

Message Center User Guide- eu-2024

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Security Declaration

Vulnerability

Huawei's regulations on product vulnerability management are subject to the *Vul. Response Process*. For details about this process, visit the following web page:

<https://www.huawei.com/en/psirt/vul-response-process>

For vulnerability information, enterprise customers can visit the following web page:

<https://securitybulletin.huawei.com/enterprise/en/security-advisory>

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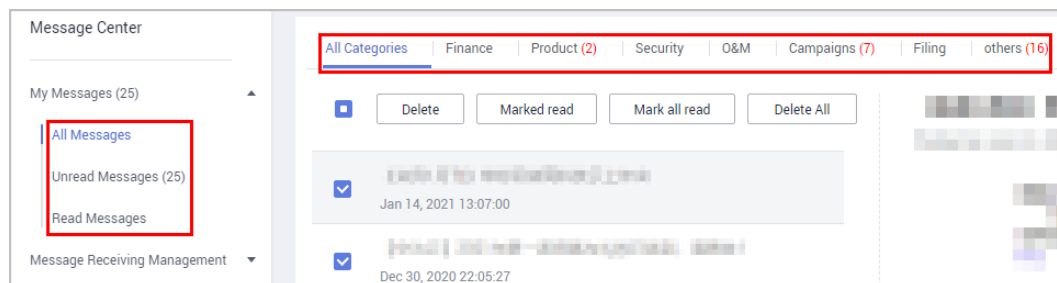
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1 My Messages

You can receive, view, and manage all messages sent by HUAWEI CLOUD. Message categories include finance, product, security, O&M, campaigns, filing, and others. For details, see [2.1.1-Message Categories](#).

On the **My Messages** page, you can

- View all, unread, and read messages.
- Sort and view a certain type of messages by message category and message type.
- Mark unread messages as read.
- Delete messages.



2 Message Receiving Management

2.1 SMS and Email Settings

2.1.1 Message Categories

There are seven categories of messages: finance, product, security, O&M, campaigns, filing, and other messages. Each category contains multiple message types, which are described as follows:

- Finance messages

Message Type	Description
Account balance	Sent when your account is in arrears or when the balance is below a preconfigured threshold.
Account change	Sent when the account is topped-up, a refund has been issued; or there has been a transfer, allocation, payment, or coupon issuing/adjustment.
Partner budget	Sent when a partner adjusts its customer budget or customers' monthly consumption reaches a certain threshold.
Bill	Sent when a bill is generated.
Invoice	Updates you with your invoice status.

- Product messages

Message Type	Description
Created or enabled	Sent when a product is created or enabled.

Message Type	Description
Product resource released	Sent when a product resource is deleted because it expired or because of payments past due.
Customer order expiry	Sent when a customer's order expires.
Customer order payment application	Sent when a customer asks you to pay for their order.
Product expires	Sent before product expiry to remind you of renewal or top-up.
To be released	Sent when subscription expires or when the account has payments that are past due.
Product auto-renewed	Sent when a product is auto-renewed.
Function launch	Sent when a new function is launched.
Information change	Informs you of changes in HUAWEI CLOUD product or system, configurations, and price.
Function or pricing change	Informs you of changes in HUAWEI CLOUD product and price.

- Security messages

Message Type	Description
Security event	Sent when security services, such as HSS, Anti-DDoS, and WAF, generate messages.
Violation	Informs you of penalties related to legal violations or regulations related to using HUAWEI CLOUD resources.
Vulnerabilities	Informs you of security vulnerabilities.

- O&M messages

Message Type	Description
O&M reminder	Informs you of available upgrades, vulnerabilities, filing, product releasing/suspensions, open beta tests, commercial use, and price change.
Service ticket reminder	Informs you of service ticket processing. If default recipients are selected, duplicate SMSs or emails may be sent to them.

Message Type	Description
CES alarm	Informs you of alarms generated by Cloud Eye.
Professional service & support plan reminder	Sent to inform you of the progress of professional services and support plans.
Upgrade reminder	Informs you of HUAWEI CLOUD product and platform upgrade and carrier migration.

- Campaign messages

Message Type	Description
Special offer	Informs you when coupons have been issued, or when there are free trials, activity rewards, exclusive activities, offline activities, or promotional campaigns.
OBT	Sent when you apply for, cancel, or resume OBT, or when OBT expires.
Questionnaire and follow-up	Collects and follows up on your feedback.

- Filing messages

Message Type	Description
Filing policy	Informs you of changes in ICP filing policies.

