur fees after you stop the DCDN service.

If you have stopped the DCDN service, fees are still incurred in the following scenarios:

- The local DNS server has cached resources. After you stop the service, if the cache in the local DNS server does not expire, the local DNS server still resolves requests to the unavailable domain name to DCDN nodes. This may incur a small amount of fees for DCDN traffic.
- The local DNS server has cached software to be downloaded. After you stop the service, if the cache in the local DNS server does not expire, the software still resolves requests to the unavailable domain name to DCDN nodes. This may incur a small amount of fees for DCDN traffic.