

CodeArts Agent

FAQs

Issue	01
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1 Installation and Login

1.1 How Do I Handle a Failed Login Attempt?

User Login Failure

Symptom

An error shows up when a login attempt fails, asking you to try again.

Cause Analysis

Check these potential issues if you are on the company intranet:

- The system uses a proxy (either set up by you or as default), but you have not provided the necessary username and password for authentication.
- Your proxy settings are either missing or incorrectly configured.

Solution

Step 1 Return to CodeArts Agent IDE or Visual Studio Code and check if the proxy authentication dialog box appears.

- If the dialog box appears, enter your username and password as prompted. You may select **Remember my credentials** for convenience and click **Sign In**.
- If the dialog box does not appear, configure a proxy by referring to [Network Proxy](#).

Step 2 Sign in again once you finish entering your identity details or setting up the proxy.

- If the login is successful, no further action is required.
- If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

----End

Login Failure Due to Disabled Extension

Symptom

After CodeArts Agent IDE is successfully installed, clicking the **HUAWEI ID Login** button does not respond.

Cause Analysis

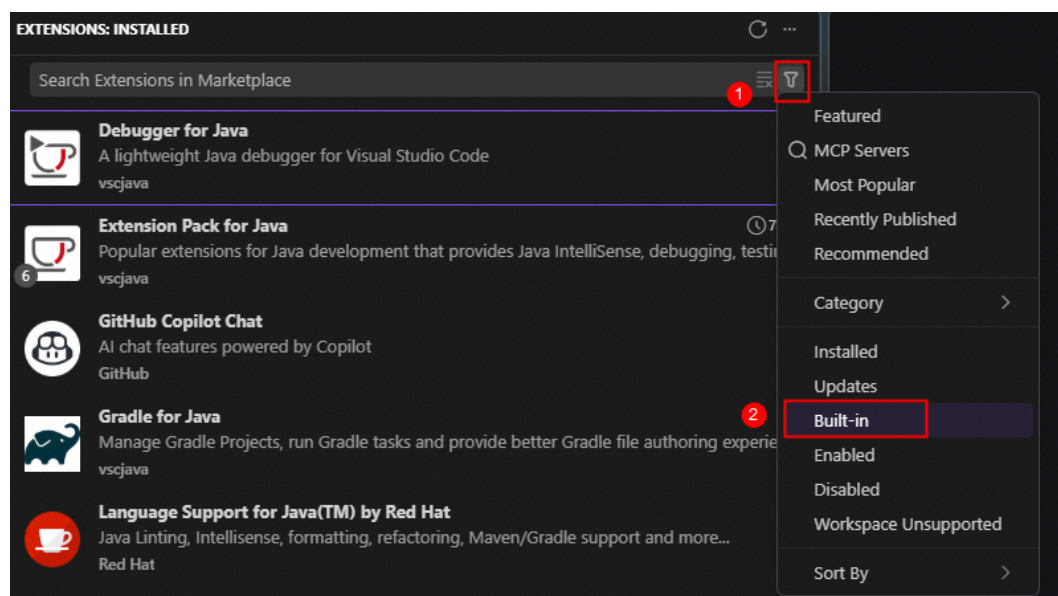
The CodeArts Agent extension is disabled.

Solution

Step 1 In the sidebar of CodeArts Agent IDE, click .

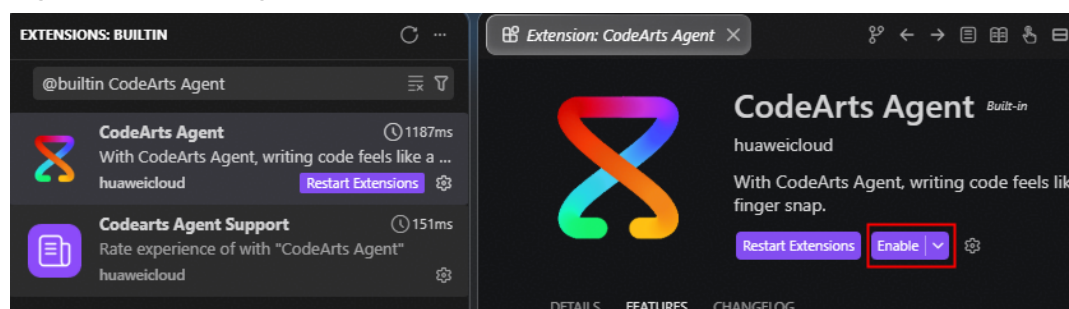
Step 2 Click  and choose **Built-in**.

Figure 1-1 Choosing Built-in

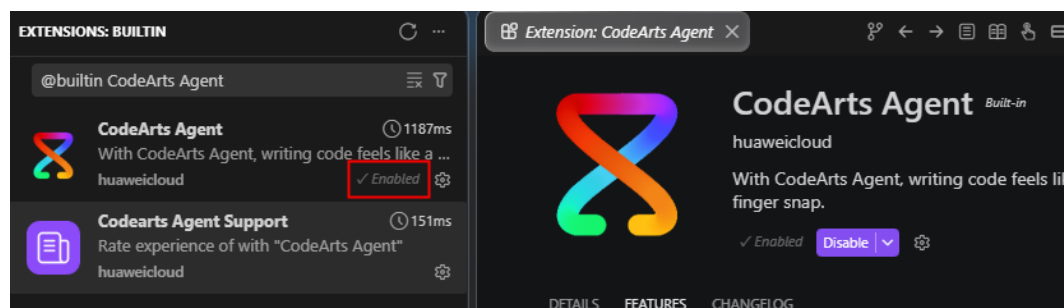


Step 3 Enter **CodeArts Agent** in the search box and click the search result to check the extension status.

Figure 1-2 Checking the extension status



If the CodeArts Agent extension is disabled, click **Enable** to enable it.

Figure 1-3 Extension enabled

- Step 4** Return to the CodeArts Agent chat panel and click **HUAWEI ID Login** to log in again.
- If the login is successful, no further action is required.
 - If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

-----End

1.2 What Do I Do If This Program Does Not Work With My Computer's Version?

Symptom

Double-clicking the CodeArts Agent IDE installation package shows an error stating the program is not compatible with the computer's version.

Cause Analysis

Your system runs on Windows with compatibility mode turned on, but neither Windows 10 (2019 or later) nor Windows 11 has been selected as the target version.

Solution

Follow these steps to turn off the compatibility mode:

- Step 1** Right-click the installation package and select **Properties**.
- Step 2** Click **Compatibility** and deselect **Run this program in compatibility mode**.
Click **OK** and double-click the installation package of CodeArts Agent IDE again.
- Step 3** If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

-----End

1.3 What Do I Do If I Do Not Have Access Permissions?

Symptom

When you attempt to use CodeArts Agent, the message "Access denied. Contact your organization administrator to assign a seat to you." is displayed.

Cause Analysis

This message is displayed if either of the following conditions is met for a Huawei account or IAM account:

- The account has not been added as an enterprise member and has not been assigned a seat.
- The account has been added as an enterprise member but has not been assigned a seat.

Solution

Step 1 Log in to the [CodeArts Agent console](#) as an **enterprise administrator**.

Step 2 Add the IAM user as an enterprise member. If the IAM user is already an enterprise member, skip this step and go to [Step 3](#).

1. In the navigation pane on the left, choose **Enterprise Management > Teams & Members**.
2. Click **Add Member** in the upper right corner. The **Add Member** dialog box is displayed.
3. Configure the enterprise member information and click **OK**.

Table 1-1 Adding an enterprise member

Parameter	Description
Role	Configure the role of the IAM user in CodeArts Agent. – Member: Has common member permissions to perform operations such as viewing their own token usage and knowledge spaces. – Enterprise administrator: Has the highest management permissions to perform operations such as adding enterprise members, creating teams, and assigning seats.
Select IAM Users	Select the IAM user to be added as an enterprise member from the IAM user list. You can select multiple IAM users at a time.

Step 3 In the navigation pane on the left, choose **Enterprise Management > Seats**. The **Seats** page is displayed.

- Step 4** Locate the target member, and click **Enable** in the **Operation** column. The **Enable Seat** dialog box is displayed.

 NOTE

If your team has run out of available seats, you are advised to change the package to purchase additional seats.

- Step 5** Click **Confirm** to enable the seat.

In **Seat Allocation Details**, the seat status of the target member changes to **Enabled**.

- Step 6** Use the account with seat enabled to access CodeArts Agent again. If the error message is no longer displayed, the issue is resolved. Otherwise, [submit a service ticket](#) to get help from Huawei Cloud customer service.

----End

1.4 What Do I Do If the .exe Installer Crashes After Being Double-Clicked in Windows?

Symptom

When you double-click the IDE's .exe installer, Microsoft Store briefly flashes, but the installation wizard never appears.

Cause Analysis

Windows is configured to allow apps to be installed only from Microsoft Store.

Solution

- Step 1** Click the Windows start icon  and choose **Settings**.
- Step 2** In the navigation pane on the left, choose **Apps > Advanced app settings**.
- Step 3** On the **Advanced app settings** page, set **Choose where to get apps** to **Anywhere**.
- Step 4** After that, double-click the IDE's .exe installer again to install it.

----End

1.5 How Do I Install CodeArts Agent IDE on Linux Using Commands?

Table 1-2 Common commands for installing CodeArts Agent IDE on Linux

Operation	Command
Checking the glibc version	ldd --version

Operation	Command
Checking the glibcxx version	strings /usr/lib/aarch64-linux-gnu/libstdc++.so.6 grep GLIBCXX
Installing CodeArts Agent IDE	sudo dpkg -i codearts-agent-linux-***.deb
Uninstalling CodeArts Agent IDE	sudo dpkg --purge codearts-agent

1.6 How Do I Check the Version of CodeArts Agent?

CodeArts Agent IDE

In CodeArts Agent IDE, you can check the software version in either of the following ways:

- (Recommended) Using the About dialog box
 - a. On the top menu bar of CodeArts Agent IDE, choose **Help > About**.
 - b. On the displayed page, check the software version.
- Using the About CodeArts Agent page
 - a. Click  in the upper right corner of CodeArts Agent IDE to open the settings page.
 - b. In the navigation pane on the left, click **About CodeArts Agent**.
 - c. Check the **Version** field on the right. The value is the version of the CodeArts Agent software you are currently using.

JetBrains Series (with IntelliJ IDEA as an Example)

Step 1 In IntelliJ IDEA, click  in the upper left corner, and choose **File > Settings....** The IntelliJ IDEA settings page is displayed.

Step 2 Choose **Plugins** and click **CodeArts Agent** to check the version of the CodeArts Agent software you are currently using.

----End

Visual Studio Code

Step 1 Open Visual Studio Code and click  in the navigation pane on the left.

Step 2 In the search box, enter **CodeArts Agent** and press **Enter**.

Step 3 In the search result, click **CodeArts Agent**.

Step 4 Check the **Version** field under **Installation** on the right. The value is the version of the CodeArts Agent software you are currently using.

----End

1.7 How Do I Handle the Error "Restricted mode. Functions not available."?

Symptom

After you log in to CodeArts Agent, the message "Restricted mode. Functions not available." is displayed.

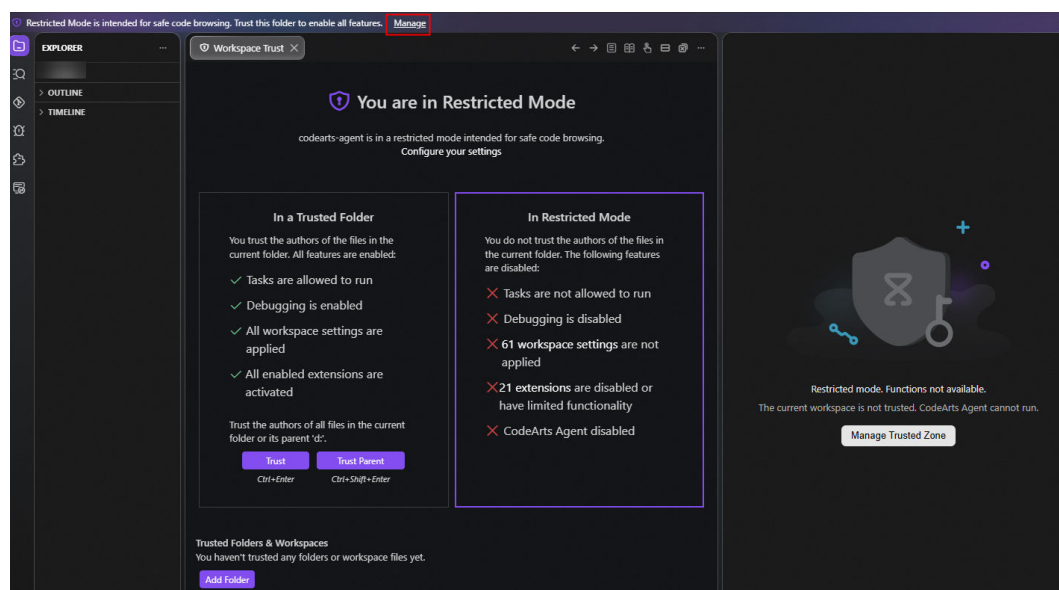
Cause Analysis

If you select **No, I don't trust the authors** when opening or creating a project, CodeArts Agent automatically switches to restricted mode. In this mode, all intelligent functions are disabled.

Solution

- Step 1** In the corresponding tool, click **Manage Trusted Zone** or click **Manage** in the upper left corner of the tool. The **Workspace Trust** page is displayed.

Figure 1-4 Workspace Trust page



- Step 2** Select a trust scope based on your requirements. After that, CodeArts Agent can run properly.

- Click **Trust** to trust only the current directory and its workspace files (**D:\TestCode\demo**).
- Click **Trust Parent** to trust the entire parent directory (**D:\TestCode**) and all its subdirectories and workspace files.

-----End

2 Compatibility

2.1 How Do I Handle Windows CRLF Line Endings That Cause Execution Errors in Linux?

Symptom

The generated file contains Windows CRLF line endings and cannot run on Linux.

Cause Analysis

By default, script files written on Windows use Windows CRLF line endings. When the script is run on Linux, `\r` is treated as a regular character, causing execution errors.

