Seller Guide

Seller Guide

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Notice

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

Contents

Seller Guide

1 Seller Registration

1.1 Conditions for Registering with Huawei Cloud KooGallery

To become a seller on Huawei Cloud KooGallery, your company must meet the following requirements:

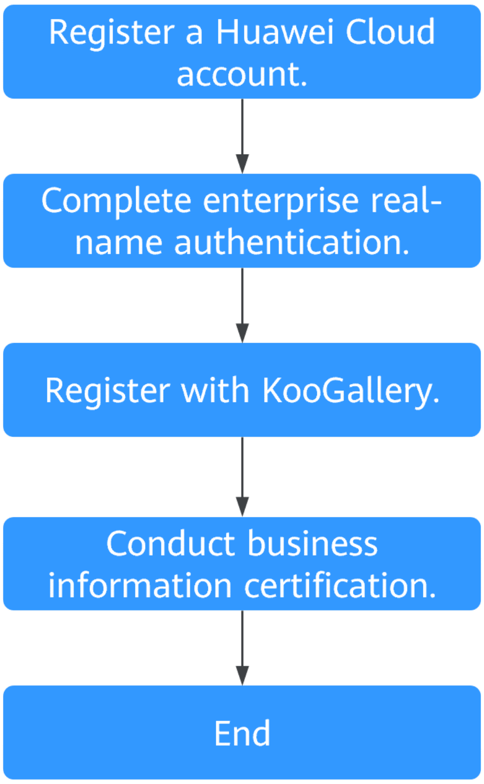
1. The company has been established for at least one year, complies with relevant laws and regulations, and has formal corporate qualifications.
2. The company has professional technical support and after-sales teams that can provide at least eight hours of online customer service for five days a week based on the time zone where product services are purchased.
3. The company has at least two salespersons, one for pre-sales and the other for after-sales.
4. Your company accepts and signs the **Huawei Cloud KooGallery Seller Agreement**, and carries out business cooperation according to the terms and conditions specified in the agreement.
5. The company accepts other related protocols and management regulations of Huawei Cloud.

1.2 Registration Process

1.2.1 Overview

The following figure shows an overall registration process for becoming a seller on KooGallery.

Seller Guide



1. Register a Huawei Cloud account. For details, see **Registering an Account and Logging In**.
2. Complete enterprise real-name authentication. For details, see **Real-Name Authentication**.
3. Apply for registration. For details, see **Applying for Registration**.
4. Conduct business information certification. For details, see **Certifying Business Information**.

NOTE

After your request for registering with KooGallery is approved, provide your business, bank, and tax information for certification. The settlement can be performed only after your business information is certified. For details, see **1.2.6 Certifying Business Information**.

1.2.2 Registering an Account and Logging In

Procedure

Step 1 Register a Huawei Cloud account.

NOTE

- When registering a Huawei Cloud account, select the country or region where your company is located as the registration address. If you cannot find your country or region in the country/region drop-down list, Huawei Cloud services are not available there.
- The company name used in registering with your Huawei Cloud account must be the same as the business entity name, bank account name, and invoicing entity name.

Seller Guide

Step 2 Log in to Huawei Cloud KooGallery.

1. Go to the **Huawei Cloud KooGallery** homepage.
2. Click **Log In** in the upper right corner to go to the login page.
3. Enter a Huawei Cloud account and password and click **Log In**.

----End

1.2.3 Real-Name Authentication

Complete enterprise real-name authentication before registering as a seller. For details about real-name authentication, see **Enterprise Real-Name Authentication**.

1.2.4 Filling in a Registration Application

This section describes the review criteria for KooGallery registration. Strictly follow the instructions for filling in an application during registration.

Applications such as KooGallery registration and seller information modification applications will be reviewed within **three working days**.

Table 1-1 describes how to fill in an application for registering with Huawei Cloud KooGallery.

Table 1-1 Instructions for filling in a registration application

Item		Criteria
Basic information	Website	Enter the company's official website address starting with http or https. The address must be accessible. Do not enter the login address of your products.
	Business term	Select an option based on your business qualification.
	Number of employees	Select an option as required.
	Registered capital	Enter your actual registered capital.
	Business license	Upload the latest business license.
Tax information	Please confirm if the Company is tax resident or has a permanent establishment in any EU countries	If you select **Yes**, fill in all information on the **Tax Information** page. **NOTE** The purpose of this information collection is to ensure compliance with EU disclosure requirements for platform operators under COUNCIL DIRECTIVE (EU) 2021/514.

Seller Guide

Item		Criteria
	Details of any TIN (tax identification number) issued to the Company by any EU country not provided in previous step	TIN is a number issued by a tax authority.
	Where different from the name of the registered company above, the name of the holder of the financial account identifier	Financial Account Identifier means the unique identifying number or reference available to the Platform Operator of the bank account or other similar payment services account to which the Consideration is paid or credited.
Contact information	Contact name/ mobile number/email address	Ensure that the mobile number and email address of the contact are valid and can respond to various questions in a timely manner.
	Contact address	Enter the address on the latest business license. Select the country/region, province/state, and city, and enter the detailed company address and postal code.
	Customer service hotline/ email	Enter a valid customer service hotline and email address. The information will be displayed on the product details page. Ensure that phone calls and emails can be replied within 24 hours.
Other information	Logo	● Upload a JPG, JPEG, or PNG image with no more than 5 MB. The recommended image size is 168 x 70. ● Ensure that the logo is complete and clearly visible. Deformed, incomplete, or blurry logos will not be approved. You can check the logo in the preview area. ● Do not modify the extension of the logo file, for example, changing .png to .jpg. Otherwise, the logo file cannot be uploaded.

Item		Criteria
	Company introduction	• Introduce the business scope and highlights of your company. • Do not paste images or links. Otherwise, an error will be reported when the information is submitted.
	Agreement	Read and agree to the agreement.

NOTE

If you have any other questions, **submit a service ticket**.

1.2.5 Applying for Registration

To be a Huawei Cloud KooGallery seller, your account must meet the following conditions:

- A Huawei Cloud account
- An enterprise account
- Not joined the Huawei Cloud solution partner program
- Not an Identity and Access Management (IAM) user
- Not registered with Huawei Cloud KooGallery

NOTE

For details about the enterprise real-name authentication process, see **Enterprise Real-Name Authentication**.

Procedure

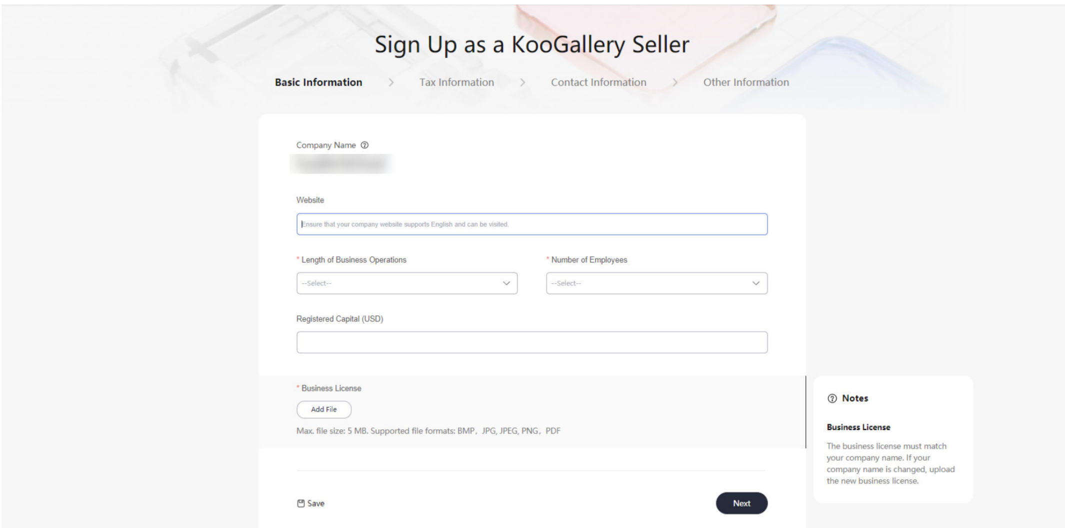
Step 1 Log in to the **Huawei Cloud KooGallery** homepage.

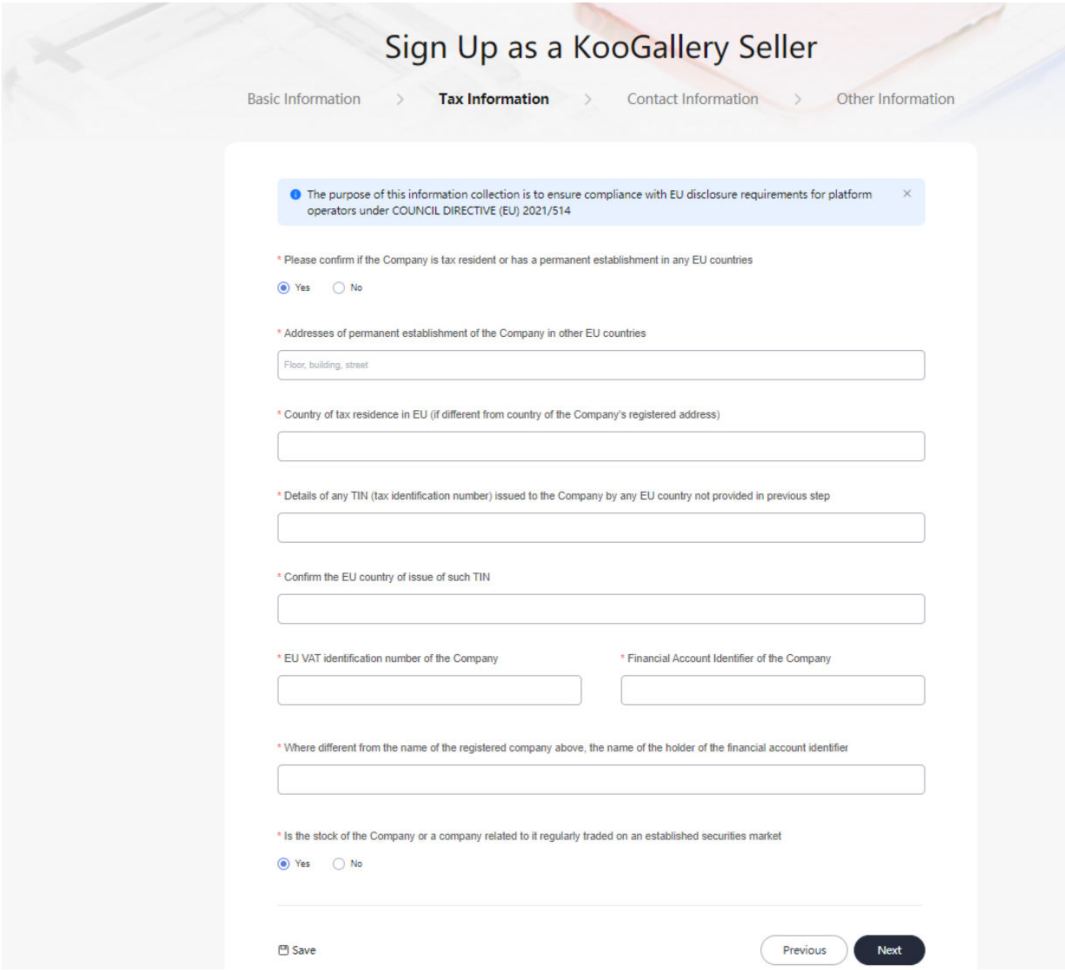
Step 2 Click **Sell in KooGallery** in the upper right corner of the page.

Step 3 Click **Sign Up as a Seller** on the page that is displayed.

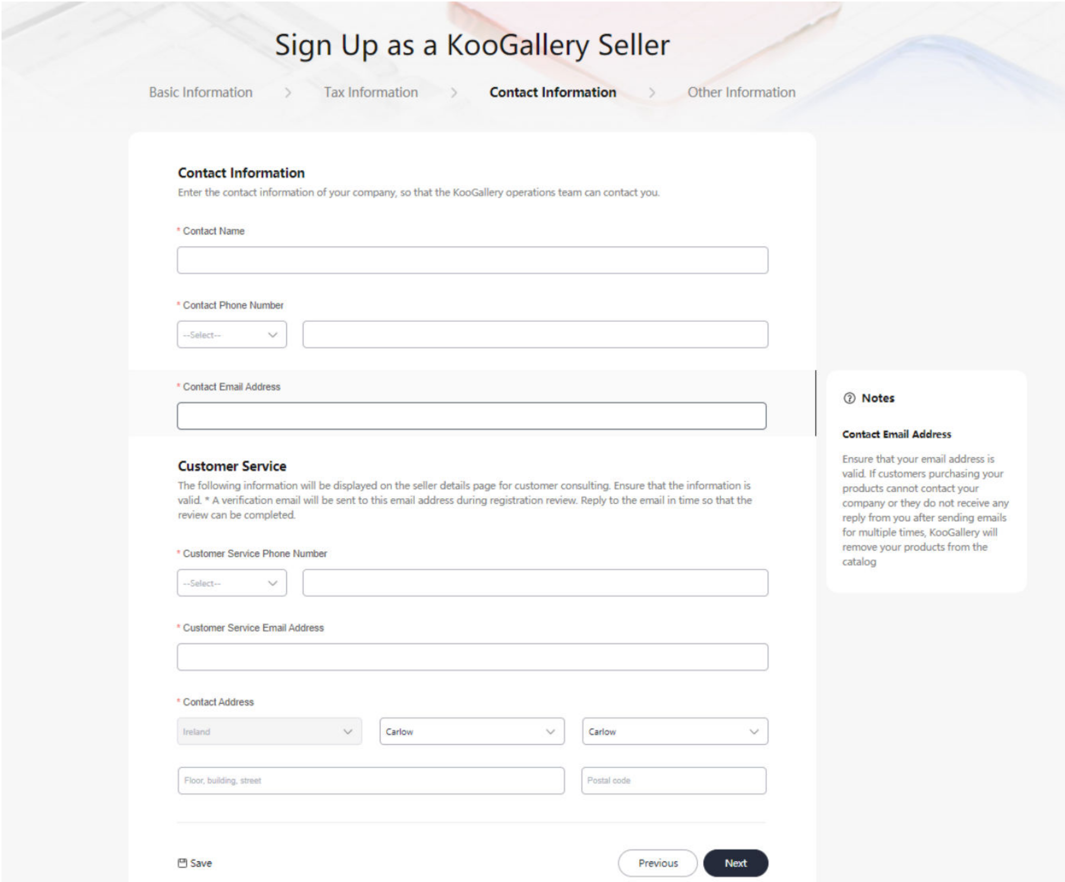
Step 4 Fill in the registration information as required, including basic information, tax information, contact information, and other information.

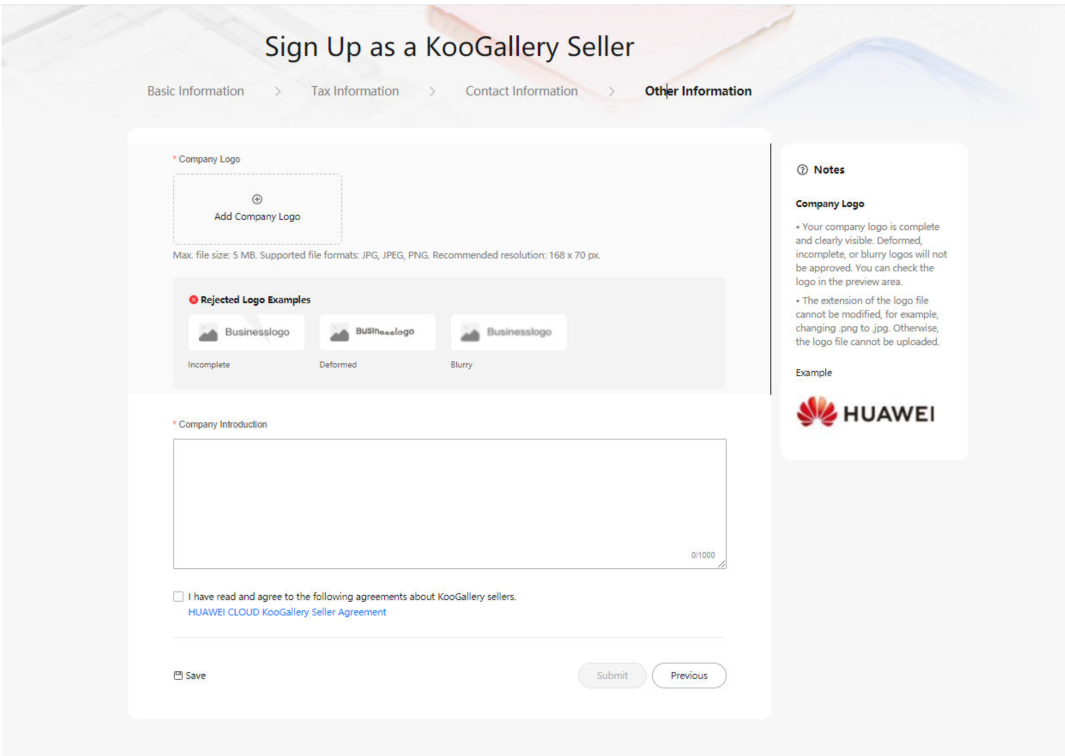
Seller Guide





Seller Guide





NOTE

- Website

Ensure that your company website supports English and can be visited.

- Company Logo

Ensure that your company logo is completely and clearly displayed in the preview area.

- Contact Address

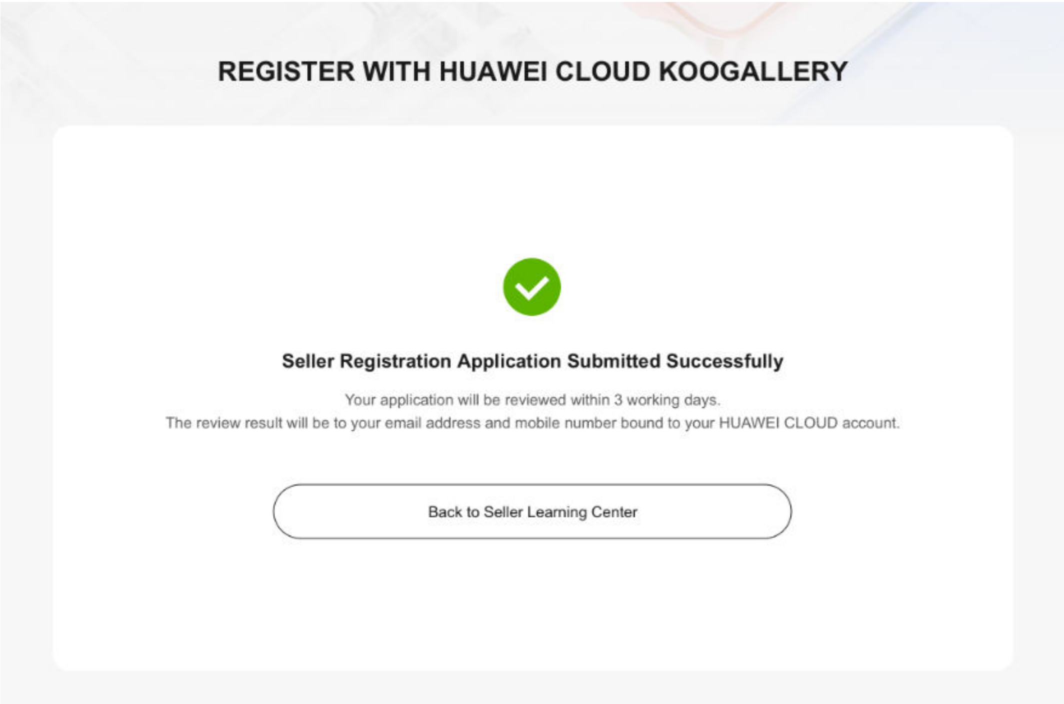
By default, the registration address of your Huawei Cloud account is used.

- Contact Email Address

Ensure that your email address is valid. If customers purchasing your products cannot contact your company or they do not receive any reply from you after sending emails for multiple times, KooGallery will remove your products from the catalog.

Step 5 Confirm the information, read and agree to the seller agreement, and click **Submit**.

The application will be reviewed within three working days. The review results will be sent to the email address and the mobile number (if any) bound to your Huawei Cloud account.



NOTE

- A company entity can only be used to register with KooGallery once.
- The company entity of a registered seller cannot be changed. If you change your company entity, register a new account and submit a new request to register with KooGallery.

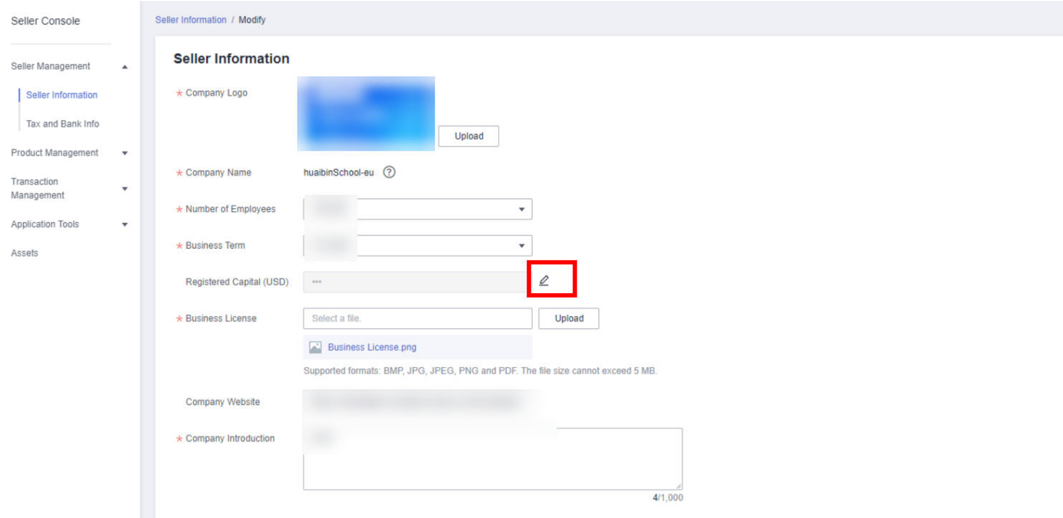
----End

Modifying Seller Information

- After you become a seller, you can perform the following operations to update the seller information:

Seller Guide

Log in to the **Seller Console**, choose **Seller Management > Seller Information** in the navigation pane, and click to modify basic information.



The modified information will be reviewed. The review results will be sent to the email address and the mobile number (if any) bound to your Huawei Cloud account.

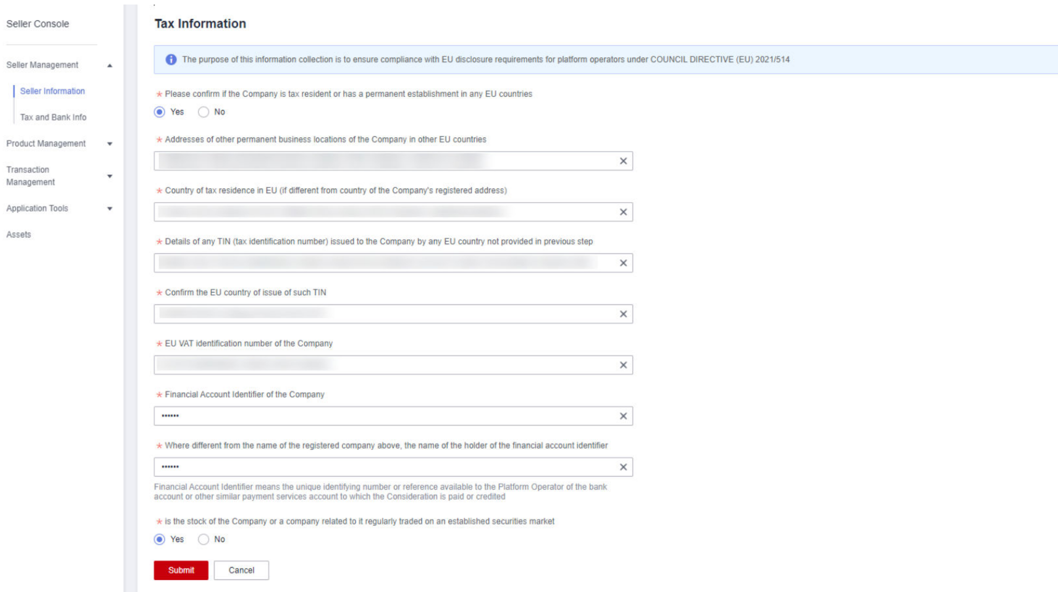
- To change your company name, go to the **My Account** page.

NOTICE

- The company name must be the same as that in the business license.
- After changing the company name on the **My Account** page, go back to the Seller Console > **Seller Information** page, change the company name, and submit the modified information for approval.

Supplementing Tax Information

Sellers who register with KooGallery before October 18, 2023 need to supplement the tax information on the **Seller Information** page before November 1, 2023.



1.2.6 Certifying Business Information

After your request for registering with KooGallery is approved, initiate the business information certification. Settlements can be performed only after your business information is certified.

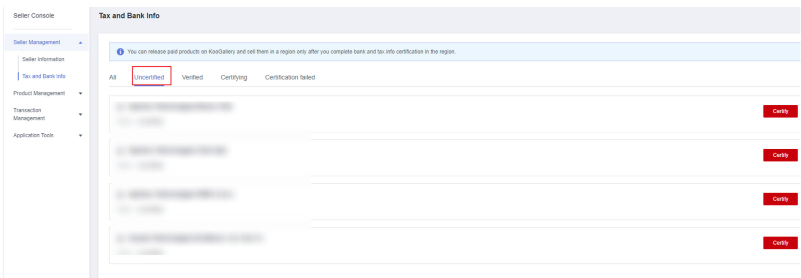
You shall provide the tax and bank information of your company for settlement, including the bank account and tax rate. If the information is missing or inaccurate, Huawei Cloud cannot generate bills for settlement.

Performing Business Information Certification

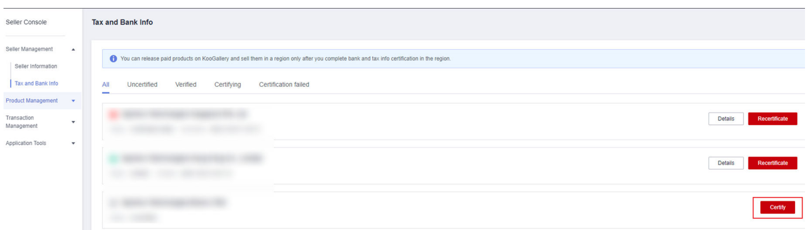
Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Seller Management** > **Tax and Bank Info** to access the **Tax and Bank Info** page.

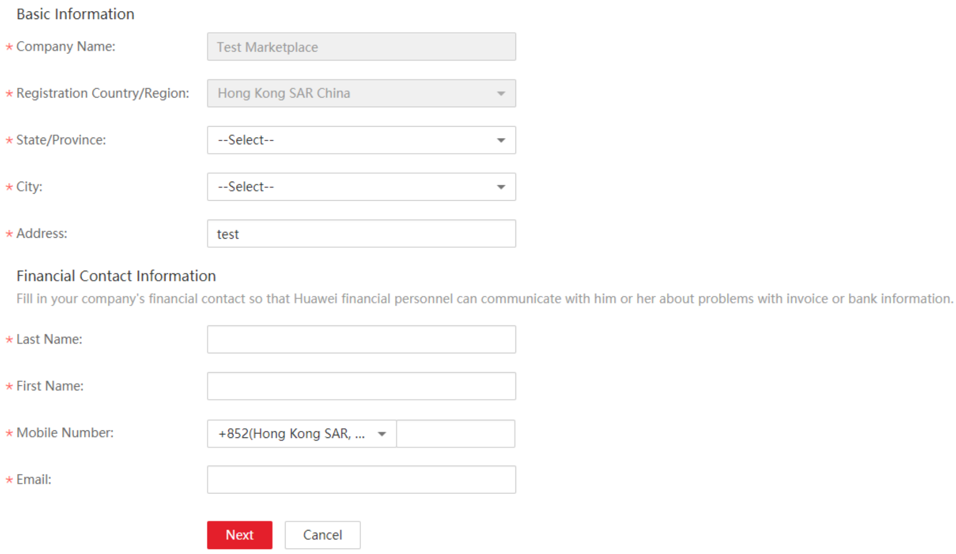
Click the **Uncertified** tab.



Step 3 Locate a contracting party and click **Certify** on the right.



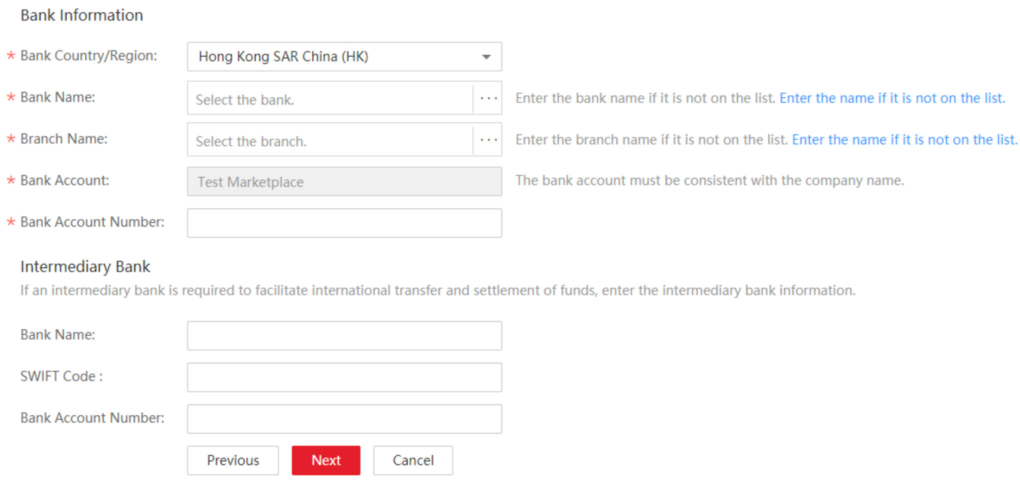
Step 4 Enter the basic information, tax information, and financial contact information of your company. Select **I have read and agree to the Privacy Statement of Business Information Qualification**, and click **Next**.



NOTE

You only need to select **I have read and agree to the Privacy Statement of Business Information Qualification** in the first certification.

Step 5 Fill in the bank information and click **Next**.

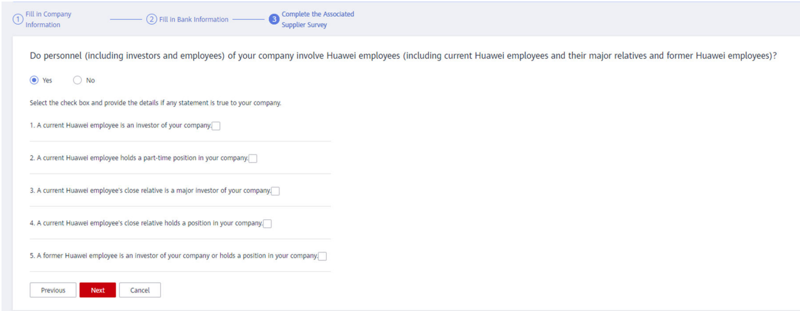


NOTE

The bank account name must be the same as the name of your company.