2.1.2 Configuring Message Receiving Methods


Messages can be sent via **Email**, **SMS**, or **System Notification**. These methods are enabled by default and can also be modified.

NOTE

For **Account balance** and **Account change** messages, **Email**, **SMS**, and **System Notification** are enabled by default and cannot be changed.

Procedure

Step 1 Log in to the [management console](#).

Step 2 Click  in the upper right corner.

Step 3 In the left navigation pane, choose **Message Receiving Management > SMS & Email Settings**.

Step 4 Configure the message receiving method.

Message Type	Email	SMS	System Notification
<input type="checkbox"/> Finance <ul style="list-style-type: none"> <input type="checkbox"/> Account balance ⓘ <input type="checkbox"/> Account change ⓘ <input type="checkbox"/> Partner budget ⓘ <input type="checkbox"/> Bill ⓘ <input type="checkbox"/> Invoice ⓘ 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<input type="checkbox"/> Product <ul style="list-style-type: none"> <input type="checkbox"/> Created or enabled ⓘ 	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

- Select or deselect **Email**, **SMS**, or **System Notification** of a message type to determine how the messages of this type are sent.
- Select or deselect **Email**, **SMS**, or **System Notification** of a message category to determine how the messages of this category are sent.


----End

2.1.3 Managing a Message Recipient

You can add or remove recipients for multiple message types at a time, or modify the recipient of a single message type. After you configure the message recipients, you can view the recipient of each message type in the **Recipient Name** column of the list.

Procedure

Step 1 Log in to the [management console](#).

Step 2 Click  in the upper right corner.

Step 3 In the left navigation pane, choose **Message Receiving Management > SMS & Email Settings**.

Step 4 Manage a message recipient.

SMS & Email Settings

Message Type	Email	SMS	System Notification	Recipient Name	Operation
<input checked="" type="checkbox"/> Finance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
<input checked="" type="checkbox"/> Account balance ⓘ	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	xuanC,Recipient	Modify
<input checked="" type="checkbox"/> Account change ⓘ	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	xuanC,Recipient	Modify
<input type="checkbox"/> Partner budget ⓘ	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	xuanC	Modify
<input type="checkbox"/> Bill ⓘ	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	xuanC,Recipient	Modify
<input type="checkbox"/> Invoice ⓘ	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	xuanC,Recipient	Modify
<input type="checkbox"/> Product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/> Created or enabled ⓘ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Recipient	Modify
<input type="checkbox"/> Product resource released ⓘ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Recipient	Modify
<input type="checkbox"/> Customer order expiry ⓘ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Recipient	Modify
<input type="checkbox"/> Customer order payment applica...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Recipient	Modify
<input type="checkbox"/> Product expires ⓘ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Recipient	Modify

- Add a recipient.
 - a. Select one or more message types and click **Add Recipient** in the lower part of the page.
 - b. Select the recipients that you want to add and click **OK**.

Add Recipient

After a recipient is added, the system will request email and SMS verification. The recipient can receive messages only after the verification.

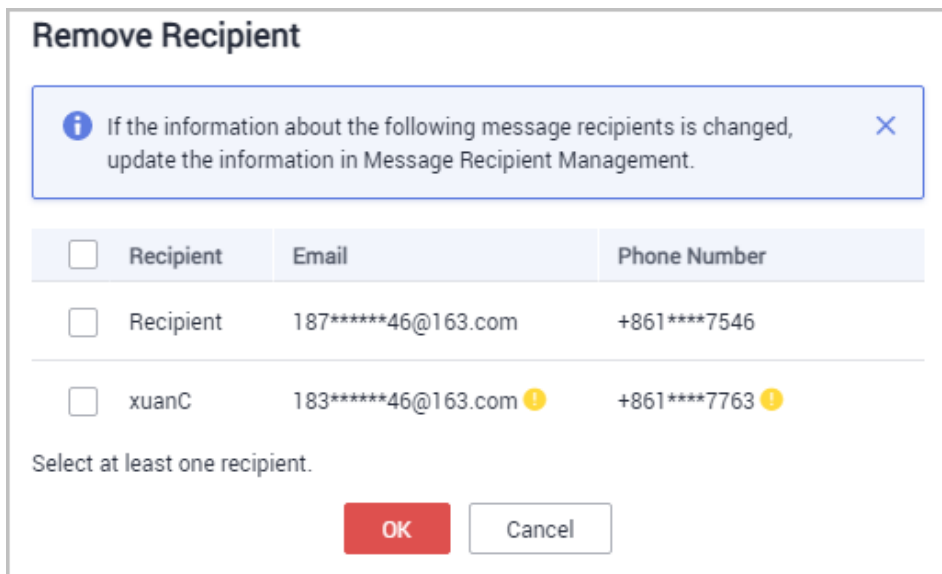
<input type="checkbox"/> Recipient	Email	Phone Number
<input type="checkbox"/> Recipient	187*****46@163.com	+861****7546
<input type="checkbox"/> xuanC	183*****46@163.com ⓘ	+861****7763 ⓘ

