FAQ

About training

Q: Can we use multiple computers to upload/annotate data with the same account at the same time?

A: Currently it is not supported. However, the platform will support annotated data to be submitted through interface soon. If you need data annotation service because of the large amount of data, please send email with title **Data Annotation** to ezdl@baidu.com, Baidu will introduce third-party data annotation companies to you.

Q: What should I do if data processing fails or the status is abnormal?

A: If image/sound classification model upload processing fails, please check whether the uploaded label names are correct (only digits, letters and _ can be used to name labels). Then, please check if the total amount of images/audio files is over the upper limit (100,000). Finally, please check whether there is any damaged data. If you do not find any problems, you can send email to ezdl@baidu.com for help.

Q: Can the images annotated for object detection model be uploaded directly for training?

A: If you have already annotated images, you can email ezdl@baidu.com to apply for direct upload. Data should be annotated as required in our reply email to you.

Q: What if modeling training fails?

A: If your training fails, please send email to ezdl@baidu.com for help.

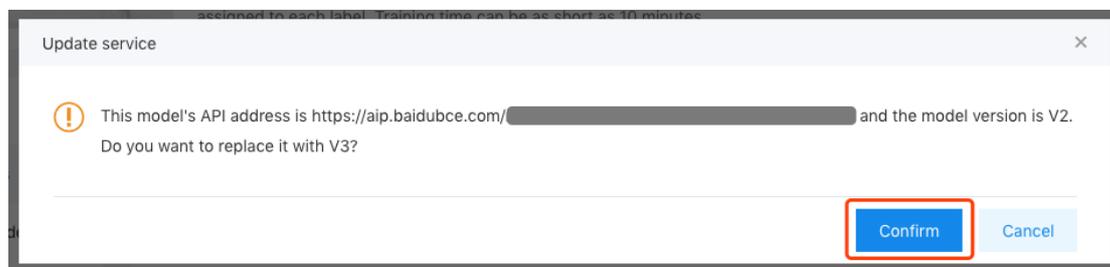**Q: Can models that have been deployed still be optimized?**

A: Models that have been deployed can still be optimized continuously. Following the standard process, you can select data and train the model to be optimized in 'Train

model'. After training is complete, you can update online service in model list to complete the optimization of the model.

Click 'My models' - Find the newly trained model version - Click 'Deploy'

Version	Training status	Application status	Service status	Model performance	Operation
V3	Completed	Not applied	Not deployed	top1 accuracy 89.78% top5 accuracy 100.00% Performance report	View training set Deploy Test
V2	Completed	Approved	Deploying	top1 accuracy 86.78% top5 accuracy 99.80% Performance report	View training set Test

Click 'Confirm' in the pop-up window

Update service ✕

⚠ This model's API address is https://aip.baidubce.com/ [ ] and the model version is V2. Do you want to replace it with V3?

Confirm   Cancel

Q: How can I expedite deployment process?

A: You can send email with title **Deployment Expedition Request** to ezdl@baidu.com. Please describe your model's function and explain why you hope to expedite deployment process in the email.

About model performance

Q: How to optimize model performance?

A: If the performance is not satisfactory, please first check whether the training data is consistent with the data to be recognized and whether the amount of training data is too small. If the quantity of training data is large enough (e.g. number of images/audio files of a single class/label exceeds 200) while the performance is still not good, you can send email to ezdl@baidu.com for help.

Q: How can I use performance report to optimize my model?

A: In the model performance report, you can see the overall performance evaluation of your model and the mAP of different labels. You can check the bad cases of each label shown at the bottom of the report, and supplement/modify data accordingly.

About charge

Q: Is there any charge after the model is deployed? What if the number of allowed requests is not enough?

A: At present, the interface is free with limitations. After your model is deployed, you can get 500 requests/day and QPS = 2 for free. If this cannot meet your needs, you can send email to ezdl@baidu.com describing your model and your needs. If the required level is very high, it may be appropriately charged based on number of requests.

About data usage

Q: Will Baidu use/share the data I use to train my model or send to the Cloud API?

A: Without your permission, Baidu currently will not use/share any of your content (such as images, audio and labels) for any purpose except to provide you with the Cloud API service.

Q: Will the data I send to the Cloud API, the results or other information about the request itself, be stored on Baidu servers? If so, how long and where is the information kept?

A: When you send data to Cloud API, we must store that data for a short period of time in order to perform the analysis and return the results to you (encrypted storage). The stored data is typically deleted in a few hours. We also temporarily log some metadata about your API requests (such as the time the request was received and the size of the request) to improve our service.

Q: How does Baidu protect and ensure the security of the data I send to Cloud API?

A: Baidu Cloud attaches great importance to information security and will protect your personal information from being leaked through appropriate security measures, but please also note that there are no absolutely complete security measures on the information network. Baidu Cloud will take remedial measures when it discovers that your personal information has been leaked, damaged or lost. If Baidu Cloud fails to take effective remedial measures and your personal information actually leaks and adversely affects you, Baidu Cloud will inform you through various channels such as SMS, website notice and so on. Unless Baidu Cloud directly causes your personal information to leak, Baidu Cloud will not bear legal responsibility. Please carefully protect your account and password.

Q: Does Baidu claim ownership of the content I upload for model training or send in the request to Cloud API?

A: Baidu does not claim any ownership in any of the content (including images, audio and labels) that you upload for model training or transmit to the Cloud API.

Other questions

Q: I applied for offline SDK and downloaded EZDL mobile app. How can I 'Trust' it?

A: If you are using iOS operating system, you will probably run into this problem. Here is how you can trust EZDL mobile app: Go to System > General > About > Certificate Trust Settings, and trust Baidu.

Q: Can model be privately deployed?

A: At present, we provide solutions including online API and offline SDK, which supports online request and offline computing on devices. Currently, private deployment on local servers is not supported.

Q: Why my application for model deployment is rejected?

A: The reasons can be: 1. After telephone communication, we agree that there are some problems with your current model. For example, the training data is abnormal, the data quantity is not enough, or the model will no longer be used. 2. Our staff cannot contact you via your contact number and the model's performance is poor. If you have any doubts, feel free to email ezdl@baidu.com.