Step 6 Complete the associated supplier survey, and click **Submit**.

Seller Guide



Step 7 In the displayed **Information** dialog box, click **OK**.

After submitting the information, wait for the review.

NOTE

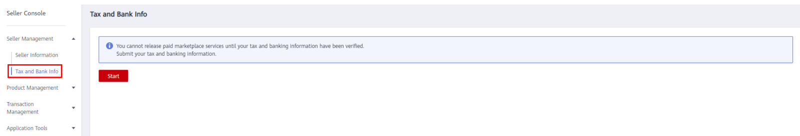
- Your business information will be reviewed within one business day. Once approved, the certification is completed.
- After the certification, you will receive an email and an SMS notification. If your certification request is rejected, you can view the reason, modify the business information, and submit a new certification request.
- If the certification fails, submit a service ticket.
- If the information fails certification for three consecutive times, you are not allowed to submit the certification request again. To perform the certification again, submit a service ticket.

----End

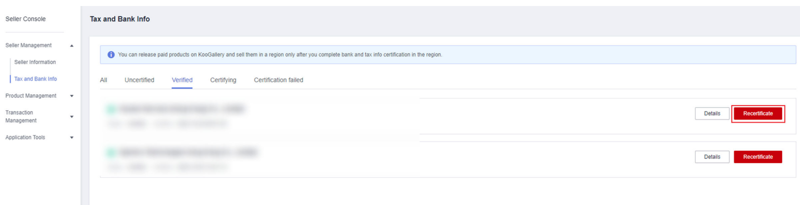
Modifying Business Information

Step 1 Go to the Seller Console.

Step 2 In the navigation pane, choose **Seller Management** > **Tax and Bank Info** to access the **Tax and Bank Info** page.

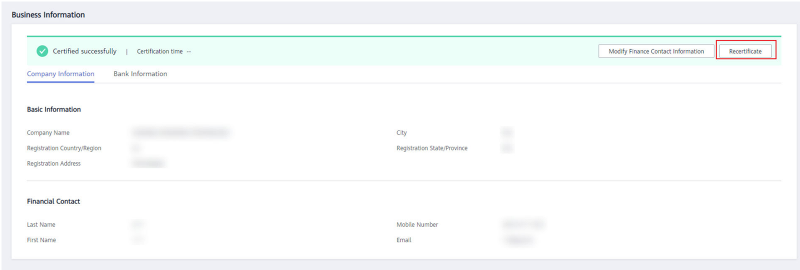


Step 3 Click **Recertificate**.



Step 4 Click **Recertificate** in the upper right corner of the **Business Information** page.

Seller Guide



Step 5 In the dialog box that is displayed, click **OK**.

Step 6 Modify the basic information, tax information, and financial contact information, and click **Next**.

Step 7 Modify the bank information and click **Next**.

Step 8 Complete the supplier survey and click **Submit**.

NOTE

- Exercise caution when submitting the business information change application. Once the application is submitted, Huawei Cloud cannot perform settlements for you before the certification is completed.
- If you have any questions when modifying the business information, submit a service ticket.

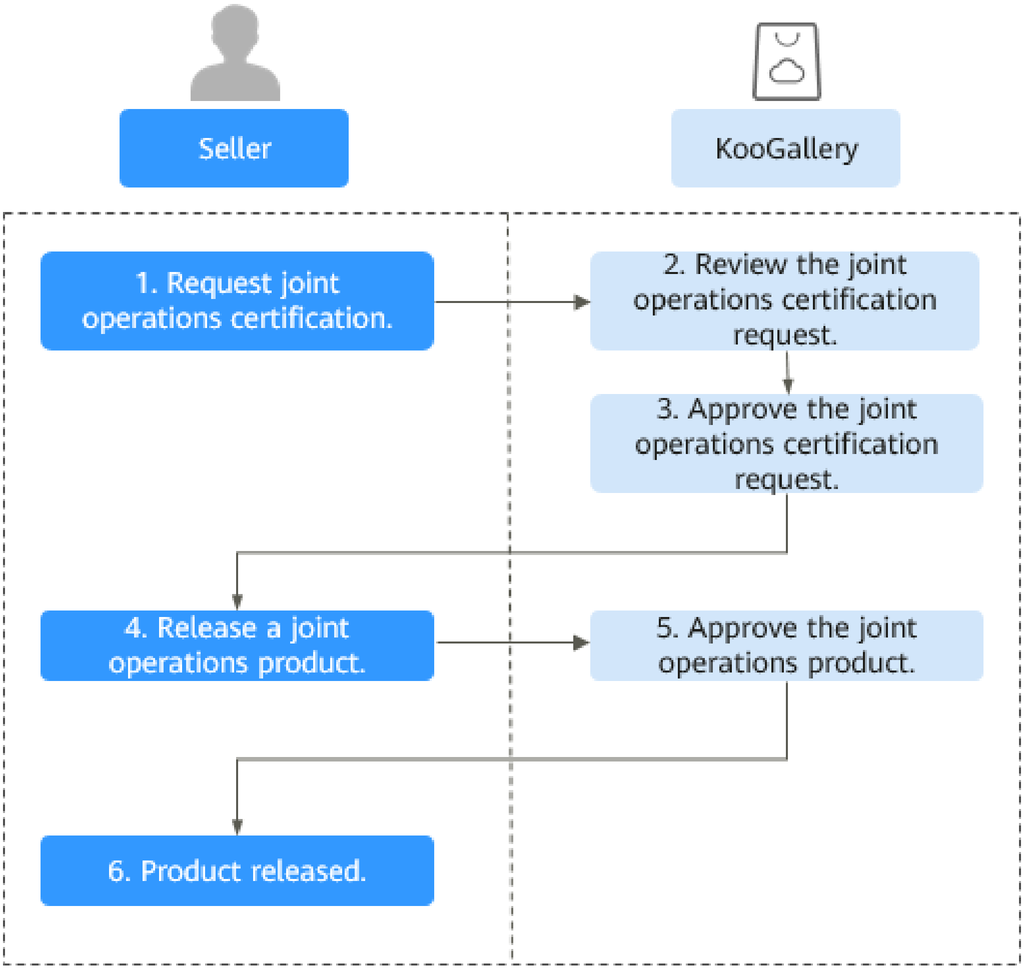
----End

1.2.7 Huawei Cloud KooGallery Seller Agreement

Your use of Huawei Cloud KooGallery is subject to the *HUAWEI CLOUD KooGallery Seller Agreement*. Huawei Cloud reserves the right to take actions upon any violations against the terms.

2 Joint Operations Certification and Product Access

Process Flow



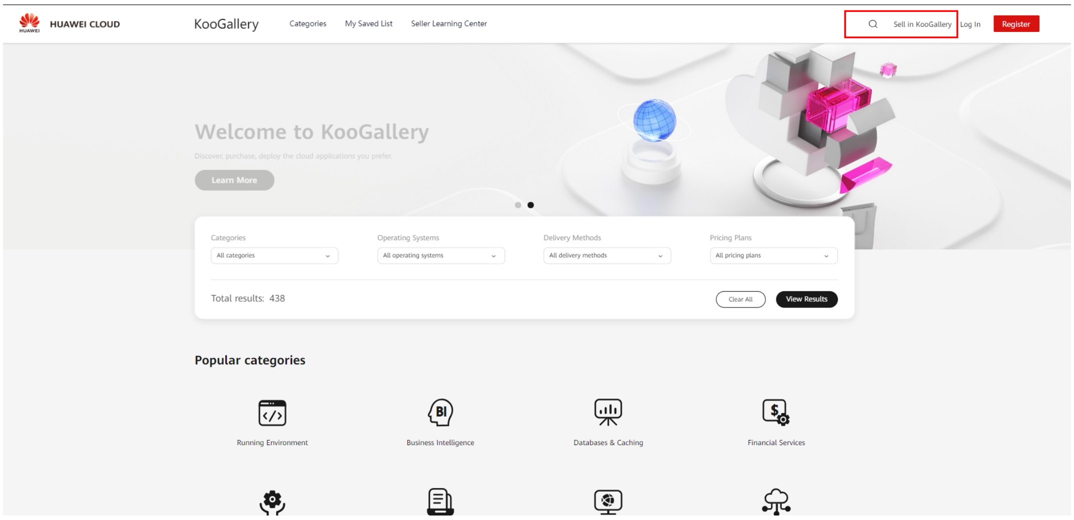
Seller Guide

Prerequisites for Releasing Joint Operations Products

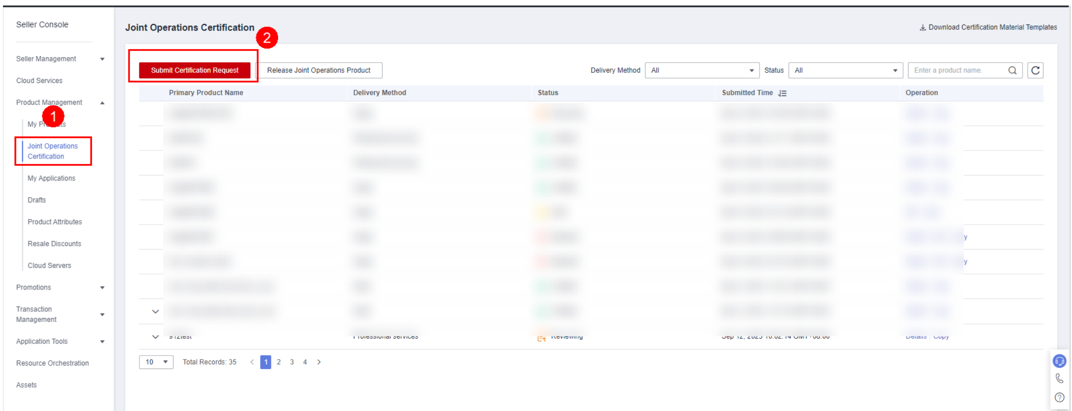
1. You have registered as a Huawei Cloud KooGallery seller by following instructions in **1.2 Registration Process**.
2. You have completed joint operations certification for the products to be released.
3. The entity of the company performing joint operations certification must be the same as that of the company releasing the products.

Requesting Joint Operations Certification

Step 1 Log in to the **KooGallery homepage** using your Huawei Cloud account and click **Seller Console** in the upper right.



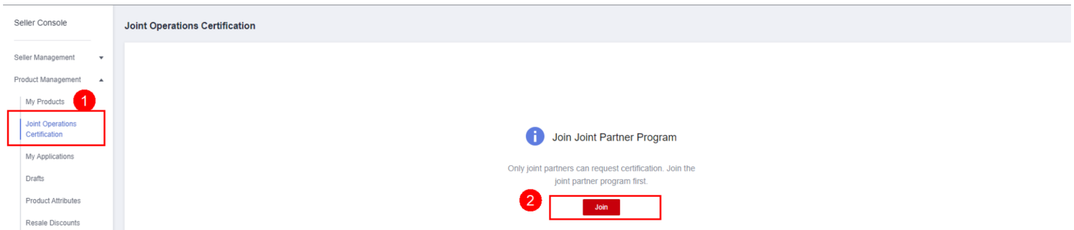
Step 2 In the navigation pane, choose **Product Management > Joint Operations Certification**.

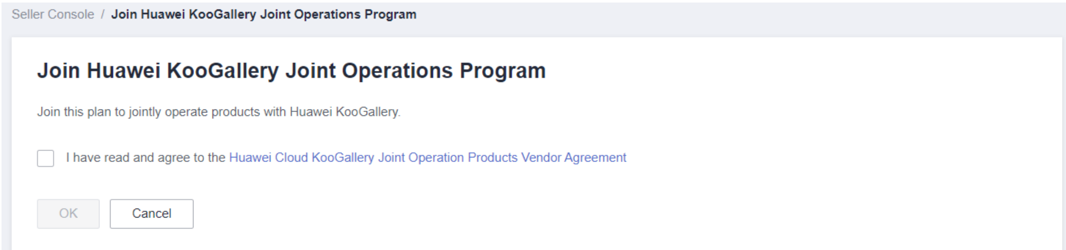


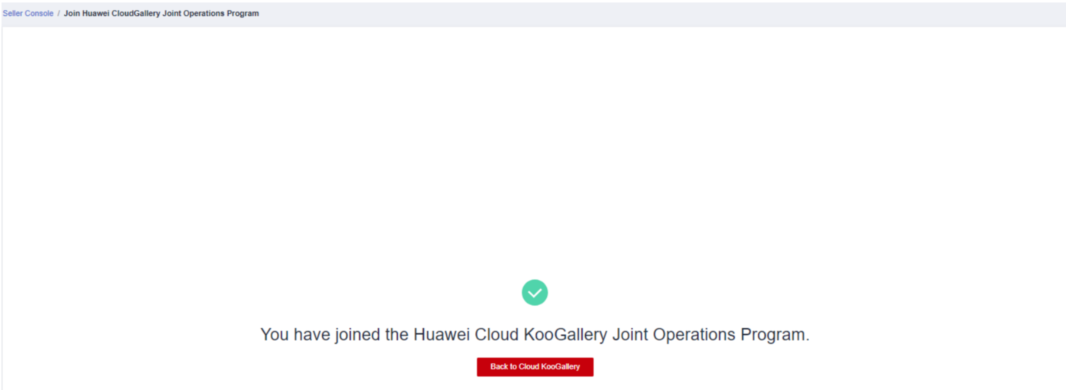
Seller Guide

NOTE

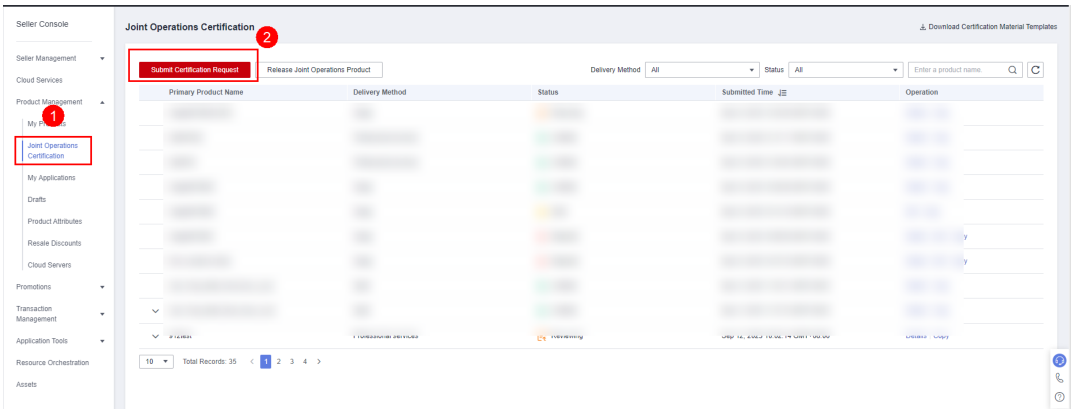
If you have not signed the agreement to join the Joint Partner Program, a message will be displayed on the **Joint Operations Certification** page. Click **Join** to read and sign the required agreement. **This agreement needs to be signed only when you request joint operations certification for the first time.**







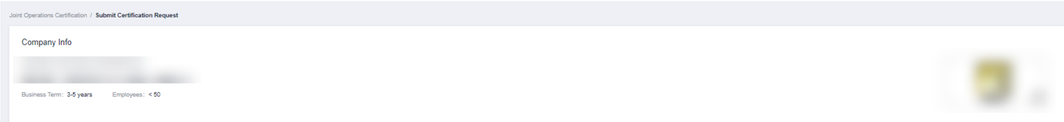
Step 3 Click **Submit Certification Request** in the upper left corner of the **Joint Operations Certification** page.



Step 4 On the **Submit Certification Request** page, enter and submit the information about your company, product, certification, compliance, and contact as prompted.

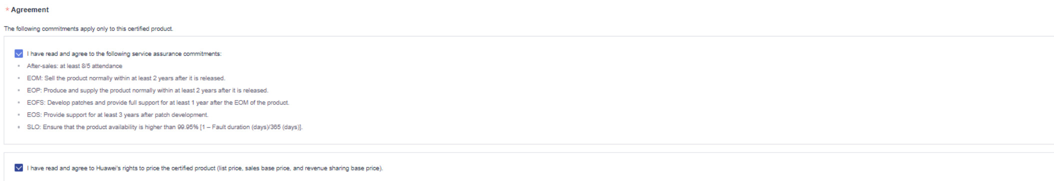
1. Submit company information.

The name, introduction, business terms, and business license of your company are obtained from your seller account and cannot be modified.



2. Sign the agreements.

Select **I have read and agree to the following service assurance commitments** and **I have read and agree to Huawei's rights to price the certified product (list price, sales base price, and revenue sharing base price)** for the product to be certified.



3. Submit product information.

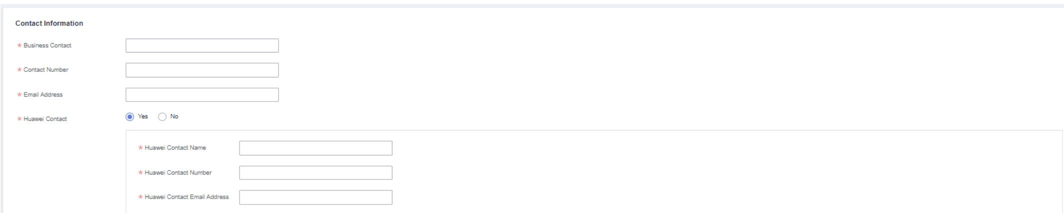
Enter the basic information about the product to be certified and select the same delivery method as in the quotation.

If multiple products are involved, click **Create Supporting Product** to add them.

4. Submit contact information.

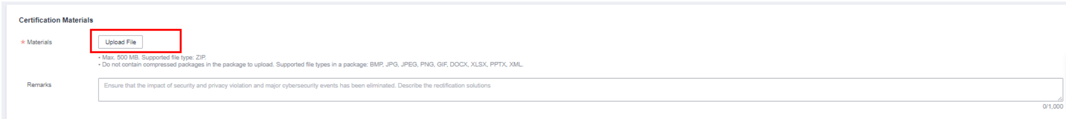
Enter the name, mobile number, and email address of the business contact of your company. The system will send the certification progress to the contact by SMS or email. Ensure that the email address and mobile number are correct. The system will also send an internal message to your seller account.

If a Huawei contact is available, enter their name, mobile number, and email address. The Huawei contact can query the certification progress in the system and receive an SMS message from the system. Ensure that the email address and mobile number are correct.



5. Submit certification materials.

Submit the business license of your company or product introduction document.



Step 5 After confirming that the information is correct, click **Submit** for qualification and product review.

----End

NOTE

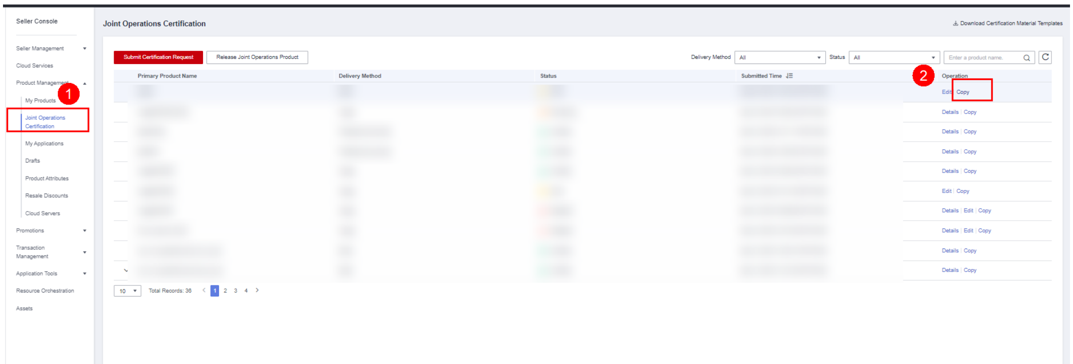
After the certification request is approved, you can release a joint operations product. For details, see **Releasing a Joint Operations Product**.

Copying and Viewing a Joint Operations Certification Request

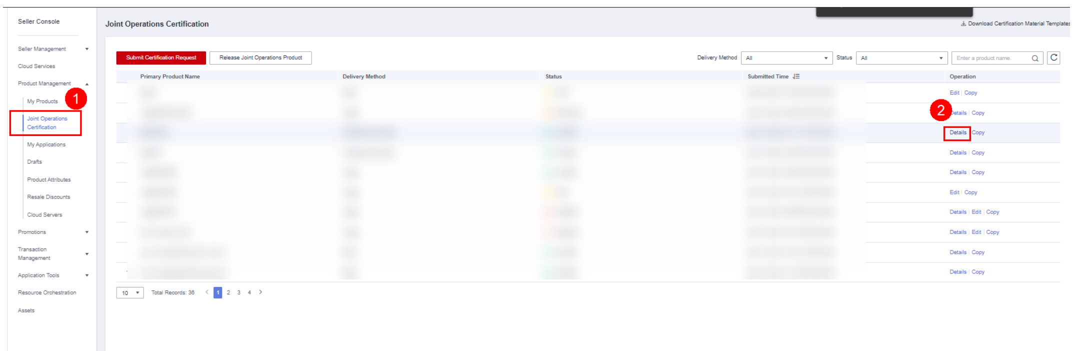
You can copy a joint operations certification request and view its progress and rejection reasons.

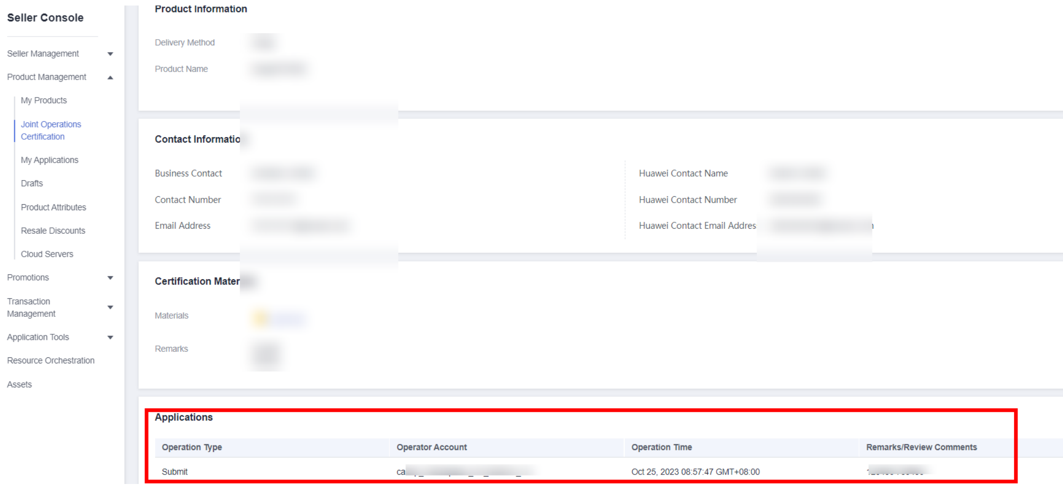
1. Copying existing certification requests

   On the **Joint Operations Certification** page, click **Copy** in the **Operation** column of a certification request. On the displayed **Submit Certification Request** page, modify the information as required and click **Submit**.



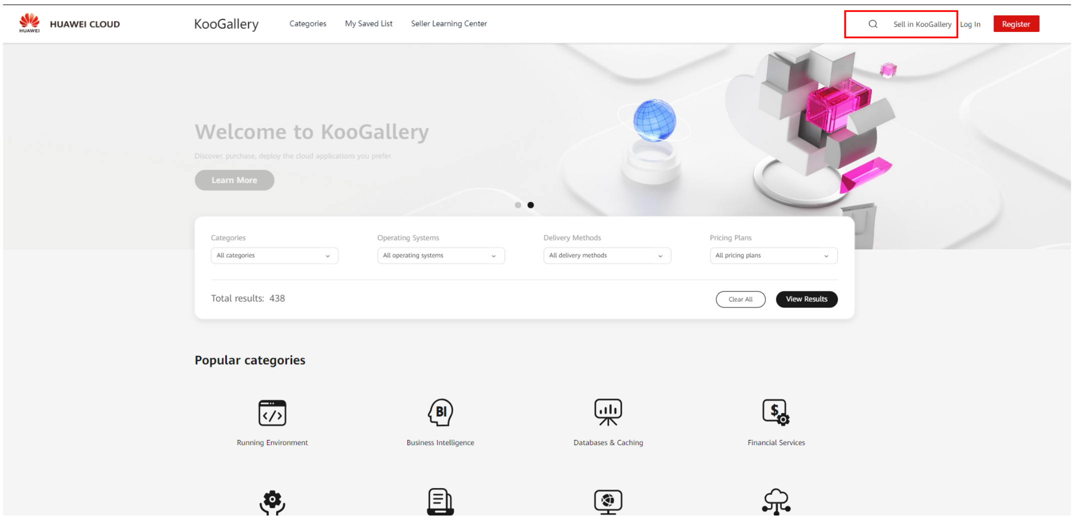
2. Viewing the certification progress and rejection comments: On the **Joint Operations Certification** page, click **Details** in the **Operation** column of a certification request. At the bottom of the details page, view the current phase and rejection reasons.



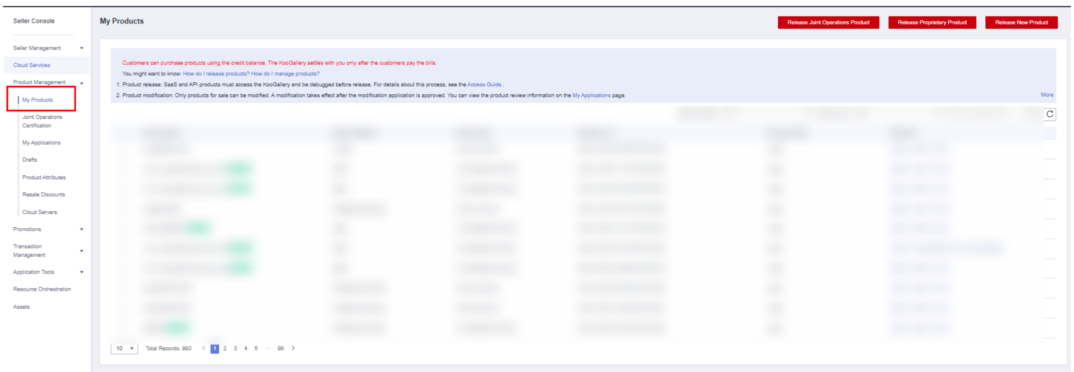


Releasing a Joint Operations Product

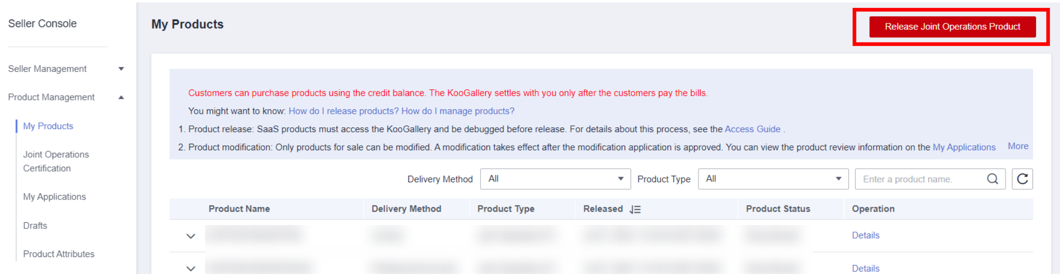
Step 1 Log in to the **KooGallery homepage** using your Huawei Cloud account and click **Seller Console** in the upper right.



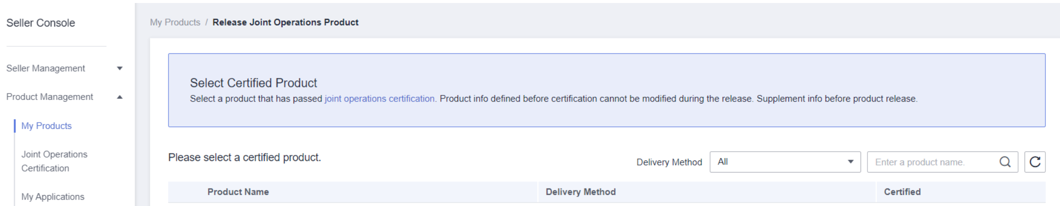
Step 2 In the navigation pane, choose **Product Management** > **My Products**.



Step 3 Click **Release Joint Operations Product** in the upper right corner.



Step 4 Click **Select Certified Product**, select a certified product, and click **Next**. On the displayed page, enter product information by following instructions in **3.1 Product Release Description**.



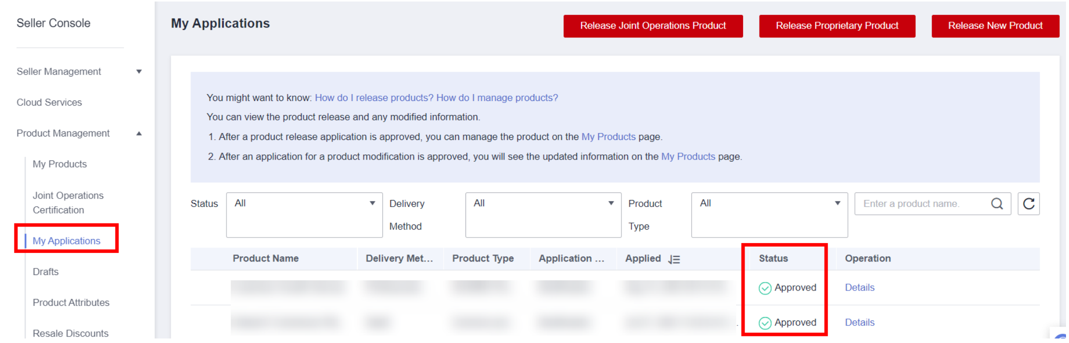
Step 5 After entering the product information, click **Submit**.

----End

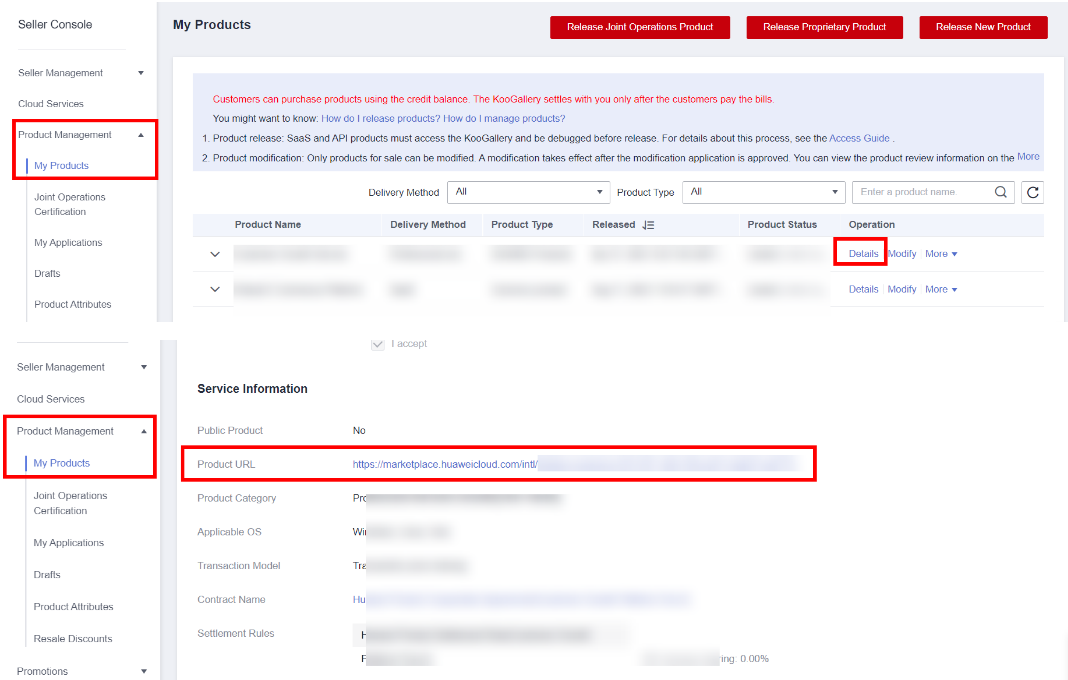
Seller Guide

NOTE

After the release application is submitted, you can view the review status on the **Product Management > My Applications** page. The operations manager will review the application within three working days. If the operations manager approves the application, the product is successfully released.



