

# Content Moderation

## FAQs

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## **Huawei Technologies Co., Ltd.**

Address: Huawei Industrial Base  
Bantian, Longgang  
Shenzhen 518129  
People's Republic of China

Website: <https://www.huawei.com>

Email: [support@huawei.com](mailto:support@huawei.com)

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# 1 APIs

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## 1.1 How Do I Use Content Moderation APIs?

You can send a request based on constructed request messages using any of the following methods:

- cURL

cURL is a command-line tool used to perform URL operations and transfer files. It serves as the HTTP client that can send HTTP requests to the HTTP server and receive response messages. cURL is suitable for use in API tuning scenarios. For more information about cURL, visit <https://curl.haxx.se/>.

- Code

You can call APIs through code to assemble, send, and process request messages.

- REST client

Both Mozilla Firefox and Google Chrome provide a graphical browser plug-in, that is, REST client, to send and process requests.

- For Mozilla Firefox, see [Firefox RESTClient](#).
- For Google Chrome, see [Postman](#).

## 1.2 What Should I Do When I Fail to Call a Content Moderation API?

### Fault Locating

1. Check whether your account is in arrears. If yes, top up the account. For details, see [Topping Up an Account](#).
2. When creating and calling an OBS bucket, ensure that the OBS bucket and Content Moderation are in the same region. For example, **CN North-Beijing1**. For details, see [Regions and Endpoints](#).
3. Find the cause based on the API calling result or error code. For details, see [Error Codes](#).

4. Check whether AK and SK have been obtained. For details about how to obtain them, see [Obtaining the AK/SK](#).
5. Check whether the token has been correctly entered or expired.
6. Check whether the API calling method is correct. For details, see the [Content Moderation API Reference](#).

## Support Contact

If the fault fails to be located and rectified, [submit a service ticket](#) to reach technical support.

## 1.3 Can I Directly Upload a Word File for Text Moderation?

Text Moderation cannot directly analyze or moderate Word files. You can only call the Text Moderation API to analyze and identify whether the uploaded text contains sensitive information and return the result to you. For details about how to call the API, see [Getting Started with Moderation \(Text\)](#).

You are advised to extract character strings from the Word files and call the Text Moderation API for text moderation in batches and by field.

## 1.4 What Are the Constraints on Concurrent API Calls?

Image Clarity Detect: By default, the maximum number of concurrent API calls is 3.

Distortion Correction: By default, the maximum number of concurrent API calls is 3.

Text Moderation: By default, the maximum number of concurrent API calls is 50.

Image Moderation: By default, the maximum number of concurrent API calls is 10.

You can [submit a service ticket](#) to increase concurrency when necessary.

## 1.5 What Can I Do if the Request for Calling an API Times Out?

The API response time depends on the image download time. If the image download takes a long time, the API call will fail.

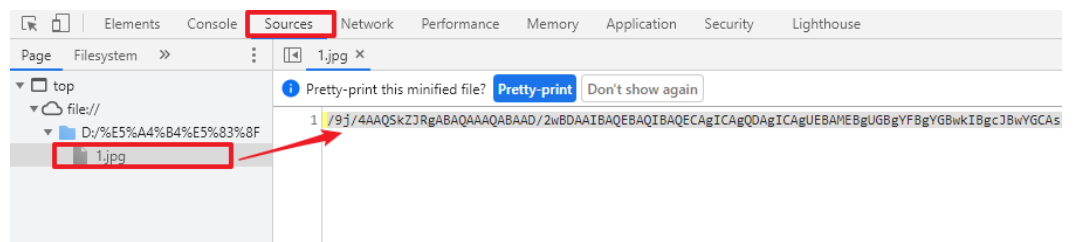
1. Ensure that the network bandwidth meets the download rate requirements during peak hours.
2. Ensure that the storage service where the image to be detected resides is stable and reliable. You are advised to use HUAWEI CLOUD OBS.

## 1.6 How Do I Obtain the Base64 Code of an Image?

The input parameter **Image** of Content Moderation is a Base64 code of the image. This section describes how to use the Google Chrome browser to obtain the Base64 code of an image.

1. Open Google Chrome and drag an image file to it. The image is displayed on the browser.
2. Press **F12**, click **Sources**, and select the image file from the navigation pane on the left. The Base64 code of the image is displayed in the right pane.

**Figure 1-1** Base64-encoded image



3. Double-click the Base64 code of the image, press **Ctrl+A** to select all text of the code, and press **Ctrl+C** to copy it. Do not copy the code by right-clicking it because in that way, some text may be missing.

# 2 Error Codes

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## 2.1 What Should I Do If Error Code "ModelArts.4204" Is Displayed During Service Calling?

If an error occurs during API calling, the error code and error information in the returned message body are as follows:

```
{  
  "error_code":"ModelArts.4204",  
  "error_msg":"Request api error! The API is not subscribed."  
}
```

You have not subscribed to Content Moderation in this region. Enable Content Moderation before using it.

For details about other error codes and error information, see [Error Codes](#). If you cannot locate the error cause, contact HUAWEI CLOUD customer service and provide the error code to help you rectify the fault as soon as possible.

# 3 Monitoring

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## 3.1 Why Is the Actual Number of API Calls Inconsistent with the Record Displayed on the Management Console?

The management console records only the total number of calls made by each subservice. To check the number of successful and failed calls, perform the following steps:

1. Log in to the HUAWEI CLOUD product page and click **Console** in the upper right corner. The **Console** page is displayed.
2. Click **Service List**, and choose **EI Enterprise Intelligence > Content Moderation**. The **Content Moderation** management console is displayed.
3. In the left navigation pane, click the target service, for example, **Image Moderation**. Click **View Metric** to go to the Cloud Eye console and view detailed service usage such as the number of successful or failed API calls.

# 4 Others

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## 4.1 What Is a Region and AZ?

A region and availability zone (AZ) identify the location of a data center. You can create resources in a specific region and AZ.

For details about the region and AZ, see [Region and AZ](#).