

Answer to question no.1.

Thank you reaching out to Cloudflare technical support.

Based on the details shared, we can see two non-Cloudflare servers are present in your registrar.

Make sure, you only have Cloudflare nameservers are present in the registrar, otherwise Cloudflare doesn't recognize the change and keep the domain in "Pending" status.

Usually, after making the changes it will take about 24 to 48 hours to reflect the changes. So, kindly review the configuration and make the necessary changes if necessary.

You can refer below article for more information on this

<https://developers.cloudflare.com/dns/zone-setups/full-setup/troubleshooting/>

I hope this answers your question. Feel free to reach me if you have any other question.

Answer to question no. 2.

Thank you reaching out to Cloudflare technical support.

In the HAR file shared, we can "Cf-Polished" flag is set to "status=cannot_optimize" and "Content-length" flag indicates the size if over 16 MB.

Cloudflare Polish does convert or optimize the images larger than 10 MB to WebP.

Please refer (Keep an eye on supported formats as well)-

[https://developers.cloudflare.com/images/upload-images/#:~:text=Dimensions%20and%20sizes,-These%20are%20the&text=Maximum%20image%20area%20is%20limited,to%2050%20megapixels%20\(MP\).](https://developers.cloudflare.com/images/upload-images/#:~:text=Dimensions%20and%20sizes,-These%20are%20the&text=Maximum%20image%20area%20is%20limited,to%2050%20megapixels%20(MP).)

Coming "status=cannot_optimize" flag, This indicates either image is corrupt or cannot be optimized.

So, kindly upload a new image of size 10 MB or less to mitigate this issue. Once you upload the new image, please purge the image cache so that new image can be fetched.

You can track this again via HAR file, if successful we should see “Cf-Polished” flag set “status=webp” or status=”optimized”

I hope this helps. If you have any further queries, you can reach me out.

Answer to question no 3.

Thank you reaching out to Cloudflare technical support

I understand that you are trying to re-direct the traffic using customer filter expressions.

Based on the screenshot shared, I see that you have configured the redirect to follow the expressions “If source country is US and Canada and UK, redirect traffic to <http://mywebsite.com/en>”

Since we have used AND operator, this rule comes to operation when all the values must be satisfied.

Instead of AND operator if you use OR operator, traffic will be routed <http://mywebsite.com/en> if any one of values are satisfied.

Kindly make the suggested change and let me how it goes. We will be waiting for your update on this. Feel free to reach me out if you have any further questions.

Answer to question no 4.

Thank you reaching out to Cloudflare technical support

Based on the information shared, you have updated the SSL certificate of your hosting provider to Godaddy certificate.

But it seems your site is being proxied through Cloudflare, which commonly uses certificate issued by Google Trust Services, during HTTPS connections can be different because the SSL/TLS handshake terminates at the CDN or cloud provider edge, which uses its own certificate.

Please follow below document to upload your GoDaddy certificate via Cloudflare dashboard to mitigate this

<https://developers.cloudflare.com/ssl/edge-certificates/custom-certificates/uploading/#upload-a-custom-certificate>

I hope this answers your query. Feel free to reach me out if you have any further questions on this.

Answer to question no 5.

Thank you reaching out to Cloudflare technical support

Based on the requirement, you can transform the image using a specially-formatted URL.

By adding /cdn-cgi/image/ to URL and adding required HTML options we can achieve our goal.

For example, your final URL should look like this.

`https://mywebsite.com/cdn-cgi/image/contrast=1.5,rotate=90,quality=60,format=webp/images/image0003.jpg`

cdn-cgi - Cloudflare's built-in Worker identifies this pre-fix and transforms the image based on the options in the URL.

I hope this answers your query. For more details, you can refer below article for more information on this

<https://developers.cloudflare.com/images/transform-images/transform-via-url/>

Feel free to reach me out if you have any further questions on this.

Answer to question no 6.

Thank you for contacting Cloudflare technical support.

Yes. We can achieve this by setting up DNS filtering using Cloudflare Zero trust.

Setup your office location in Zero trust instance settings, this will provide a specific DNS resolvers IP address.

Route all DNS request from your network devices to this IP address.

Now set a DNS policy and add domains to blocklist. You can also use Cloudflare Analytics to monitor the network traffic to make any adjustments based on your requirement.

You can refer below article from more information on this

<https://developers.cloudflare.com/cloudflare-one/policies/gateway/initial-setup/dns/>

I hope this answers your question. If you have any further questions, do let me know.

Answer to question no 7.

Thank you for reaching out to Cloudflare technical support.

I understand that you have uploaded a 4K video to Cloudflare. But, unfortunately Cloudflare Stream currently transcodes all uploaded videos to a maximum resolution of 1080p for playback. Even if you upload a 4K video, it will be automatically converted to 1080p to ensure efficient streaming across various devices and network conditions.

This is expected behavior, as 4K streaming is not yet a supported feature on Cloudflare Stream.

We truly regret the inconvenience caused, our team working diligently on this feature. Thank you for understanding, we truly appreciate your patience on this.

If you have any other questions, please don't hesitate to ask!

Answer to question no 8.

Thank you for reaching out to Cloudflare technical support.


I understand that you are observing different load times of the image when it is loaded for the first time compared to subsequent loads.

Based on the HAR file shared, we can see when you are loading the image for the first time, Image is loading from the source not from Cloudflare cache, which does take a bit longer compared to the subsequent run when we are fetching from Cloudflare cache

When the image loads for the first time, you can see "Cf-cache-status" is set to "MISS"

✕	Headers	Preview	Response	Initiator	Timing
▼ General					
Request URL		https://mywebsite.com/bk2.jpg			
Request Method		GET			
Status Code		<div></div> 200 OK			
Remote Address		[2606:4700:20::681a:41e]:443			
▼ Response Headers					
Accept-Ranges		bytes			
Access-Control-Allow-Origin		*			
Cache-Control		public, max-age=14400, must-revalidate			
Cf-Cache-Status		MISS			
Cf-Ray		940aaff00ddbe3b0-LIS			
Cf-Team		277a8c499a0000e3b0913cd400000001			
Content-Length		274906			
Content-Type		image/jpeg			
Date		Fri, 16 May 2025 11:55:38 GMT			

In the subsequent run, we can see image is fetched from Cloudflare cache

▼ General	
Request URL	https://mywebsite.com/bk2.jpg
Request Method	GET
Status Code	 200 OK
Remote Address	[2606:4700:20::681a:41e]:443
▼ Response Headers	
Accept-Ranges	bytes
Access-Control-Allow-Origin	*
Age	2
Cache-Control	public, max-age=14400, must-revalidate
Cf-Bgj	h2pri
Cf-Cache-Status	HIT
Cf-Ray	940aaffaeec0e3b0-LIS
Cf-Team	277a8c50cb0000e3b0913f1400000001
Content-Length	274906
Content-Type	image/jpeg

I hope this answers your questions. Feel free to reach me out if you have any further questions.

Answer to question no 9.

Please find URL to my test site below

<https://takehometest-c2k.pages.dev/>

Answer to question no 10.

Please find link to the post where I have replied. Thank you

<https://community.cloudflare.com/t/ddos-attack-on-website-causing-crash/814541/2?u=amruth.panchala>