Solution

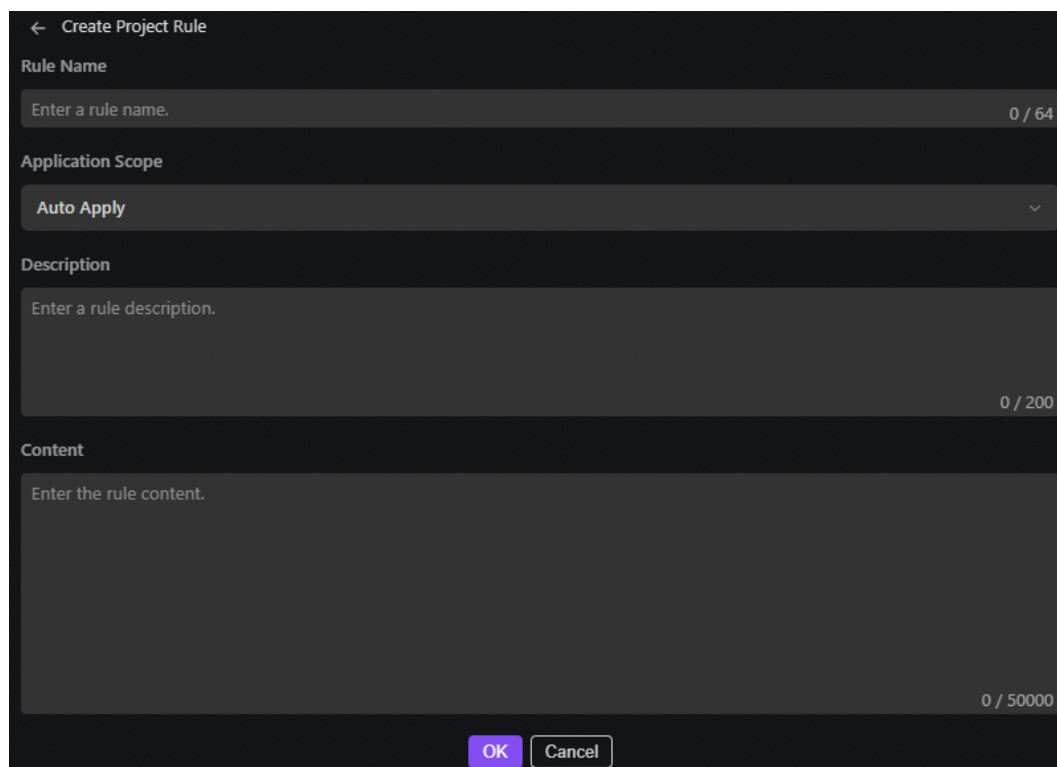
You can define agent behavior using the **Rules** feature provided by CodeArts Agent. You can create **project** and **user** rules in CodeArts Agent. This section uses **project** rules as an example. For details about how to create user rules, see [Rules](#).

Step 1 Log in to CodeArts Agent by referring to [Quick Start](#).

Step 2 Click  in the upper right corner of CodeArts Agent IDE to open the settings page.

Step 3 Choose **Skills and Rules** and click  next to **Rules** on the **Project** tab.

Step 4 Set parameters and click **OK** to create a rule.

Figure 2-1 Creating a rule

Step 5 Simplify the file based on the rule.

1. **Check the original file's line ending format.** In CodeArts Agent chat box, enter the prompt "What is the line ending format of the `***` file?" and click .
Replace `***` with the actual file name. In this example, the file name is `check_service_status.sh`.
2. **Simplify the file.** Enter the prompt "Simplify the `check_service_status.sh` file" and click . The agent will simplify the file based on the configured rule.
3. **Check the line ending format of the simplified file.** Enter the prompt "What is the line ending format of the `check_service_status.sh` file?" and click .
After simplification, the line ending format has been changed to **LF**, which can be executed on Linux.

----End

2.2 How Do I Fix Incompatibility Issues with the New Version of Microsoft's Extension?

Symptom

During the installation of CodeArts Agent IDE, you have selected **Import from VS Code**, but the imported extension cannot run properly in the IDE.

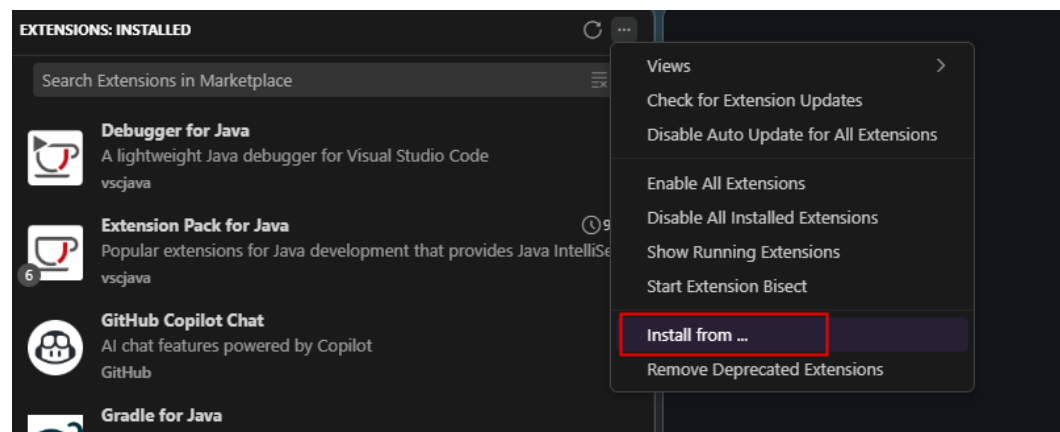
Possible Causes

Microsoft has recently strengthened security controls on official language support extensions, such as C/C++, allowing them to run only within official products.

Solution

Visit the CodeArts Agent IDE extension marketplace and search for and install an alternative extension with similar functions. If no extension in the marketplace meets your requirements, obtain the installation package of an earlier version and manually install it.

Figure 2-2 Installing the extension package from a local path



2.3 What Do I Do If a Session Fails to Be Created Due to Extension Compatibility?

Symptom

When a session is initiated on the chat panel of CodeArts Agent, an error message is displayed, indicating that the CodeArts Agent session fails to be created due to extension compatibility issues (such as Microsoft Foundry).

Cause Analysis

The Microsoft Foundry extension has been installed from the extension marketplace. During its loading process, it may modify system variables or dependency libraries, thereby interfering with the runtime environment of CodeArts Agent.

Solution

- Step 1** In the sidebar of Visual Studio Code, click .
- Step 2** In the search box, enter **Microsoft Foundry** and press **Enter**.
- Step 3** Click the search result and click **Disable** on the right to disable the extension.

Step 4 Return to the chat panel of CodeArts Agent, restart Visual Studio Code, and initiate a session again. Check whether the issue is resolved.

Step 5 If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

----End

2.4 What Do I Do If a Black Screen Is Displayed in CodeArts Agent IDE?

Symptom

When you use CodeArts Agent IDE, a black screen is displayed and the content cannot be displayed properly.

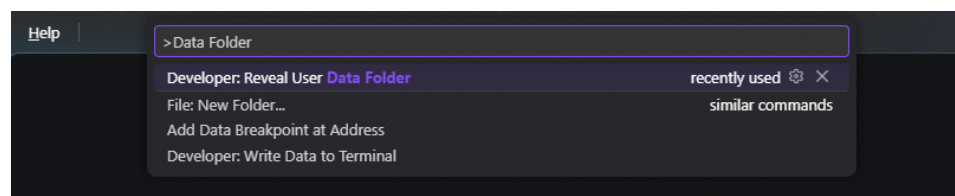
Cause Analysis

The Electron framework used by CodeArts Agent has compatibility issues with the hardware acceleration configurations of some graphics processing units (GPUs).

Solution

- Workaround
Drag the window edges to resize it or press **F11** to toggle full-screen mode, which forces software rendering to restore the display.
- Long-term solution
Perform the following steps to clear the cache:
 - a. On the top menu bar of CodeArts Agent IDE, choose **Help > Show All Commands**.
 - b. Enter **Data Folder** in the search box and press **Enter** to locate the local **codearts-agent** folder.

Figure 2-3 Entering Data Folder



- c. Open the **codearts-agent** folder and delete the **DawnWebGPUCache**, **DawnGraphiteCache**, and **GPUCache** folders.
- d. Open CodeArts Agent IDE again. The CodeArts Agent page is displayed properly.

If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

2.5 How Do I Resolve the Issue of Remote Extension Host Response Timeout?

Symptom

When using CodeArts Agent IDE, you may encounter disconnection issues, with an error message displayed, indicating that the remote extension host response times out and the connection is being re-established. After the window is reloaded, another error message may be displayed, indicating that the remote extension host response times out twice within 1 minute and reloading the window is recommended.

Cause Analysis

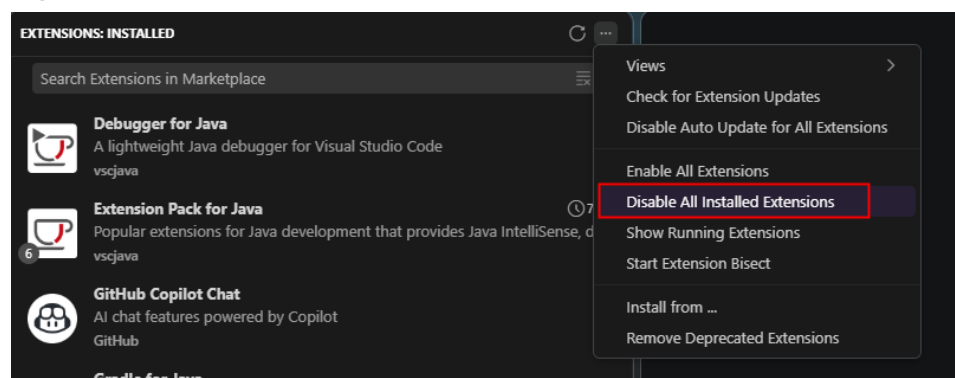
The disconnection may be caused by an installed extension. Rectify the fault by referring to [Solution](#).

Solution

You can select a solution based on the scenario:

- If the error message provides the name of the abnormal extension that causes the disconnection, disable or uninstall the abnormal extension, and then restart CodeArts Agent IDE.
- If the error message does not provide the name of the abnormal extension that causes the disconnection, perform the following steps:
 - a. Log in to CodeArts Agent by referring to [Quick Start](#).
 - b. In the sidebar of CodeArts Agent IDE, click .
 - c. Click  and choose **Disable All Installed Extensions** from the drop-down list.

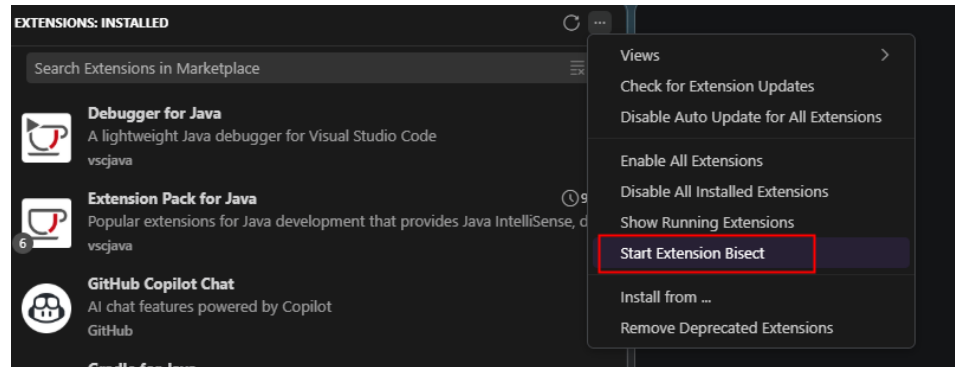
Figure 2-4 Disable All Installed Extensions



- d. After the extension is disabled, perform a fault reproduction test. If the fault disappears, the disconnection is caused by the extension. In this case, go to [e](#). If the fault persists, the fault is irrelevant to the extension. In this case, [submit a service ticket](#) to get help from Huawei Cloud customer service.

- e. During the reproduction, if the error message returns the name of the abnormal extension, directly disable or uninstall the extension. If the name cannot be identified even after the fault is reproduced, click  and select **Start Extension Bisect** from the drop-down list to locate the target extension. After the extension is located, disable or uninstall it.

Figure 2-5 Extension bisect



- f. If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

3 Tool Environment and Performance

3.1 What Are the Environment and Performance Specifications?

This section specifies the software and hardware configuration standards and core performance metrics of the device to ensure your user experience and operational efficiency.

Random Access Memory (RAM)

The **recommended** physical memory is **16 GB or above** (with at least 10 GB available). The **minimum** physical memory is **8 GB** (with at least 4 GB available).

16 GB of RAM or more can significantly improve operation smoothness, especially for multitasking and large-scale project compilation.

CPU

Intel® Core™ i5 processors (10th gen) or Apple M4 series chips are recommended. At least Intel® Core™ i5 or equivalent processors are required. You are advised to use a newer multi-core processor. **Processors without the AVX or AVX2 instruction set, such as Intel i7-3770, AMD FX-8350, FX-6300, FX-4300, A10-5800K, and A8-7600K, are not supported.**

Drive Space

To ensure that the software runs properly on your computer, your hard drive must meet the following requirements:

At least **20 GB to 50 GB** of available space is recommended, and a minimum of 20 GB of available space is required. You are advised to use solid-state drives (SSDs), which can significantly improve the loading speed and overall performance.

Network Bandwidth

10 Mbit/s or higher is recommended, and the minimum requirement is 5 Mbit/s.

Quick Reference for Performance Metrics

Table 3-1 Performance metrics

Metric	Value	Description
APR (per 1,000 hours)	≤ 8	The number of crashes must not exceed 8 on average per 1,000 operating hours.
Startup Failure Rate	$\leq 1\%$	The overall startup failure rate must not exceed 1%.
Task Anomaly Rate	$\leq 5\%$	For 1,000 or more executed tasks, the proportion of abnormal tasks (including failures, errors, timeouts, and freezes) must not exceed 5%.

Bun Memory Usage

If you experience dialog latency, tool execution timeouts, or interface freezes, check the memory usage of the Bun process. If the usage exceeds the threshold shown in [Table 3-2](#), wait for the task to complete and then restart the tool.

If a memory leak occurs, use an HPROF snapshot to analyze and locate the leak.

Table 3-2 Bun memory usage standards

Monitoring Metric	CodeArts Agent IDE/Visual Studio Code		JetBrains Series (PyCharm, IntelliJ IDEA, WebStorm, and CLion)	
	Single-Turn Dialog	Multi-turn Dialog	Single-Turn Dialog	Multi-turn Dialog
Bun Memory Usage	≤ 3 GB	$\leq 75\%$ of the memory	≤ 3 GB	$\leq 75\%$ of the memory

Bun CPU Usage

If the response is slow, frame freezing occurs, compilation times out, or the page does not respond, check the CPU usage of the Bun process first. If the CPU usage exceeds 20%, you are advised to restart the tool after the dialog ends.

Data Storage Disk Usage

The accumulated disk usage of logs, messages, sessions, and context data generated during runtime cannot exceed 20 GB. If the disk usage exceeds 20 GB, you are advised to clear logs. For details about how to obtain CodeArts Agent IDE logs, see [Obtaining Logs](#). For details about how to obtain CodeArts Agent extension logs, see [Obtaining Logs](#).

Startup Time

When CodeArts Agent is started, the startup time of the dialog window is less than or equal to 10s for 95% of users, and may exceed 10s for only 5% of users.

If the startup time exceeds 10s, check whether the metrics such as RAM and CPU meet the threshold requirements.

New Session Latency

The response speed for creating a session is less than or equal to 5s for 95% of users, and may exceed 5s for only 5% of users.

Historical Session Rendering

The loading time of historical sessions is less than or equal to 10s for 95% of users, and may exceed 10s for only 5% of users.

