

# Content Moderation FAQs

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# 1 Service Enabling

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## 1.1 How Do I Disable a Service?

After subscribing to a service, you can view it on the **Service Management** page on the Content Moderation console. If you do not want to use the service, you do not need to disable it.

# 2 APIs

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## 2.1 How Do I Use Content Moderation APIs?

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

- cURL  
cURL is a command-line tool used to perform URL operations and transfer files. It serves as the HTTP client that can send HTTP requests to the HTTP server and receive response messages. cURL is suitable for use in API tuning scenarios. For more information about cURL, visit <https://curl.haxx.se/>.
- Code  
You can call APIs through code to assemble, send, and process request messages.
- REST client  
Both Mozilla Firefox and Google Chrome provide a graphical browser plug-in, that is, REST client, to send and process requests.
  - For Mozilla Firefox, see [Firefox RESTClient](#).
  - For Google Chrome, see [Postman](#).

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

### Fault Locating

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

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

## Support Contact

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

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

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

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

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

Concurrent API calls refer to the number of requests in a certain period.

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

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

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

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

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

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

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

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

## 2.6 How Do I Customize a Detection in Text Moderation?

When using Text Moderation, you can configure a custom dictionary to filter and detect specified text. Currently, this function only supports Chinese text.

- Custom allowlist dictionary  
The content in the allowlist dictionary will not be detected.
- Custom blacklist dictionary  
You can configure a custom blacklist dictionary by setting parameter **categories** to the name of the blacklist dictionary.

For details about how to create a custom dictionary, see [Configuring a Custom Dictionary](#).

## 2.7 Can Content Moderation Traverse and Review the Content in an OBS Folder?

This function is not supported.

You can obtain the files from the folder and review them one by one. Alternatively, you can traverse and list the objects in the OBS bucket, and review the objects one by one.

# 3 Error Codes

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

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

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

The error message indicates that you have not subscribed to Content Moderation in this region. For details about how to subscribe to the service, see [Subscribe to a Service](#).

### NOTE

Check the region where you have enabled the service. For example, if you have enabled Text Moderation in the **CN North-Beijing4** region, but you are calling the API in the **CN East-Shanghai1** region, this error code will be displayed.

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



# 4 Monitoring

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

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

1. Click **Service List**, and choose **EI Enterprise Intelligence > Content Moderation**. The **Content Moderation** management console is displayed.
2. In the left navigation pane, click the target service. Click **View Metric** to go to the Cloud Eye console and view detailed service usage such as the number of successful or failed API calls.

**Figure 4-1** Viewing monitoring metrics

The screenshot displays the 'Content Moderation' management console. On the left is a navigation pane with 'Service List' expanded to 'Image Moderation'. The main area shows a 'Call Details' table for the period 2022/04/20 to 2022/04/25. The table has columns for Date, Call Type, Total, Blocks, Reviews, and Passes. Below the table is a 'View Metric' button highlighted with a red box. At the bottom, a 'Procedure' section contains four numbered steps:

- 1 Subscribing to a Service**: Subscribe to your desired service on the Service List or Service Management page.
- 2 (Optional) Enabling OBS Authorization**: To use the data stored on OBS for Content Moderation, enable OBS Authorization.
- 3 Configuring the Environment**: Obtain the SDK and sample project and import them to the development environment.
- 4 Calling an API**: Call the service API. For details about how to call an API, see the API Reference. You can also view the status code and error code when necessary.

# 5 Others

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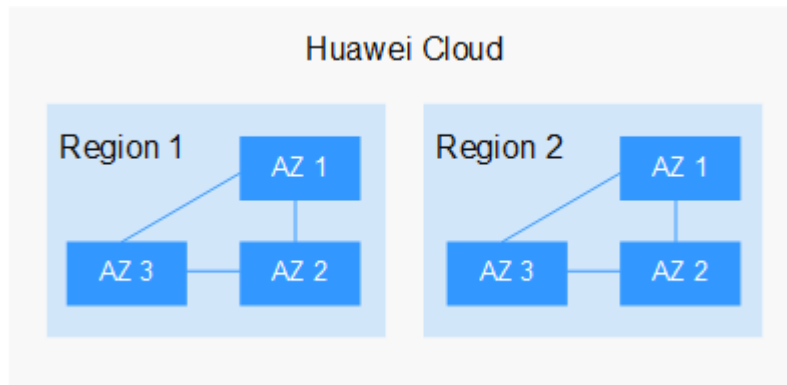
## 5.1 What Are Regions and AZs?

### What Are Regions and AZs?

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

- Regions are defined by their geographical location and network latency. Public services, such as Elastic Cloud Server (ECS), Elastic Volume Service (EVS), Object Storage Service (OBS), Virtual Private Cloud (VPC), Elastic IP (EIP), and Image Management Service (IMS), are shared within the same region. Regions are classified as universal regions and dedicated regions. A universal region provides universal cloud services for common tenants. A dedicated region provides only services of the same type or provides services only for specific tenants.
- An AZ contains one or multiple physical data centers. Each AZ has independent cooling, fire extinguishing, moisture-proof, and electrical facilities. Within an AZ, computing, network, storage, and other resources are logically divided into multiple clusters. AZs within a region are interconnected using high-speed optical fibers so you can build cross-AZ high-availability systems.

[Figure 5-1](#) shows the relationship between regions and AZs.

**Figure 5-1** Regions and AZs

Huawei Cloud provides services in many regions around the world. You can select a region and AZ as needed.

## How to Select a Region

When selecting a region, consider the following factors:

- Location  
You are advised to select a region close to you or your target users. This reduces the network latency and improves the access speed. Regions within the Chinese mainland provide the same infrastructure, BGP network quality, as well as resource operations and configurations. Therefore, if your target users are in the Chinese mainland, you do not need to consider the network latency differences when selecting a region.
  - If you or your target users are in Asia Pacific excepting the Chinese mainland, select the **CN-Hong Kong**, **AP-Bangkok**, or **AP-Singapore** region.
  - If you or your target users are in Africa, select the **AF-Johannesburg** region.
  - If you or your target users are in Europe, select the **EU-Paris** region.
- Relationship between cloud services  
When using multiple cloud services, pay attention to the following restrictions:
  - ECSs, RDS instances, and OBS buckets in different regions cannot communicate with each other through an internal network.
  - ECSs in different regions cannot be bound to the same load balancer.
- Resource price  
Resource prices may vary by region.

## Selecting an AZ

When deploying resources, consider your applications' requirements on disaster recovery (DR) and network latency.

- If your applications require high DR capability, you are advised to deploy resources in different AZs in the same region.

- If your applications require low latency between instances, you are advised to deploy resources in the same AZ.

## Regions and Endpoints

Before using an API to call resources, specify its region and endpoint. For more details about regions and endpoints, see Content Moderation [Regions and Endpoints](#).