After the product is released, you can click **Details** in the **Operation** column of the product on the **Product Management > My Products** page to go to the product details page and view the product URL in the **Service Information** area.



Seller Guide

3 Delivery Methods

3.1 Product Release Description

Adhere to the descriptions in this section to release your products on KooGallery. Huawei will review your products based on the following requirements.

Your requests for releasing or modifying products in KooGallery will be reviewed within three business days.

If your products have any problems, KooGallery will notify you through your customer service email address and after-sales email address. Ensure that the two email accounts are available and you can respond within 24 hours. Otherwise, KooGallery will remove your products.

Table 3-1 describes the product release parameters on Huawei Cloud KooGallery.

Seller Guide

Table 3-1 Product release description

Item	Description
Delivery Method	● Select a delivery method, which can be a license or professional service. For details about each delivery method, see **3.2 Delivery Methods**. ● The delivery method must match the product. If they do not match, for example, the delivery method of a license is set to **Professional Services**, the application will be rejected.
Product Name	● The product name must accurately denote the product content. If software is involved, the software name must be the same as that in the software copyright certificate. ● The product must be named in compliance with standard naming conventions in the industry. Spelling mistakes are not allowed. For example, "wordpress" cannot be misspelled as "wordpess". ● The product name must not exaggerate functions or imply an extended scope of usage. Products cannot be directly used in the name of Huawei Cloud. For example, a name similar to **Huawei Cloud** *XXX* **Solution** is not allowed. ● The product name must not contain or convey product price, versions, phone numbers, or other descriptive information. ● To release a professional service relevant to the software, specify such relationship in the product name, for example, *xxxx* **Service**. ● To release a service as a SaaS product but this service has already been released as an image/license product, name the SaaS product as *xxx* **SaaS**. ● To release a service as a license product but this service has already been released as an image/SaaS product, name the license product as *xxx* **Independent Deployment**. ● Do not contain or convey any marketing-related words, such as **Promotion** and **Free**. ● A product can be released only once.
Version	The product version must be named in compliance with standard version naming conventions, for example, "V1.0" or "V2.0". They cannot be named using a non-standard format, such as "v0.1", "First Version", or "Initial Version".

Item	Description
Logo	● Logos must be PNG files, must be 120 x 120 pixels, and cannot exceed 5 MB. ● You are advised to upload your rectangle-shaped logo. If you want to use your square-shaped logo, ensure that the logo shape of your choice is perfectly fit into the box. ● Ensure that the uploaded logo is properly designed. Do not use screenshots of product introduction as the logo. ● Ensure that the uploaded logo is clearly visible. Any incomplete, deformed, or blurry image will not be approved. ● You are advised to use PNG images with a transparent background. If your logo has a background, resize the canvas to 120 x 120 pixels and set 4-pixel rounded corners. ● Do not modify the extension of the logo file, for example, changing .png to .jpg. Otherwise, the logo file cannot be uploaded. ● Do not use the Huawei logo or words such as Huawei. ● If the logo image is too large, you can compress it at **tinypng.com**.
Overview	● Provide a brief introduction of your product. The product overview is displayed on the KooGallery catalog and the product details page. ● The product name in the overview must be the same as **Product Name**. ● Do not include redirection information such as phone numbers, activity details, and links of non-Huawei Cloud websites.
Description	● Provide details about your product, including core functions and services. ● Enter at least 1000 characters. Ensure consistent usage of fonts, and keep the layout standardized, neat, and user-friendly. ● Do not include images and links redirecting to non-Huawei Cloud websites. ● Do not advise customers to obtain commercial information otherwise, for example, "To submit a commercial application or for pricing details, contact xxx." ● Do not use the information about competitors. ● If the uploaded information contains privacy data, such as the name, ID number, detailed address, phone number, bank account, and email address, pseudonymize or anonymize the data. Add mosaic effect to the personal image in the certificate information before upload. ● Do not include information related to Huawei or competitors.
Highlights	A maximum of five highlights can be added.

Seller Guide

<table>
<tr><th>Item</th><th>Description</th></tr>
<tr><td>Customer Case</td><td>If a customer case is provided, describe it in detail rather than enter only a case name.</td></tr>
<tr><td>End User License Agreement</td><td>Upload a complete End User License Agreement (EULA). The EULA is an agreement entered into between you and customers and must contain the privacy data statement. It takes effect when customers select it during order placement.
The name, definition, billing, and other details of the product defined in the EULA must be consistent with the product details.
The EULA is an online agreement that takes effect since customers select it when placing an order. It cannot contain any content that needs to be filled in or stamped.
The EULA must be within the validity period and not conflict with other agreements with Huawei Cloud.
Do not include payment accounts or description about offline payment.</td></tr>
<tr><td>After-Sales Support</td><td>Enter the after-sales support of the product according to the example.
Time: Add the time zone to the end of the service time, for example, (GMT+08:00).
Services: Describe the after-sales services that your company will provide.
Hotline: Provide a valid hotline number.
Email Address: Enter an email address that can receive emails and reply to customers in a timely manner.
NOTICE
Ensure that your hotline and email address can be contacted and you can provide after-sales services as soon as possible. If customers purchasing this product complain that the hotline cannot be connected or they do not receive any reply after sending emails for multiple times, KooGallery will remove the product from the catalog.</td></tr>
</table>

Item	Description
User Guide	● Provide operation guidance and other product manuals. ● Describe how to log in to the management platform and use the product after the product is purchased in the user guide. ● Do not include links of servers that are not deployed in the Huawei Cloud infrastructure, such as addresses for login and management of products. ● Ensure consistent usage of fonts, and keep the layout standardized, neat, and user-friendly. ● For an image product, specify the ports to be opened and how to log in to the management platform and use the image after customers purchase this product and deploy it on a Huawei Cloud ECS. ● Supported file types: RAR, ZIP, DOC, DOCX, PDF, PPT, PPTX ● Maximum file size: 20 MB ● For a professional service product, describe how to use it after it is purchased, for example, specify the service content and process.
Software Copyright Certificate	● Upload your software copyright certificate or other qualification certificate (if available). The operations team will review the certificate to confirm whether the product meets the product release requirements. The uploaded qualification certificate is not displayed on the product details page. ● Supported file types: RAR, ZIP, DOC, DOCX, PDF, PPT, PPTX ● Maximum file size: 20 MB
Open-Source Software Notice	● Declare the open-source software usage of the product. For details about the open-source software terms, see **Huawei Cloud KooGallery Seller Agreement**. ● Supported file types: RAR, ZIP, DOC, DOCX, PDF, PPT, PPTX ● Maximum file size: 20 MB
Category	● Specify the product categories (the level-1 and level-2 categories of products on KooGallery). ● For a professional service product, select **Professional Services** as the level-1 category.
Business Letter	To request a flexible platform fee proportion for a product, upload a business letter when releasing the product. Download the business letter template, fill in the template, and upload it. **NOTE** To request a non-standard revenue sharing ratio for a released product, modify the product details and upload the business letter on the Seller Console.

Item	Description
Product Specifications	● The specifications provided must be complete. ● Specifications must be named in compliance with certain rules. You are advised not to use vague names such as "Specifications 1" or "Specifications 2", or to use billing modes like "Yearly" or "Monthly", or measurement units such as "Sets" or "1 Set". ● Select a suitable billing mode and set appropriate pricing. ● If there are different versions of the product, differentiate one specification from another instead of releasing all the versions of that product on KooGallery. ● The specification name, quantity attribute name, and enumeration attribute name must be unique. ● The specification name cannot include commercial description, such as the contact information and phone number. ● When releasing a professional service product, if it contains services billed by person-day, release the services as multi-SKU specifications. For details, see **3.8 Releasing Multi-SKU Product Specifications**. ● For a license or professional service product, a specification cannot be billed by uses or by year/month at the same time. In this case, add two specifications and name them as *xxx* **Permanent Authorization** and *xxx* **Subscription** separately. ● Avoid free trial specifications which can be purchased unlimited times. ● Do not use the name of Huawei Cloud, for example, **Huawei Cloud** *XXX*.
More Tax Info	Enter the tax information of the product.
SEO Information	Optimize product information so that Baidu and other third-party search engines acquire it. Fill in the information strictly according to the **instructions**. If the information does not meet the requirements, the application will be rejected.

3.2 Delivery Methods

Huawei Cloud KooGallery provides a platform for partners to release cloud products in various delivery methods, including licenses, SaaS, images, consulting services, and professional services.

Licenses

License products are the commercial software or licenses provided by sellers. License products include commercial operating system, database middleware, and application software.

SaaS

SaaS products are application software products provided by sellers to run on Huawei Cloud infrastructure as a service (IaaS). After purchasing SaaS products, customers can log in to specified websites to use them without a need to purchase the required cloud resources.

Currently, a SaaS product can be enabled by using the username and initial password. When a customer purchases a SaaS product on KooGallery, KooGallery calls the service interface provided by the seller, requesting the seller to perform product subscription. After the subscription operation is complete, the seller returns information to KooGallery, such as the frontend address, management backend address, username, and initial password of the product.

Images

Images are created by sellers based on the Huawei Cloud public system. Users can use an image to create an ECS with the same system environment as that in the image.

Images integrate the software environment and functions on the operating system and couple application software with cloud resources to enable out-of-the-box functionality for ECSs.

Consulting Services

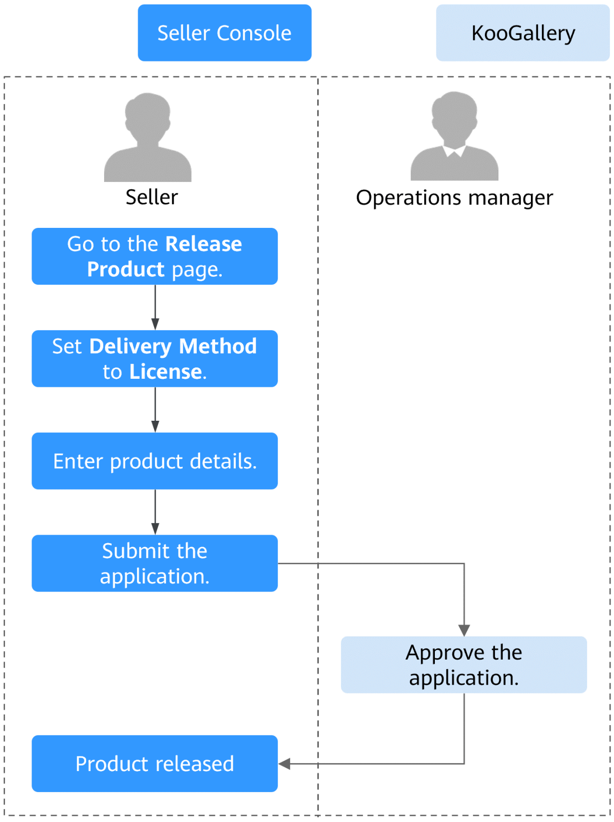
Consulting services are offered on KooGallery as products. This type of products is not traded on KooGallery. KooGallery only provides links to access the products on sellers' official websites.

Professional Services

Professional services are provided on KooGallery as products and do not involve delivery of software or cloud resources. Such services include environment and configuration, troubleshooting, data migration, consulting, and training.

3.3 Releasing Licenses

Release Flow



Prerequisites

- You have registered as a KooGallery seller. For details, see **Seller Registration**.
- Before releasing a joint operations product, you have completed the joint operations certification. For details, see **Joint Operations Certification and Product Access**.

Procedure

Step 1 Go to the **Seller Console**.

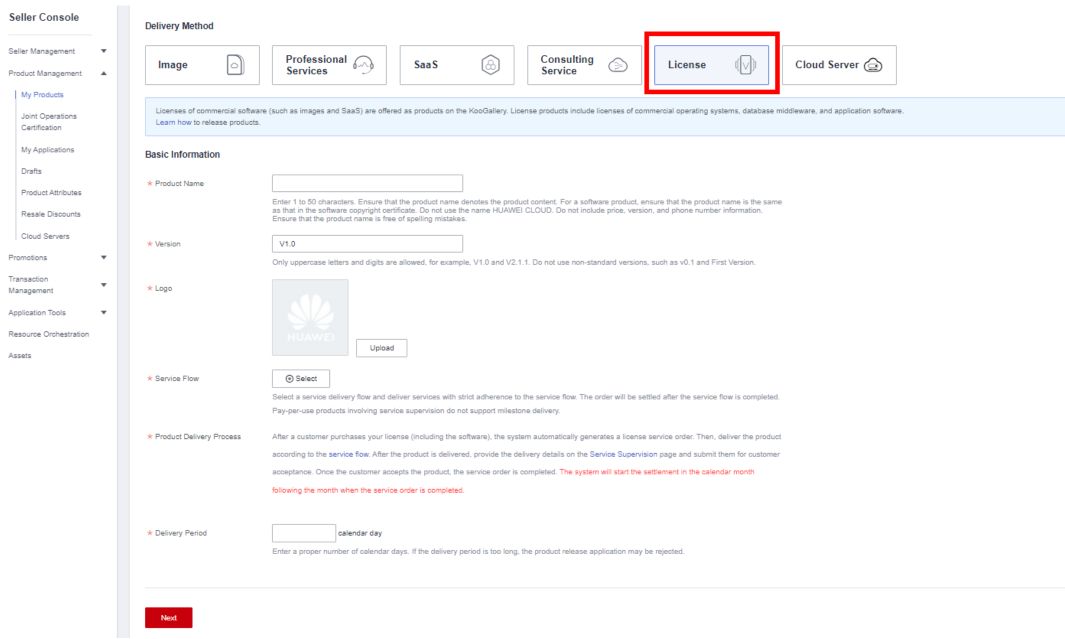
Step 2 In the navigation pane, choose **Product Management** > **My Products**.

Step 3 Click **Release New Product** in the upper right corner of the page.

The **Product Release** page is displayed.

Step 4 In the **Delivery Method** area, select **License**. In the **Basic Information** area, set **Product Name** and **Version**, upload a logo, read the description of **Product Delivery Process**, and set **Delivery Period** as instructed.

Seller Guide



📖 NOTE

- For details about parameters, see **3.1 Product Release Description**.
- **Delivery Process**

  Select a service flow template. After a customer purchases your license (including the software), KooGallery automatically generates a license service order. Deliver the license based on the selected service flow template. After the product is delivered, provide the delivery details on the **Service Supervision** page and submit them for customer acceptance. Once your product is accepted by the customer, the service order is completed. KooGallery will start the settlement in the calendar month following the month when the service order is completed.

  For details, see **6.1 Supervising License Products**.
- **Delivery Period**

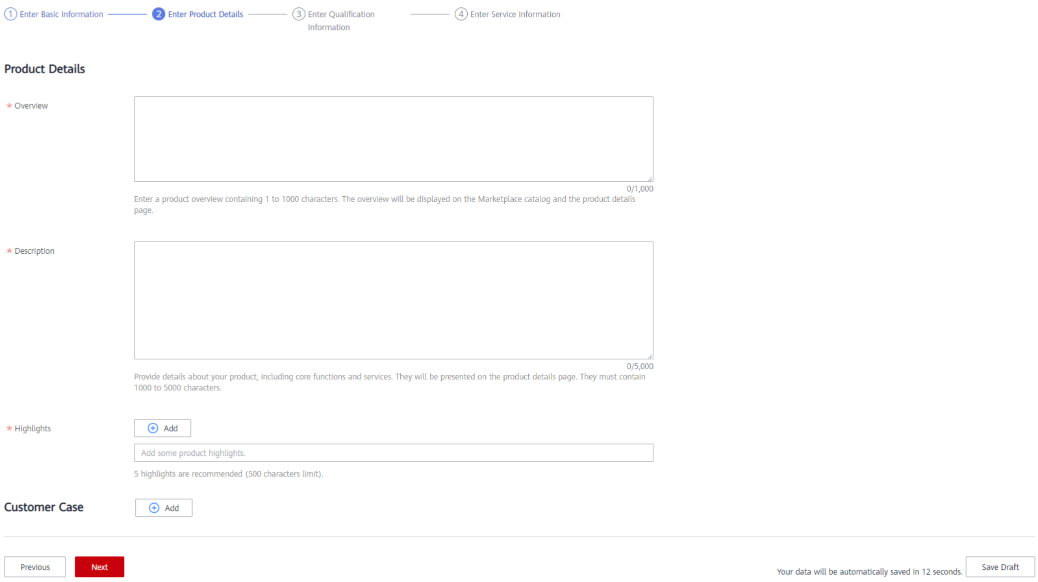
  Enter a proper number of calendar days. If the delivery period is too long or too short, your product release application may be rejected, or you may receive customer complaints if you cannot deliver the product in the specified delivery period.

Step 5 Click **Next**.

The **Product Details** page is displayed.

Step 6 Enter the product information (including **Overview**, **Description**, and **Highlights**) and customer cases as prompted.

Seller Guide



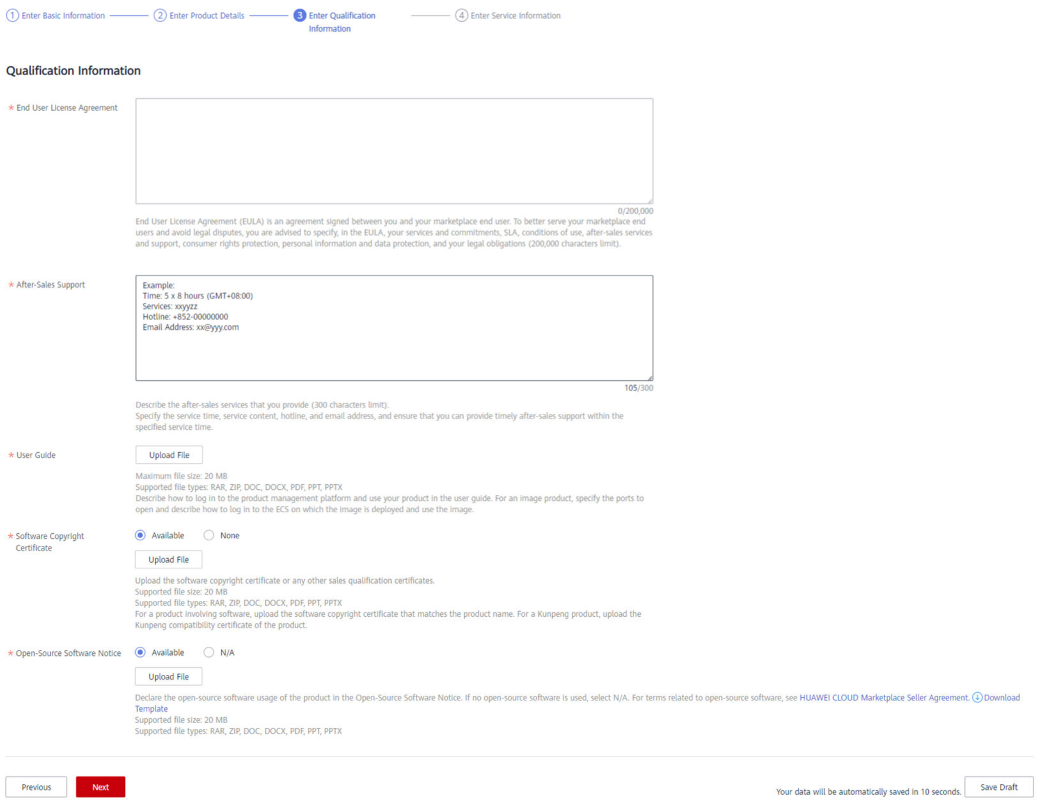
NOTE

- Drag the lower right corner of the **Description** text box to resize it.
- Move the cursor to an added customer case to delete or edit it.

Step 7 Click **Next**.

The **Qualification Information** page is displayed.

Step 8 Set **End User License Agreement**, **After-Sales Support**, **User Guide**, **Software Copyright Certificate**, and **Open-Source Software Notice** as instructed.



Seller Guide

NOTE

- **End User License Agreement**

  The EULA is an online agreement entered into between you and customers. It takes effect when customers select it during order placement. It cannot contain any unfilled content and cannot be stamped. You can drag the lower right corner of the **End User License Agreement** text box to resize it.

- **After-Sales Support**

  Add the time zone to the end of the service time, for example, **(GMT+08:00)**.

  Ensure that your hotline and email address are reachable and you can provide after-sales services as required. If customers purchasing this product cannot contact your company or they do not receive any reply from you after sending emails for multiple times, KooGallery will remove the product from the catalog.

  Ensure that you can provide after-sales hotline and email services in English.

- **Software Copyright Certificate**

  Upload a software copyright certificate that matches your product. The uploaded certificate will be reviewed by Huawei Cloud KooGallery to confirm whether your product meets the release requirements. The certificate is only for review and will not be displayed on the product details page.

Step 9 Click **Next**.

The **Service Information** page is displayed.

Step 10 Set **Service Information**, **Product Specifications**, **More Tax Info**, and **SEO Information** as instructed.

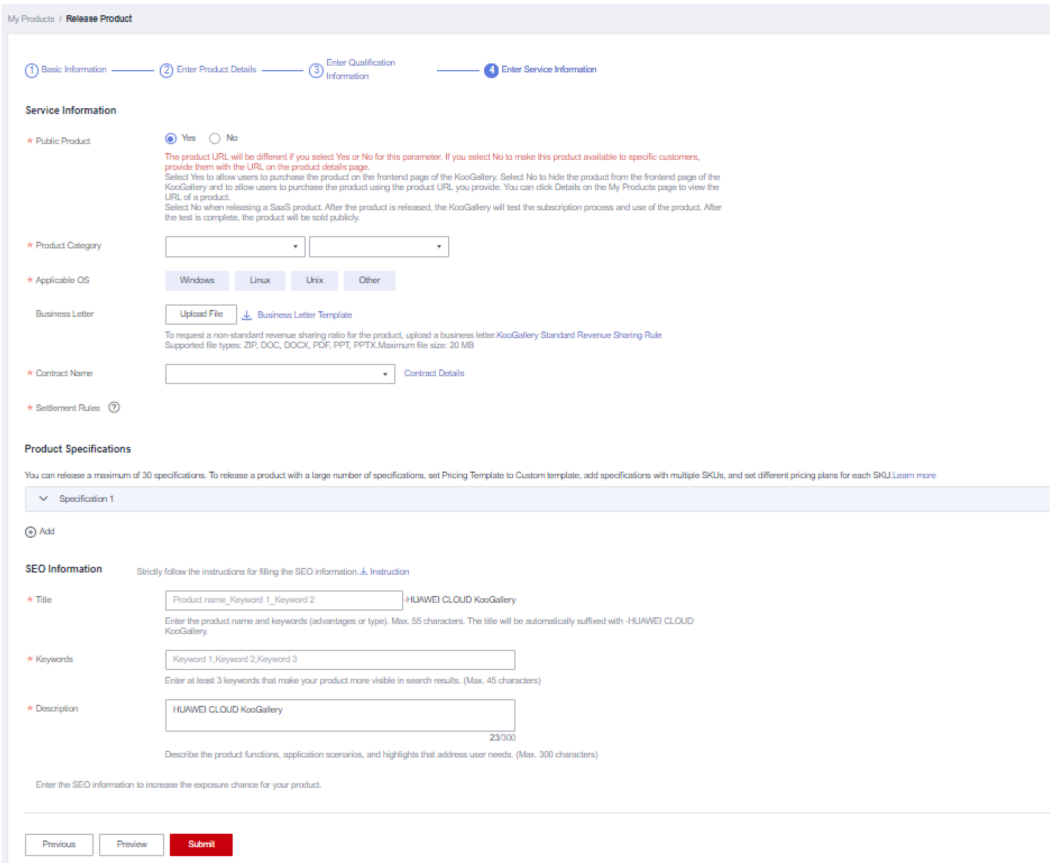
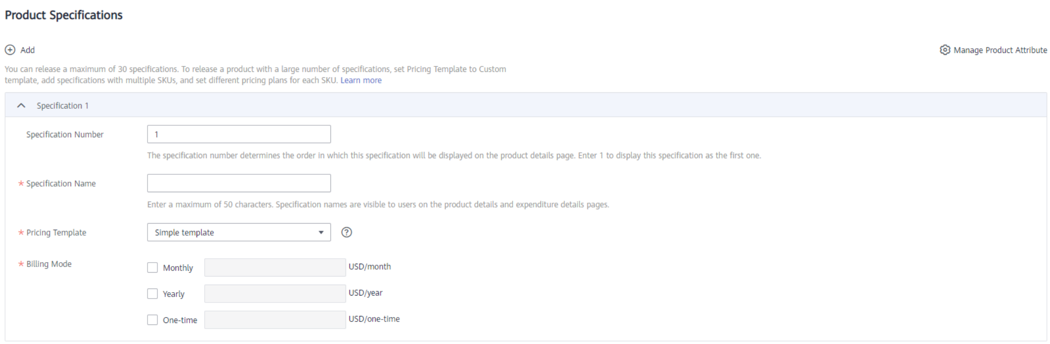


Figure 3-1 Product specifications



NOTE

- If you set **Public Product** to **No**, the product will be hidden from KooGallery frontend page and search results. Customers can access and purchase the product only by using the product URL you provide. To obtain the URL of such a product, choose **Product Management** > **My Products**. In the same row of the product, click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.
- You can select either yearly/monthly billing mode or one-time billing mode for each specification of a license product.
- If you want to set a fixed price for product specifications in yearly/monthly or one-time payment billing mode, select a simple pricing template.
- If you want to set a separate price in each SKU for product specifications in yearly/monthly or one-time payment billing mode, select a custom pricing template. If an SKU contains attributes of the quantity type, you can also use linear or tiered pricing for the attributes. For details about how to release a product specification that contains multiple SKU attributes, see **3.8 Releasing Multi-SKU Product Specifications**.

Step 11 Click **Preview**.

The product details page is displayed.

Step 12 Confirm the configuration and click **Submit**.

The message "Are you sure you want to submit the product information?" is displayed.

Step 13 Click **Yes**.

The message "Product release information submitted successfully." is displayed.

NOTE

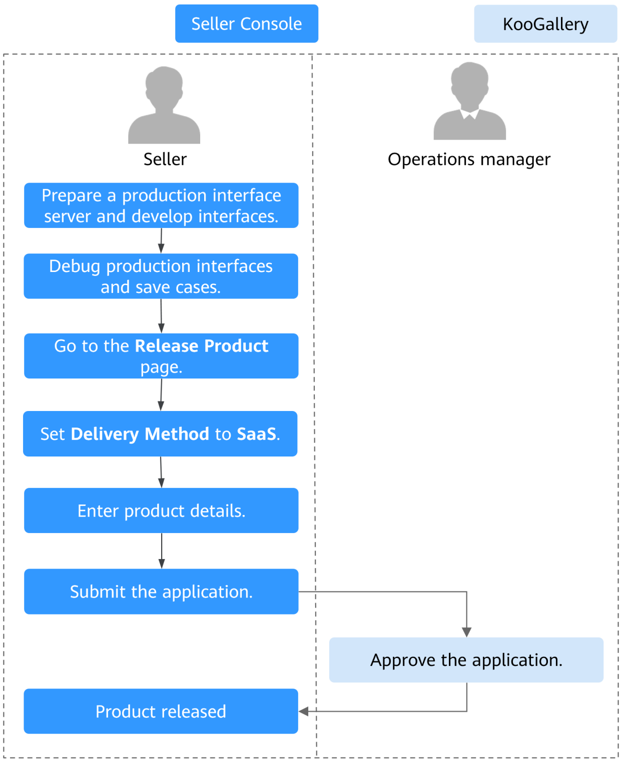
- You can upload a maximum of 100 documents or software of 10 GB in total to the Seller Console in a single day.
- When releasing a product, you can click **Save Draft** to save the product information before submission. You can choose **Product Management** > **My Applications** or **Product Release** > **Drafts** to view the draft information.
- Huawei Cloud KooGallery will review the product information you submitted within three business days. The review result will be sent to the email address bound to your Huawei Cloud account. The product will be available on KooGallery upon approval from KooGallery.

----End

3.4 SaaS Product Release Guide

3.4.1 Releasing SaaS Products

Release Flow



Prerequisites

- You have deployed your SaaS products on Huawei Cloud (Europe) infrastructure. Huawei Cloud KooGallery does not accept SaaS products that are not deployed on Huawei Cloud (Europe) infrastructure.
- You have followed the guidance described in **SaaS Product Access Guide** to develop interfaces.
- You have debugged interfaces for application access. KooGallery provides the application access debugging function. For details, see **3.4.3 Application Access Debugging and Case Management**. Ensure that all required interfaces are debugged successfully. To ensure that your SaaS products can be enabled after subscription, KooGallery will save the successful debugging cases for interface verification during review of release and modification requests.
- If your SaaS products involve websites (including frontend and backend portals), your products must not contain malicious content or high-risk vulnerabilities.

- Before releasing a joint operations product, you have completed the joint operations certification. For details, see **Joint Operations Certification and Product Access**.