3.2 How Can I Handle Sliding Window Rate Limits?

Symptom

When CodeArts Agent is used, one of the following error messages is displayed:

- The current model's quota for the 5-hour window has been exhausted. It will gradually recover in 60 minutes.
- The current model's quota for the 7-day window has been exhausted. It will gradually recover in 24 hours.

Cause Analysis

CodeArts Agent uses sliding window rate limiting to implement refined quota management for each user's usage on a specified model through dual-dimension and dual-window control.

- Dual-dimension monitoring
 - Token quota: calculated based on the total number of tokens consumed by a user
 - Request frequency: calculated based on the number of inference requests initiated by a user
- Dual-window mechanism
 - 5-hour sliding window: current hour + four complete hours before the current hour. When a new hour (xx:00) starts, the usage of the earliest hour automatically slides out of the window, and the corresponding quota is released.
 - 7-day sliding window: current day + six complete days before the current day. When a new day (00:00) starts, the usage of the earliest day automatically slides out of the window, and the corresponding quota is released.

The two mechanisms work together to implement refined usage management, ensuring stable system operation and fair and sustainable resource allocation.

Solution

- Method 1: Wait for automatic recovery (the system dynamically releases the quota based on the time window).
 - 5-hour window: The quota for the earliest hour is released at the next full hour (for example, xx:00).
 - 7-day window: The quota for the earliest day is released at 00:00 on the next day.

If there is no actual usage within the sliding period, the corresponding quota is not released. The final recovery time depends on when the time period of the earliest usage slides out.

- Method 2: Switch to another model.

The sliding window quota is calculated independently for each model. When the current model is rate-limited, you can immediately switch to another available model without waiting.

- Method 3: Upgrade the package (effective immediately).

Advanced packages provide higher token quotas and request frequencies under the sliding window mechanism. You can contact your enterprise administrator to upgrade the yearly/monthly package by referring to [Subscriptions](#). The upgrade takes effect immediately to ensure that services are not affected.

3.3 What Is the Scheduled Task Jitter Mechanism?

Recurring Task Jitter

Each time a recurring task is triggered, it is **delayed** by a random period of time from the scheduled time.

- **Offset calculation:** deterministic calculation based on the task ID (the offset remains identical for the same task across executions and does not change over time)
- **Offset range:** $\min(10\% \times \text{Execution period}, 5 \text{ minutes})$, that is, a maximum of 5 minutes
- **Offset direction:** only delayed, not executed in advance

One-Time Task Jitter

The top and half of the hour are the moments when multiple tasks are most likely to be triggered simultaneously. The jitter mechanism is specifically designed to distribute the load during these times. For a one-time task, jitter is added only when the triggering time is exactly on the **hour** (:00) or **half-hour** (:30).

- **Offset direction:** executed in advance (negative jitter)
- **Offset range:** 0 to 30 seconds, meaning that the task can be triggered up to 30 seconds in advance
- **Triggering condition:** applied only when the minute is 0 or 30

Deterministic Characteristics of Jitter

The jitter offset is deterministically calculated using the hash algorithm based on the task ID and has the following characteristics:

- **Consistency for the same task:** The offset for triggering the same task remains the same each time, ensuring consistent timing.
- **Different offsets for different tasks:** Even if different tasks are set with the same period, their offsets are different to prevent simultaneous triggering.
- **Manual configuration not allowed:** Jitter parameters are preset by the system and cannot be manually adjusted by users.

4 Remote Development

4.1 What Should I Do If a Remote Connection Fails with the Error "Authentication failed"?

Symptom

Authentication failed is displayed during remote connection.

Possible Causes

The username, IP address, or port number is incorrect.

Solution

Step 1 Check whether the username, IP address, and port number of the target host are correct.

1. In CodeArts Agent IDE, click  to go to the remote development page.
2. Hover the cursor over the connection to verify the username, IP address, and port number.

You can also click  on the remote connection to go to the connection editing page.

The password is the login password of the corresponding Linux account, and the port is the SSH connection port. For a common Linux host, the default port is 22. For a remote Docker container, the mapped port is used.

Step 2 Modify the configuration based on the error message.

- **Invalid username or password**

The selected authentication mode is password authentication. If the selected mode is correct, check whether the username and password are correct and whether **PasswordAuthentication** is enabled (the default value is **yes**) in the **/etc/ssh/sshd_config** file on the remote host. If you log in as the **root** user, check whether **PermitRootLogin** is enabled (the default value is **yes**) in the **/etc/ssh/sshd_config** file on the remote host.

- **Invalid username or private key**

The selected authentication mode is key authentication. If the selected mode is correct, check whether the username and key file are correct and whether **PubkeyAuthentication** is enabled (set to **yes**) in the **/etc/ssh/sshd_config** file on the remote host.

- **Your password has expired/The password has probably expired**

The selected authentication mode is password authentication. If the selected mode is correct, the account or password has expired. You can log in to the target host as the administrator and run the **chage** command to view and change the account or password expiration time. Related commands are as follows:

```
# Check the password expiration time of a user.
chage -l [user]
# Set the maximum number of days during which the password of a user is valid (99999).
chage -M 99999 [user]
# Change the password expiration date of a user. After this date, the account will be unavailable. The
value 0 indicates that the password will expire immediately, and the value -1 indicates that the
password will never expire.
chage -E "2025-09-25" [user]
```

- **Invalid password or root is not allowed to log in**

Since you log in as the **root** user, check whether **PermitRootLogin** is enabled (the default value is **yes**) in the **/etc/ssh/sshd_config** file on the remote host. If it is not enabled, modify the file and run the **service sshd restart** or **sudo systemctl restart sshd** command to restart the SSH service.

----End

4.2 What Should I Do If a Remote Connection Fails with the Error "ETIMEDOUT"?

Symptom

ETIMEDOUT is displayed during remote connection.

Possible Causes

If the preceding message is displayed, try to reconnect first. If the retry fails, you are advised to use the command line (CMD) or an SSH client (such as PuTTY or Xshell) to establish a connection for further troubleshooting. If the issue persists, it usually indicates a network connection fault or a server fault.

Solution

Step 1 Check whether the remote host is powered on.

Step 2 Check whether the network connection to the remote host is working.

You can run the **ping** command to check whether the connection failure is caused by a local network fault. However, some remote hosts may have **ping** disabled due to security group settings. In this case, you can run the **tracert** command instead. If a VPN is mounted locally, check whether the VPN configuration is correct and whether the target server can be connected using SSH. If the

configuration is correct but the connection still fails, restart the VPN and check whether the connection can be restored.

Step 3 Check firewall settings.

The firewall may block SSH connections. Check whether the firewall on the server is enabled. If it is enabled, ensure that traffic is allowed through the SSH port. Especially in scenarios where a jump server or Docker nesting is used, ensure that the port mapping is accurate and that the Docker port is mapped. You can run the following **ssh** command to check:

```
ssh username@ip -p port-number
```

Run different firewall commands based on the remote host OS to check whether the firewall is enabled. If it is enabled, check the firewall rules to ensure that no rule blocks the SSH connection.

- Ubuntu

```
# Check the firewall status.
sudo ufw status
# Check the opened ports.
sudo ufw show added
# Add a rule that allows traffic to pass through the firewall.
# Example 1: Allow access to port 6379.
sudo ufw allow 6379
# Example 2: Allow access to ports 80 to 90, such as 80, 81, 82, ..., 90.
sudo ufw allow 80:90/tcp
```

- CentOS

```
# Check the firewall status.
systemctl status firewalld
# Or
firewall-cmd --state
# View all opened ports.
firewall-cmd --list-ports
# For example, run the following command to add TCP port 23 as an exception for the firewall. If
"success" is returned, the operation is successful.
firewall-cmd --zone=public --add-port=23/tcp --permanent
```

Step 4 Check security group rules.

If security group rules are configured for the server, check the inbound rules to ensure that the remote login port (for example, port 22 for SSH) is allowed.

-----End

4.3 What Should I Do If the Embedded Browser Preview Fails in a Docker Environment?

Symptom

When the compilation environment is Docker, the embedded browser page fails to be previewed.

Solution

Step 1 Run the following command to expose the Docker container port to the host machine:

```
docker run OPTIONS -p host_port:container_port IMAGE COMMAND ARG...
```

- *OPTIONS*: optional parameters for custom configurations. For example, **-d** runs the container in the background, and **-v** mounts a volume.
- *host_port*: port number on the host machine, for example, 8080
- *container_port*: port number in the container, for example, 80. **-p 8080:80** maps port 8080 on the host machine to port 80 in the container.
- *IMAGE*: name of the Docker image, for example, nginx, redis, or myapp:latest
- *COMMAND*: command executed after the container is started. If this parameter is not specified, the CMD instruction in the image is used by default.
- *ARG...*: command parameters, for example, arg1 arg2 ..., which are used to pass additional parameters to *COMMAND*

Step 2 Use the IP address of the remote host machine and the mapped port number *host_port* in [Step 1](#) to access the service started in Docker.

For example, replace the browser address with:

```
http://IP-address-of-the-host-machine.host_port/baidu.html
```

----End

5 Code Repository Cloning

5.1 What Should I Do If No Pop-up Window Appears When Creating a Project?

Symptom

When a project is created, no window is displayed for you to choose whether to open the project in a new window or the current window.

Cause Analysis

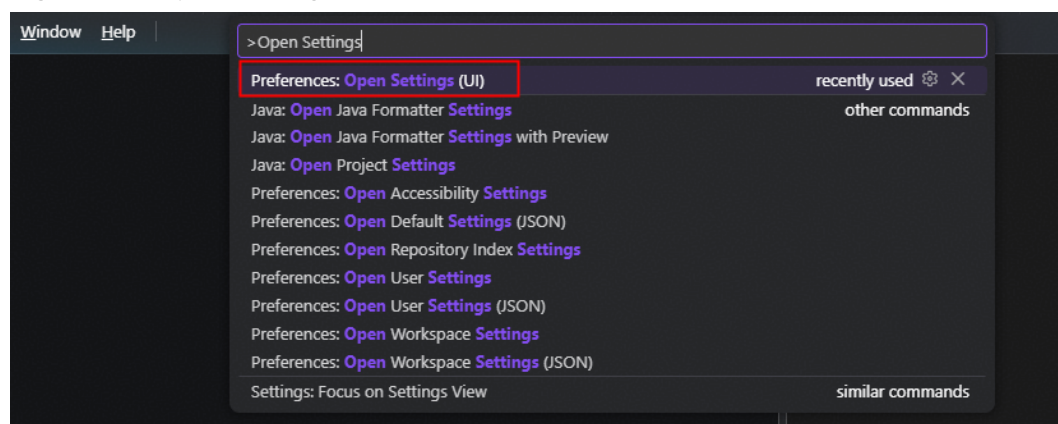
You have selected **Don't ask again**.

Solution

Step 1 Press **Ctrl+Shift+P** to open the command palette.

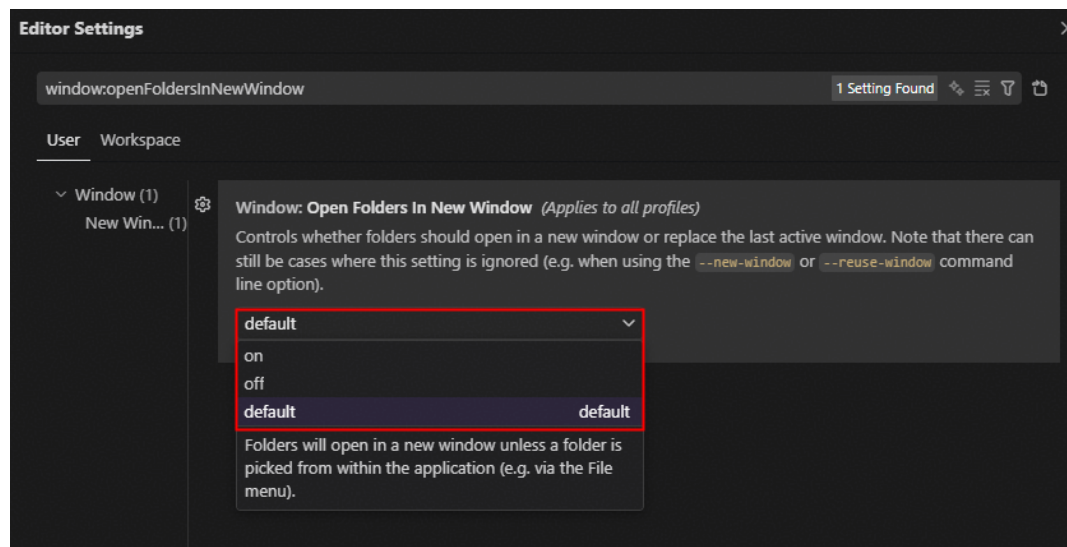
Step 2 Enter **Open Settings** and select **Preferences: Open Settings (UI)**.

Figure 5-1 Open Settings



Step 3 Enter **window:openFoldersInNewWindow** and set it as required from the drop-down list:

- To open the project in a new window next time you create a project, set it to **on**.
- To open the project in the current window next time you create a project, set it to **off**.
- To display the selection window next time you create a project, set it to **default**.

Figure 5-2 Settings

----End

5.2 What Should I Do If the message "Could not connect to server" Appears When Cloning a Git Repository?

Symptom

When you clone a remote repository using Git in CodeArts Agent IDE, the message "Could not connect to server" is displayed.

Cause Analysis

You are using the company intranet. Configure a proxy to ensure normal access.

Solution

Add the following content to the local `C:\Users\username\.gitconfig` file:

```
# HTTP proxy address. Replace https://***.com/ with the actual domain name prefix of the code repository.
[http "https://***.com/"]
# Disable SSL certificate verification.
sslVerify = false
# Proxy-server-address:port-number
proxy = http://***.com:8080
# HTTPS proxy address. Replace https://***.com/ with the actual domain name prefix of the code repository.
```

```
[https "https://***.com/"]  
# Disable SSL certificate verification.  
  sslVerify = false  
# Proxy-server-address:port-number  
  proxy = http://***.com:8080
```

5.3 How Do I Set Git Commit Information?

CodeArts Agent IDE is deeply integrated with the Git version control system and provides an easy-to-use graphical user interface (GUI). You can view the file change status (modified, new, or untracked) in one click, compare code differences easily, stage, commit, push, and pull code, and efficiently resolve merge conflicts. This out-of-the-box tool frees you from memorizing complex commands. The learning costs are low and the version management is more intuitive and efficient.

After modifying the code, you can record the changes in the **README.md** file. To configure Git commit information and synchronize it to the remote repository, follow the steps below.

For more information about Git, see the official [Git](#) documentation.

Step 1 Log in to CodeArts Agent IDE by referring to [Quick Start](#).

Step 2 Click  on the top menu bar to open the CodeArts Agent chat panel.

Step 3 In the sidebar of CodeArts Agent IDE, click .

Step 4 Clone a remote repository using Git to easily continue developing an existing project.

1. Choose **Git > Clone** from the top menu bar.
2. Enter the repository URL, select the local storage location of the repository, and click **Clone**.
3. Enter the username and password as prompted and click **Continue** to clone the target repository to the local host and open it in the IDE.