[Add Recipient](#)

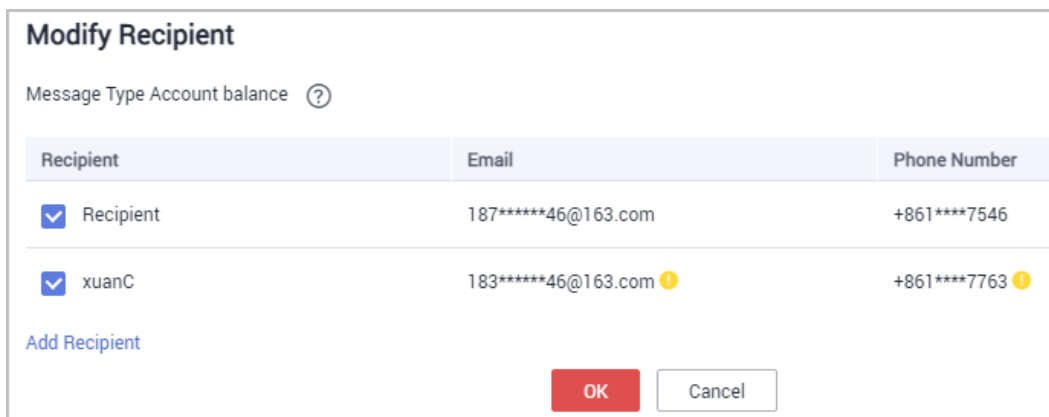
NOTE

You can also click **Add Recipient** to add and select a new recipient. The system automatically sends a verification message to the phone number and email address of the new recipient. The recipient can receive messages only after the verification is successful. You can manage the added recipients on the **Recipient Management** page.

- Remove a recipient.
 - a. Select one or more message types and click **Remove Recipient** in the lower part of the page.
 - b. Select at least one recipient and click **OK**.



- Modify a recipient.
 - a. Locate the row containing the message type for which you want to modify recipients and click **Modify** in the **Operation** column.
 - b. Select the required recipients, deselect the recipients you want to remove, and click **OK**.



NOTE

You can also click **Add Recipient** to add and select a new recipient. The system automatically sends a verification message to the phone number and email address of the new recipient. The recipient can receive messages only after the verification is successful. You can manage the added recipients on the **Recipient Management** page.


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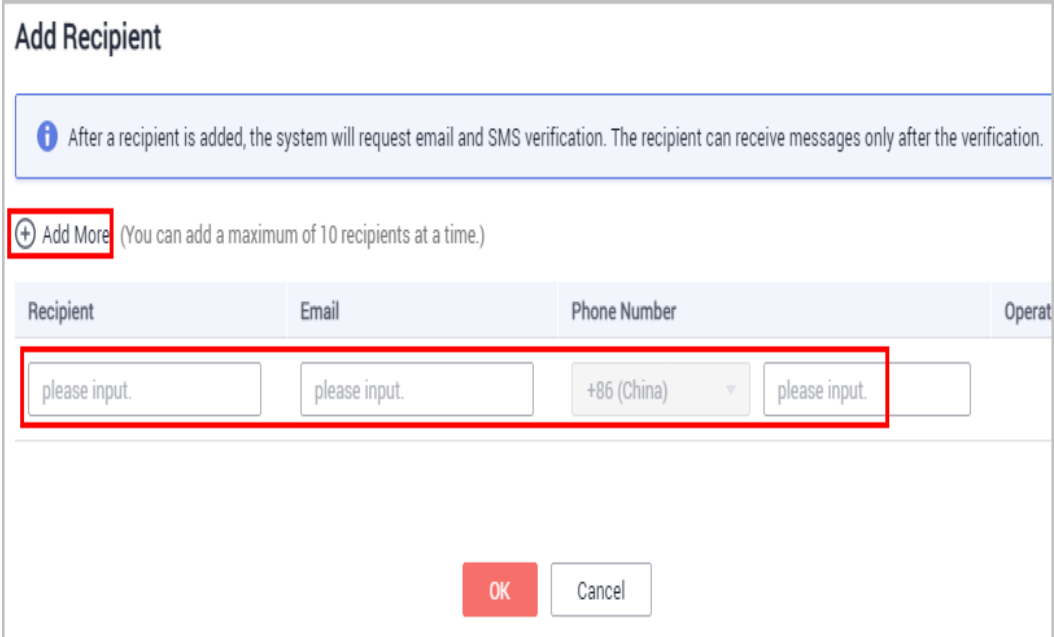
2.2 Recipient Management

2.2.1 Adding Recipients

You can add recipients on Message Center.