Procedure

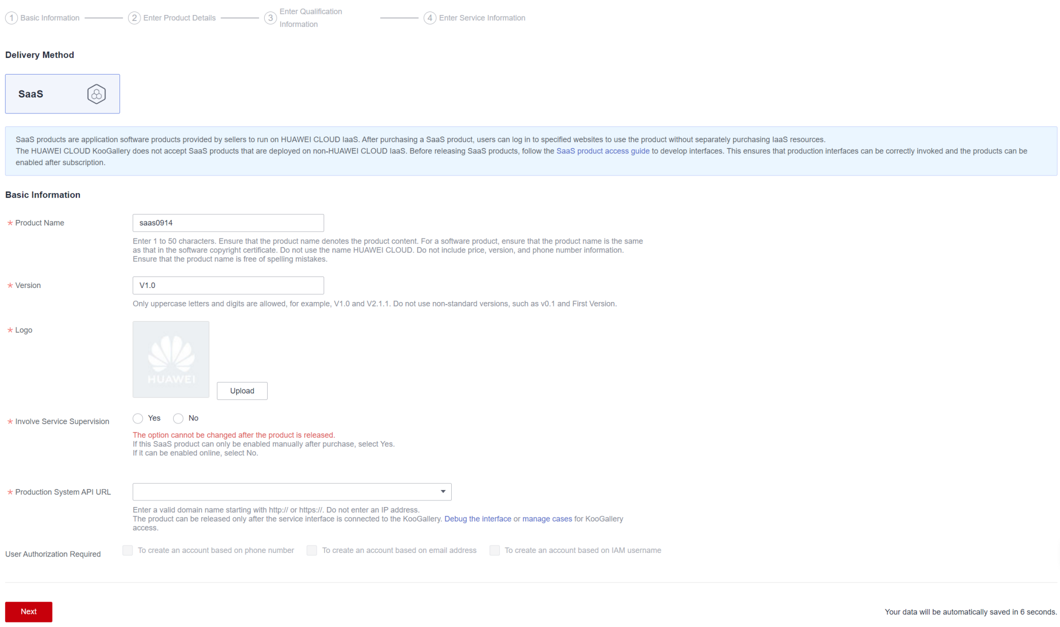
Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Product Management > My Products**.

Step 3 Click **Release Joint Operations Product** in the upper right corner of the page.

The **Product Release** page is displayed.

Step 4 In the **Delivery Method** area, select **SaaS**. In the **Basic Information** area, set **Product Name** and **Version**, upload a logo, and set **Involve Service Supervision**, **Production System API URL**, **Extension Parameters**, **User Authorization Required**, **Sensitive Information Encryption Algorithm**, and **Vulnerability Scans**.



NOTE

- For details about parameters, see **3.1 Product Release Description**.
- **Involve Service Supervision**
  - If customers can use the product after they submit requests, or it takes some time to provision services for customers, select **Yes**. Orders of the product will be settled after the corresponding service flows are completed. This parameter cannot be modified after the product is released to KooGallery.

    For details about the service flow, see **6.2 Supervising SaaS Products**.
  - If customers can immediately use the product after subscription, select **No**.
- **Production System API URL**

  Select a saved address of a service interface that has been debugged. The address must start with https:// and must be a domain name. The production system server must be deployed on a Huawei Cloud ECS.

  To release a product billed on a yearly/monthly basis, debug the interfaces of instance creation, query, update, status update, and release. To release a product billed by uses, debug the interfaces of instance creation, query, and release. For details about interface debugging, see **3.4.3 Application Access Debugging and Case Management**.

  The version of the security transport layer protocol must be TLS1.1 or TLS1.2. TLS1.0, SSL1, and SSL2 cannot be used because they cannot ensure secure communications on the transport layer.
- **User Authorization Required**

  Optional. You can choose customers' private information to be transferred, such as the mobile number, email address, IAM username, and IAM user ID. You can select multiple options.

  If the **To create an account based on phone number** option is selected, the parameter **mobilePhone** is included in the subscription request.

  If the **To create an account based on email address** option is selected, the parameter **email** is included in the subscription request.

  If the **To create an account based on IAM username** option is selected, the parameters **userId** and **userName** are included in the subscription request.
- **Sensitive Information Encryption Algorithm**

  If privacy fields need to be transferred in a request, select an encryption algorithm for sensitive information based on the site requirements.
- **Request Templates**

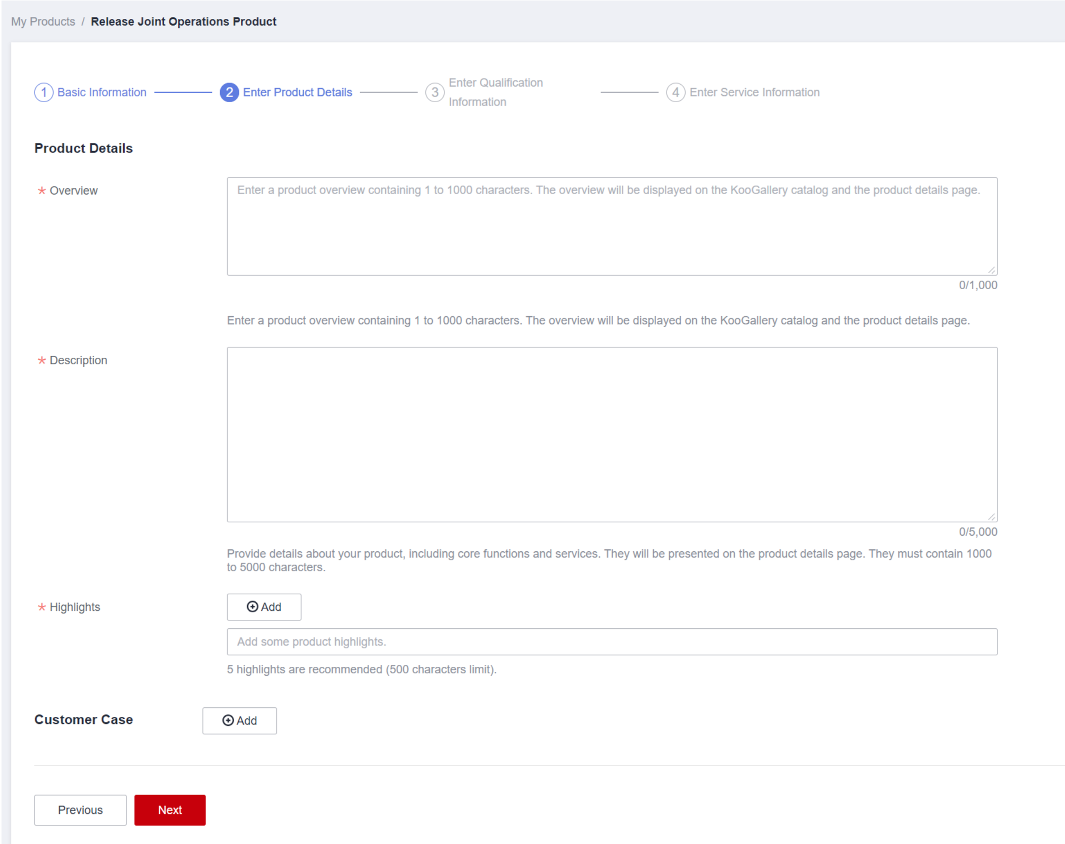
  Create templates that contain the information customers need to provide to you during service supervision, and upload the templates. When submitting requests, customers can download and fill in the templates.

Step 5 Click **Next**.

The **Enter Product Details** page is displayed.

Step 6 Enter the product information (including **Overview**, **Description**, and **Highlights**) and customer cases as prompted.

Seller Guide



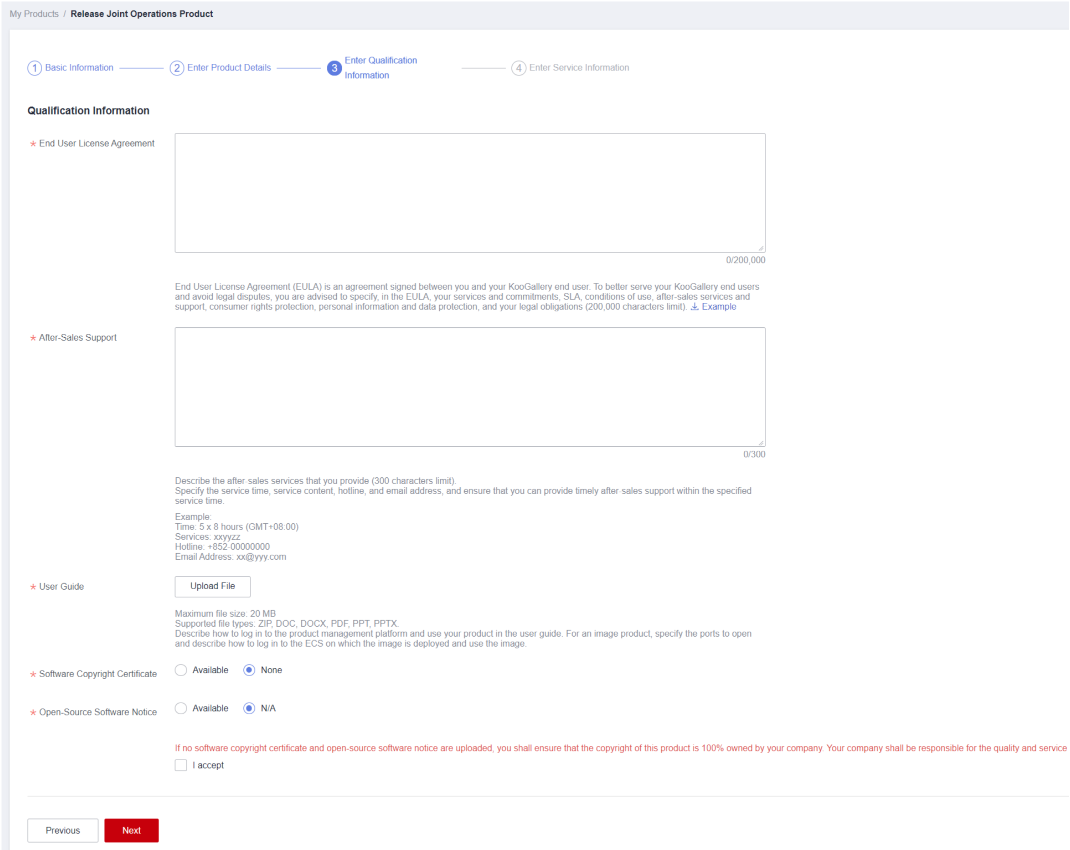
NOTE

- Drag the lower right corner of the **Description** text box to resize it.
- Move the cursor to an added customer case to delete or edit it.

Step 7 Click **Next**.

The **Enter Qualification Information** page is displayed.

Step 8 Set **End User License Agreement**, **After-Sales Support**, **User Guide**, **Software Copyright Certificate**, and **Open-Source Software Notice** as instructed.



NOTE

- **End User License Agreement**

  The EULA is an online agreement entered into between you and customers. It takes effect when customers select it during order placement. It cannot contain any unfilled content and cannot be stamped. You can drag the lower right corner of the **End User License Agreement** text box to resize it.

- **After-Sales Support**

  Add the time zone to the end of the service time, for example, **(GMT+08:00)**.

  Ensure that your hotline and email address are reachable and you can provide after-sales services as required. If customers purchasing this product cannot contact your company or they do not receive any reply from you after sending emails for multiple times, KooGallery will remove the product from the catalog.

  Ensure that you can provide after-sales hotline and email services in English.

- **Software Copyright Certificate**

  Upload a software copyright certificate that matches your product. The uploaded certificate will be reviewed by Huawei Cloud KooGallery to confirm whether your product meets the release requirements. The certificate is only for review and will not be displayed on the product details page.

- **Open-Source Software Notice**

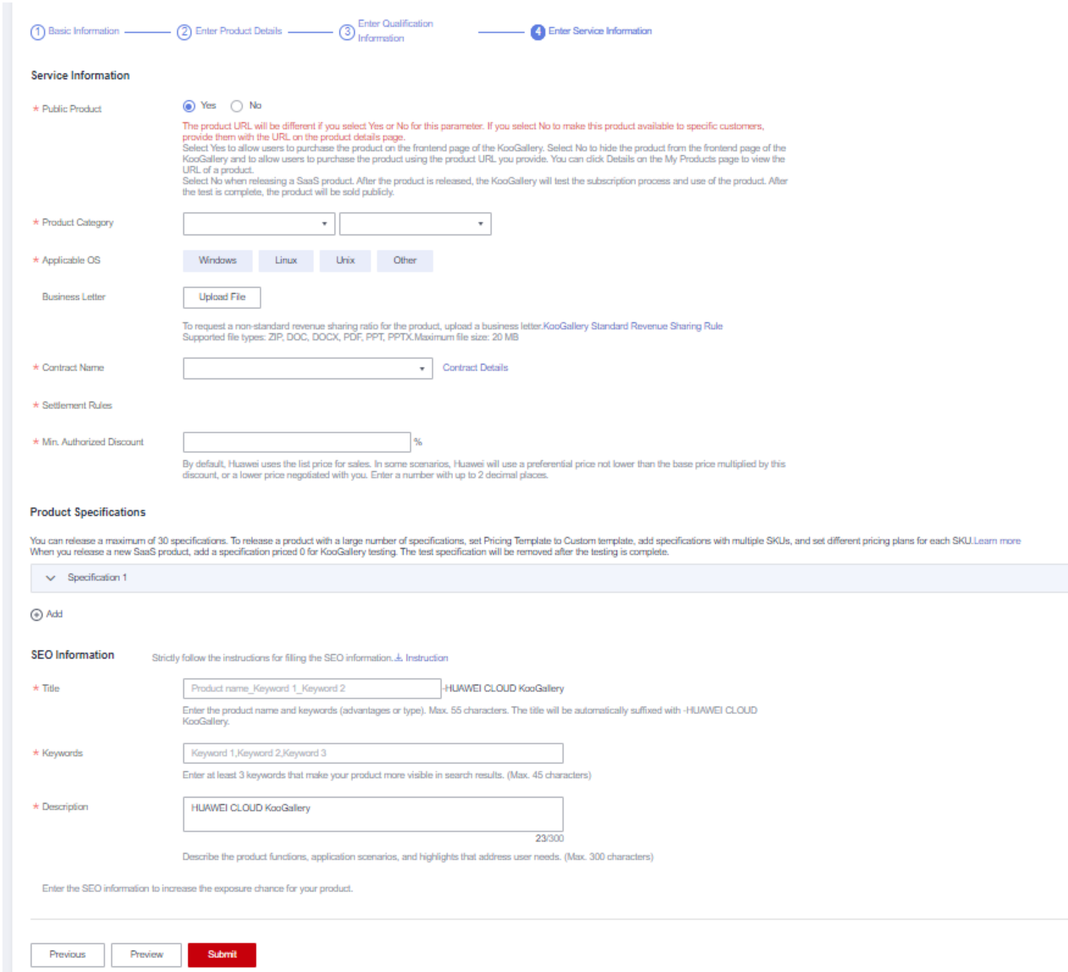
  If your product involves open-source software, read **Huawei Cloud KooGallery Joint Operation Products Vendor Agreement** and provide a list of the open-source software.

Step 9 Click **Next**.

The **Enter Service Information** page is displayed.

Step 10 Set **Service Information**, **Product Specifications**, **More Tax Info**, and **SEO Information** as instructed.

Seller Guide



NOTE

- If you set **Public Product** to **No**, the product will be hidden from KooGallery frontend page and search results. Customers can access and purchase the product only by using the product URL you provide. To obtain the URL of such a product, choose **Product Management** > **My Products**. In the same row of the product, click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.
- In the **Product Specifications** area, you can select **Trial** and set **Trial Days** for products billed on a yearly/monthly basis. Once you select **Trial**, all yearly/monthly products of the same specification can be used for trial. Customers can upgrade to the yearly/monthly subscriptions when the trial period expires.
- If you want to set a fixed price for product specifications in yearly/monthly or one-time payment billing mode, select a simple pricing template.

  If you want to set a separate price in each SKU for product specifications in yearly/monthly or one-time payment billing mode, select a custom pricing template. If an SKU contains attributes of the quantity type, you can also use linear or tiered pricing for the attributes.
- Fill in the SEO information by referring to the **instructions** to facilitate entry addition of third-party search engines such as Google.

Step 11 Click **Preview**.

The product details page is displayed.

Step 12 Confirm the configuration and click **Submit**.

The message "Are you sure you want to submit the product information?" is displayed.

Step 13 Click **Yes**.

The message "Product release information submitted successfully." is displayed.

NOTE

- When you submit the product information, KooGallery calls the service interfaces of the production system **in real time** using the cases saved after you successfully debugged the interfaces. **If an interface responds abnormally, a message will be displayed in the upper right corner of the page. In this case, locate and rectify the fault and submit the product information again.** All interfaces must respond normally.
- You can upload a maximum of 100 documents or software of 10 GB in total to the Seller Console in a single day.
- When releasing a product, you can click **Save Draft** to save the product information before submission. You can choose **Product Management** > **My Applications** or **Product Release** > **Drafts** to view the draft information.
- Huawei Cloud KooGallery will review the product information you submitted within three business days. The review result will be sent to the email address bound to your Huawei Cloud account. The product will be available on KooGallery upon approval from KooGallery.
- After a SaaS product is approved and released, the product is temporarily hidden. KooGallery will subscribe to the test specifications of the product within three business days for testing. If the testing results are satisfactory, the test specifications will be removed from the catalog and the product can be sold to customers. If any problems are found during the testing, an email will be sent to your customer service email address or after-sales support email address. You need to solve the problems and respond to the email within two business days. Otherwise, your product is considered to have failed the testing and will be removed from the catalog.

----End

3.4.2 Enabling SaaS Product Access from KooGallery

Before releasing a SaaS product, develop interfaces that can be called by Huawei Cloud KooGallery. For details about access operations, see **SaaS Product Access Guide**.

3.4.3 Application Access Debugging and Case Management

For SaaS products:

- Huawei Cloud KooGallery provides the **Application Access Debugging** page in the Seller Console to ensure that SaaS products can be accessed correctly from KooGallery. You can debug interfaces on this page.
- Huawei Cloud KooGallery provides the message record function to record the successful and failed interface calls of KooGallery.

Application Access Debugging

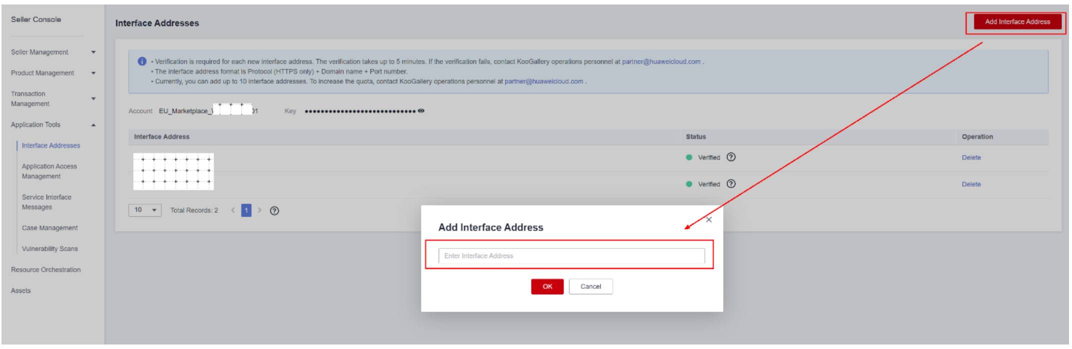
The product subscription interface is used as an example.

Step 1 Set the parameters on the independent service vendor (ISV) server based on the parameter descriptions in the **Request Message**.

Seller Guide

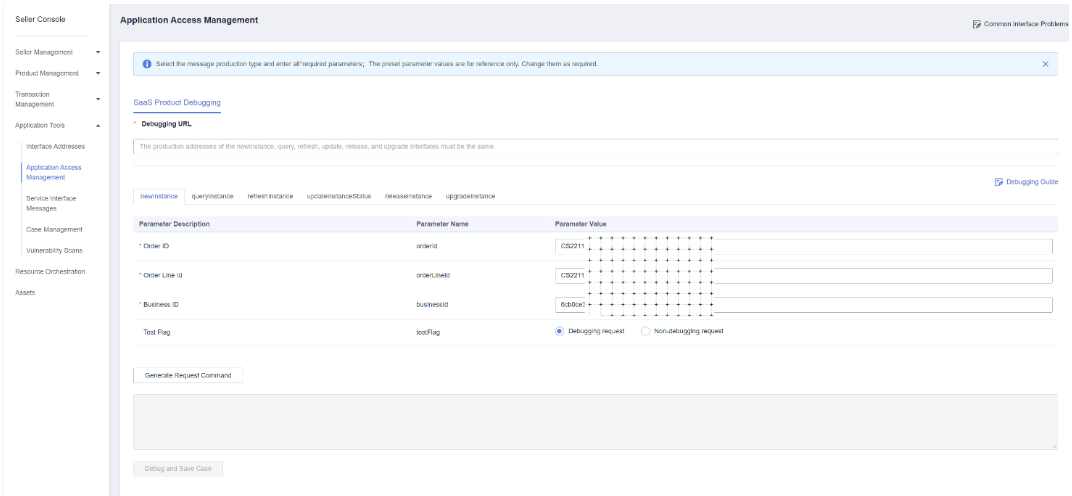
Step 2 Go to the **Seller Console**.

Step 3 Choose **Interface Addresses** in the navigation pane and verify your interface address.



Step 4 In the navigation pane, choose **Application Tools > Application Access Debugging**.

Step 5 On the first tab, enter values of parameters preset in **Step 1** and click **Generate Request Command** to generate a request example. For details about the parameters, see **API Description**.



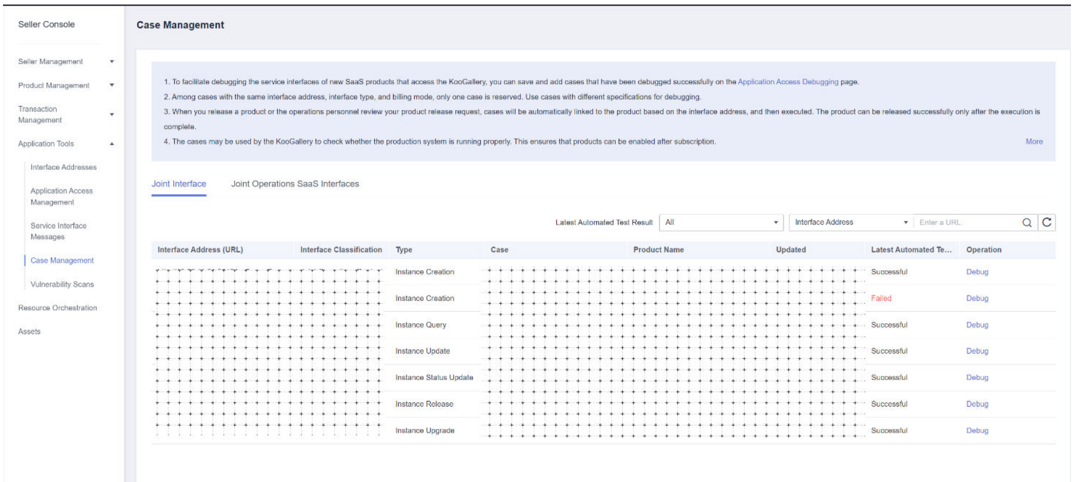
Step 6 Click **Debug and Save Case**. The system invokes the production system link to debug the interface. If the interface is debugged successfully, go to **Step 7**. If not, the error messages are displayed in the lower part of the page. You can modify the interface parameters based on the error messages.

NOTE

- Before releasing a yearly/monthly product, ensure that the interfaces of instance creation, instance query, instance update, instance status update, and instance release have been debugged successfully.
- Before releasing a product billed by uses, ensure that the interfaces of instance creation, instance query, and instance release have been debugged successfully.
- The instance upgrade scenario is optional. If the product can be upgraded, debug the interface for the upgrade scenario.

Step 7 The message "Cases debugged successfully." is displayed. Click **Save Case**.

You can query the cases that are successfully debugged on the **Application Tools > Case Management** page.



----End

Service Interface Messages

If a service interface fails to be called, KooGallery will send an email to the email address bound to your Huawei Cloud account, and the interface exception information will be displayed on the **Application Tools > Service Interface Messages** page. Solve the exception based on the information as soon as possible to avoid unsubscription due to order enabling failure.

If the instance creation interface fails to be called, KooGallery will try 60 times (once every 3 minutes). If the interface exception is resolved within 60 call attempts, the next call will be successful and the order is enabled successfully. Otherwise, KooGallery determines that the order fails to be enabled and automatically cancels the order.

If the instance update interface fails to be called, KooGallery will call the interface again. You can view the interface exception information on the **Application Tools > Service Interface Messages** page. After the exception is solved, notify KooGallery to call the interface again.

If the instance status update or instance release interface fails to be called, KooGallery will try 60 times (once every minute). You can view the interface exception information on the **Application Tools > Service Interface Messages** page. If the interface exception is resolved within 60 call attempts, the next call will be successful. Otherwise, KooGallery stops calling the interface. After the exception is solved, go to the Seller Console, locate the order on the **Application Tools > Service Interface Messages** page, and click **Restart Debugging** in the **Operation** column in the same row to call the interface again.

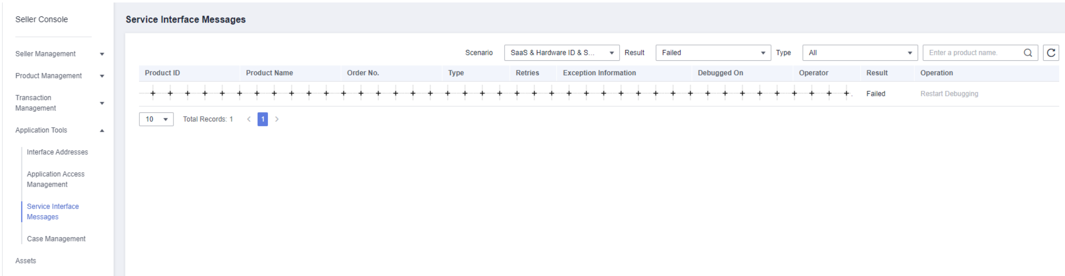
NOTE

- Pay attention to emails sent by KooGallery to the email address bound to your Huawei Cloud account. If you receive an email about interface calling failures, solve the exception as soon as possible.
- KooGallery monitors interface exceptions. If subscriptions to a SaaS product frequently fail due to interface exceptions, KooGallery will remove the product from the catalog.

Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Application Tools > Service Interface Messages**.

Step 3 Query interface calling records.



----End

Case Management

To facilitate service interface debugging for subsequent new SaaS products that access KooGallery, save and add cases of successful debugging on the **Application Access Debugging** page and manage cases on the **Case Management** page.

Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Application Tools > Case Management**.

Step 3 Manage cases.

- In the **Operation** column, click **Debug**. The **Application Access Debugging** page is displayed, and the case information is automatically loaded.
- To delete a case, click **Delete** in the **Operation** column.

NOTE

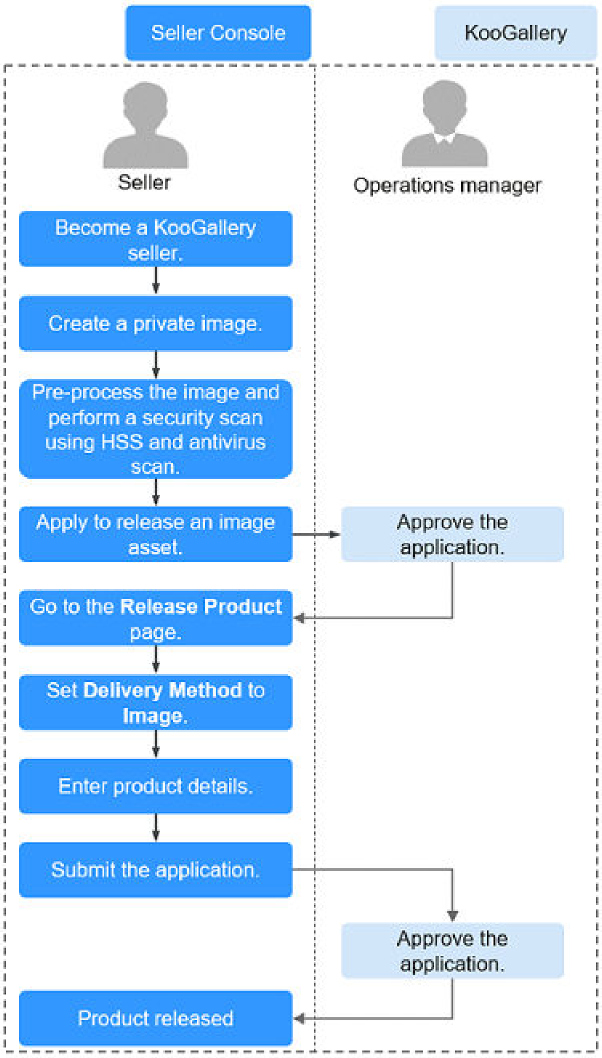
Cases for products that have already been released successfully cannot be deleted.

----End

3.5 Image Release Guide

3.5.1 Release Process

Release Flow



1. Become a KooGallery seller.
2. Create a private image. For details, see **3.5.2 Creating Images**.
3. Pre-process the image and perform a security scan using Host Security Service (HSS) and antivirus scan. For details, see **3.5.3 Pre-processing Images**.
4. Release an image asset. For details, see **Adding an Asset**.
5. Wait for the KooGallery operations manager to review the application.
6. Release an image product. For details, see **3.5.5 Releasing Images**.
7. Enter product information. For details, see **3.1 Product Release Description**.
8. Submit the product release application.
9. Wait for the KooGallery operations manager to review the application.
10. The product is released.

Seller Guide

> NOTE
>
> Before releasing a joint operations product, you must complete the joint operations certification. For details, see **Joint Operations Certification and Product Access**.

3.5.2 Creating Images

1. Before creating a private image, you need to purchase and deploy a Huawei Cloud Elastic Cloud Server (ECS).

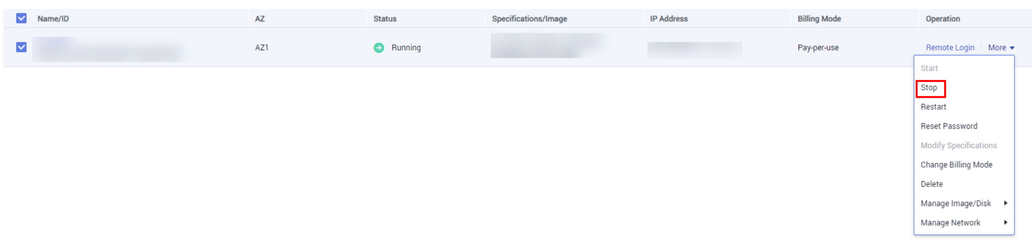
   > NOTE
   >
   > Recommended ECS configuration:
   > - **Public image**
   > - **General computing** or **General computing-plus**

2. You can create a system disk image using a public image provided by Huawei Cloud and release it to KooGallery. You are advised to select an ECS in the following region to create private images. Then you can copy the created images to other regions.