Step 5 On the source code management page, click  next to the **README.md** file to add the file to staged changes.

Step 6 View the added file under the staged changes and click . The system automatically generates commit information.

Step 7 Click **Commit** under **CHANGES**.

Step 8 After the local commit is complete, click  to push the commit information to the remote repository.

Step 9 After the push is successful, the target repository automatically generates a commit record corresponding to the commit and displays the change information in **README.md**.

----End

6 Agent

6.1 What Should I Do If the Model Fails to Load and Cannot Be Used?

Symptom

After you log in to CodeArts Agent, the following error message is displayed:
"Model not loaded. Unable to use."

Cause Analysis

This error may be caused by one of the following reasons:

- You are on the company intranet and no proxy is configured.
- Local cache exists.

Solution

Rectify the fault based on your scenario:

- If you are on the company intranet and no proxy is configured, configure a network proxy for the IDE or extension you are using. For details, see [Network Proxy](#) for CodeArts Agent IDE and [Network Proxy](#) for the CodeArts Agent extension. After the configuration, restart the IDE or extension before using it.
- If you are on the Internet, clear the cache. Go to **C:\Users\username\AppData\Roaming**, delete the **codearts-agent** folder, and restart the IDE or extension before using it.

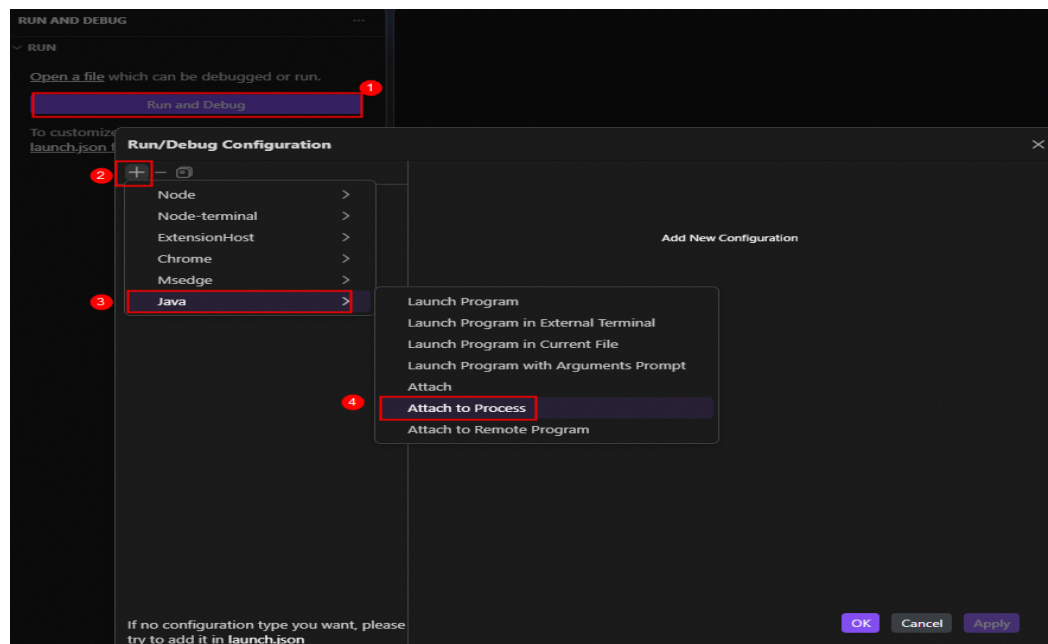
If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

6.2 What Is the .arts Directory in a Project Used For?

The **.arts** directory is a project-level configuration directory used to store configuration files closely related to the current project (for example, **settings.json**

for project settings and **launch.json** for debugging configurations). These configurations apply only to the **current project** and do not affect the global settings of CodeArts Agent. In this way, configurations are isolated between projects. For example, when you run or debug a project in CodeArts Agent IDE (as shown in [Figure 6-1](#)), the system automatically generates a **.arts** directory and creates a **launch.json** file in the directory to store debugging configurations.

Figure 6-1 Run/Debug Configuration



6.3 How Do I Handle the Error "Request failed. Try again" When Starting a Chat?

Symptom

When calling CodeArts Agent, you might see this error "Request failed. Try again."

Cause Analysis

Check the current proxy settings. Abnormal configurations might trigger this error.

Solution

You can set the proxy by referring to [Network Proxy](#).

If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

6.4 What Should I Do If CodeArts Agent Reports Insufficient Computing Resources?

Symptom

When using CodeArts Agent, you may see a message in the chat panel or the lower right corner of the IDE, indicating that computing resources are insufficient and you may try again later.

Cause Analysis

The computing resources are insufficient and the system cannot respond.

Solution

Retry the function of CodeArts Agent after a while.

6.5 Why Isn't CodeArts Agent Generating Any Code?

Symptom

When using CodeArts Agent for code generation, you may see a message in the chat panel or the lower right corner of the IDE, indicating that no code is generated yet.

Cause Analysis

CodeArts Agent finds no suitable recommendations based on the analyzed code context.

Solution

Retry code generation. Alternatively, move your cursor to a different spot in the code file, and try triggering code generation again.

If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

6.6 What Should I Do If the Output Contains Garbled Characters?

Symptom

After you enter session content in CodeArts Agent, garbled characters appear in the generated output.

Cause Analysis

The terminal encoding is inconsistent with the program output encoding. In Windows, different code pages support different character sets. To avoid this issue, you are advised to set the terminal code page to **65001 (UTF-8)**.

Solution

Step 1 Set the terminal encoding to UTF-8.

```
bash
chcp 65001
```

After that, start a new session and check whether the issue is resolved. If garbled characters persist, proceed to [Step 2](#).

Step 2 Set the PowerShell console encoding to UTF-8.

In PowerShell, character output uses the .NET Console.OutputEncoding property, not the CodePage setting of the Windows console.

1. Check the .NET encoding used by PowerShell.

```
[Console]::OutputEncoding
```

2. Set the encoding to UTF-8.

- Temporarily set the PowerShell output encoding to UTF-8.

This setting takes effect only in the current session. After PowerShell is closed, the default setting is restored.

```
[Console]::OutputEncoding = [System.Text.Encoding]::UTF8
```

- Permanently set PowerShell to use UTF-8 upon startup.

If you want the encoding to be automatically set to UTF-8 each time you open PowerShell, add the following commands to the PowerShell profile:

```
[Console]::InputEncoding = [System.Text.Encoding]::UTF8
[Console]::OutputEncoding = [System.Text.Encoding]::UTF8
```

----End

6.7 How Do I Resolve the Queue Waiting Issue?

Scenario 1: Full Queue

Symptom

When you initiate a task on the chat panel of CodeArts Agent, the model returns either of the following messages if the queue is full:

- Queue full due to high demand. Try again later or switch models.
- High demand. Your request has been prioritized. Please wait.

Solution

Try again later or switch to another model as prompted.

Scenario 2: Long Waiting Time or High Queue Position During Peak Hours

Symptom

When you initiate a task on the chat panel of CodeArts Agent, the model returns any of the following messages if you encounter peak-hour queuing:

- Peak usage hours. Expect longer wait times. Try again after *{time}*, or upgrade your package for priority processing.
- Peak usage hours. Expect longer wait times. Try again after *{time}*, or contact your account administrator to upgrade the package for priority processing.
- High demand. You are at position *{num}* in the queue. Upgrade your package for higher priority.
- High demand. You are at position *{num}* in the queue. Contact your account administrator to upgrade the package for higher priority.

Solution

Use the model within the period specified on the page, or contact an authorized administrator to upgrade the package by referring to [Subscriptions](#).

Scenario 3: Package Quota Exhausted, Request Queued

Symptom

When you initiate a task on the chat panel of CodeArts Agent, the model returns either of the following messages if the package quota is used up:

- Package quota exhausted. Request queued at position *{num}*. Pay-per-use billing is recommended to restore priority access.
- Package quota exhausted. Request queued at position *{num}*. You can contact your account administrator to enable pay-per-use billing to restore priority access.

Solution

Contact an authorized administrator to enable pay-per-use billing by referring to [Subscriptions](#).

6.8 How Do I Configure Features Such As Jump to Definition or Declaration?

After completing code development, you can use features such as jumping to definitions, declarations, or references, as well as finding all references, to efficiently review and understand the code logic. You only need to install the corresponding language service extension based on the development language to enable related capabilities.

Perform the following steps:

Step 1 Log in to CodeArts Agent IDE by referring to [Quick Start](#).

Step 2 In the sidebar of CodeArts Agent IDE, click .

Step 3 Enter the extension name in the search box, for example, **ms-python.python**, switch to the open-source extension marketplace **OPEN VSX**, and click **Install** on the Python extension card.

Install the corresponding language service extension based on the development language:

- **Python:** ms-python.python
- **Go:** golang.go
- **Java:** vscode-java-pack and vscjava.vscode-maven
- **Vue:** vue.volar

Step 4 After the installation is successful, you can jump to definitions or declarations and use other related features.

----End

6.9 What Should I Do If the AI Keeps Using Previous Context After a New Chat Is Started?

Symptom

If you click **Stop** during agent execution and immediately send a new instruction, the agent may fail to recognize the termination. As a result, it continues to execute the unfinished task based on the previous logic, causing repeated task execution and logic disorder.

Cause Analysis

- **Context retention mechanism:** The design logic of the agent is to retain the complete chat history to understand the context. Clicking **Stop** only interrupts the current content generation and does not delete the historical instruction from the chat history.
- **Model inference logic:** When a new question is sent, the system sends the complete history that includes the terminated task to the model. The model relies on global context analysis. If it does not receive a clear "cancel" or "ignore" instruction, it may assume by default that the task still needs to be completed. In this case, the model will preferentially complete the old task before responding to the new task.
- **Intent understanding deviation:** In the absence of clear information indicating task termination, the model tends to interpret a new question as a supplement to an unfinished old task rather than a replacement of the task.

Solution

- **Clear instructions (recommended):** When asking a question, directly include an instruction that negates or ignores previous context, for example, "Ignore the previous quicksort generation instruction and directly generate a Snake game."
- **Starting a new chat:** To completely clear the context and avoid interference from chat history, click **New Chat** on the page or run the **/clear** command to start a new chat.

6.10 How Can I Handle Execution Failures Caused by a Blocked Sandbox Program?

Symptom

When the system is running in sandbox mode, either of the following error messages is displayed:

- Sandbox exe not found at expected path: C:\Users\XXXX\codeartsdoer\codearts-data\sandbox_runner\1.1.0-202605251700\sandbox\win32-x64\windows_sandbox.exe. Please ensure the file exists at the expected location.
- The sandbox mode is unavailable, and the deletion command cannot be executed.

Cause Analysis

The sandbox program may be blocked by antivirus software.

Solution

- Step 1** Go to the target path %USERPROFILE%\codeartsdoer\codearts-data\sandbox_runner.
- Step 2** Delete the specified folder (for example, 1.1.0-202605251700) from the path.
- Step 3** Restart CodeArts Agent IDE, initiate the previous session task again, and check whether the issue is resolved.
- If the issue is resolved, no further action is required.
 - If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

----End

6.11 What Should I Do If the Service Is Unavailable After Enabling the Local LSP Function?

Symptom

After the local LSP function is enabled and an LSP-related tool is invoked, the agent displays a message indicating that the LSP service is currently unavailable.

Cause Analysis

The LSP server fails to be downloaded.

Solution

If the log contains **failed to install**, the LSP server of the corresponding language fails to be downloaded or installed. Perform the following steps to locate and manually rectify the fault:

Step 1 Go to the log directory **%USERPROFILE%/.codeartsdoer/codearts-data/log**.

Step 2 Find the latest log and search for keywords.

1. Locate the log file.

In the log directory, find the **.log** file starting with **kernel-codeartsdoer-incognito** (usually containing a timestamp or random characters). You are advised to sort the files by modification time and select the latest file.

2. Open the log file and search for keyword **failed to install**.

– If it exists, the corresponding LSP service fails to be downloaded. Go to [Step 3](#).

– If it does not exist, you can [submit a ticket](#) to get help from Huawei Cloud customer service.

Step 3 Manually install the LSP service package and specify the startup path.

1. Obtain and install the LSP package for the corresponding language.

Download the LSP server package for the programming language you are using (such as Python, Java, or Go) and install it locally.

2. Configure the **codeagent.json** file to specify the startup path.

Table 6-1 codeagent.json configuration file path

Tool Name	Configuration File Path
CodeArts Agent IDE	%USERPROFILE%/.codeartsdoer/ai-ide
Visual Studio Code	%USERPROFILE%/.codeartsdoer/vscode
JetBrains series tools (with IntelliJ IDEA as an example)	%USERPROFILE%/.codeartsdoer/IntelliJIDEA2025.1.3

In the configuration file, add or modify the **lsp** field to point to the path of the LSP executable file that you manually installed.

```
{
  "$schema": "https://opencode.ai/config.json",
  "lsp": {}
}
```

CAUTION

Change the **lsp** field in the configuration file to the key corresponding to the LSP server you are using. Currently, CodeArts Agent supports the LSP service for only four languages: Java, TypeScript, Go, and Python. The keys for these languages are as follows: **jdtls** for Java, **typescript** for TypeScript, **gopls** for Go, and **pyright** for Python.

The following uses TypeScript as an example:

```
{
  "$schema": "https://opencode.ai/config.json",
  "typescript": {
    "command": [
      "Local-download-path/typescript-language-server",
      "--stdio"
    ],
    "extensions": [
      ".ts",
      ".js"
    ]
  }
}
```

3. Save the file, restart the IDE, and execute the previous task again. Check whether the fault is rectified.
 - If the fault is rectified, no further action is required.
 - If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

-----End

6.12 How Do I Resolve Sandbox Task Terminations Caused by OOM Errors?

Symptom

When a task is running in the sandbox, the task is terminated unexpectedly and a message is displayed, indicating that the task is terminated due to an OOM error and asking you to increase the sandbox memory size or click **Run** to run the task outside the sandbox.

Cause Analysis

In the sandbox isolation environment, you can customize the CPU and memory specifications of the sandbox using the **sandbox.json** configuration file. If the actual memory usage during task execution exceeds the configured upper limit, the system forcibly terminates the task due to an out-of-memory (OOM) error, resulting in an execution failure. Common scenarios include:

- The amount of data to be processed is large, exceeding the current memory capacity.
- A program or service with high memory usage is running in the task.
- The sandbox memory specifications are too low to support the task load.

Solution

To address the preceding issue, you can refer to the two solutions below. The following table lists solution recommendations. Select a solution based on your actual situation.

Table 6-2 Solution recommendations

Comparison Item	Increasing Sandbox Memory Specifications	Switching to Non-sandbox Mode
Memory	Limited by the upper limit of sandbox specifications	No hard limit
Environment isolation	Sandbox isolation, secure and controllable	No isolation
Application scenario	Controllable task memory requirements, isolation required	High task memory requirements, secure and trusted content
Operation cost	Re-run required after configuration adjustment	One-click switch, effective immediately

Solution 1 is recommended to resolve the issue while maintaining the security of sandbox isolation. If the memory requirements exceed the sandbox specifications or if tasks need to be quickly restored, solution 2 can be used.

