



## Video Analysis Service

### FAQs

Issue 01

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# 1 How Can I Use APIs?

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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 information. It functions as an HTTP client to send HTTP requests to the HTTP server and receive response messages. cURL is applicable to API debugging. For details about cURL, see <https://curl.haxx.se/>.
- Encoding  
You can make API calls by coding to assemble, send, and process request messages.
- REST client  
Both Mozilla and Google provide a graphical browser plug-in, that is, REST client, to send and process requests.
  - For details about Mozilla Firefox, see [Firefox RESTClient](#).
  - For details about Google Chrome, see [Postman](#).

# 2 How Do I Do If an API Fails to Be Called?

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## Troubleshooting

1. Locate the cause based on the API calling result or error code.
2. Check whether the AK/SK pair has been obtained.
3. Check whether the token is correct or has expired.
4. Check whether the project ID (**project\_id**) set during token generation matches the region.
5. Check whether the API calling method is correct.

## Contacting Customer Service

If you cannot determine the cause and rectify the fault, contact the customer service personnel.

# 3 How Do I Check Why a Job Failed?

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1. Check whether the input video of the job is in the format supported by VAS. Only video files with the file name extension of **avi**, **wmv**, **mpg**, **mpeg**, **vob**, **dat**, **3gp**, **mp4**, **mov**, **m4v**, or **mkv** are supported.
2. Contact the customer service personnel if the video format is supported but the job still failed.

# 4 How Do I View the Result File After a Job Is Successfully Executed?

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1. Obtain the job result file.

The service saves the task result to the path you specified, with the same folder structure as the input path. For details, see [Obtaining the Job Result](#) in *Video Analysis Service User Guide*.

2. Read the job result file.

Expand the save path to obtain the job result file. For details about the fields in the job result file, see **Results** of job creation APIs in [Video Analysis Service API Reference](#).

For example, to get to know the details about the fields in the job result file of the API for creating video OCR jobs, see [Creating a Video OCR Task](#).

# 5 What Is the Function of the **threshold** (Text Confidence) Parameter in Video OCR?

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The **threshold** (text confidence) parameter is used by Video OCR to control the accuracy of the output text. A higher threshold means a more accurate output and a lower recall rate.

# 6 What Is the Function of VSR?

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The Violent Sorting Recognition (VSR) service is mainly used in the logistics industry and at airports, to identify possible violent sorting behaviors of dispatchers.

# 7 Can VTS Split Video Clips?

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Currently, the Video Topics Segmentation (VTS) service does not do well with video clip splitting. There must be a host showing up for at least three times in the video clip for the clip to be split. For details, see [Constraints](#).

# 8 How Is VAS Charged?

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VAS uses AI technology to perform intelligent analysis on videos and offers services such as Video Content Recognition (VCR), Video Content Processing (VCP), Video Fingerprinting (VFP), Video Content Moderation (VCM), Campus Intelligent Twins (CampusGo), and WaterGo. VAS is not charged as an algorithm platform. However, the algorithm services provided by it are charged. For details, see [Product Pricing Details](#). If you cannot find some pricing information on this tab page, contact the technical support of the corresponding services.