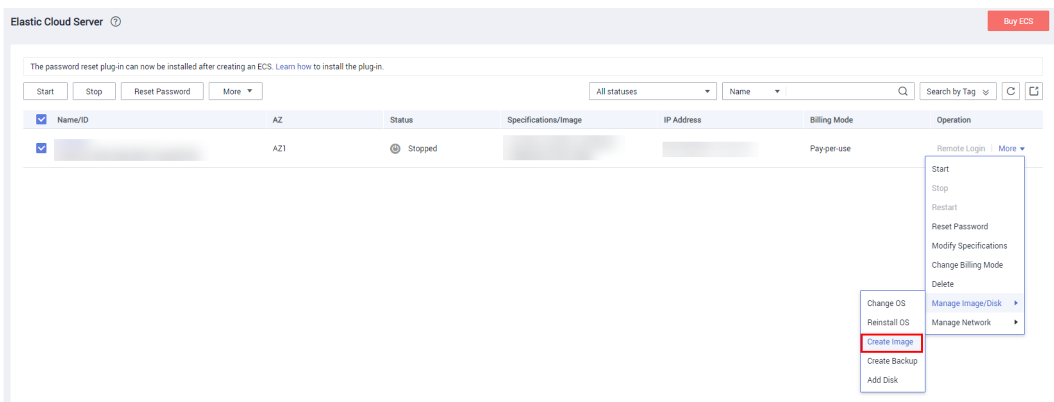
Region	Region Code	Remarks
Ireland	EU-Dublin	Recommended

Procedure

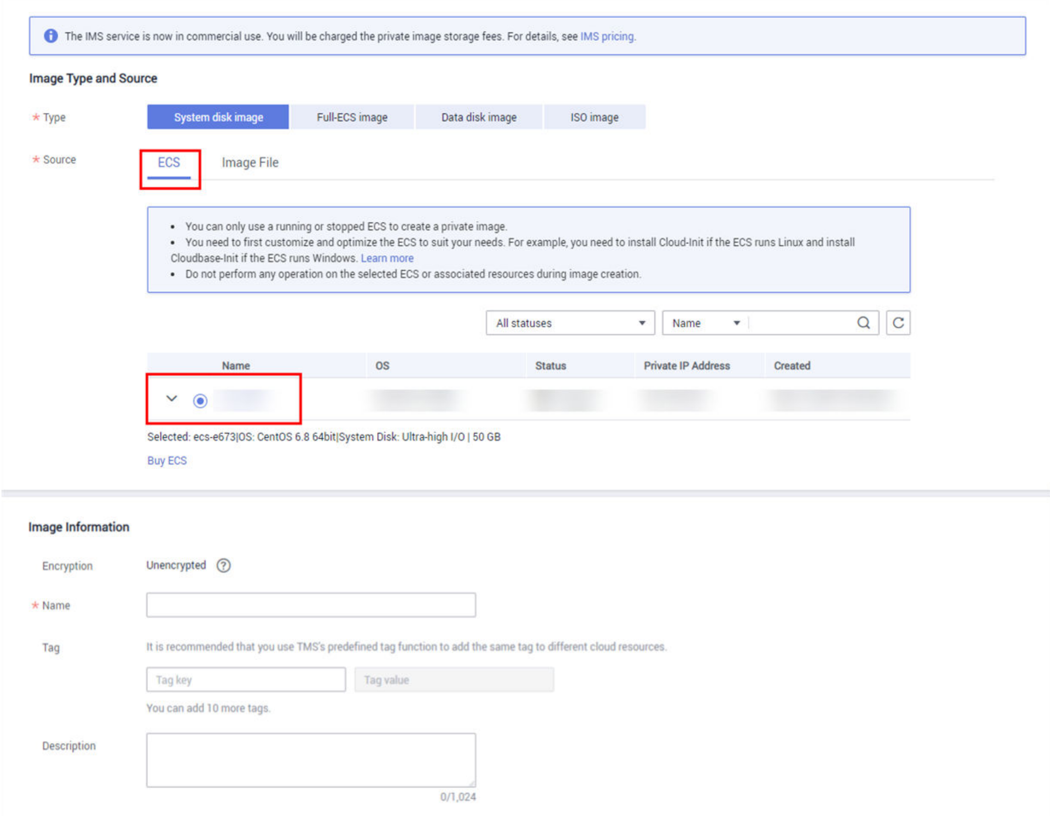
Step 1 After deploying and installing products you need on the ECS, log in to the ECS console, locate the target ECS, and choose **More** > **Stop** in the **Operation** column to stop the ECS.



Step 2 Choose **More** > **Manage Image/Disk** > **Create Image** in the **Operation** column on the right of the ECS.



Step 3 In the **Image Type and Source** area, click the **ECS** tab and select the target host for **Source**, set the image name and description in the **Image Information** area, and click **Next**.

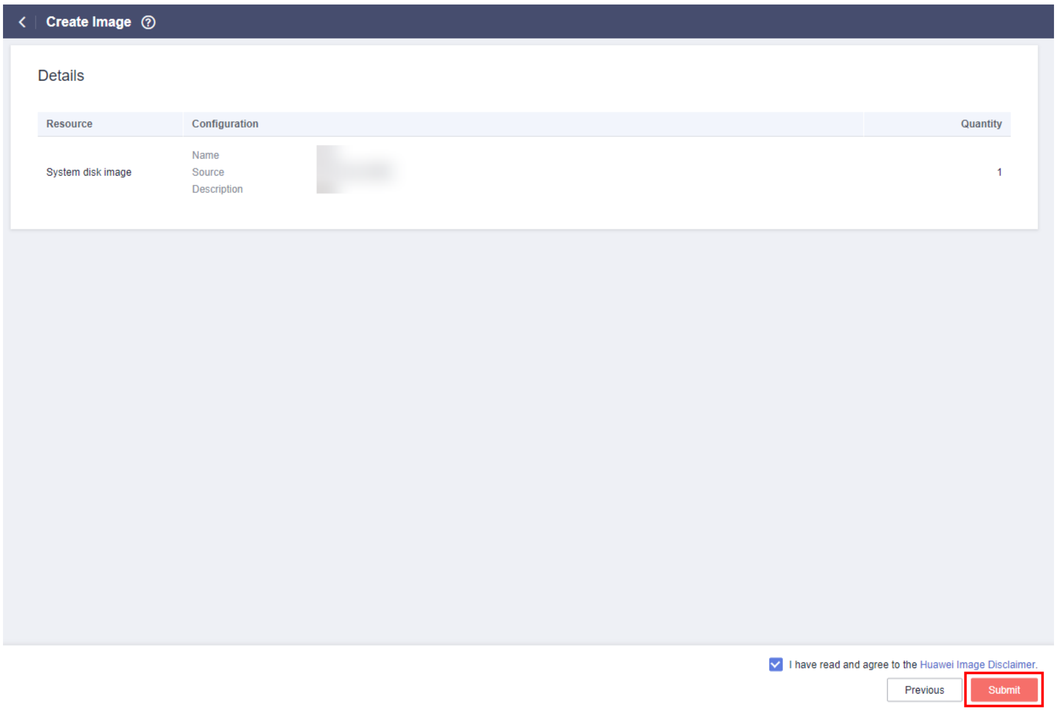


NOTE

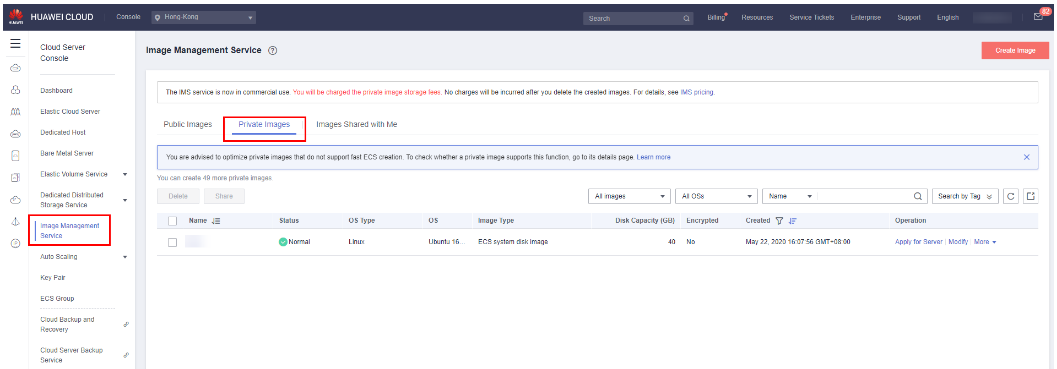
Image products on KooGallery are system disk images created on the Huawei Cloud public system. When creating an image, create a system disk image.

Step 4 On the **Details** page, confirm the image information and click **Submit**.

Seller Guide



Step 5 In the navigation pane on the left, choose **Image Management Service** > **Private Images** to view the created private image.



NOTE

Save the ECS login password for image buyers when creating a Windows private image.

----End

3.5.3 Pre-processing Images

3.5.3.1 HSS Security Scan

Before releasing an image product, perform a security scan using HSS and antivirus scan using a recommended tool, and pre-process the scan results to ensure that no high-risk vulnerability exists after the image is deployed on an ECS. If a vulnerability persists, the KooGallery operations personnel will reject the product release request.

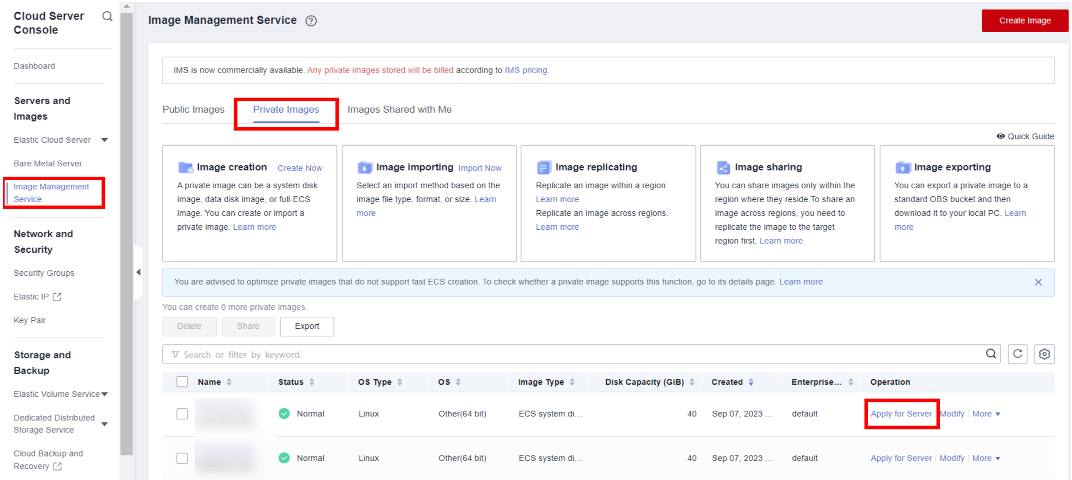
NOTE

After the HSS security scan is complete, send an email with the result file and antivirus scan materials to wujunchuan@huawei-partners.com.

Procedure

Step 1 Apply for an ECS.

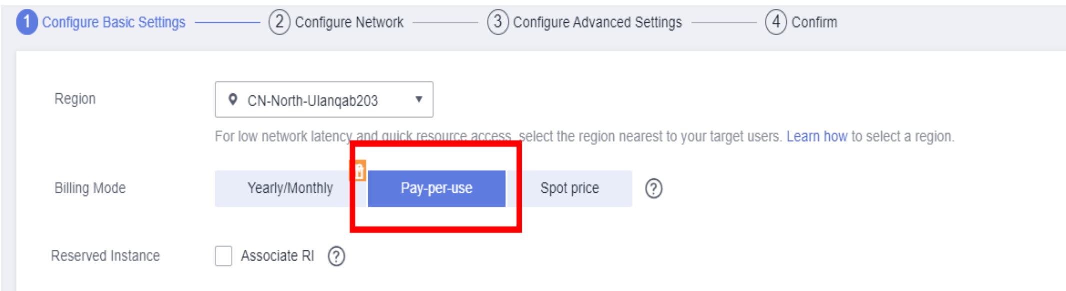
Log in to the Huawei Cloud console and choose **Service List** > **Compute** > **Image Management Service**. Click the **Private Images** tab, locate the image to be released, and click **Apply for Server**.



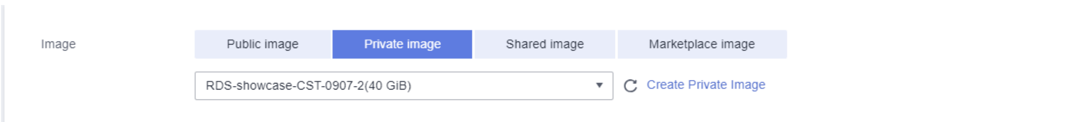
Step 2 Create an ECS.

The process of creating an ECS using a private image is the same as that using a public image. For details, see **3.5.2 Creating Images**. Pay attention to the following settings:

1. Set **Billing Mode** to **Pay-per-use**.

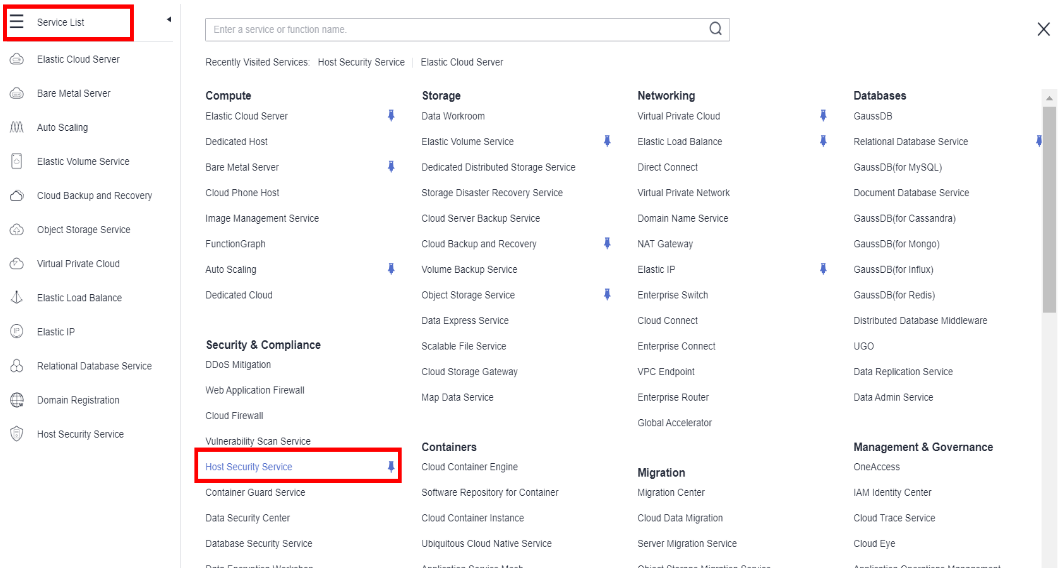


2. Confirm the private image to be released.

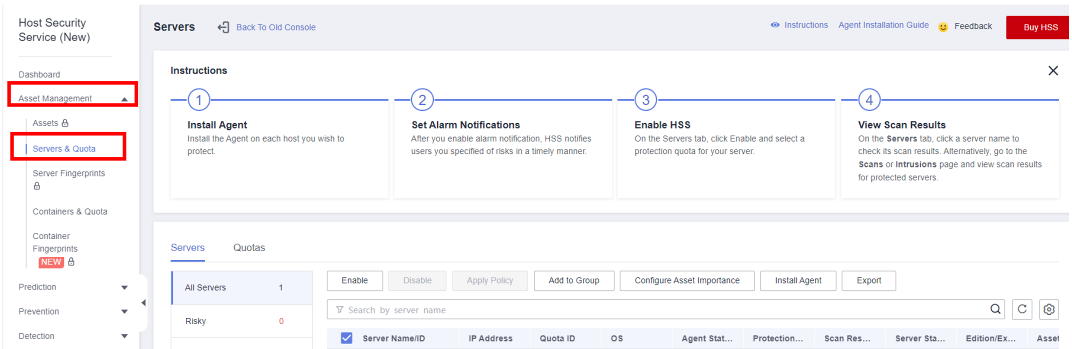


Step 3 Use HSS to scan the ECS.

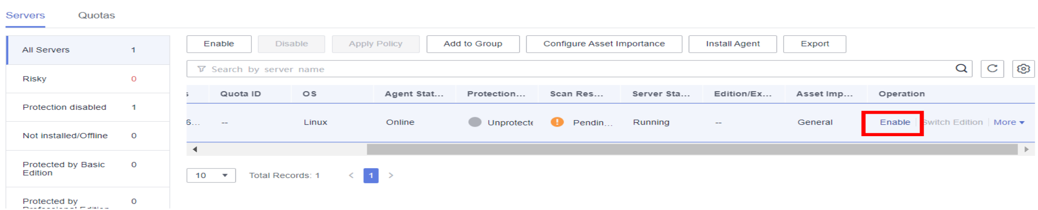
1. In the service list, choose **Host Security Service**.



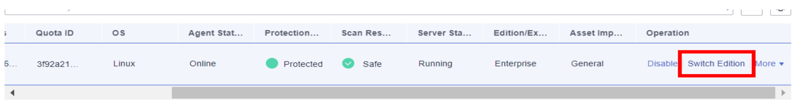
2. In the navigation pane, choose **Asset Management** > **Servers & Quota**.



3. Click **Enable** in the **Operation** column to enable HSS for the created ECS.



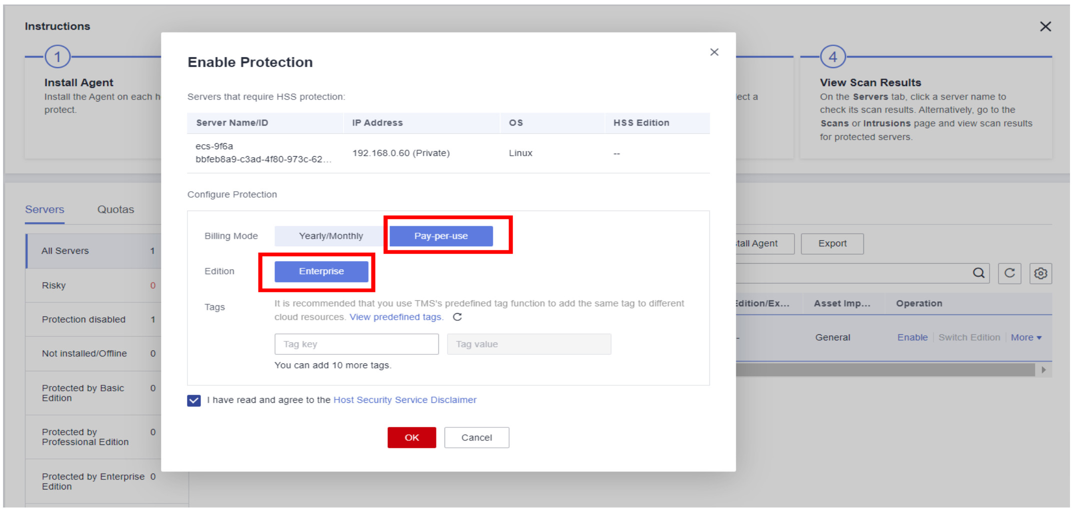
> **NOTE**
>
> If HSS has been enabled for the created ECS (**Protected** is displayed in the **Protection Status** column), click **Switch Edition** in the **Operation** column to switch from the basic edition to the enterprise edition and then **start the HSS baseline check**.

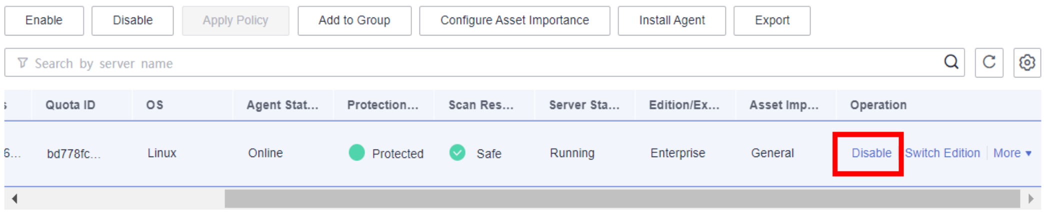


4. Purchase HSS as required.

> **NOTE**
>
> 1. Set **Billing Mode** to **Pay-per-use** and **Edition** to **Enterprise**.
> 2. The enterprise edition is billed for $0.03 USD per hour. After the scan is complete, click **Disable** in the **Operation** column to stop billing.

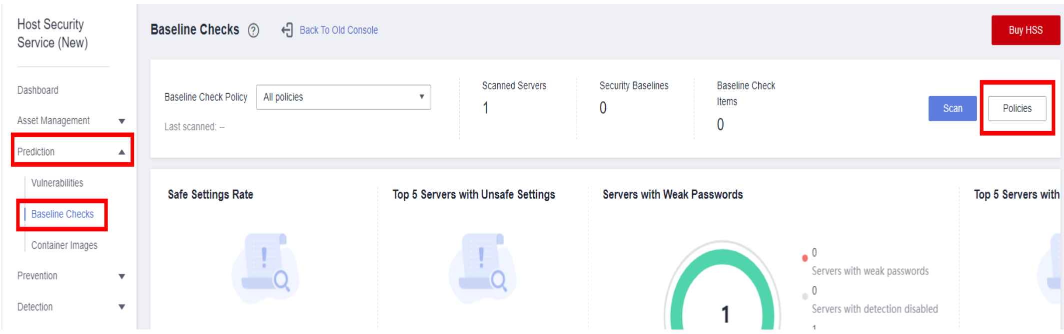
Seller Guide



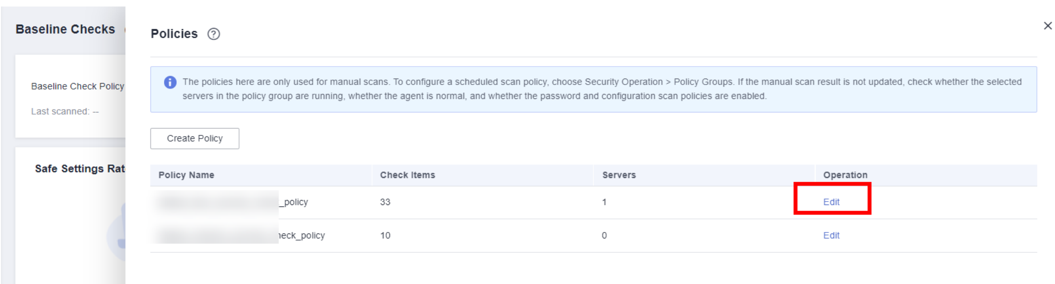


5. Start the HSS baseline check.

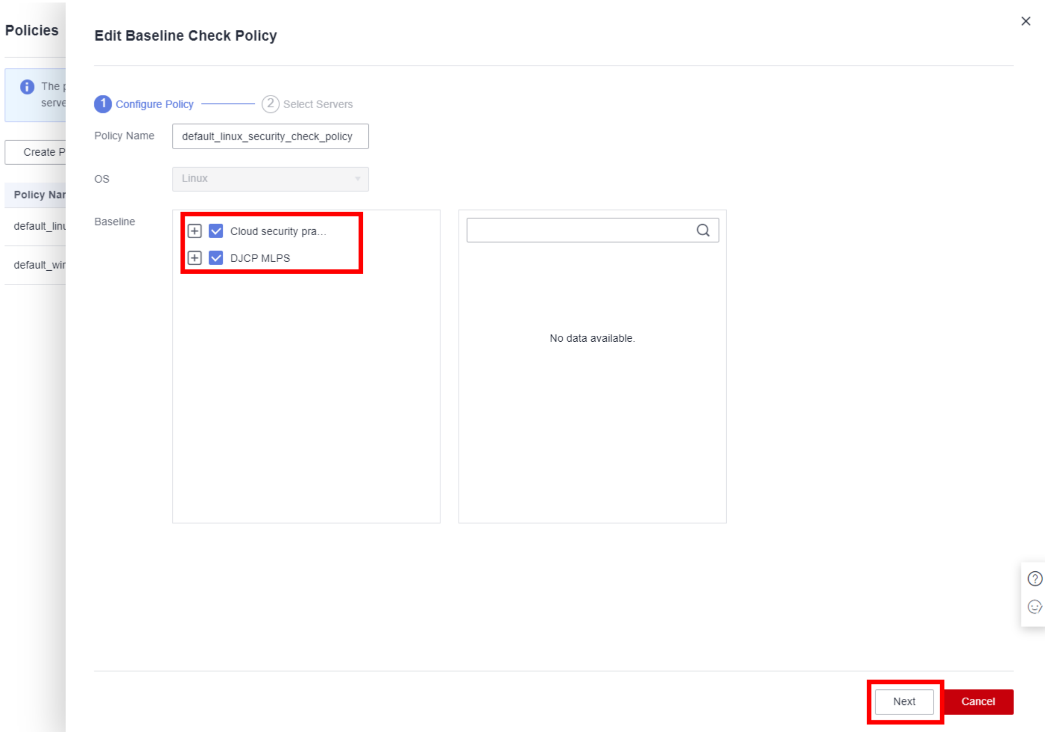
   – After purchasing the service, choose **Prediction** > **Baseline Checks** in the navigation pane. On the **Baseline Checks** page, click **Policies** in the upper right corner.

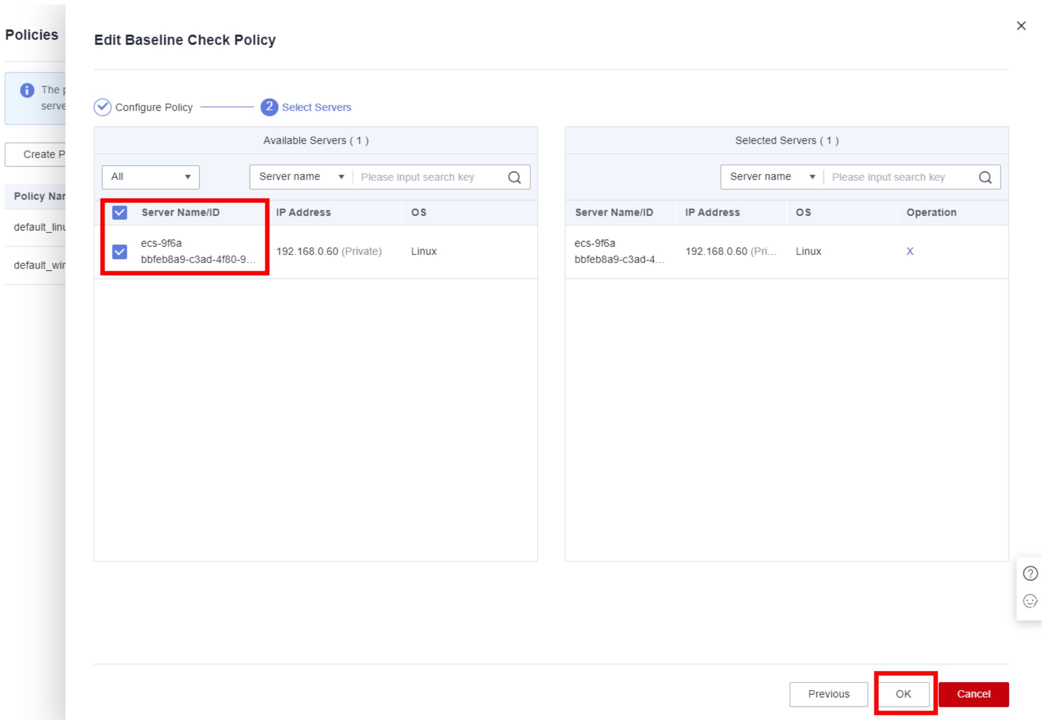


Click **Edit** in the **Operation** column of the corresponding policy. On the **Edit Baseline Check Policy** page, select **Cloud security practices** and **DJCP MLPS**, click **Next**, select the created ECS, and click **OK**.

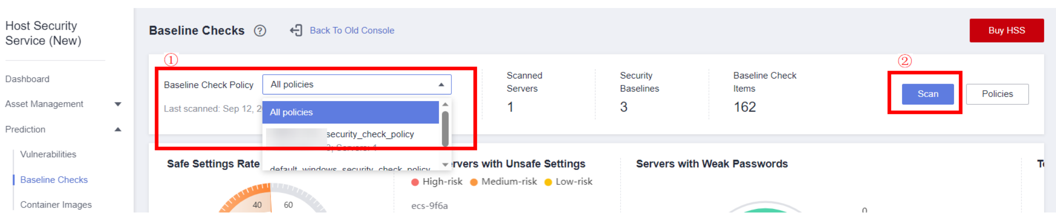


Seller Guide



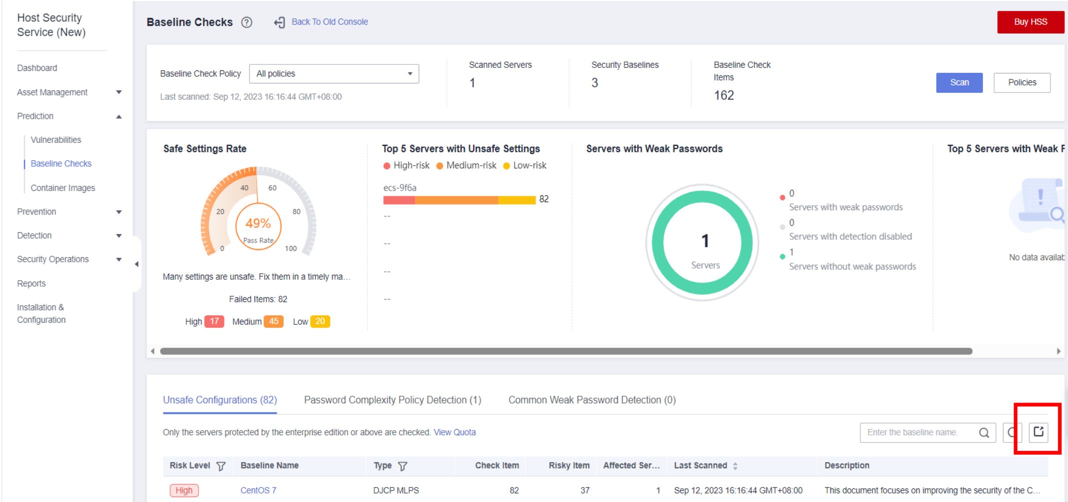


– Go to the **Baseline Checks** page, select the corresponding policy from the **Baseline Check Policy** drop-down list, and click **Scan**.



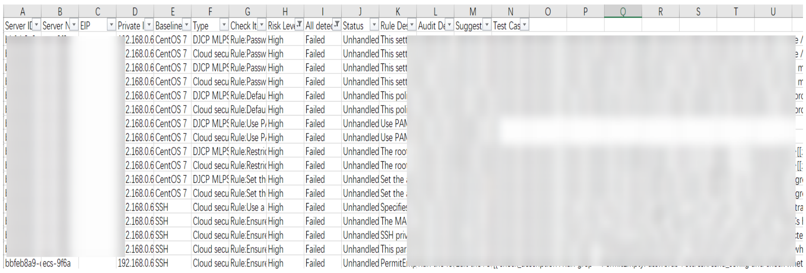
Seller Guide

6. After the scan is complete, export the scan report.
   - In the navigation pane, choose **Prediction** > **Baseline Checks**, and click **Export** on the right to export the scan report.



   - Fix high-risk issues based on the scan report.

   Open the scan report and filter out the issues whose risk level is **High** and scan result is **Failed**.