Solution 1: Increasing Sandbox Memory Specifications

Change the value of **resources.memory** in the **sandbox.json** configuration file to adjust the maximum sandbox memory.

Step 1 Log in to CodeArts Agent IDE by referring to [Quick Start](#).

Step 2 Click  in the upper right corner of CodeArts Agent IDE to open the settings page.

Step 3 In the navigation pane on the left, choose **Chats**.

Step 4 Choose **Agents > Terminal Command Running Mode > Custom Sandbox Settings** and click **Open File** to open the **sandbox.json** file.

Step 5 Change the value of **resources.memory** in the **sandbox.json** file.

```
{
  "resources": {
    "cpu": 50,
    "memory": 4
  }
}
```

Step 6 Save the configuration file and run the task again.

If the OOM issue persists after the adjustment, check the task logic for potential memory leaks (for example, unreleased large objects or continuous data accumulation inside loops).

----End

Solution 2: Switching to Non-sandbox Mode

Switch the agent's terminal command running mode to non-sandbox mode to remove sandbox memory restrictions.

Step 1 Log in to CodeArts Agent IDE by referring to [Quick Start](#).

Step 2 Click  in the upper right corner of CodeArts Agent IDE to open the settings page.

Step 3 In the navigation pane on the left, choose **Chats**.

Step 4 Under **Agents**, select **Manual Running** from the **Terminal Command Running Mode** drop-down list.

In manual mode, the agent sends a confirmation prompt to you before executing any command. You need to manually confirm it.

For security purposes, you are advised not to select Auto Running. In this mode, the agent bypasses all security checks and may perform high-risk operations without notification.

----End

7.2 How Do I Resolve the Issue That uv Directories Occupy Too Much Disk Space?

Symptom

The system disk space is insufficient. Troubleshooting reveals that the uv or uvx-related directories occupy a large amount of storage space, and their size continues to grow over time.

Cause Analysis

An MCP server that uses uv or uvx for startup is installed. uv is a high-performance Python package management tool commonly used to run MCP servers. The disk space is primarily consumed by the following two parts:

- uv installation files: This part usually occupies a small amount of space and can be ignored.
- uv global cache directory: **The mechanism of the uv tool** is the main cause for high disk space usage. uv uses a global cache policy. When you install or run Python packages using uv, the downloaded dependencies, compilation cache, and virtual environments are cached locally. By default, uv does not automatically clear historical cache. As the number of MCP servers you use increases or versions are updated, cache files of earlier versions accumulate, causing disk space usage to gradually increase.

Solution

To resolve the issue of uv cache occupying drive C, you can either periodically clear the cache or configure environment variables to migrate the cache directory to another drive.

Periodically Clearing the uv Cache

Clearing the uv cache is relatively simple. You only need to run one of the following commands on any CLI:

- **uv cache prune**
This command only deletes unnecessary cache content and does not affect caches currently in use. It is completely safe and **highly recommended as your first option**.
- **uv cache clean**
This command clears all caches. Use this command only if you find that the space released by the **prune** command is insufficient.

If an exception occurs during command execution (for example, file deletion fails due to excessive cache size), you can manually clear the cache directory by deleting the contents of the **%USERPROFILE%/AppData/Local/uv/cache** folder.

 NOTE

Deleting the uv cache will not cause Python exceptions, but the next run (for example, when reconnecting to MCP) may be slightly slower. You are advised to use **uv cache prune** to delete only unnecessary content. If the message "Cache is currently in-use, waiting for other uv processes to finish (use --force to override)" is displayed during the cleanup, you can exit CodeArts Agent or use the task manager to locate and stop other running uv processes. After the processes are stopped, the cleanup will automatically continue.

Configuring Environment Variables to Prevent the uv Cache from Occupying Drive C

The default cache path of uv is **%USERPROFILE%/AppData/Local/uv/cache**, which may occupy a large amount of space on drive C. You can set the environment variable **UV_CACHE_DIR** to customize the cache storage location. The following are two recommended configuration methods:

- Method 1: Configuring System-Level Environment Variables
 - a. Open the **System Properties** dialog box and click **Environment Variables** on the **Advanced** tab.
 - b. In the system variables area, click **New** to create a system variable named **UV_CACHE_DIR**.
 - c. Click **OK** to return to the **Environment Variables** page, and then click **OK** to complete the configuration.

This method routes all uv cache data across the system to the specified location, preventing the data from occupying space on drive C. However, it still occupies the space of the specified directory. Therefore, you are still advised to periodically clear the data.

- Method 2: Specifying Environment Variables in the MCP Configuration

If you do not want to modify the system-level uv cache directory, you can configure a separate cache path for MCP. The configuration procedure is as follows:

Find the corresponding MCP service in the **mcp_settings.json** file and add the **"UV_CACHE_DIR": "./.uv-cache"** environment variable under the **environment** node. (If the **environment** node does not exist, create it manually.) **./.uv-cache** indicates that a cache folder is created in the current project directory. This relative path isolates the cache within the project, but the cache cannot be shared between projects. You can also change it to an absolute path as required.

```
{
  "mcp": {
    "Demo-Mcp-Server": {
      "enabled": true,
      "timeout": 5000,
      "command": ["uvx", "--default-index", "https://mirrors.tools.huawei.com/pypi/simple", "--allow-insecure-host", "mirrors.tools.huawei.com", "--from", "https://cmc.centralrepo.rnd.huawei.com/xxx_demo.tar.gz", "mcp-server-demo"],
      "environment": {
        "UV_CACHE_DIR": "./.uv-cache"
      },
      "type": "local"
    }
  }
}
```

8 Extension

8.1 What Should I Do If an Active Chat Is Lost When Dragging the Chat Window in Visual Studio Code?

Symptom

When you drag the chat window left or right in Visual Studio Code, the active chat is lost.

Cause Analysis

When you drag the chat window left or right in Visual Studio Code, the window layout changes. Due to the design mechanism of Visual Studio Code, the extension may be reloaded and the extension chat box may be redrawn. As a result, the active chat content is lost.

Solution

- Step 1** Use a fixed layout and avoid frequent window adjustments. Using a fixed layout can reduce the frequency of extension reloads.
- Step 2** If adjusting the chat window layout causes the extension to reload and the active chat to be lost, view and restore the chat through the chat history.

----End

8.2 How Do I Fix the Exception Reported When Typing Non-English Characters in the Chat Box?

Symptom

For example, when using IntelliJ IDEA, you may find that:

Typing non-English characters in the chat box might cause these issues:

- The Chinese input method fails to work and does not move with the cursor. For example, the text may not appear as expected if you type Chinese characters followed by punctuation in the chat box.
- The numeric keypad input produces incorrect sequences. For example, entering **1234567** results in the display of **1236547**.

Cause Analysis

IntelliJ IDEA versions **2023.2.*** to **2023.3.*** enable off-screen rendering by default.

Follow these steps to check the version number:

Step 1 In IntelliJ IDEA, click  in the upper left corner, and choose **Help > About**.

Step 2 Confirm that the current IDE version is **2023.2.4** (used as an example).

You may select either [solution 1](#) or [solution 2](#) to fix your issue.

----End

Solution 1

To temporarily fix this issue, click outside the chat box and then return to it. This will allow you to type non-English characters again.

If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

Solution 2

Step 1 Start IntelliJ IDEA, click  in the upper left corner, and choose **File > Settings**. The IDE settings page is displayed.

Step 2 Choose **CodeArts Agent > General Settings**, deselect **ide.browser.jcef.codearts.osr.enabled**, and click **OK**.

Step 3 Save the settings, click  in the upper left corner, choose **File > Invalidate Caches**, and click **Just restart**.

Step 4 After restarting the IDE, verify if you can type non-English characters in the chat panel.

Step 5 If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

----End

8.3 How Do I Fix an Inline Chat Exception?

Symptom

For example, when using IntelliJ IDEA, you may find that no response occurs when you type in the code editor.

Cause Analysis

IntelliJ IDEA versions **2023.2.*** to **2023.3.*** enable off-screen rendering by default.

Follow these steps to check the version number:

Step 1 In IntelliJ IDEA, click  in the upper left corner, and choose **Help > About**.

Step 2 Check that the IntelliJ IDEA version is **2023.2.4**.

----End

Solution

Step 1 Start IntelliJ IDEA, click  in the upper left corner, and choose **File > Settings...**. The IntelliJ IDEA settings page is displayed.

Step 2 Choose **CodeArts Agent > General Settings**, deselect **ide.browser.jcef.codearts.osr.enabled**, and click **OK**.

Step 3 Save the settings, click  in the upper left corner, choose **File > Invalidate Caches**, and click **Just restart**.

Step 4 After restarting IntelliJ IDEA, confirm that the inline chat exception is fixed.

----End

8.4 What Do I Do When JetBrains IDE Version 25.2 Cannot Display Terminal Output?

Symptom

JetBrains IDEs include PyCharm, IntelliJ IDEA, WebStorm, and CLion. This section uses IntelliJ IDEA as an example.

JetBrains IDE version 25.2 cannot display terminal output.

Cause Analysis

By default, the Reworked 2025 terminal engine is enabled in JetBrains IDE version 25.2. This causes issues with the **#TerminalFull** and **#TerminalLastCommand** features, preventing access to terminal output.

Solution

Switch the terminal engine back to **Classic** mode.

Step 1 In the IDE, click **Terminal** on the toolbar.

Step 2 In the terminal, click  in the upper right corner and choose **Terminal Engine > Classic**.

----End

8.5 How Do I Roll Back the CodeArts Agent Extension to an Earlier Version?

To roll back the CodeArts Agent extension to an earlier version, follow the steps below.

CAUTION

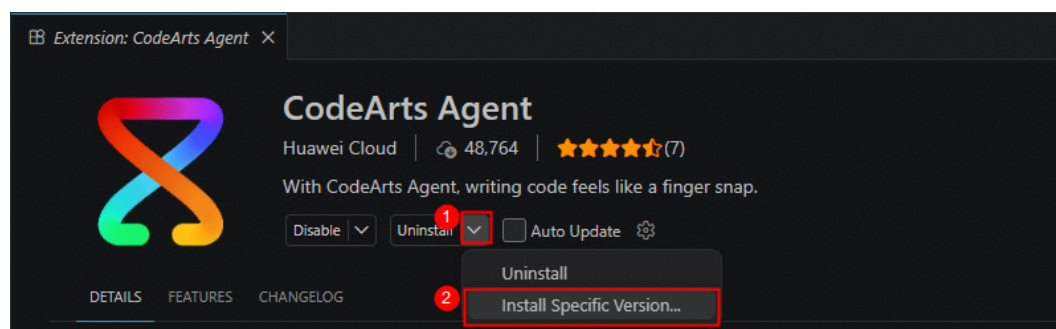
Rolling back to an earlier version may cause data configured based on new functions to be lost. Exercise caution when performing this operation. It is recommended that you back up important data before the rollback.

Visual Studio Code

Visual Studio Code allows you to roll back the CodeArts Agent extension to an earlier version. Perform the following operations:

- Step 1** Open Visual Studio Code and click  in the navigation pane on the left.
- Step 2** In the search box, enter **CodeArts Agent** and press **Enter**.
- Step 3** In the search result, click  and select **Install Specific Version....**

Figure 8-1 Install Specific Version...



- Step 4** On the displayed page, select a version to which you want to roll back.
- Step 5** After the installation is complete, check that the target version number is displayed in the **Version** field.
- Step 6** Click **Restart Extensions** to start using CodeArts Agent.

----End

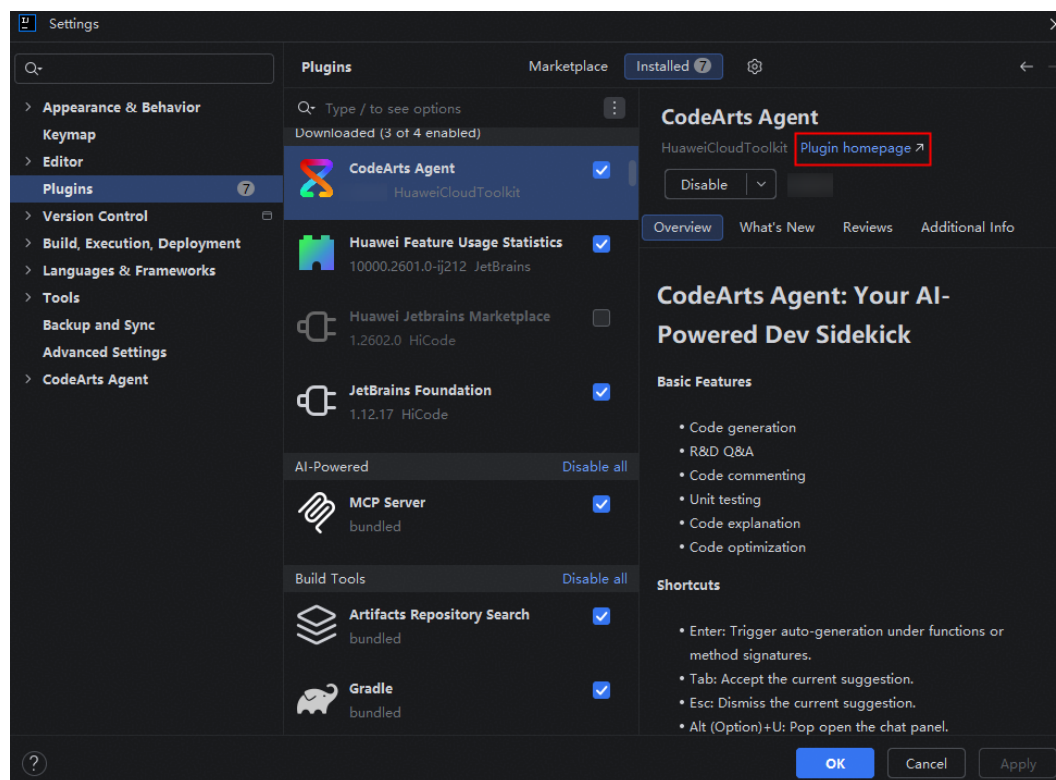
JetBrains

CodeArts Agent deeply integrates with mainstream JetBrains IDEs, including **PyCharm**, **IntelliJ IDEA**, **WebStorm**, and **CLion**, providing developers with a seamless cloud-based programming experience.

This section uses IntelliJ IDEA as an example to describe how to roll back CodeArts Agent.

- Step 1** Start IntelliJ IDEA and choose **File > Settings....** The IntelliJ IDEA settings page is displayed.
- Step 2** In the navigation pane on the left, choose **Plugins**. On the **Installed** tab page, click **Plugin homepage** under **CodeArts Agent**.

