

# Alibaba Cloud

dcdn

FAQ






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# Document conventions

Style	Description	Example
 <b>Danger</b>	A danger notice indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	 <b>Danger:</b> Resetting will result in the loss of user configuration data.
 <b>Warning</b>	A warning notice indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	 <b>Warning:</b> Restarting will cause business interruption. About 10 minutes are required to restart an instance.
 <b>Notice</b>	A caution notice indicates warning information, supplementary instructions, and other content that the user must understand.	 <b>Notice:</b> If the weight is set to 0, the server no longer receives new requests.
 <b>Note</b>	A note indicates supplemental instructions, best practices, tips, and other content.	 <b>Note:</b> You can use Ctrl + A to select all files.
>	Closing angle brackets are used to indicate a multi-level menu cascade.	Click <b>Settings</b> > <b>Network</b> > <b>Set network type</b> .
<b>Bold</b>	Bold formatting is used for buttons, menus, page names, and other UI elements.	Click <b>OK</b> .
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>

# Table of Contents

1.Sandbox description -----	05
2.How do I configure CORS for DCDN and what are the notes t...-----	06
3.Does DCDN support wildcard domain names? -----	07
4.Why are fees still incurred after I disable the Dynamic Route f...-----	09
5.FAQ about operations report -----	10

# 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.

## 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.
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 **Custom HTTP Response Header** 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.



HTTP Header Setting

Parameter: Access-Control-Allow-Methods

Description: Specifies the cross-origin request method that is allowed

Value: Enter a value

OK Cancel

### Notes

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

- Wildcard domain names are not supported, such as \*.aliyundoc.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 wildcard domain names?

Dynamic Route for CDN (DCDN) supports wildcard domain names. This topic introduces wildcard domain names and describes how to add a wildcard domain name to DCDN.

### What does the acceleration feature for wildcard domain names do?

The acceleration feature for wildcard domain names accelerates the domain names that match a specified wildcard domain name. You can add a wildcard domain name to DCDN, and domain names that match the wildcard domain name are accelerated. For example, `.example.com` is a wildcard domain name. The second-level domain `a.example.com` matches the wildcard domain name. The domain name `b.a.example.com` is a lower-level domain of `a.example.com`.

Example: `.example.com` is added to DCDN as a wildcard domain name. After `.example.com` is mapped to the CNAME assigned by DCDN, all domain names that match `.example.com`, such as `a.example.com` and `c.example.com`, are mapped to the CNAME of `.example.com`, and are accelerated by DCDN.

- Scenario 1: You want few second-level domains that match the wildcard domain name to be accelerated by DCDN. We recommend that you add the second-level domains that you want to accelerate to DCDN. For more information, see [Add a domain name](#).
- Scenario 2: You want most second-level domains that match the wildcard domain name to be accelerated by DCDN. We recommend that you do not configure CNAME records for the second-level domains that you do not want to accelerate by using DCDN in Alibaba Cloud DNS.

#### Notice

- After you add a wildcard domain name in the DCDN console, if the system displays a message that the CNAME is not configured, you need to configure a CNAME record for the wildcard domain name in Alibaba Cloud DNS.
- DCDN cannot accelerate domain names of the third level or lower. For example, DCDN cannot accelerate the third-level domain `b.a.example.com` of `.example.com`.
- Refresh and prefetch tasks do not support URLs or directories of wildcard domain names. You can specify URLs and directories of specific domain names, including second-level domains. For example, `http://example.com/a/b.mp4` is not supported. `http://a.example.com/a/b.mp4` is supported.

### Rules for adding wildcard domain names

Before you add a wildcard domain name to DCDN, the following requirements must be met:

- The wildcard domain name must be up to 100 bytes in length.
- Supported formats of a wildcard domain name include `.example.com` and `*.example.com`. Both formats produce the same result. In this example, `.example.com` is displayed in the console regardless of which format is used.
- DCDN supports top-level, second-level, and third-level wildcard domain names. A third-level domain contains three periods (.), for example, `*.b.example.com`.
- Domain names that match the wildcard domain names incur data transfer fees in the same manner as

specific domain names. Data usage generated by domain names that are matched by wildcard domain names is summarized and displayed on the Resource Monitoring page of the console. When you use DCDN, you are charged for each wildcard domain name in the same manner as an individual accelerated domain name. DCDN provides billing details of wildcard domain names (accelerated domain names) instead of the domain names that match the wildcard domain names.

## Logs of wildcard domain names

A log file is generated for each wildcard domain name at each time interval. The log file contains log data of all domain names that match the wildcard domain name. For more information, see [Download offline logs](#).

## Procedure

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



## 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.

## 5. FAQ about operations report

This topic provides answers to frequently asked questions (FAQ) about operations report.

### Why am I unable to view the custom operations report that I created?

The log data may not be up-to-date. Typically, a custom operations report that is created on the current day is generated on the next day. For example, if you create a custom operations report on August 1, 2021, the operations report is generated on August 2, 2021.

If you still cannot view the operations report in the console on the next day, it may be caused by the following reasons:

- The operations report that you queried is not the custom operations report that you created. To check whether the operations report that you queried is the one that you created, see [Report IDs and metrics](#). If the report that you queried is not the one that you created, you need to re-create a custom operations report.
- The log data may not be up-to-date. The data may require some time to generate. We recommend that you wait for a few hours before you query the operations report.

### Can I add custom metrics to an operations report for analysis?

Operations report does not support analysis on custom metrics. If you want to perform non-time-sensitive custom analysis on log data, we recommend that you use the log storage feature. For more information, see [Use DLA to process and persist log data to OSS](#).

### How many tracking tasks can I create?

An Alibaba Cloud account and the RAM users under this account can create up to five tracking tasks. Before you create a tracking task, make sure that you have created a custom operations report. Otherwise, you cannot create a tracking task.