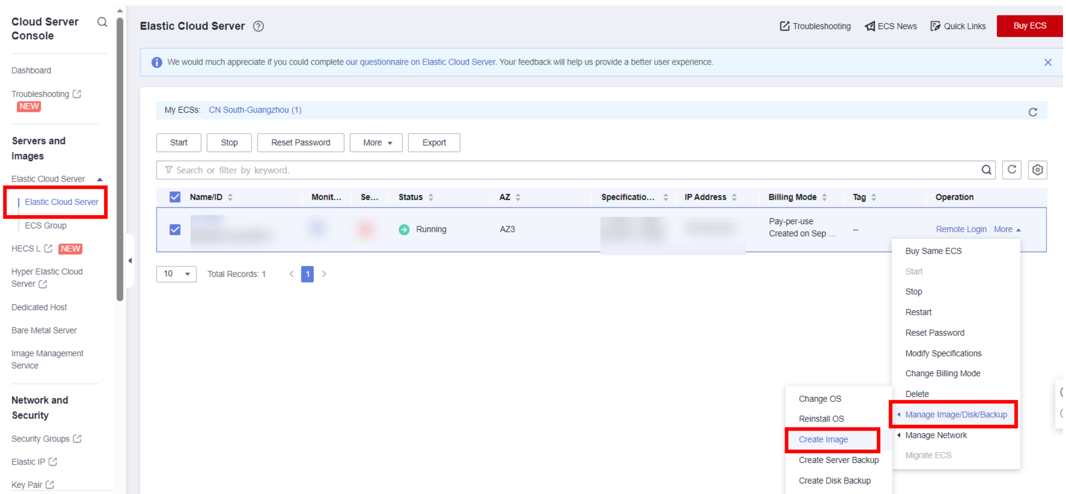


NOTE

If the rule description indicates that the permission on the key file used by the SSH service needs to be restricted, rectify the fault by referring to the **FAQ**. For other issues, rectify them in the ECS backend by referring to the suggestions in the report.

Step 4 Package the ECS as an image again and use HSS to scan it.

1. After fixing high-risk vulnerabilities, package the ECS into an image.



2. Use the packaged image to **create an ECS**, enable HSS again, and repeat step 3 to **scan the ECS using HSS**.
3. Release the image to KooGallery.

   If no high-risk vulnerability is found after the scan is complete, release the image to KooGallery.
4. (Optional) Submit a service ticket.
   - If you have any questions about the preceding operations, see the **FAQ**.
   - If the problem persists, submit a service ticket and provide your contact information so that Huawei engineers can contact you.

----End

FAQ

1. How do I restrict the permissions on the key file used by SSH?

   During image startup, the **/etc/ssh/*key** and **/etc/ssh/*key.pub** files are initialized. Run the following commands before packaging the image:

   chmod 400 /etc/ssh/*key

   chmod 400 /etc/ssh/*key.pub

   chattr +i /etc/ssh/*key

   chattr +i /etc/ssh/*key.pub
2. How do I restrict the access permission of the **/etc/ssh/sshd_config** file?

   Cloud-Init restores the default SSH configuration. Therefore, you need to comment out SSH in Cloud-Init and set the access permission of the **/etc/ssh/sshd_config** file.
   - Run the **vi /etc/cloud/cloud.cfg** command to open the **/etc/ssh/sshd_config** file and comment out SSH-related content.
   - Run **chattr +i /etc/ssh/sshd_config** to lock the file.

   NOTE

   To comment out SSH-related content, run the **vi /etc/cloud/cloud.cfg** command to open the **/etc/cloud/cloud.cfg** file and add a number sign (#) at the beginning of SSH-related content. This step must be performed by technical support engineers to prevent errors.

3.5.3.2 Antivirus Scan

3.5.3.2.1 Linux Image Scan

Before releasing an image asset, perform a security scan using HSS and antivirus scan using a recommended tool, and pre-process the scan results to ensure that no high-risk vulnerability exists after the image is deployed on an ECS. If a vulnerability persists, the KooGallery operations manager will reject the request for releasing the image asset.

Perform antivirus scan for Linux images as follows.

CAUTION

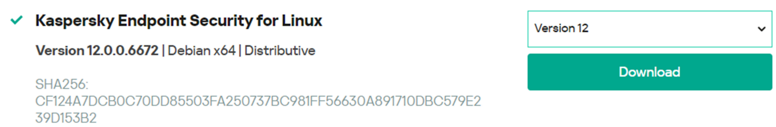
- Kaspersky offers a 30-day trial.
- Internet access is required when you download installation packages and databases. Therefore, you need to bind an EIP to the ECS.

Downloading the Scan Tool

You can use either of the following methods:

- **Quick download (The version is fixed. If a new version is available, replace the link in following commands with the link of the new version.)**
  - CentOS, OpenEuler, and Fedora x86 architecture
    ```
    wget https://products.s.kaspersky-labs.com/endpoints/keslinux10/12.0.0.6672/multilanguage-12.0.0.6672/3739343633347c44454c7c31/kesl-12.0.0-6672.x86_64.rpm
    ```
  - Arm architecture
    ```
    wget https://products.s.kaspersky-labs.com/endpoints/keslinux10/12.0.0.6672/multilanguage-12.0.0.6672/3739343633327c44454c7c31/kesl-12.0.0-6672.aarch64.rpm
    ```
  - Ubuntu x86 architecture
    ```
    wget https://products.s.kaspersky-labs.com/endpoints/keslinux10/12.0.0.6672/multilanguage-12.0.0.6672/3739343634317c44454c7c31/kesl_12.0.0-6672_amd64.deb
    ```
- **Manual download**

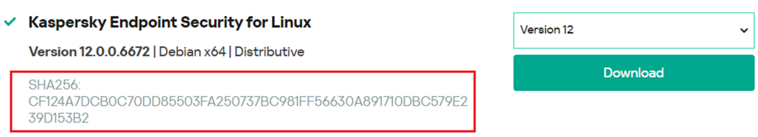
  Download the Kaspersky Endpoint Security installation package based on the OS type.
  - Ubuntu



  - Centos or Fedora

  After the download is complete, run the **sha256sum** *<Installation package file>* command.

  Check whether the result is consistent with the information displayed during download. If yes, start the installation.



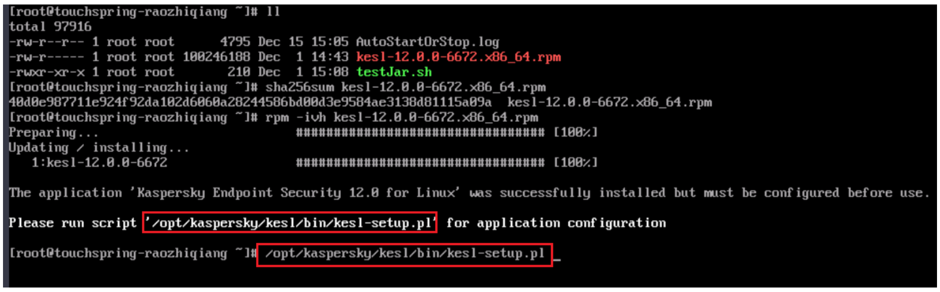
Installing the Tool

Red Hat: Run the **rpm -ivh** *<Installation package file>* command to install the RPM installation package.

Debian: Run the **dpkg -i** *<Installation package file>* command to install the DEB installation package.

Initialing the Configuration

When the following information is displayed, run the **/opt/kaspersky/kesl/bin/kesl-setup.pl** script.



The system prompts you to initialize the configuration.

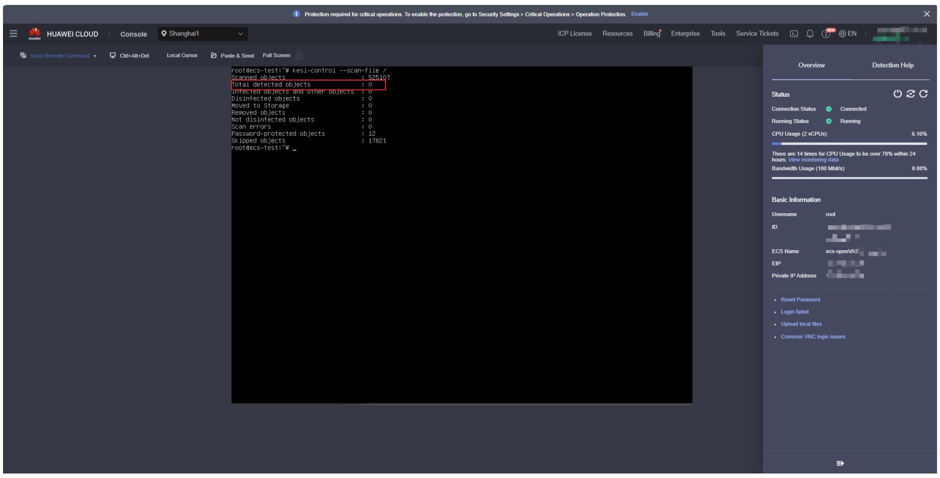
- If parameters have default values, press **Enter** and wait until the environment initialization is complete.
- If there are no default values, enter **y** and wait until the environment initialization is complete.

Scanning Files and Viewing the Result

1. **Perform a full scan.**

   After the environment is initialized, run the **kesl-control --scan-file /** command.

   After the scan is complete, the scan result is displayed. The following figure shows a result example (after remote login to the ECS on the ECS console).

   a. If the value in the red box is not **0**, risks exist and the risky files are moved to Quarantine.

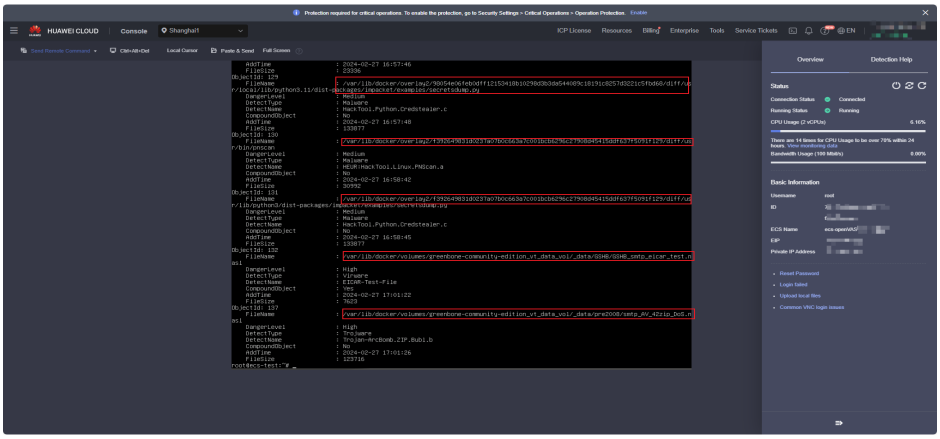
   b. If the value in the red box is **0**, no virus file is found. However, this does not mean that the system has no risk. After the software is installed, the system may have automatically scanned and isolated files.

   Therefore, you need to check the files in Quarantine.

Seller Guide

2. **View files in Quarantine.**

   Run the **kesl-control -B -query** command to view the files in Quarantine. The following figure is a screenshot example (after remote login to the ECS on the ECS console).

   Analyze the files. Delete files that are not used by the image. If a file is used, check whether there is a false positive. Save the analysis file as a document (Format is not limited).

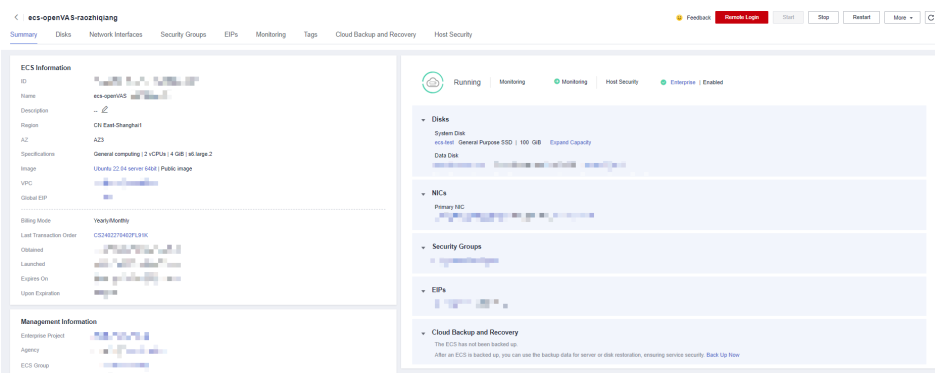
Providing the Scan Result

Send the seller name, image asset name, HSS scan result file, and the following materials as attachments to wujunchuan@huawei-partners.com. No mosaic processing is required for screenshots.

CAUTION

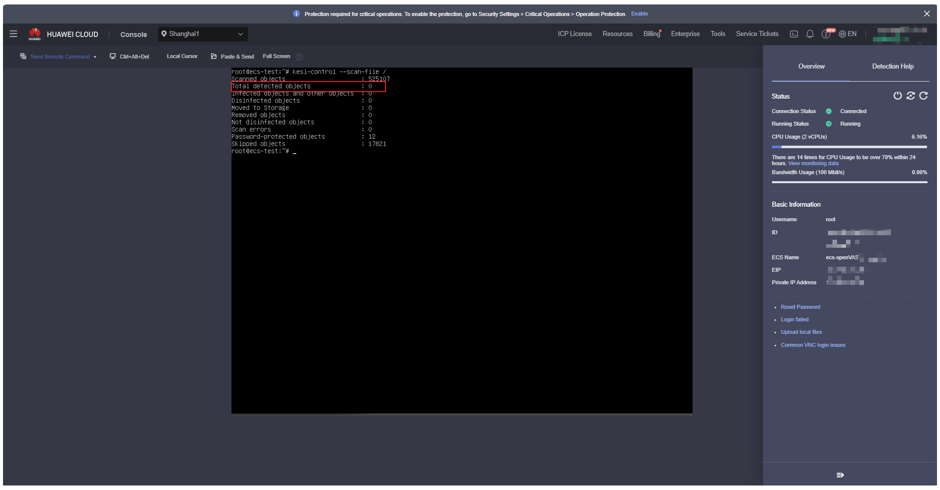
The server information in all screenshots must be the same.

- Screenshot of the scanned server

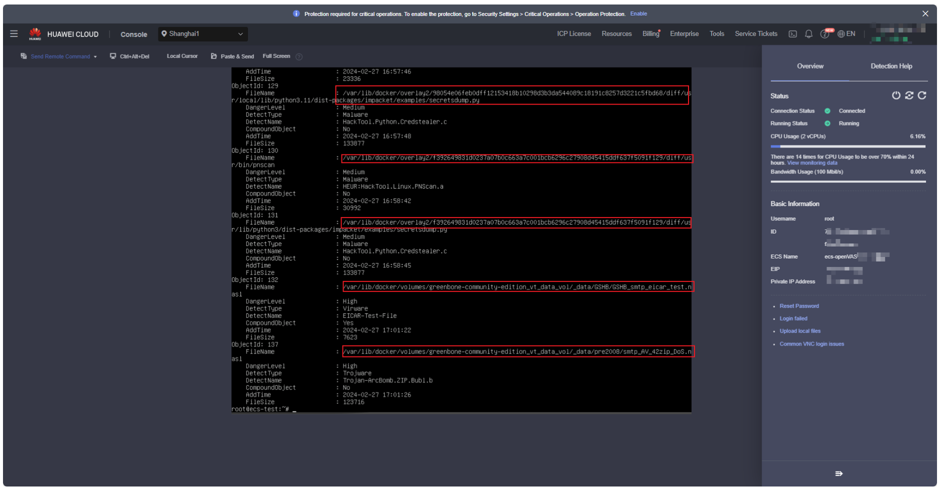
  

- Screenshot of the final full scan result (after remote login to the ECS on the ECS console)

Seller Guide



- Screenshot of files in Quarantine after risk handling (after remote login to the ECS on the ECS console)



- Document describing false positives (if any)

Helpful Link

Kaspersky Documentation

3.5.3.2.2 Windows Image Scan

Before releasing an image asset, perform a security scan using HSS and antivirus scan using a recommended tool, and pre-process the scan results to ensure that no high-risk vulnerability exists after the image is deployed on an ECS. If a vulnerability persists, the KooGallery operations manager will reject the request for releasing the image asset.

Download and install 360 Total Security or Kaspersky to perform a full-disk scan. This topic uses Kaspersky as an example.

Downloading a Scan Tool

- **Kaspersky**

  KASPERSKY ENDPOINT SECURITY FOR BUSINESS (with a 30-day trial)

Click **Show Downloads** in the **Kaspersky Endpoint Security for Windows** area, locate **Kaspersky Endpoint Security for Windows Version 12.4.0.467 | Windows | Distributive | Lite encryption**, and click **Download**.

- **360 Total Security**

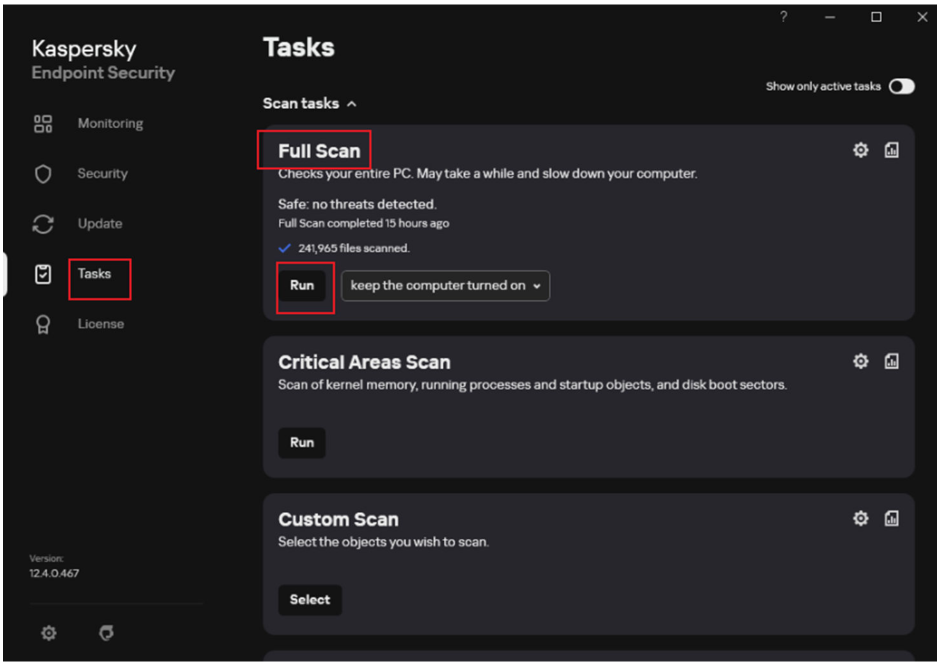
  360 Total Security

Installing Kaspersky

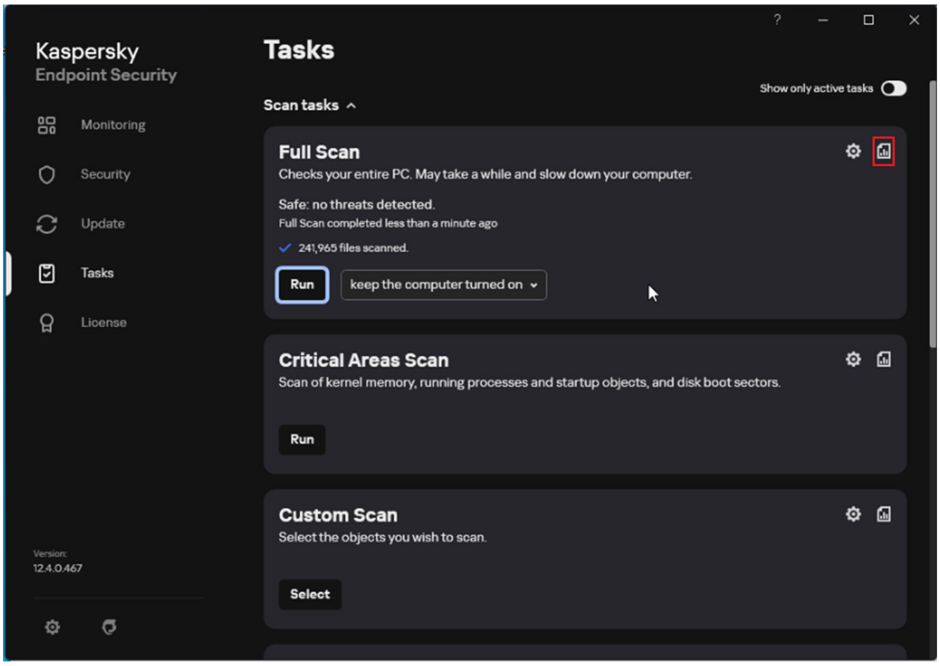
For details, see Installing the application locally using the Wizard.

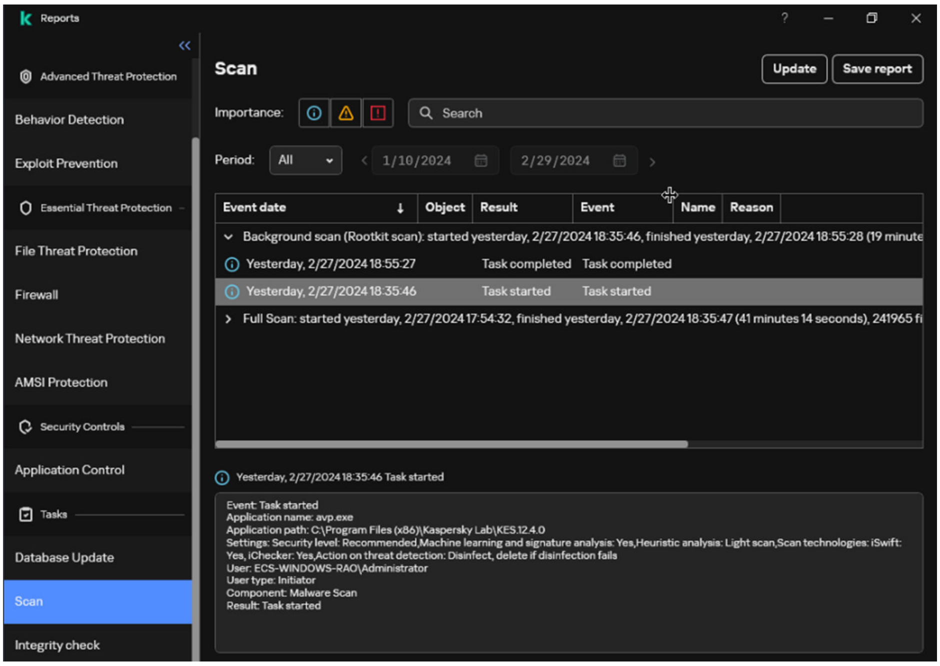
Scanning the ECS

Step 1 Start Kaspersky, choose **Tasks** on the left, and click **Run** in the **Full Scan** area. Wait until the scan is complete.



Step 2 View the scan result and check whether there are risky items.





Step 3 If no risk is found, only the task start information and completion information are displayed in the list. If risks are detected, the risks are displayed in the list. Resolve all the risks and scan the ECS again.

----End

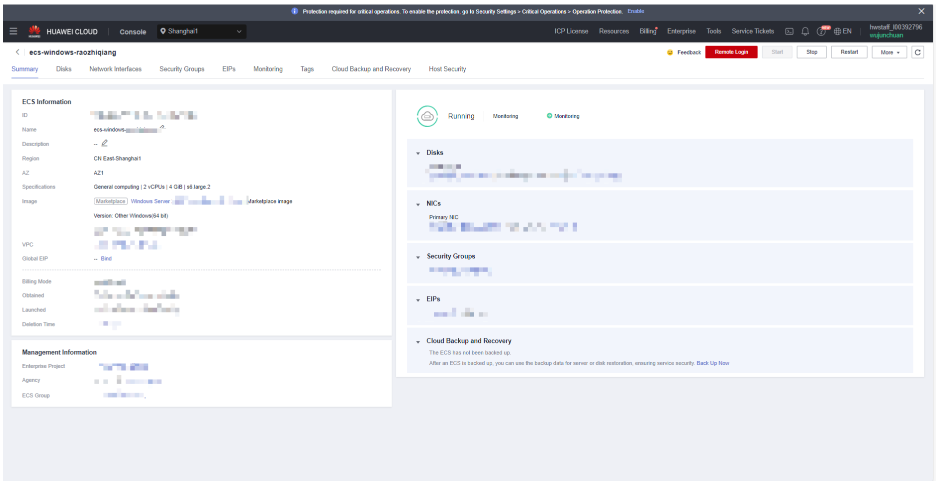
Providing the Scan Result

Send the seller name, image asset name, HSS scan result file, and the following materials as attachments to wujunchuan@huawei-partners.com. No mosaic processing is required for screenshots.

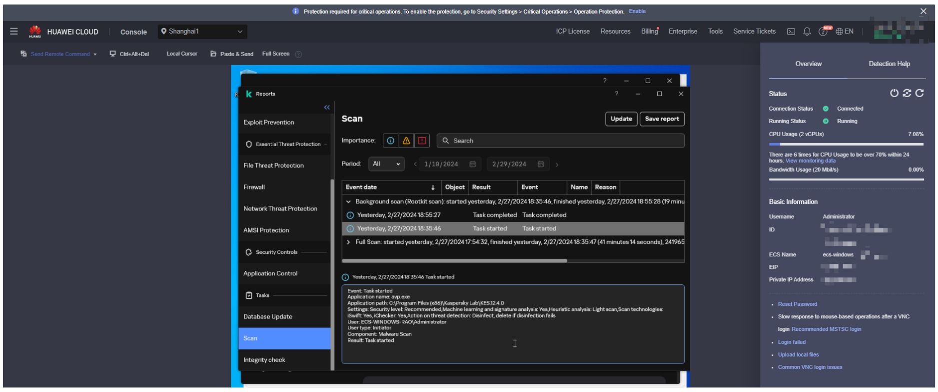
CAUTION

The server information in all screenshots must be the same.

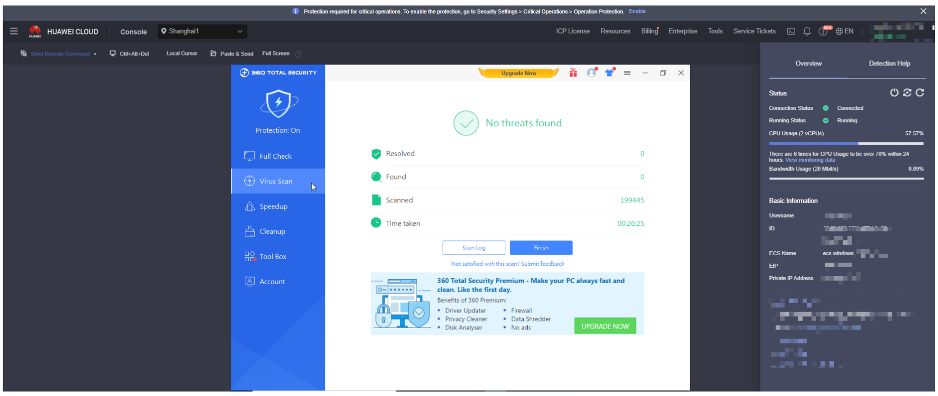
- Screenshot of the scanned server



- Screenshot of the final full scan result (after remote login to the ECS on the ECS console)
  - Kaspersky scan screenshot



  - 360 Total Security scan screenshot



- Document describing false positives (if any)

3.5.4 Managing Image Assets

KooGallery provides a unified asset management center for you to add, modify, delete, and perform other operations on assets.

Adding an Asset

Step 1 Log in to the KooGallery homepage using your KooGallery seller account and click **Seller Console** in the upper right to access the Seller Console.

Step 2 In the navigation pane, choose **Assets**. Click the **My Assets** tab and click **Add Asset** in the upper right corner.

Step 3 In the **Select Asset Type** dialog box, set **Category** to **Image**, select an asset type based on the released image type, and click **OK**.

Step 4 On the displayed page, set the asset information, version information, and image replication zones as prompted, and click **Next**.

NOTE

Image Information: If no image is available, click **Create Image** to create one on the management console.

IAM Agency: Select an agency with the IMS Administrator permission to replicate images.

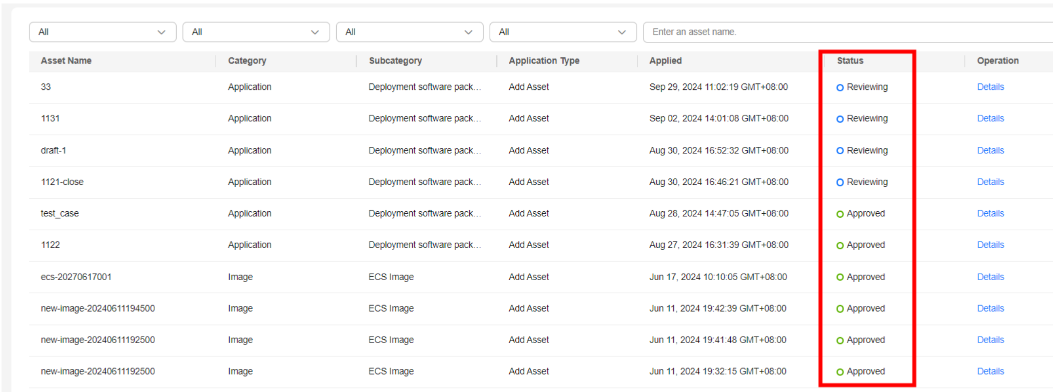
Security Group: Specify security group settings to recommend for customers.

Step 5 Click **Submit for Review**. After the asset is submitted, you can **check the asset review status**.

----End

Checking the Asset Review Status

You can check the review status on the **Assets** > **Requests** tab.



1. **Approved**: You can **release the asset as a marketable image**.
2. **Scanning**: Wait for the system to scan. If you have any questions, submit a service ticket to contact the customer service.
3. **Rejected**: You can perform the following steps to submit it again:
   a. Click **Details** and click **Check Security** to download and view the security scan report.

b. After fixing the reported security issues, click **Modify**, modify related information, and submit the asset for review again.

Modifying an Asset

Step 1 On the **Assets** > **My Assets** tab, search for the target asset and click **Modify** in the **Operation** column.

Step 2 On the displayed page, add or update an asset version.

- **Adding an asset version**

  In the **Version Information** area, click **Add Version**. In the **Add Version** dialog box, set parameters as required and click **OK**.

  NOTE

  You can add image versions for your customers to select during image purchase. Customers can only renew the original image.

- **Updating an asset version**

  In the **Version Information** area, click **Modify** in the **Operation** column of the target version.

  In the **Edit Version** dialog box, enable **Replace Image**, select the new image, and click **OK**.

  NOTE

  If no image is available after you enable **Replace Image**, create an image first. For details, see **3.5.2 Creating Images**.

CAUTION

The new image must:

1. Meet all conditions for releasing an image as an asset.
2. Be located in the region of the original image.
3. Have the following same attributes as the original image:

   os_type: OS type of the image

   virtual env types: environment type of the image

   disk formate: image format

   os versione: OS version

   min disk: minimum disk capacity required for running the image

   min ram: minimum memory required for running the image

   max ram: maximum memory supported by the image

   architecturea: architecture type of the image

Step 3 After confirming the modified information, click **Submit for Review**. Then you can **check the asset review status**.

----End

Deleting an Asset

You can delete assets that are not associated with products and those in the draft box.

On the **Assets** page, click **Delete** in the **Operation** column of the asset to be deleted and confirm the deletion.

3.5.5 Releasing Images

Prerequisites

Before releasing an image, **create a private image** first. You can release system disk images created using public images provided by Huawei Cloud in the Ireland region to KooGallery. Ensure that the ECSs of the created private images are in this region.