Figure 8-2 Plugin homepage



- Step 3** On the displayed page, click the **Versions** tab. The **Plugin Versions** page is displayed. Select **IntelliJ IDEA** from the **Compatibility** drop-down list. **Before the rollback, you are advised to check the JetBrains series in use.**

Figure 8-3 Plugin Versions

Overview **Versions** Reviews

Plugin Versions Compatibility: IntelliJ IDEA Channels: Stable

Version	Compatibility Range	Update Date	
2026			
26.4.3	2022.3 – 2025.3.5	May 19, 2026	Download
26.3.6	2021.3 – 2022.2.5	Mar 25, 2026	Download
26.3.4	2021.3 – 2022.2.5	Mar 14, 2026	Download
26.3.3	2022.3 – 2025.3.5	Mar 11, 2026	Download
26.2.0	2021.3 – 2022.2.5	Feb 12, 2026	Download
26.2.1	2022.3 – 2025.3.5	Feb 12, 2026	Download
26.1.304	2021.3 – 2022.2.5	Feb 02, 2026	Download
26.1.305	2022.3 – 2025.3.5	Feb 02, 2026	Download

Step 4 Under **Plugin Versions**, locate the CodeArts Agent version you want to roll back to and click **Download** to download the installation package to the local host.

In the **Plugin Versions** table, the **Version** column displays the CodeArts Agent version, and the **Compatibility Range** column displays the IntelliJ IDEA version range.

To roll back CodeArts Agent to version 26.3.6, ensure that the current IntelliJ IDEA version is within 2021.3 to 2022.2.5. You are advised to check the current IntelliJ IDEA version before performing a rollback.

Figure 8-4 Historical versions

Overview Versions Reviews

Plugin Versions

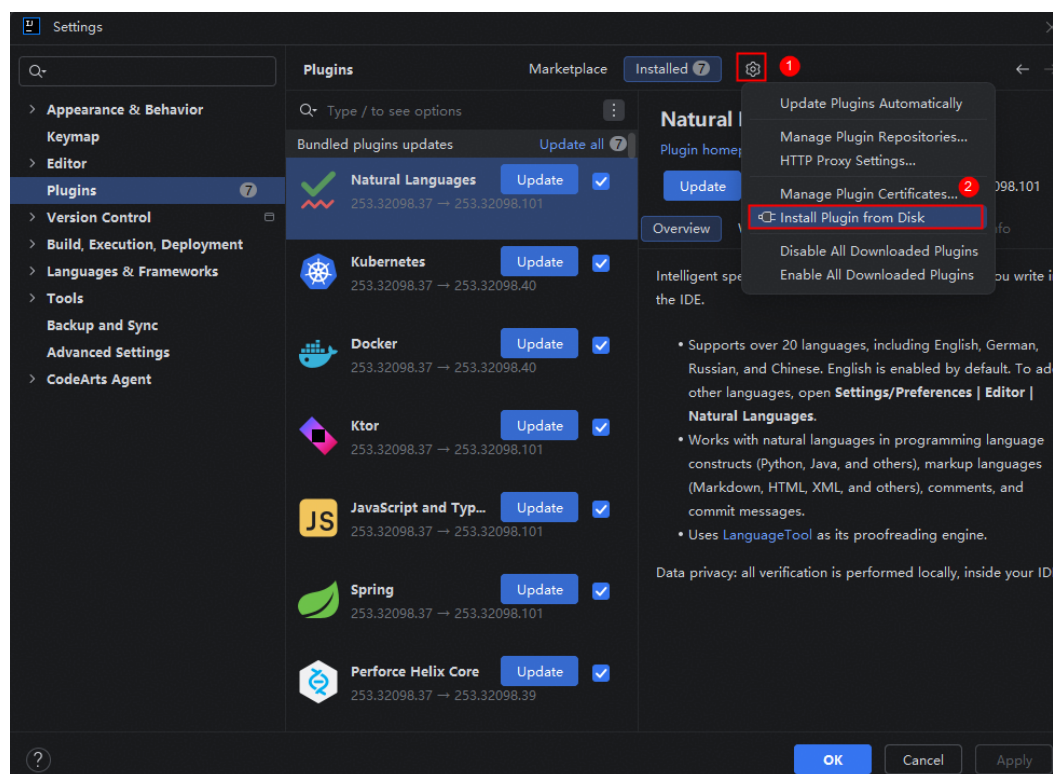
Compatibility: IntelliJ IDEA

Channels: Stable

Version	Compatibility Range	Update Date	
2026			
26.4.3	2022.3 – 2025.3.5	May 19, 2026	Download
26.3.6	2021.3 – 2022.2.5	Mar 25, 2026	Download
26.3.4	2021.3 – 2022.2.5	Mar 14, 2026	Download
26.3.3	2022.3 – 2025.3.5	Mar 11, 2026	Download
26.2.0	2021.3 – 2022.2.5	Feb 12, 2026	Download
26.2.1	2022.3 – 2025.3.5	Feb 12, 2026	Download
26.1.304	2021.3 – 2022.2.5	Feb 02, 2026	Download
26.1.305	2022.3 – 2025.3.5	Feb 02, 2026	Download

Step 5 Return to the IntelliJ IDEA settings page and click **Plugins** in the navigation pane on the left. The **Plugins** page is displayed.

Step 6 Click  at the top of the page and select **Install Plugin from Disk**.

Figure 8-5 Selecting Install Plugin from Disk

Step 7 Select the downloaded CodeArts Agent package and click **OK**. IntelliJ IDEA will check the dependencies and install the extension.

Step 8 After the installation is complete, click **Restart IDE** or manually restart IDEA to activate the extension.

----**End**

9 Account and Permission Management

9.1 How Do I Handle the Error 403 "Insufficient permissions. Contact your account administrator to assign you a policy with the devcloud:monthlyPackage:subscribe action."?

Symptom

When you enable CodeArts Agent packages or pay-per-use billing as an IAM user, the error message "Insufficient permissions. Contact your account administrator to assign you a policy with the devcloud:monthlyPackage:subscribe action." is displayed in the upper right corner.

Cause Analysis

The current IAM user has not been granted the fine-grained permission to purchase CodeArts Agent.

Solution

- Step 1** Log in to the [Identity and Access Management \(IAM\) console](#) using your HUAWEI ID.
- Step 2** Create and configure a custom policy for enabling CodeArts Agent packages or pay-per-use billing.
 - 1. In the navigation pane on the left, choose **Permissions > Policies/Roles**. The **Policies/Roles** page is displayed.
 - 2. Click **Create Custom Policy** in the upper right corner.
 - 3. Set the custom policy by referring to [Table 9-1](#).

Figure 9-1 Creating a custom policy

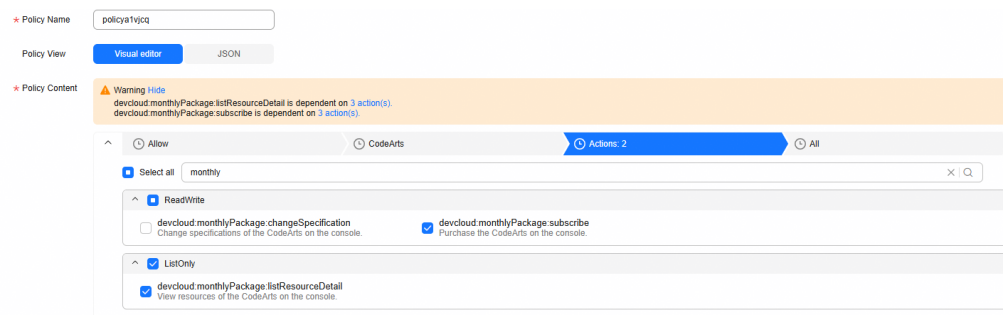


Table 9-1 Custom policy parameters

Parameter	Description
Policy Name	Enter a policy name. Only letters, digits, spaces, and the following special characters are allowed: -_.,
Policy View	Select Visual editor .
Policy Content	Configure the DevCloud permission as follows. Only this permission is required for enabling or disabling pay-per-use billing. 1. Select Allow. 2. Cloud service: Enter devcloud in the search box and select CodeArts (DevCloud). 3. Actions: Enter monthly in the search box and select devcloud:monthlyPackage:subscribe and devcloud:monthlyPackage:listResourceDetail. 4. Skip Select resource. 5. Skip (Optional) Add request condition. To enable CodeArts Agent packages, you also need to configure the BSS permission as follows: 6. Click Add Permissions. 7. Select Allow. 8. Cloud service: Enter bss in the search box and select BSS (BSS). 9. Actions: Enter order in the search box and select bss:order:pay and bss:order:view. 10. Skip Select resource. 11. Skip (Optional) Add request condition.
Description	Optional. Enter a brief description for the policy.

4. Click **OK**. The custom policy is created.
On the **Policies/Roles** page, view the new policy.

Step 3 Add the IAM user who needs to enable CodeArts Agent packages or pay-per-use billing to a user group. If the user has been added to a user group, skip this step and go to [Step 4](#).

1. In the navigation pane on the left, choose **User Groups**.
2. Click **Create User Group** in the upper right corner.
3. Set the user group name and click **OK**.
The user group name consists of letters, digits, spaces, hyphens (-), and underscores (_).
4. On the **User Groups** page, locate the target user group, and click **Manage User** in the **Operation** column.
5. Select the target IAM user, and click **OK**.

Step 4 Assign the permissions of the custom policy to the user group.

1. On the **User Groups** page, locate the target user group, and click **Authorize** in the **Operation** column.
2. In the search box, enter the custom policy name configured in [Step 2](#). Locate and select the policy. Click **Next**.
3. Click **OK**. An information dialog box is displayed.
4. Click **OK**. A message is displayed, indicating that the authorization is successful. Click **Finish**.

Step 5 Log in to the CodeArts Agent console as the authorized IAM user and enable CodeArts Agent packages or pay-per-use billing again.

----End

9.2 How Do I Handle the Error 403 "Insufficient permissions. Contact your account administrator to assign you a policy with the codearts:monthlyPackage:subscribe action."?

Symptom

When you enable CodeArts Agent packages or pay-per-use billing as an IAM user, the error message "Insufficient permissions. Contact your account administrator to assign you a policy with the codearts:monthlyPackage:subscribe action." is displayed in the upper right corner.

Cause Analysis

The current IAM user has not been granted the fine-grained permission to purchase CodeArts Agent.

Solution

Step 1 Log in to the [new Identity and Access Management \(IAM\) console](#) using your HUAWEI ID.

Step 2 Create and configure a custom identity policy for enabling CodeArts Agent packages or pay-per-use billing.

1. In the navigation pane on the left, click **Identity Policies**. The identity policy page is displayed.
2. Click **Create Identity Policy** in the upper right corner.
3. Set the custom identity policy by referring to [Table 9-2](#).

Figure 9-2 Creating a custom identity policy

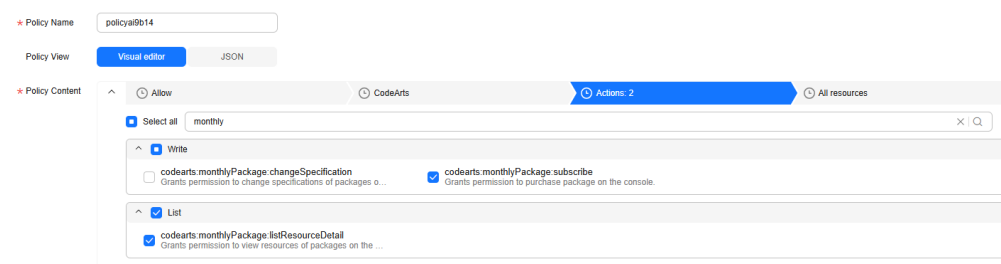


Table 9-2 Custom identity policy parameters

Parameter	Description
Policy Name	Enter a policy name. Only letters, digits, and the following special characters are allowed: +=_.@-
Policy View	Select Visual editor .
Policy Content	Configure the CodeArts permission as follows. Only this permission is required for enabling or disabling pay-per-use billing. 1. Select Allow. 2. Cloud service: Enter codearts in the search box and select CodeArts (codearts). 3. Actions: Enter monthly in the search box and select codearts:monthlyPackage:subscribe and codearts:monthlyPackage:listResourceDetail. 4. Skip Select resource. 5. Skip (Optional) Add request condition. To enable CodeArts Agent packages, you also need to configure the billing permission as follows: 6. Click Add Permissions. 7. Select Allow. 8. Cloud service: Enter billing in the search box and select billing (billing). 9. Actions: Enter order in the search box and select billing:order:pay and billing:order:view. 10. Skip Select resource. 11. Skip (Optional) Add request condition.

Parameter	Description
Description	Optional. Enter a brief description for the policy.

4. Click **OK**.

The new policy is displayed on the **Identity Policies** page.

Step 3 Grant the custom identity policy to the IAM user who needs to enable CodeArts Agent packages or pay-per-use billing.

1. In the navigation pane, choose **Users** to go to the **Users** page.
2. Locate the target IAM user and click **Authorize** in the **Operation** column.
3. Authorize the IAM user by referring to [Table 9-3](#).

Table 9-3 Authorization parameters

Parameter	Description
Assign By	Select Identity policy .
Identity Policy	Enter the identity policy created in Step 2 in the search box, press Enter , and select the identity policy.

4. Click **OK**. The **Information** dialog box is displayed.
5. Click **OK**. A message is displayed, indicating that the authorization is successful. Click **Finish**.

It takes 15 to 30 minutes for the authorization to take effect.

Step 4 Log in to the [CodeArts Agent](#) console as the authorized IAM user and enable CodeArts Agent packages or pay-per-use billing again.

-----End

9.3 How Do I Unsubscribe from CodeArts Agent?

To unsubscribe from CodeArts Agent, perform the following steps:

Step 1 Log in to the [CodeArts Agent](#) console using your **HUAWEI ID** or as an **IAM user with specific permissions**.

To unsubscribe from a CodeArts Agent package, an IAM user must meet either of the conditions below. For details about how to grant permissions to IAM users on the IAM console, see [Creating a User Group and Assigning Permissions](#) or [Creating a User Group and Assigning Permissions](#) (New Edition).

- It has been granted the **Tenant Administrator** permission.
- It has been added as an **enterprise administrator** and granted the following fine-grained permissions.

Table 9-4 Fine-grained permissions

Service	Fine-grained Permissions
Identity and Access Management	– devcloud:monthlyPackage:listResourceDetail – bss:subscription:resourceUnsubscribe – bss:order:view
Identity and Access Management (New Edition)	– codearts:monthlyPackage:listResourceDetail – billing:subscription:resourceUnsubscribe – billing:order:view

Step 2 In the navigation pane on the left, choose **Enterprise Management > Subscriptions**.

Step 3 In the resource list, locate the CodeArts Agent package and choose **More > Unsubscribe** in the **Operation** column. The unsubscription confirmation dialog box is displayed.

Step 4 Click **OK**. The **Unsubscribe from Resources** page is displayed.

Step 5 Select the unsubscription reason, confirm the unsubscription operation, and click **Unsubscribe**. The **Unsubscribe from Resources** dialog box is displayed.

Step 6 Click **Autofill** and then click **OK**.

After you refresh the CodeArts Agent console, the CodeArts Agent service is not enabled.