Procedure

1. Log in to the [management console](#).
2. Click  in the upper right corner.
3. In the left navigation pane, choose **Message Receiving Management > Recipient Management**.
4. Click **Add Recipient**.
5. Enter the name, email address, and phone number of a recipient.



Add Recipient

After a recipient is added, the system will request email and SMS verification. The recipient can receive messages only after the verification.

+ Add More (You can add a maximum of 10 recipients at a time.)

Recipient	Email	Phone Number	Operat
please input.	please input.	+86 (China)	please input.

OK **Cancel**

NOTE

You can click **Add More** to add a maximum of 10 recipients at a time.

6. Click **OK**.


NOTE

After the recipient is added, the system automatically sends a verification message to the entered phone number and email address. The newly added recipient can receive messages only after the verification.

2.2.2 Modifying Recipient Information

You can modify the name, email address, and phone number of an existing recipient.

Procedure

1. Log in to the [management console](#).
2. Click  in the upper right corner.
3. In the left navigation pane, choose **Message Receiving Management > Recipient Management**.

4. Locate the row containing the recipient you want to modify, and click **Modify** in the **Operation** column.
5. In the displayed **Modify Recipient** dialog box, modify the recipient information.

 **NOTE**


After the email address and phone number of the recipient are modified, the system automatically sends a verification message to the new email address and phone number. The modified recipient can receive messages only after the verification.

6. Click **OK**.

2.2.3 Deleting a Recipient

You can delete a recipient.

Procedure

1. Log in to the [management console](#).
2. Click  in the upper right corner.
3. In the left navigation pane, choose **Message Receiving Management > Recipient Management**.
4. On the **Recipient Management** page, locate the row containing the recipient you want to delete, and click **Delete** in the **Operation** column.
5. In the displayed **Delete Message Recipient** dialog box, click **OK**.



 **NOTE**

After the deletion is successful, the recipient is deleted from the **SMS & Email Settings** and **Voice Settings** pages.

2.2.4 Resending a Verification Code

Phone numbers and email addresses that are not verified cannot receive messages. If the recipient does not verify the email address or phone number in a timely manner, you can resend the verification code.

Procedure

1. Log in to the [management console](#).
2. Click  in the upper right corner.
3. In the left navigation pane, choose **Message Receiving Management > Recipient Management**.
4. Click  on the right of the email address or phone number that is not verified and resend the verification code.


 **NOTE**

After the above operations are complete, the specified endpoint, an email address or a phone number, receives a verification confirmation message again. Click the link in the message to verify the subscription.

2.2.5 Managing Subscriptions of a Recipient

You can manage message types subscribed by a recipient. You can customize the message type for a recipient or directly copy the message type subscribed by other recipients.

Procedure

1. Log in to the [management console](#).
2. Click  in the upper right corner.
3. In the left navigation pane, choose **Message Receiving Management > Recipient Management**.
4. On the **Recipient Management** page, locate the row containing the recipient whose subscriptions you want to manage, and click **Manage Subscription** in the **Operation** column.
5. In the displayed **Manage Subscription** dialog box, specify the message type for the recipient.

Manage Subscription

[Custom Subscriptions](#) | [Copy Existing Subscriptions](#)

Message Type	Received Via	Recipient Name
<input type="checkbox"/> Finance	Email,SMS	
<input checked="" type="checkbox"/> Product	Email,SMS	
<input checked="" type="checkbox"/> Security	Email,SMS	
<input checked="" type="checkbox"/> O&M	Email,SMS	
<input checked="" type="checkbox"/> Campaigns	Email,SMS	

NOTE

Click **Copy Existing Subscriptions**, select the recipient you want to copy, then you can copy and subscribe to the message type subscribed by that recipient.

6. Click **OK**.

NOTE

After the operation is successful, the modification will be automatically synchronized on the **SMS & Email Settings** page.