Procedure

Step 1 Go to the Seller Console.

Step 2 In the navigation pane, choose **Product Management** > **My Products**.

Step 3 Click **Release New Product** on the upper right of the page.

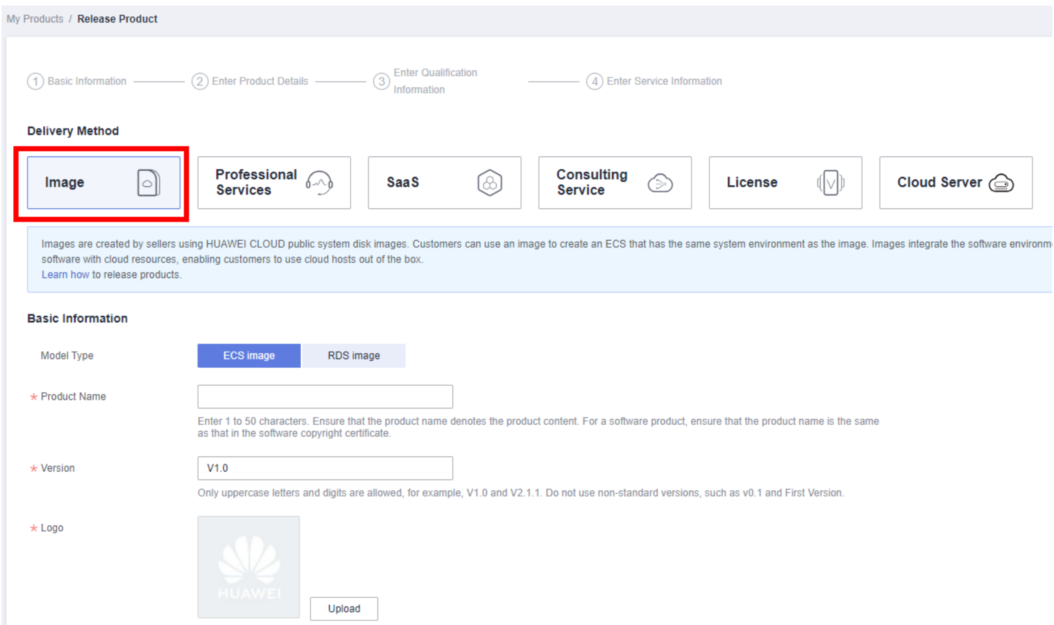
The **Product Release** page is displayed.

Step 4 In the **Delivery Method** area, select **Image**.

In the **Basic Information** area, set **Product Name** and **Version**, and upload a logo as instructed.

NOTE

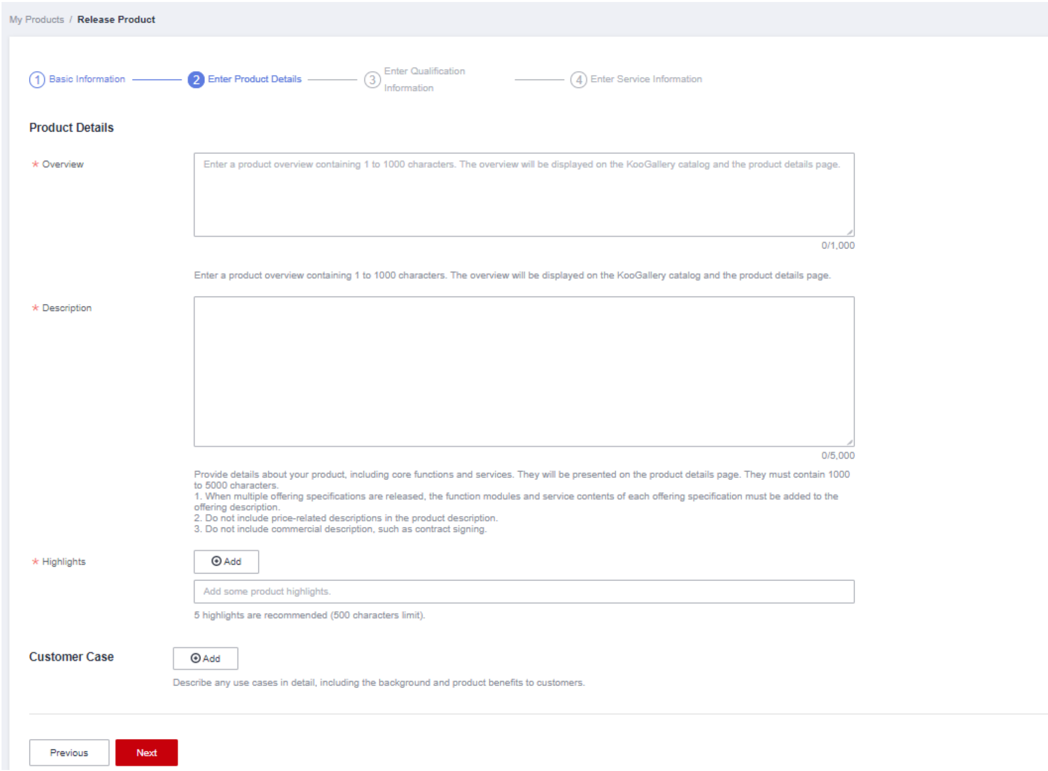
For details about parameters, see **3.1 Product Release Description**.



Step 5 Click **Next**.

The **Product Details** page is displayed.

Step 6 Enter the product information (including **Overview**, **Description**, and **Highlights**), and describe customer cases as instructed.



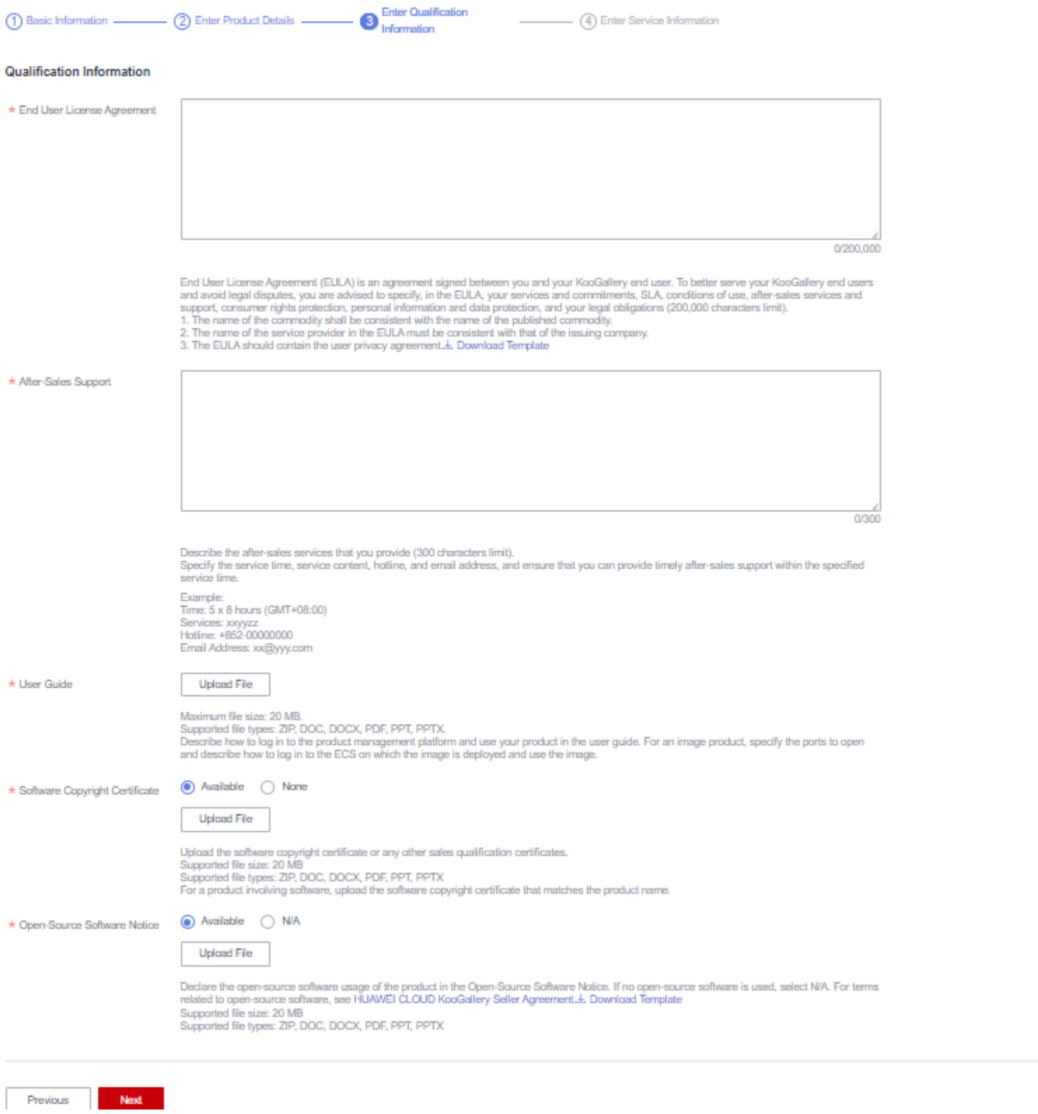
NOTE

- You can drag the lower right corner of the **Description** text box to resize it.
- You can hover the mouse pointer over the customer case you have added, and then you can delete or edit the case.

Step 7 Click **Next**.

The **Qualification Information** page is displayed.

Step 8 Set **End User License Agreement**, **After-Sales Support**, **User Guide**, **Software Copyright Certificate**, and **Open-Source Software Notice** as instructed.


1 Basic Information
2 Enter Product Details
3 Enter Qualification Information
4 Enter Service Information
Qualification Information
* End User License Agreement
0/200,000
End User License Agreement (EULA) is an agreement signed between you and your KooGallery end user. To better serve your KooGallery end users and avoid legal disputes, you are advised to specify, in the EULA, your services and commitments, SLA, conditions of use, after-sales services and support, consumer rights protection, personal information and data protection, and your legal obligations (200,000 characters limit).
1. The name of the commodity shall be consistent with the name of the published commodity.
2. The name of the service provider in the EULA must be consistent with that of the issuing company.
3. The EULA should contain the user privacy agreement. Download Template
* After-Sales Support
0/300
Describe the after-sales services that you provide (300 characters limit).
Specify the service time, service content, hotline, and email address, and ensure that you can provide timely after-sales support within the specified service time.
Example:
Time: 5 x 8 hours (GMT+08:00)
Services: xxyyzz
Hotline: +852-00000000
Email Address: xx@yyy.com
* User Guide
Upload File
Maximum file size: 20 MB.
Supported file types: ZIP, DOC, DOCX, PDF, PPT, PPTX.
Describe how to log in to the product management platform and use your product in the user guide. For an image product, specify the ports to open and describe how to log in to the ECS on which the image is deployed and use the image.
* Software Copyright Certificate
Available
None
Upload File
Upload the software copyright certificate or any other sales qualification certificates.
Supported file size: 20 MB
Supported file types: ZIP, DOC, DOCX, PDF, PPT, PPTX
For a product involving software, upload the software copyright certificate that matches the product name.
* Open-Source Software Notice
Available
N/A
Upload File
Declare the open-source software usage of the product in the Open-Source Software Notice. If no open-source software is used, select N/A. For terms related to open-source software, see HUAWEI CLOUD KooGallery Seller Agreement. Download Template
Supported file size: 20 MB
Supported file types: ZIP, DOC, DOCX, PDF, PPT, PPTX
Previous
Next

NOTE

- **End User License Agreement**

  The EULA is an online agreement entered into between you and customers. It takes effect when customers select it during order placement. It cannot contain any unfilled content and cannot be stamped. You can drag the lower right corner of the **End User License Agreement** text box to resize it.

- **After-Sales Support**

  Add the time zone to the end of the service time, for example, **(GMT+08:00)**.

  Ensure that your hotline and email address are reachable and you can provide after-sales services as required. If customers purchasing this product cannot contact your company or they do not receive any reply from you after sending emails for multiple times, KooGallery will remove the product from the catalog.

  Ensure that you can provide after-sales hotline and email services in English.

- **User Guide**

  Describe how to log in to the management platform and use the product after the product is purchased in the user guide.

  For an image product, specify the ports to be opened and how to log in to the management platform and use the image after the image is purchased and deployed on a Huawei Cloud ECS.

- **Software Copyright Certificate**

  Upload a software copyright certificate that matches your product. The uploaded certificate will be reviewed by Huawei Cloud KooGallery to confirm whether your product meets the release requirements. The certificate is only for review and will not be displayed on the product details page.

Step 9 Click **Next**.

The **Service Information** page is displayed.

Step 10 Set **Service Information**, **Product Specifications**, **More Tax Info**, and **SEO Information** as instructed.

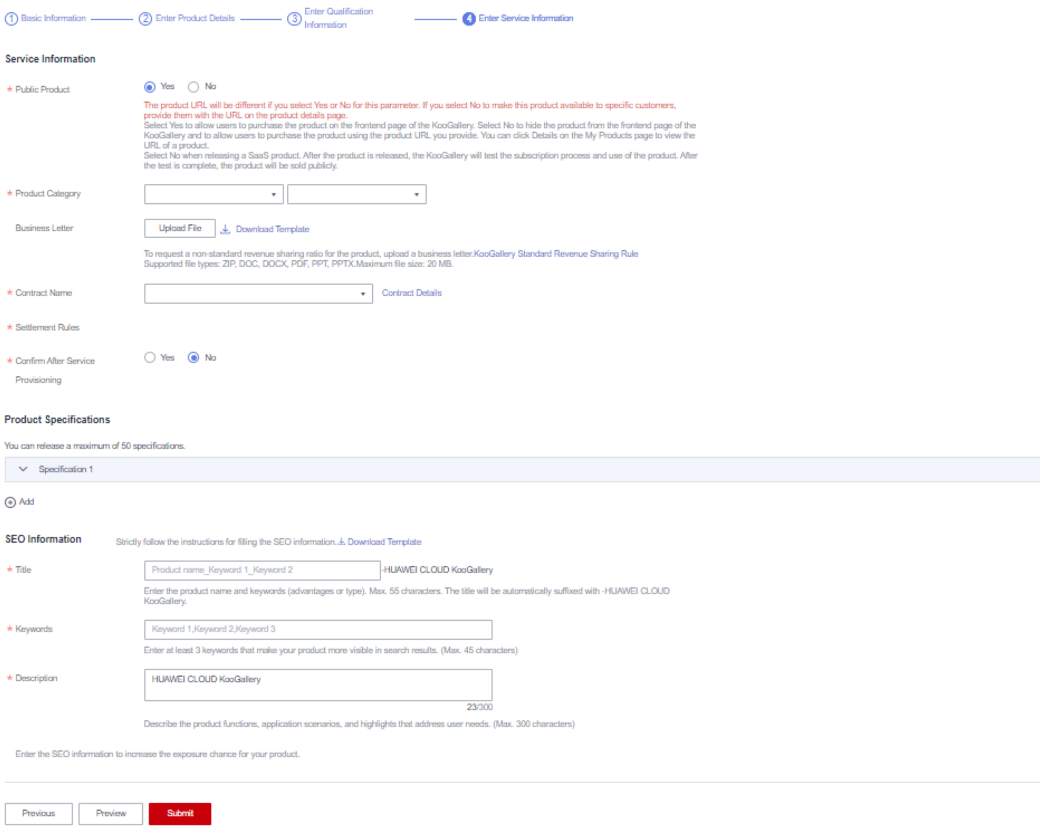
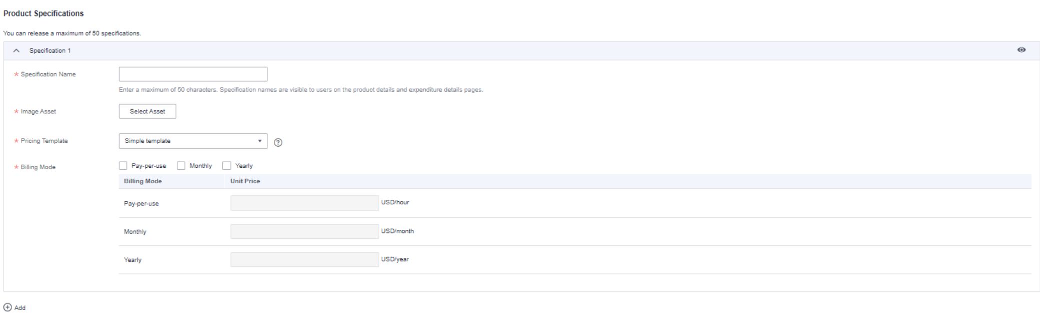


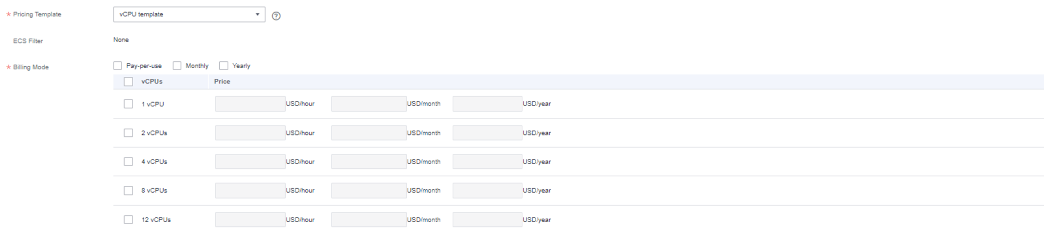
Figure 3-2 Product specifications



NOTE

- If you set **Public Product** to **No**, the product will be hidden from KooGallery frontend page and search results. Customers can access and purchase the product only by using the product URL you provide. To obtain the URL of such a product, choose **Product Management** > **My Products**. In the same row of the product, click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.
- **Release an image asset** first, so you can select the image when adding specifications.
- **Pricing Template**: You can select a simple template or vCPU-based template. Both templates support pay-per-use, monthly, and yearly billing.
  - **Simple template**: Specifications are billed on a yearly/monthly basis or by uses. Their prices are fixed.

  - **vCPU template**: Specifications are billed by the number of vCPUs. After releasing the product, you can change the prices of vCPU tiers, but cannot delete the vCPU tiers.



- Private images of the following types cannot be released to KooGallery: shared images, encrypted images, released images, Full-ECS images, and private images that are made based on external shared images or market images.
- An image product can be released in multiple regions. You can select multiple regions in the **Product Specifications** area.
- The size of the image package you want to upload cannot exceed 128 GB. Otherwise, the release will fail.
- **After a private image is released to KooGallery, the product price attribute is assigned to the private image and the image is locked. You cannot use the image to install or deploy a VM or release a new product. To use the image after product release, you must purchase it from KooGallery. Exercise caution when releasing a private image to KooGallery.**
- Fill in the SEO information by referring to the **instructions** to facilitate entry addition of third-party search engines such as Google.

Step 11 Click **Preview**.

The product details page is displayed.

Step 12 Confirm the configuration and click **Submit**.

The message "Are you sure you want to submit the product information?" is displayed.

Step 13 Click **Yes**.

The message "Product release information submitted successfully." is displayed.

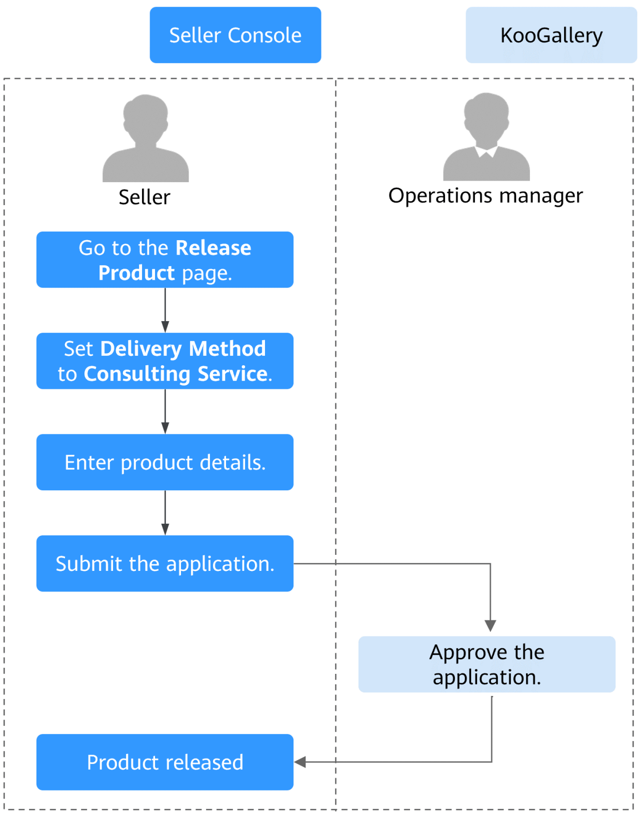
NOTE

- You can upload a maximum of 100 documents or software of 10 GB in total to the Seller Console in a single day.
- When releasing a product, you can click **Save Draft** to save the product information before submission. You can choose **Product Management** > **My Applications** or **Product Release** > **Drafts** to view the draft information.
- Huawei Cloud KooGallery will review the product information you submitted within three business days. The review result will be sent to the email address bound to your Huawei Cloud account. The product will be available on KooGallery upon approval from KooGallery.

----End

3.6 Releasing Consulting Services

Release Flow



Prerequisites

- Consulting services are offered on KooGallery as products. This type of products is not traded on KooGallery. KooGallery only provides links to access the products on sellers' official websites.
- You have registered as a KooGallery seller. For details, see **Seller Registration**.

Seller Guide

- Before releasing a joint operations product, you have completed the joint operations certification. For details, see **Joint Operations Certification and Product Access**.

Procedure

Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Product Management** > **My Products**.

Step 3 Click **Release New Product** in the upper right corner of the page.

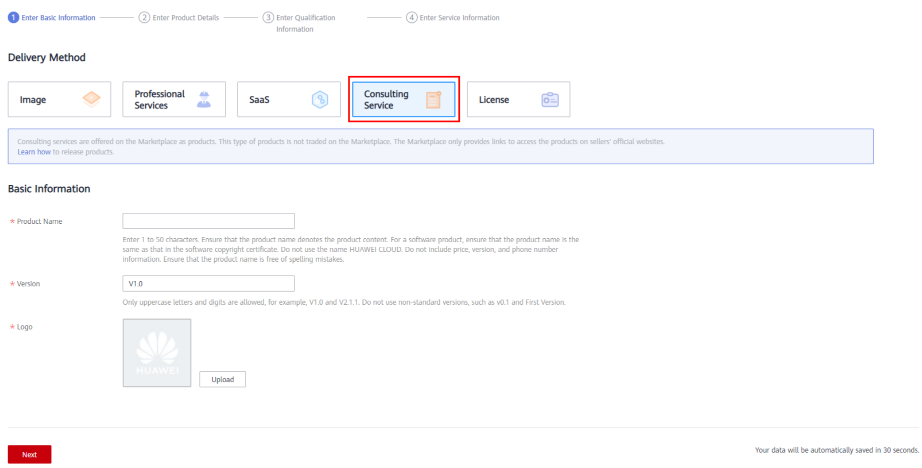
The **Product Release** page is displayed.

Step 4 In the **Delivery Method** area, select **Consulting Service**.

In the **Basic Information** area, set **Product Name** and **Version**, and upload a logo as instructed.

NOTE

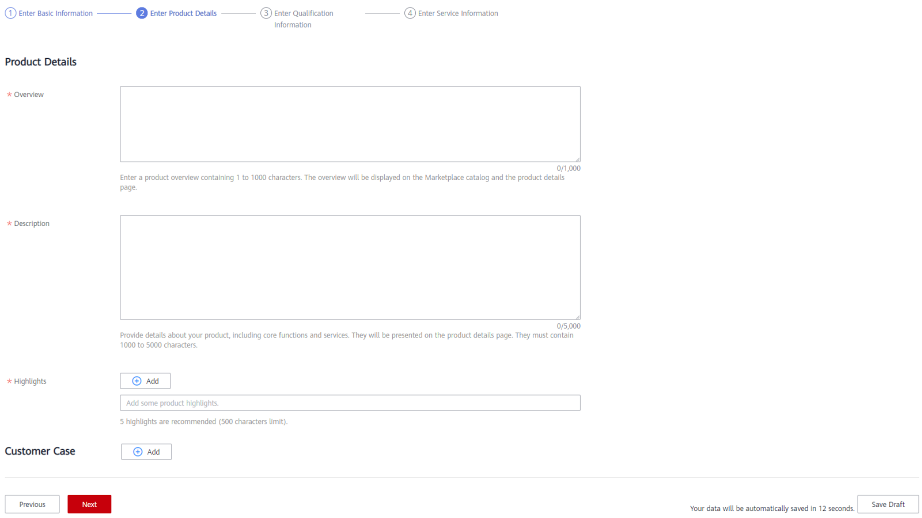
For details about parameters, see **3.1 Product Release Description**.



Step 5 Click **Next**.

The **Enter Product Details** page is displayed.

Step 6 Enter the product information (including **Overview**, **Description**, and **Highlights**) and customer cases as prompted.



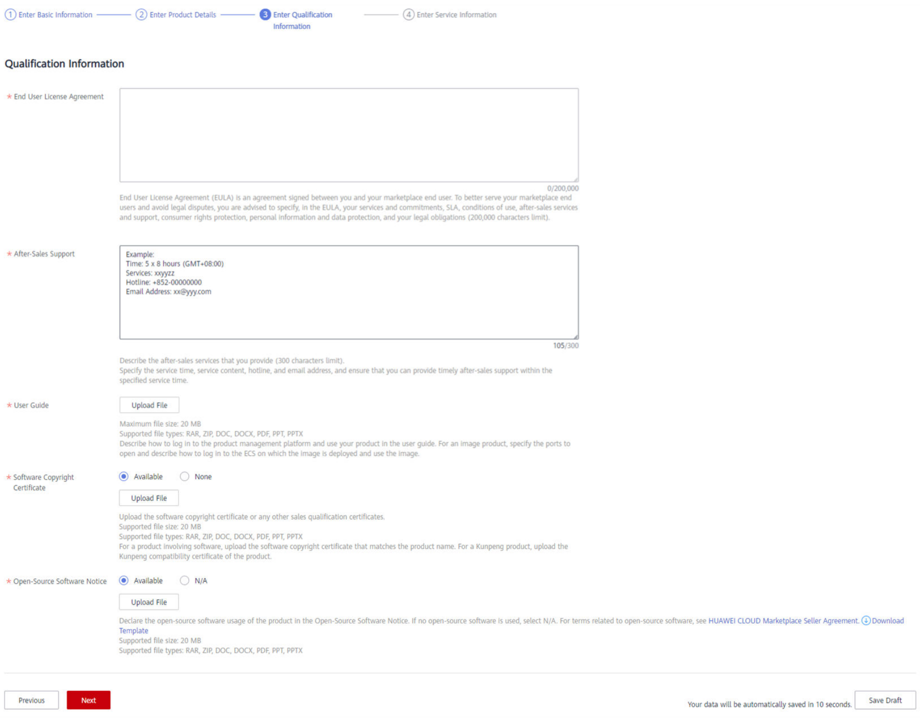
NOTE

- Drag the lower right corner of the **Description** text box to resize it.
- Move the cursor to an added customer case to delete or edit it.

Step 7 Click **Next**.

The **Enter Qualification Information** page is displayed.

Step 8 Set **End User License Agreement**, **After-Sales Support**, **User Guide**, **Software Copyright Certificate**, and **Open-Source Software Notice** as instructed.



Seller Guide

NOTE

- **End User License Agreement**

  The EULA is an online agreement entered into between you and customers. It takes effect when customers select it during order placement. It cannot contain any unfilled content and cannot be stamped. You can drag the lower right corner of the **End User License Agreement** text box to resize it.

- **After-Sales Support**

  Add the time zone to the end of the service time, for example, **(GMT+08:00)**.

  Ensure that your hotline and email address are reachable and you can provide after-sales services as required. If customers purchasing this product cannot contact your company or they do not receive any reply from you after sending emails for multiple times, KooGallery will remove the product from the catalog.

  Ensure that you can provide after-sales hotline and email services in English.

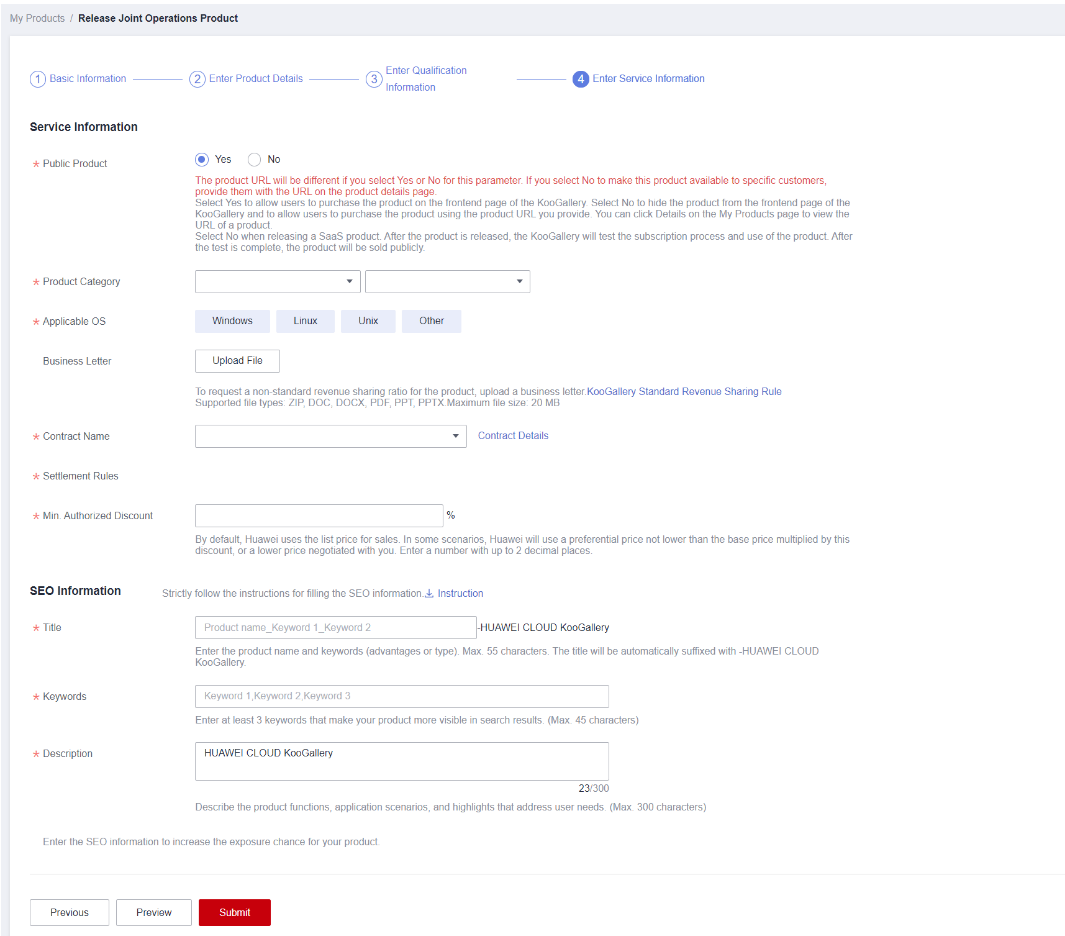
- **Software Copyright Certificate**

  Upload a software copyright certificate that matches your product. The uploaded certificate will be reviewed by Huawei Cloud KooGallery to confirm whether your product meets the release requirements. The certificate is only for review and will not be displayed on the product details page.