----End

10 Chat History

10.1 What Do I Do If the Chat History Cannot Auto-Wrap?

Symptom

JetBrains IDEs include PyCharm, IntelliJ IDEA, WebStorm, and CLion. This section uses IntelliJ IDEA as an example.

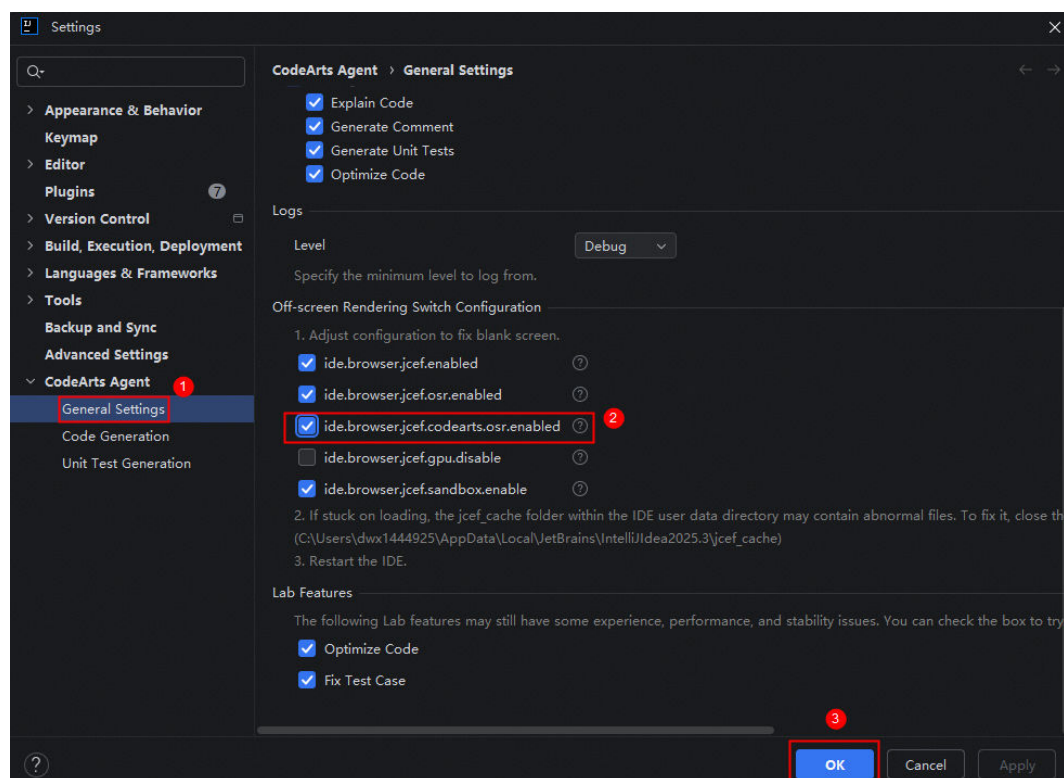
You can click  in the upper right corner to view the chat history. However, when you select the "Bubble Sort" session from the history panel, the conversation content may appear on a single line without automatic text wrapping. This occurs when the retrieved conversation contains a large volume of text.

Cause Analysis

CodeArts Agent uses the off-screen rendering mode.

Solution

- Step 1** Start IntelliJ IDEA, click  in the upper left corner, and choose **File > Settings**. The IDE settings page is displayed.
- Step 2** Choose **CodeArts Agent > General Settings**, deselect **ide.browser.jcef.codearts.osr.enabled**, and click **OK**.

Figure 10-1 Modifying off-screen rendering

Step 3 Save the settings, click  in the upper left corner, choose **File > Invalidate Caches**, and click **Just restart**.

Step 4 After restarting the IDE, click  (the CodeArts Agent icon) in the sidebar, and click  in the upper right corner to access the chat history. Check the "Bubble Sort" session again and confirm that the conversation content wraps properly.

Step 5 If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

----End

10.2 How Do I Handle Chat History Loss?

Symptom

In CodeArts Agent IDE or Visual Studio Code, if the CodeArts Agent extension version is earlier than 26.4.1, upgrading or forcibly closing the extension immediately after the AI model finishes answering a question may result in the loss of chat history.

Cause Analysis

In CodeArts Agent versions earlier than 26.4.1, the logic for updating chat history is to delete all historical chat records and then write all historical chat records. If CodeArts Agent is forcibly closed or upgraded during the update of chat history,

the chat history may be lost. Furthermore, the more turns a chat has, the longer it takes to write, increasing the risk of data loss.

Solution

This issue occurs only in CodeArts Agent versions earlier than 26.4.1. To resolve this issue, upgrade CodeArts Agent to version 26.4.1 or later.

Before upgrading CodeArts Agent versions earlier than 26.4.1, pay attention to the following:

1. Wait for one more minute after the AI model completes the answer to ensure that the chat history is successfully saved.
2. Back up the folders in the local directories below. If historical chat records are lost, you can also [submit a service ticket](#) to get help from Huawei Cloud customer service.

CodeArts Agent IDE:

```
%USERPROFILE%/AppData/Roaming/codearts-agent/User/chat_sessions
```

Visual Studio Code:

```
%USERPROFILE%/AppData/Roaming/Code/User/chat_sessions
```

10.3 What Should I Do If I Cannot View Chat History in the Original Project?

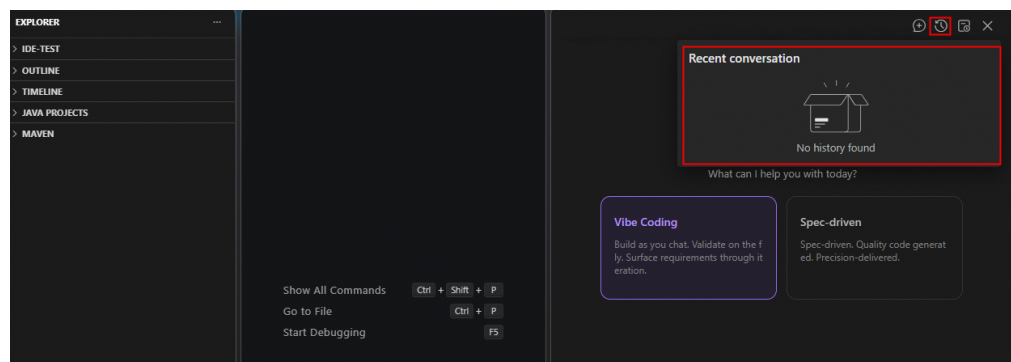
Symptom

After any of the following operations is performed, chat history in the original project cannot be viewed in the chat panel of CodeArts Agent IDE.

- Change the name of the current project or the name of any folder in the complete path of the project.

For example, as shown in the figure below, if you rename the project name from **IDE** to **IDE-TEST** in CodeArts Agent IDE and click , the system returns "No history found."

Figure 10-2 After the current project name is changed



- Migrate the current project to another local directory.
For example, the current project is migrated from **D:\IDE** to **E:\IDE**.

Cause Analysis

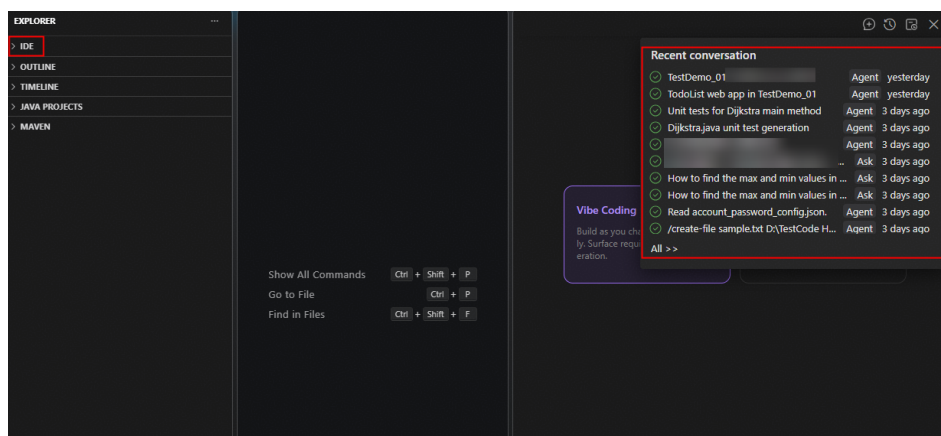
In version 26.3.5 and later, chat history is displayed by project. After the project name or path is changed, the chat history is isolated. In this case, if you open the project with a new name in CodeArts Agent, you cannot view the chat history of the original project.

Solution

Select a solution as required.

- If you have changed the project name, change it back to the original name.
 - a. In the preceding example, change the project name from **IDE-TEST** back to the original name **IDE** and restart CodeArts Agent IDE.
 - b. Click  to view the chat history in the original project.

Figure 10-3 Chat history in an IDE project



- If you have migrated the current project to another local directory, migrate the project back to the original storage directory.

In the preceding example, migrate the project from drive E back to the original directory **D:\IDE**.

11 Data Ownership and Security

Who Owns the Copyright for Code Created Using CodeArts Agent, the User or Huawei?

You own the copyright for all code created with CodeArts Agent.

CodeArts Agent operates purely as a tool devoid of creativity autonomy and intention. It generates code using user inputs and pre-trained models, and the outputs strictly implement the users' instructions. Similar to traditional programming tools or IDEs, it assists developers in writing code. The code copyright still belongs to the developers.

Will CodeArts Agent Store My Code Data?

No. CodeArts Agent attaches great importance to user privacy and data security and will not store their code data.

CodeArts Agent processes code context only for the duration of the active interaction to deliver accurate code completions and development assistance. This contextual data will not be stored on servers or any other storage media, nor be disclosed to third parties for any other purposes. CodeArts Agent is designed to ensure that users maintain full ownership and control over their code data, protecting their intellectual property rights and privacy.

Will My Code Snippets Be Shared with Other Users?

No. The model uses your code context to provide completions. The data will not be stored on servers or any other storage media, nor be disclosed to third parties.

Will CodeArts Agent Read or Write to My Other Files?

CodeArts Agent prioritizes your privacy and data security. Strictly following the principle of least privilege, **it will never read or write to files outside your current project directory.**

- **Dotfile protection:** Only non-dotfiles can be modified. Dotfiles such as `.env` and `.gitignore` are protected and cannot be modified.
- **File write scope:** By default, it is strictly limited to the current project directory.

- **File read scope:** File read operations are strictly limited to content within the current project directory.

12 CodeArts Agent CLI

12.1 What Should I Do If No Model Is Available After Login?

Symptom

You have configured AK/SK authentication, but no large language model is available when you open CodeArts Agent CLI.

Possible Cause 1

You may not have subscribed to a package.

Step 1 Go to the `C:\Users\username\.codeartsdoer\cli-data\log` directory and open the latest log.

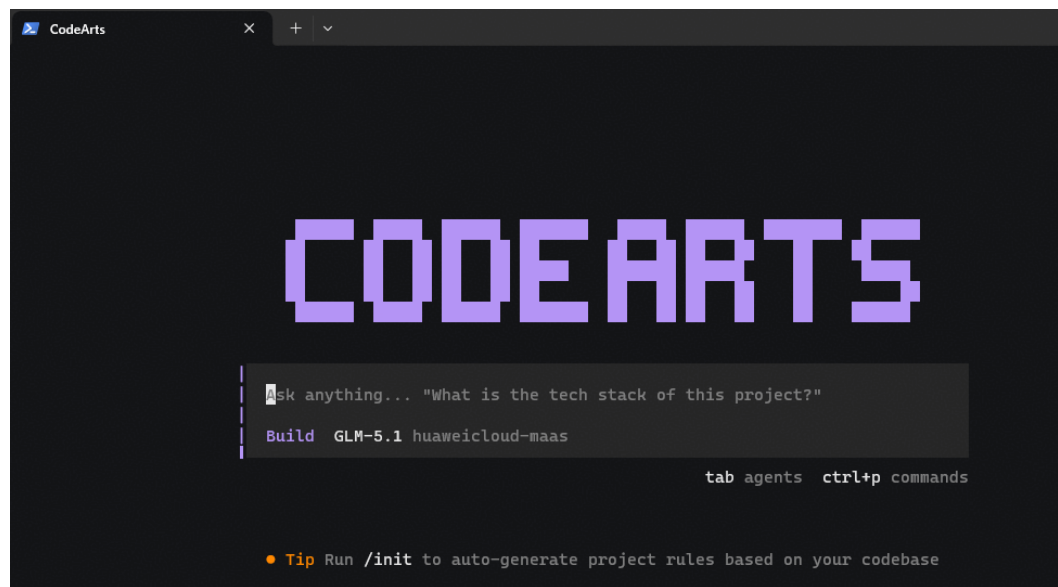
Step 2 Search for **agent_id** in the log.

If the message "Access denied. To continue using this function, purchase a package." is displayed, you have not subscribed to any package and do not have the permission to use CodeArts Agent CLI.

----End

Solution 1

Go to the CodeArts Agent purchase page and subscribe to a package as required. After that, open CodeArts Agent CLI again. You can use it normally.

Figure 12-1 Normal CodeArts Agent CLI page

Possible Cause 2

If you are on the company intranet, you need to configure a proxy.

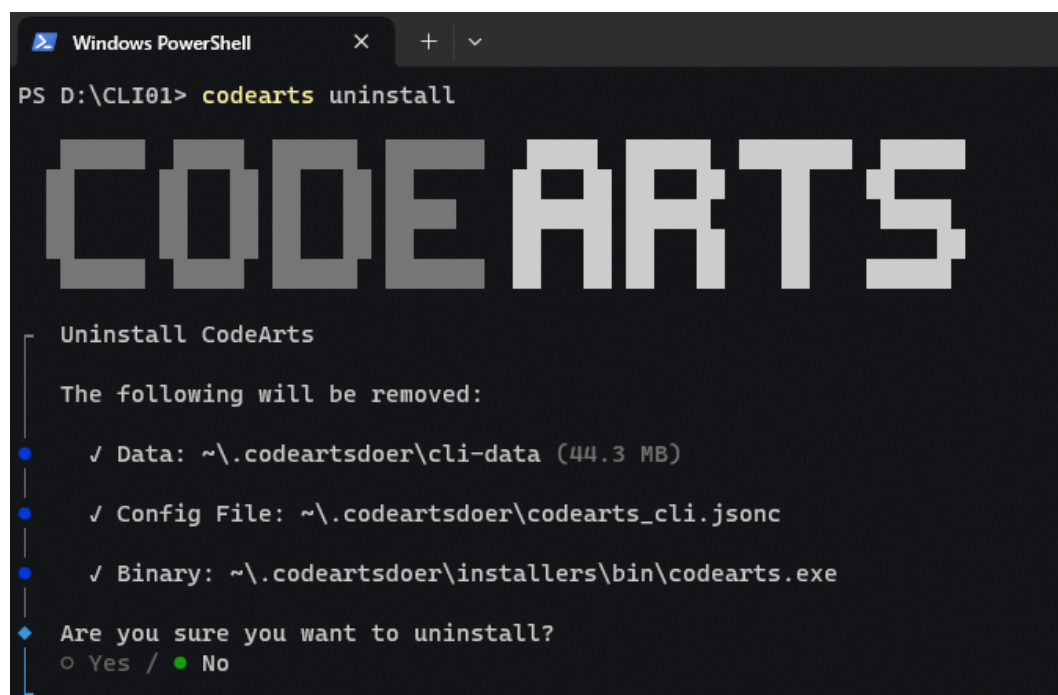
Solution 2

Configure a proxy by referring to [How Do I Configure a Proxy?](#)

12.2 How Do I Uninstall CodeArts Agent CLI?

Step 1 Enter **codearts uninstall** and press **Enter** to uninstall CodeArts Agent CLI via the command line.

Figure 12-2 Uninstallation



```
Windows PowerShell
PS D:\CLI01> codearts uninstall

CODEARTS

Uninstall CodeArts

The following will be removed:

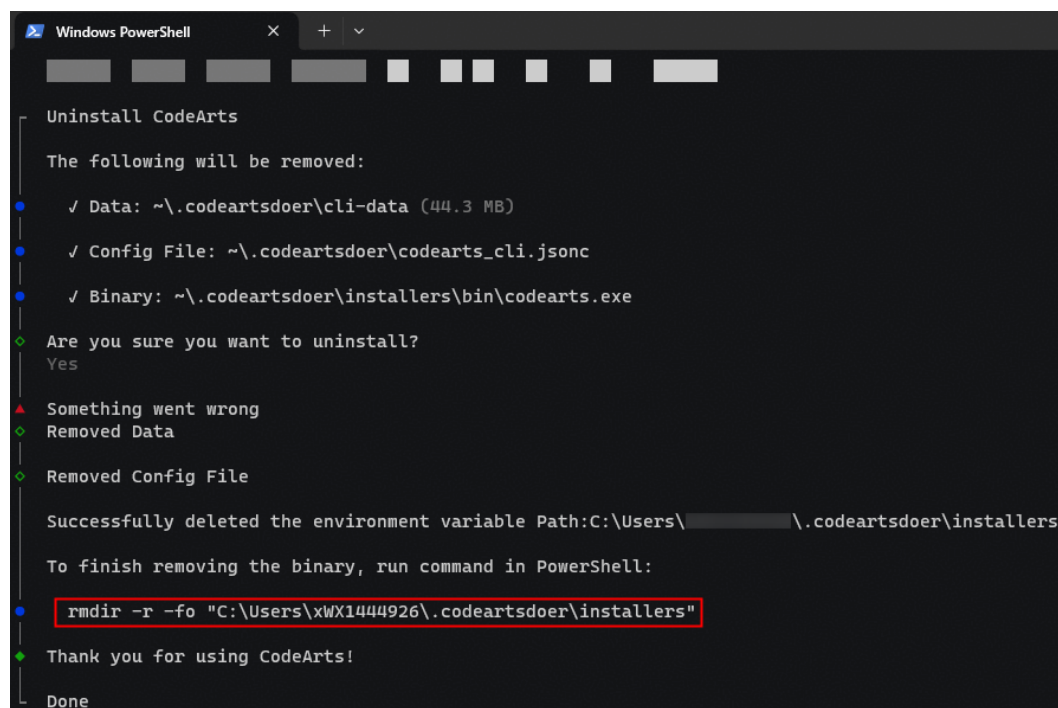
✓ Data: ~\.codeartsdoer\cli-data (44.3 MB)
✓ Config File: ~\.codeartsdoer\codearts_cli.jsonc
✓ Binary: ~\.codeartsdoer\installers\bin\codearts.exe

Are you sure you want to uninstall?
○ Yes / ● No
```

Step 2 Select **Yes** to start the uninstallation process.

Delete the residual **installers** folder as prompted to completely uninstall CodeArts Agent CLI.

Figure 12-3 Uninstallation successful



```
Windows PowerShell

Uninstall CodeArts

The following will be removed:

✓ Data: ~\.codeartsdoer\cli-data (44.3 MB)
✓ Config File: ~\.codeartsdoer\codearts_cli.jsonc
✓ Binary: ~\.codeartsdoer\installers\bin\codearts.exe

Are you sure you want to uninstall?
Yes

Something went wrong
Removed Data
Removed Config File

Successfully deleted the environment variable Path:C:\Users\...\codeartsdoer\installers

To finish removing the binary, run command in PowerShell:

rmdir -r -fo "C:\Users\xWX1444926\codeartsdoer\installers"

Thank you for using CodeArts!

Done
```

----End

12.3 What Should I Do If an Error Message Is Displayed Indicating That the codearts Item Cannot Be Recognized as the Name of a cmdlet, Function, Script File, or Executable Program After I Run the codearts Command?

Symptom

After installation, typing **codearts** and pressing **Enter** returns an error, indicating that the codearts item cannot be recognized as the name of a cmdlet, function, script file, or executable program.

When environment variables are modified in Windows, running processes (including Windows Explorer **explorer.exe**) do not automatically refresh existing environment variables. The CMD or PowerShell opened from the running processes will not contain the newly added path. As a result, an error is reported, indicating that the codearts item cannot be recognized as the name of a cmdlet, function, script file, or executable program.

Cause Analysis

When environment variables are modified in Windows, running processes (including Windows Explorer **explorer.exe**) do not automatically refresh existing environment variables. The CMD or PowerShell opened from the running processes will not contain the newly added path.

Solution

After installation, right-click the project folder and choose **Open Windows Terminal here** from the shortcut menu. In the displayed CMD or PowerShell window, run the **codearts** command. Alternatively, you can restart the computer.

12.4 How Do I Configure a Proxy?

Symptom

If any of the following scenarios occurs, no proxy is configured:

- Running a task returns the error "Access error. Please check the network or proxy."
- In TUI development mode, initial startup takes more than 10 seconds, and the model list cannot be loaded.

Cause Analysis

If you have completed [authorization](#) but are on an enterprise intranet, you need to configure a proxy.

Solution

Select a solution based on your operating system.

Windows

Step 1 Open the **System Properties** dialog box and click **Environment Variables** on the **Advanced** tab.

Step 2 Modify the user variables and create **http_proxy** and **https_proxy**.

The value of **http_proxy** is **http://**
<proxy_user>:<proxy_password>@<proxy_host>:<proxy_port>, and the value of **https_proxy** is **http://**
<proxy_user>:<proxy_password>@<proxy_host>:<proxy_port>. For details about how to set the parameters, see [Table 12-1](#).

Table 12-1 Configuring a proxy

Parameter	Description
<proxy_user>:<proxy_password>	Account and password for proxy login. CAUTION If your password contains special characters such as @ and %, escape them using URL encoding before entering the password. Otherwise, the proxy configuration will be invalid. For example, if your password is Admin%@test , the password after URL encoding is Admin%25%40test . For details about URL encoding for common special characters, see Table 2 URL encoding for common characters . If no username and password authentication is required, delete this parameter and the following @. The simplified format is http://<proxy_host>:<proxy_port> .
<proxy_host>	Proxy server domain name.
<proxy_port>	Proxy service listening port.

Table 12-2 URL encoding for common characters

Character	URL Encoded Value
@	%40
%	%25
&	%26
=	%3D
+	%2B
Space	%20 or /
#	%23

Character	URL Encoded Value
/	%2F

Step 3 Configure **http_proxy** and **https_proxy**.

Step 4 Click **OK**.

Step 5 After configuring the proxy, check whether the proxy configuration takes effect.

1. Open the root directory of the target project.
2. Right-click in the blank area and select **Open Windows Terminal here**.
3. Enter **/codearts** in the terminal and press **Enter** to enter the TUI development environment. If models are displayed properly, the proxy configuration is successful. If models are still not displayed, you can [submit a service ticket](#) to get help from Huawei Cloud customer service.

If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

----End

macOS/Linux

Perform the following steps to temporarily configure a proxy in the macOS terminal or Linux window:

Step 1 Run the following commands to configure a proxy for the current window:

```
export http_proxy="http://<proxy_user>:<proxy_password>@<proxy_host>:<proxy_port>"
export https_proxy="http://<proxy_user>:<proxy_password>@<proxy_host>:<proxy_port>"
```

For details about how to set the parameters, see [Table 12-1](#).

Step 2 Run **codearts models** to check whether the proxy configuration takes effect.

- If information similar to the following is displayed, the proxy is successfully configured.

model_id	model_name
huaweicloud-maas/deepseek-v3.2	DeepSeek-V3.2
huaweicloud-maas/GLM-4.7-SFT-Harmony	GLM-4.7-ArkTS-SPARK
huaweicloud-maas/Glm-5-internal	GLM-5
huaweicloud-maas/GLM-5.1	GLM-5.1

- If an authentication failure or error message is displayed, run the following commands to check whether the proxy is correctly configured:

```
echo $http_proxy
echo $https_proxy
```

If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

----End

12.5 What Should I Do If External Content Cannot Be Pasted into the Chat Box in TUI Mode?

Symptom

External content cannot be pasted into the chat box in TUI development mode.

Cause Analysis

Your operating system is Windows 10 (x64).

Solution

The Command Prompt (CMD) interface is used as an example.

- Step 1** Right-click in the blank area at the top of the CMD or PowerShell window and choose **Properties** from the shortcut menu. The **Properties** dialog box is displayed.
- Step 2** Select **Use Ctrl+Shift+C/V as Copy/Paste** and click **OK**.
- Step 3** After the preceding steps are complete, check that external content can be pasted into the chat box in TUI development mode.

Copy **Test** from an external source and paste it into the chat box.

If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

----End

12.6 How Do I Configure an Nginx Reverse Proxy to Enable HTTPS Access?

You can use an Nginx reverse proxy to deploy HTTPS to meet secure access requirements.

Follow these steps to configure the reverse proxy:

- Step 1** Install Nginx by referring to the [official documentation](#).
- Step 2** After installation, configure it by referring to the [official documentation](#).

Configuration example:

```
events {  
    worker_connections 1024; # Specifies the maximum number of connections that can be concurrently  
    processed by each worker process.  
}  
  
http {  
    # HTTPS server  
    server {  
        listen 443 ssl; # Specifies the port and protocol for the server to listen on.  
        server_name localhost; # Specifies the domain name or IP address of the server.
```

```
ssl_certificate /test/public.crt; # Address of the certificate public key file
ssl_certificate_key /test/private.key; # Address of the certificate private key file

location / {
    proxy_pass http://localhost:4096; # Proxied backend server
    proxy_http_version 1.1; # Specifies the HTTP version used for proxy requests.
    proxy_set_header Host $host; # Sets the Host header and passes the Host header from the client
    request to the backend server.
}
}
```

----End

12.7 What Should I Do If the LSP Service Is Unavailable?

Symptom

After the local LSP function is enabled and an LSP-related tool is invoked, the agent displays a message indicating that the LSP service is currently unavailable.

Cause Analysis

The LSP server fails to be downloaded.

Solution

If the log contains **failed to install**, the LSP server of the corresponding language fails to be downloaded or installed. Perform the following steps to locate and manually rectify the fault:

- Step 1** Go to the log directory `%USERPROFILE%\.codeartsdoer/cli-data/log`.
- Step 2** Find the latest log and search for keywords.
1. Locate the log file.
In the log directory, find the **.log** file starting with **kernel-codeartsdoer-incognito** (usually containing a timestamp or random characters). You are advised to sort the files by modification time and select the latest file.
 2. Open the log file and search for keyword **failed to install**.
 - If it exists, the corresponding LSP service fails to be downloaded. Go to [Step 3](#).
 - If it does not exist, you can [submit a ticket](#) to get help from Huawei Cloud customer service.
- Step 3** Manually install the LSP service package and specify the startup path.
1. Obtain and install the LSP package for the corresponding language.
Download the LSP server package for the programming language you are using (such as Python, Java, or Go) and install it locally.
 2. Go to the `%USERPROFILE%\.codeartsdoer` directory and configure the startup path in the `codearts_cli.json` file.

In the configuration file, add or modify the **lsp** field to point to the path of the LSP executable file that you manually installed.

```
{
  "$schema": "https://opencode.ai/config.json",
  "lsp": {}
}
```

⚠ CAUTION

Change the **lsp** field in the configuration file to the key corresponding to the LSP server you are using. Currently, CodeArts Agent supports the LSP service for only four languages: Java, TypeScript, Go, and Python. The keys for these languages are as follows: **jdtls** for Java, **typescript** for TypeScript, **gopls** for Go, and **pyright** for Python.

The following uses TypeScript as an example:

```
{
  "$schema": "https://opencode.ai/config.json",
  "typescript": {
    "command": [
      "Local-download-path/typescript-language-server",
      "--stdio"
    ],
    "extensions": [
      ".ts",
      ".js"
    ]
  }
}
```

3. Save the file, restart CodeArts Agent CLI, and execute the previous task again. Check whether the fault is rectified.
 - If the fault is rectified, no further action is required.
 - If the issue persists, [submit a service ticket](#) to get help from Huawei Cloud customer service.

----End

12.8 What Should I Do If a Command Fails to Run and a Message Is Displayed Asking Whether to Trust This Folder?

Symptom

When you run a command in CodeArts Agent CLI, a message is displayed asking whether to trust this folder.

Cause Analysis

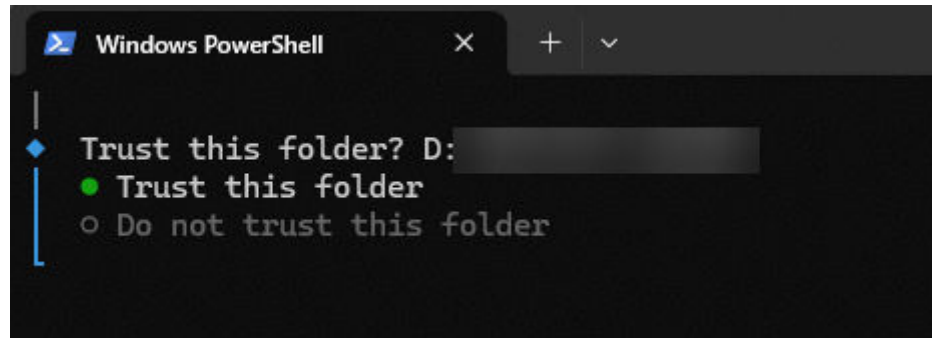
The restricted mode is enabled for CodeArts Agent CLI. That means the value of **enabled** is set to **true** (the default value is **false**) in the **%USERPROFILE%/.codeartsdoer/cli-data/settings.json** configuration file.

Solution

Perform the following operations to trust the entire directory (**D:\CLI01**) and all its subdirectories and workspace files:

- Method 1: On the displayed page, select **Trust this folder** and press **Enter**.

Figure 12-4 Trusting the target folder



- Method 2: Go to the **%USERPROFILE%\codeartsdoer/cli-data** directory and open the **settings.json** file. Change the value of **enabled** to **false**.

Figure 12-5 Distrusting this author

```
{  
  "security": {  
    "folderTrust": {  
      "enabled": false  
    },  
  },  
}
```