Step 9 Click **Next**.

The **Enter Service Information** page is displayed.

Step 10 Set **Service Information** and **SEO Information** as instructed.



NOTE

- If you set **Public Product** to **No**, the product will be hidden from KooGallery frontend page and search results. Customers can access and purchase the product only by using the product URL you provide. To obtain the URL of such a product, choose **Product Management** > **My Products**. In the same row of the product, click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.
- Fill in the SEO information by referring to the **instructions** to facilitate entry addition of third-party search engines such as Google.

Step 11 Click **Preview**.

The product details page is displayed.

Step 12 Confirm the configuration and click **Submit**.

The message "Are you sure you want to submit the product information?" is displayed.

Step 13 Click **OK**.

The message "Product release information submitted successfully." is displayed.

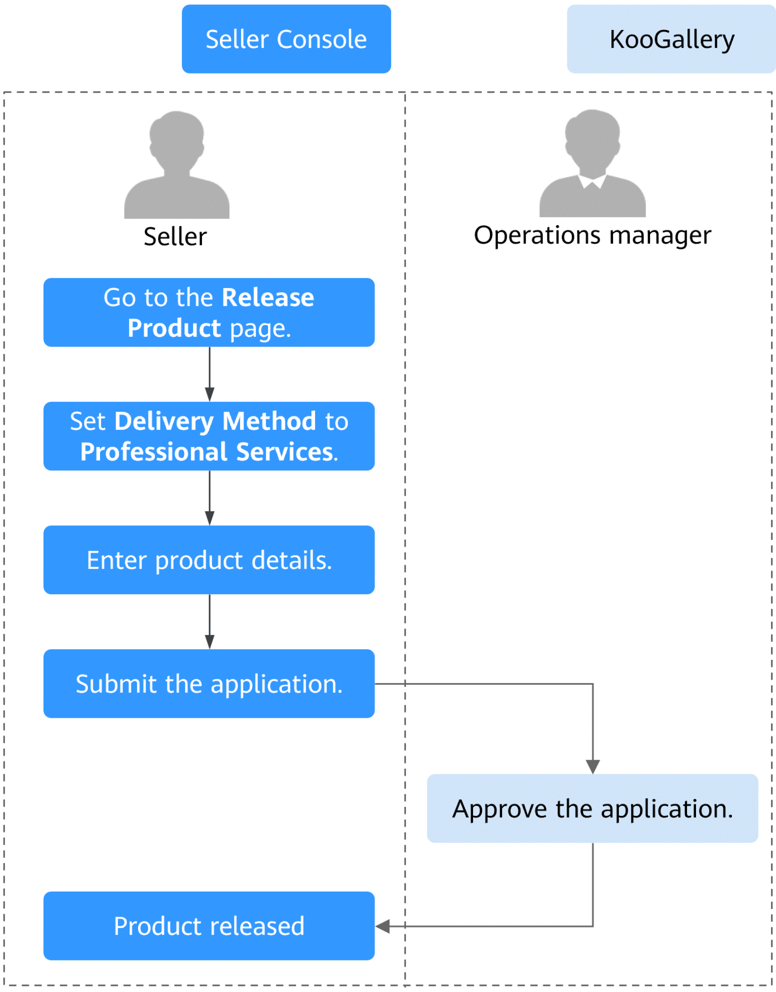
NOTE

- You can upload a maximum of 100 documents or software of 10 GB in total to the Seller Console in a single day.
- When releasing a product, you can click **Save Draft** to save the product information before submission. You can choose **Product Management** > **My Applications** or **Product Release** > **Drafts** to view the draft information.
- Huawei Cloud KooGallery will review the product information you submitted within three business days. The review result will be sent to the email address bound to your Huawei Cloud account. The product will be available on KooGallery upon approval from KooGallery.

----End

3.7 Releasing Professional Services

Release Flow



Prerequisites

- You have registered as a KooGallery seller. For details, see **Seller Registration**.
- Before releasing a joint operations product, you have completed the joint operations certification. For details, see **Joint Operations Certification and Product Access**.

Procedure

Step 1 Go to the **Seller Console**.

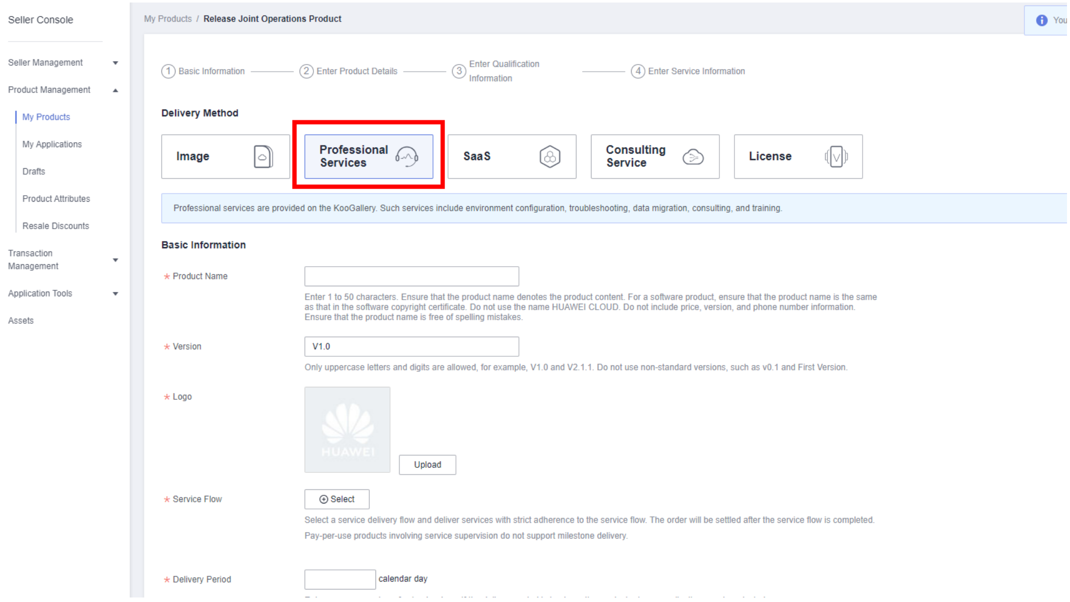
Step 2 In the navigation pane, choose **Product Management** > **My Products**.

Step 3 Click **Release New Product** in the upper right corner of the page.

The **Product Release** page is displayed.

Seller Guide

Step 4 In the **Delivery Method** area, select **Professional Services**. In the **Basic Information** area, set **Product Name** and **Version**, upload a logo, specify the **Service Flow** and **Delivery Period**, and set **Request Templates**.



NOTE

- For details about parameters, see **3.1 Product Release Description**.
- **Service Flow**

  You must provision the product to customers by strictly following the service flow. The order of the product will be settled after the service flow is completed.

  For details about service flows of professional services, see **6.3 Supervising Professional Service Products**.
- **Delivery Period**

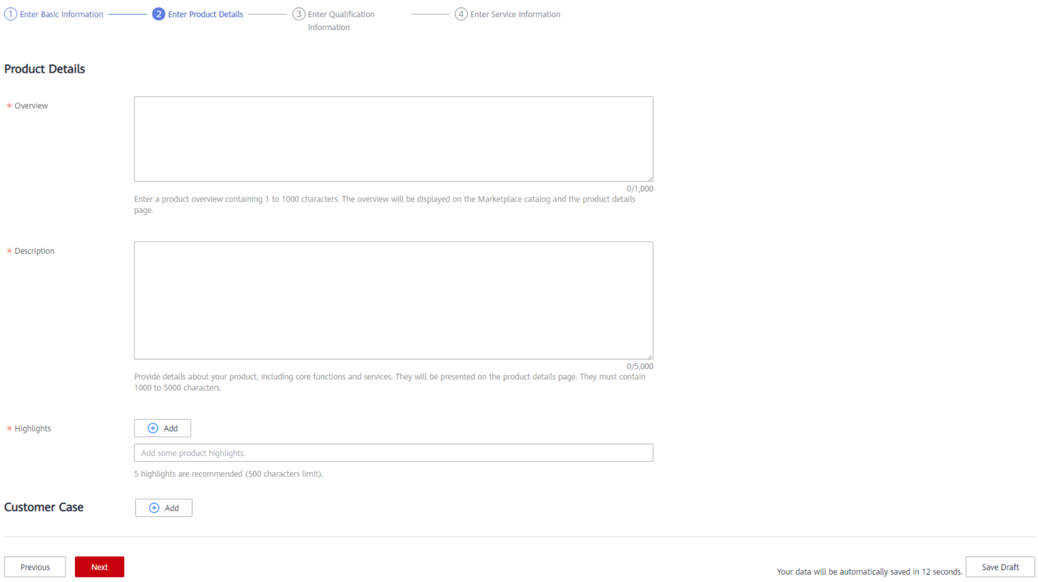
  Enter a proper number of calendar days. If the delivery period is too long or too short, your product release application may be rejected, or you may receive customer complaints if you cannot deliver the product in the specified delivery period.
- **Request Templates**

  Create templates that contain the information customers need to provide to you during service supervision, and upload the templates. When submitting requests, customers can download and fill in the templates.

Step 5 Click **Next**.

The **Enter Product Details** page is displayed.

Step 6 Enter the product information (including **Overview**, **Description**, and **Highlights**) and customer cases as prompted.

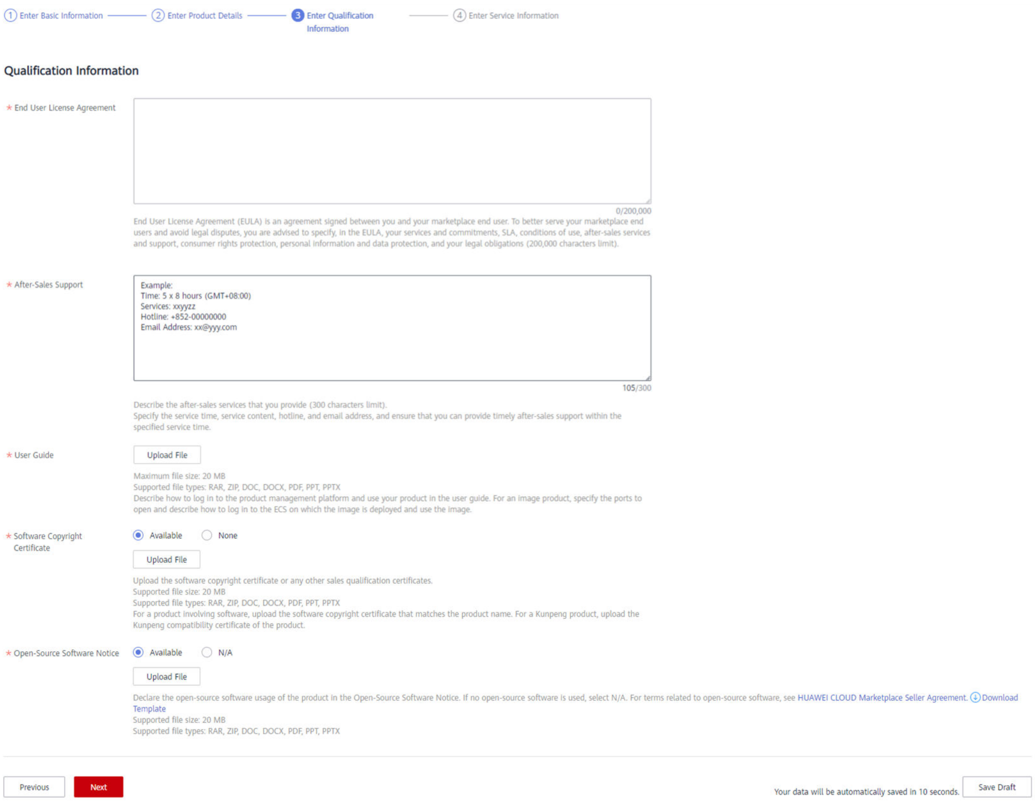


> **NOTE**
>
> - Drag the lower right corner of the **Description** text box to resize it.
> - Move the cursor to an added customer case to delete or edit it.

Step 7 Click **Next**.

The **Enter Qualification Information** page is displayed.

Step 8 Set **End User License Agreement**, **After-Sales Support**, **User Guide**, **Software Copyright Certificate**, and **Open-Source Software Notice** as instructed.



NOTE

- **End User License Agreement**

  The EULA is an online agreement entered into between you and customers. It takes effect when customers select it during order placement. It cannot contain any unfilled content and cannot be stamped. You can drag the lower right corner of the **End User License Agreement** text box to resize it.

- **After-Sales Support**

  Add the time zone to the end of the service time, for example, **(GMT+08:00)**.

  Ensure that your hotline and email address are reachable and you can provide after-sales services as required. If customers purchasing this product cannot contact your company or they do not receive any reply from you after sending emails for multiple times, KooGallery will remove the product from the catalog.

  Ensure that you can provide after-sales hotline and email services in English.

- **Software Copyright Certificate**

  Upload a software copyright certificate that matches your product. The uploaded certificate will be reviewed by Huawei Cloud KooGallery to confirm whether your product meets the release requirements. The certificate is only for review and will not be displayed on the product details page.

Step 9 Click **Next**.

The **Enter Service Information** page is displayed.

Step 10 Set **Service Information**, **Product Specifications**, **More Tax Info**, and **SEO Information** as instructed.

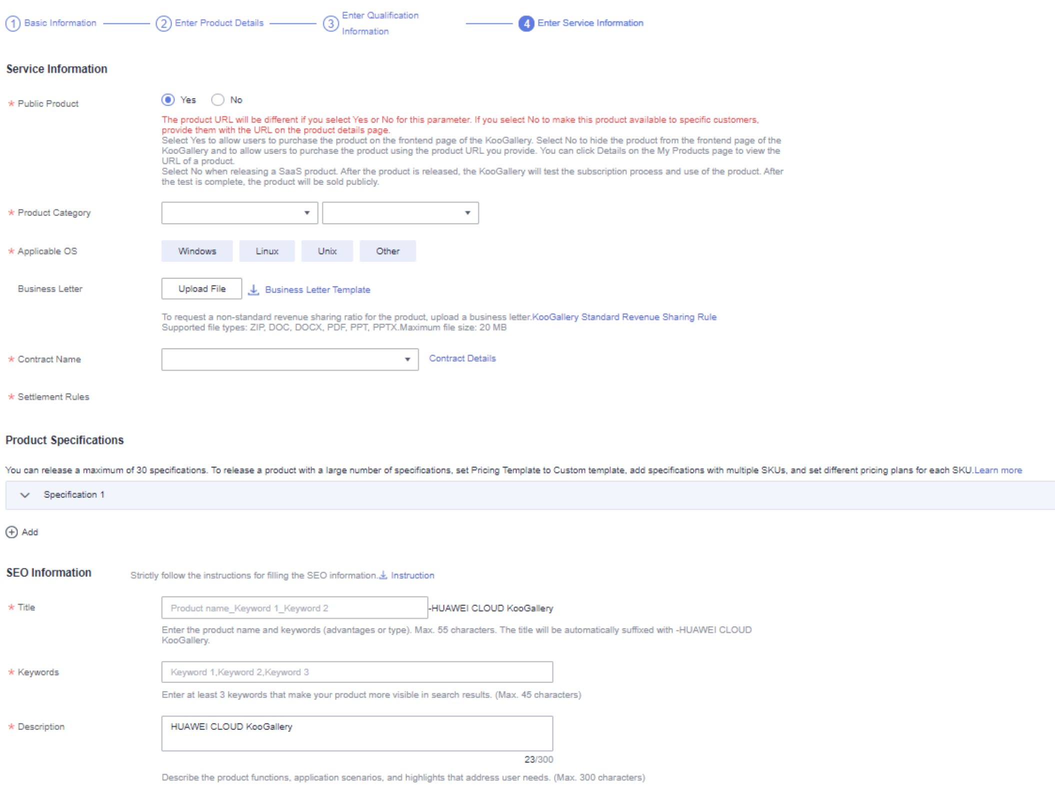
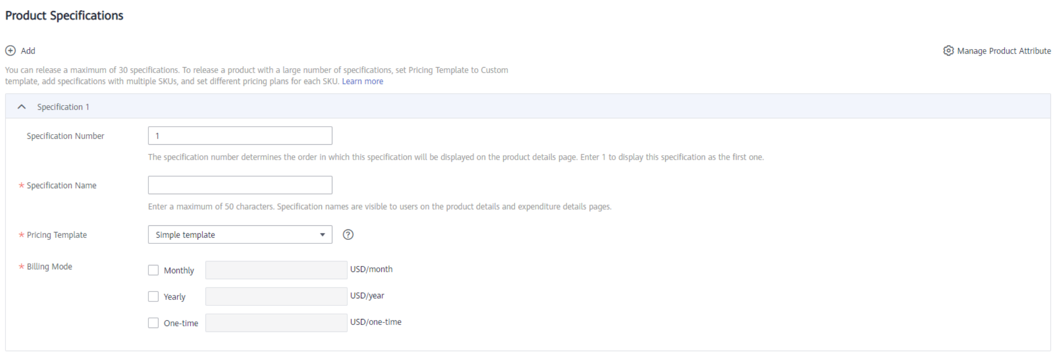


Figure 3-3 Product specifications



NOTE

- If you set **Public Product** to **No**, the product will be hidden from KooGallery frontend page and search results. Customers can access and purchase the product only by using the product URL you provide. To obtain the URL of such a product, choose **Product Management** > **My Products**. In the same row of the product, click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.
- If you want to set a fixed price for product specifications in yearly/monthly or one-time payment billing mode, select a simple pricing template.
- If you want to set a separate price in each SKU for product specifications in yearly/monthly or one-time payment billing mode, select a custom pricing template. If an SKU contains attributes of the quantity type, you can also use linear or tiered pricing for the attributes. For details about how to release a product specification that contains multiple SKU attributes, see **3.8 Releasing Multi-SKU Product Specifications**.
- Fill in the SEO information by referring to the **instructions** to facilitate entry addition of third-party search engines such as Google.

Step 11 Click **Preview**.

The product details page is displayed.

Step 12 Confirm the configuration and click **Submit**.

The message "Are you sure you want to submit the product information?" is displayed.

Step 13 Click **OK**.

The message "Product release information submitted successfully." is displayed.

NOTE

- You can upload a maximum of 100 documents or software of 10 GB in total to the Seller Console in a single day.
- When releasing a product, you can click **Save Draft** to save the product information before submission. You can choose **Product Management** > **My Applications** or **Product Release** > **Drafts** to view the draft information.
- Huawei Cloud KooGallery will review the product information you submitted within three business days. The review result will be sent to the email address bound to your Huawei Cloud account. The product will be available on KooGallery upon approval from KooGallery.

----End

3.8 Releasing Multi-SKU Product Specifications

Multi-SKU product specifications are priced based on two or more dimensions, including the subscription time, quantity, and other custom dimensions. For example, a specification can be priced based on subscription time and version, or based on version, user quantity, and subscription time.

Licenses and **professional services** support multi-SKU pricing.

Examples

- Example 1: A software product is priced by software version and subscription time. The software version is an enumeration attribute and the subscription time is the billing mode, such as yearly or monthly. You need to add an enumeration attribute named **Software Version** on the **Product Attributes** page. When releasing a specification, select the attribute, set the enumerated values of the attribute to **Basic**, **Enterprise**, and **Professional**, and then generate the SKUs.

- Example 2: A software product is priced by software version, user quantity, and subscription time. The software version is an enumeration attribute, the user quantity is a quantity attribute, and the subscription time is the billing mode, such as yearly/monthly. You need to add an enumeration attribute named **Software Version** and a quantity attribute named **Users** on the **Product Attributes** page. When releasing a specification, select the two attributes, set the value range and step of the attribute **Users**, set the enumerated values of the attribute **Software Version** to **Basic**, **Enterprise**, and **Professional**, and then generate the SKUs.

- Example 3: A professional service is priced by service item and person-day quantity. The service item is an enumeration attribute and the person-day quantity is a quantity attribute. You need to add an enumeration attribute named **Service Item** and a quantity attribute named **Person-Days** on the **Product Attributes** page. When releasing a specification, set the billing mode to **One-time**, select the two attributes, set the value range and step of the attribute **Person-Days**, set the enumerated values of the attribute **Service Item** to **O&M Service** and **Installation Service**, and then generate the SKUs.

Prerequisites

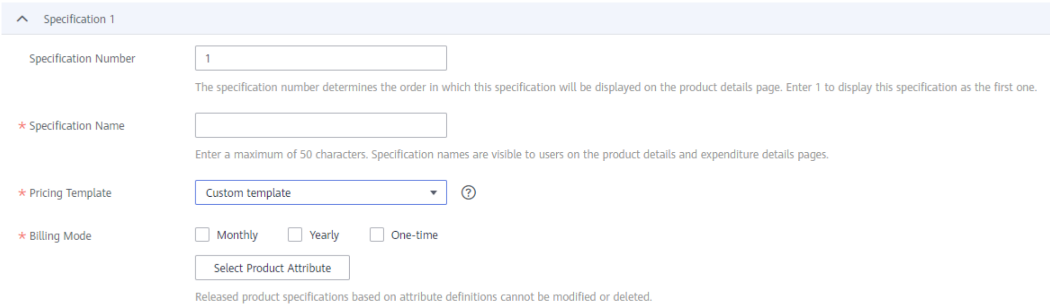
You have created product attributes for multi-SKU pricing. For details, see **5.9 Managing Product Attributes**.

The following uses a license specification that supports multi-SKU pricing as an example.

Procedure

Step 1 When adding a product specification, set **Pricing Template** to **Custom template**.

Step 2 Enter the name of your product specifications.



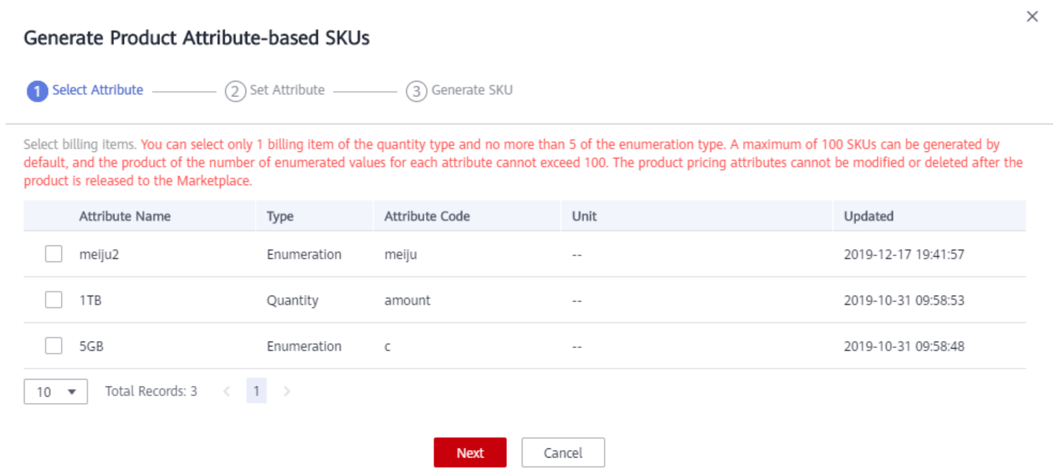
Step 3 Select product attributes to generate SKUs.

1. Click **Select Product Attribute**. In the displayed **Generate Product Attribute-based SKUs** dialog box, select the product attributes to be used for product pricing.

   Attributes of the **quantity** type are optional. You can select only one quantity attribute.

   Attributes of the **enumeration** type are mandatory. You can select 1 to 5 enumeration attributes.

   You cannot add, modify, or delete the attributes of a released product. If no attribute is available, create one by following the instructions in **5.9 Managing Product Attributes**.

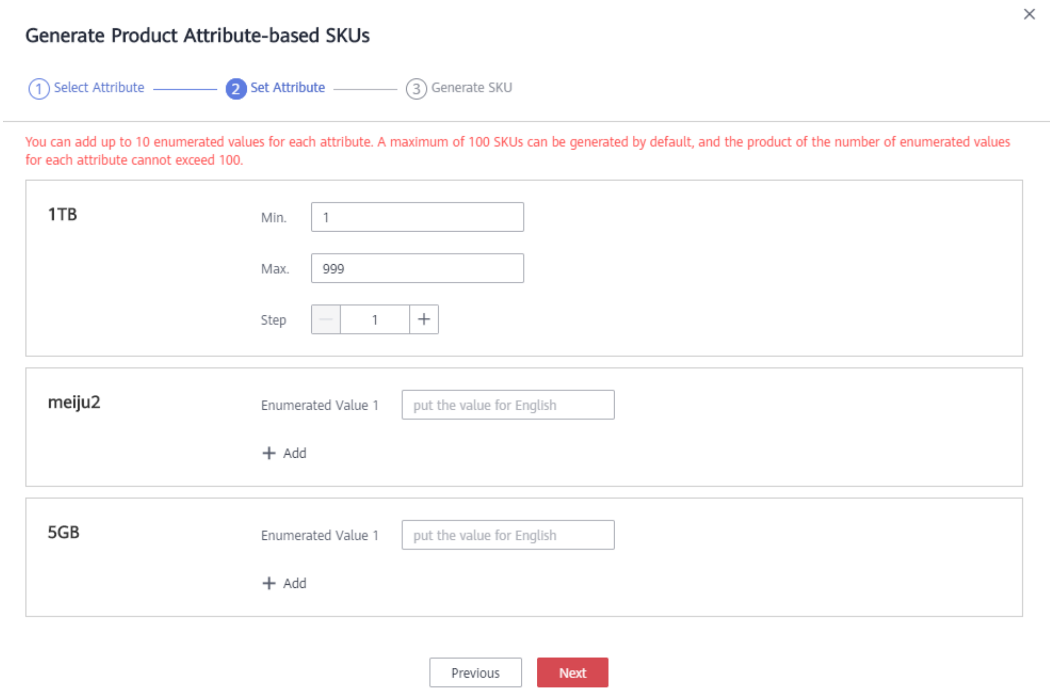


2. Click **Next**.
3. Set **Min.**, **Max.**, and **Step** of the selected quantity attribute.
4. Enter the enumerated values of the selected enumeration attributes. You can add up to 10 enumerated values for each enumeration attribute.

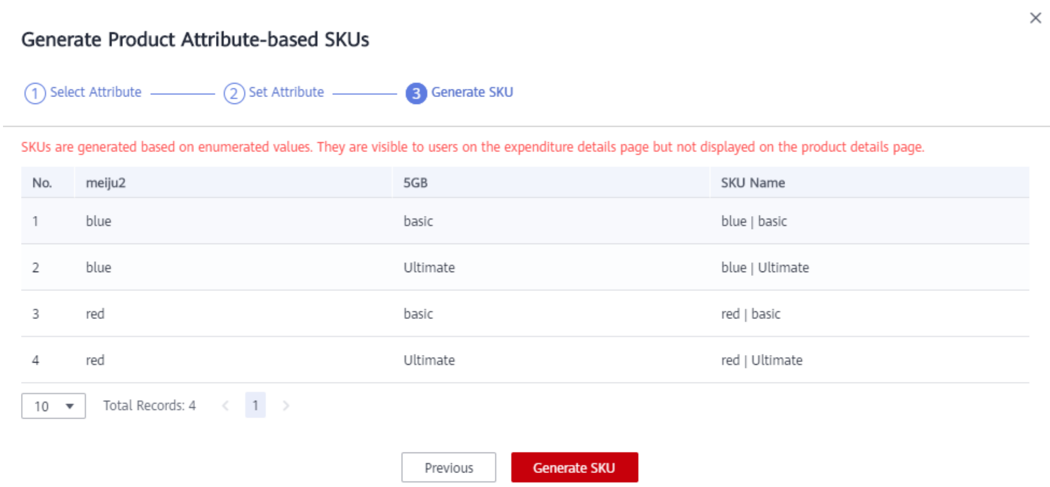
   By default, a maximum of 100 SKUs can be generated (the product of the number of enumerated values for each attribute cannot exceed 100). If the maximum limit is exceeded, delete unnecessary enumerated values.

NOTE

- The maximum value and minimum value of a quantity attribute are the maximum and minimum quantities that can be purchased by customers. For example, if the number of users that can be purchased by customers ranges from 5 to 1000, set the maximum value of the attribute **Users** to **1000** and the minimum value to **5**.
- The step of a quantity attribute is the increment between two adjacent quantity units. For example, if you set **Min.** of the quantity attribute **Users** to **5**, **Max.** to **1000**, and **Step** to **5**, customers can set the required number of users to 5, 10, 15, 20, and so on during subscription.
- Enumerated values of an enumeration attribute are billing items of the attribute. For example, if a software product is sold by version, you can set the enumerated values of the attribute **Software Version** to **Basic**, **Professional**, and **Premium**.



5. Click **Next** and confirm the SKU information. Then, click **Generate SKU**. SKUs are generated based on enumerated values. They are visible to customers on the expenditure details page but not displayed on the product details page.



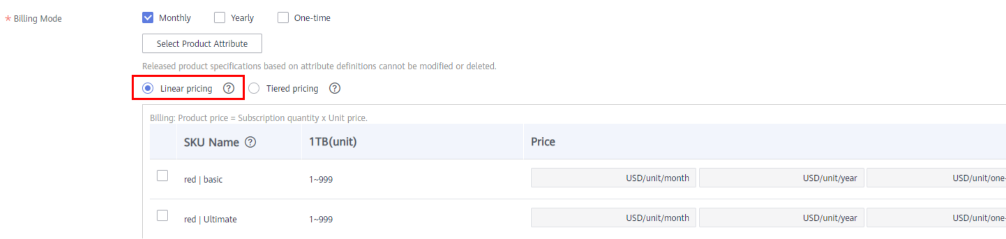
Seller Guide

6. Select a billing mode and the target SKUs, and then set the price.

NOTE

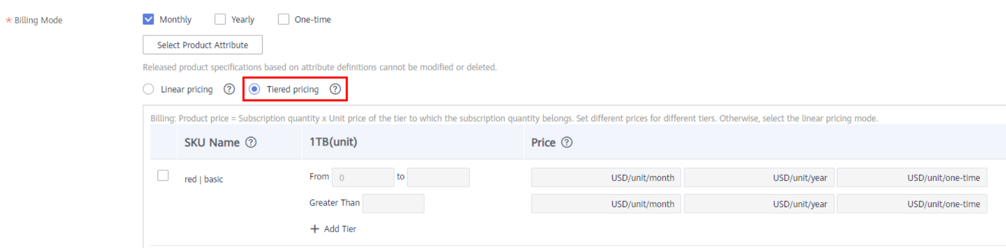
- On the product details page, customers can only subscribe to SKUs that you have selected and set prices in this step.
- If you select an attribute of the quantity type, you must select a pricing method, linear pricing or tiered pricing, before you set the price for an SKU.
  - Linear pricing: Product price = Subscription quantity x Unit price

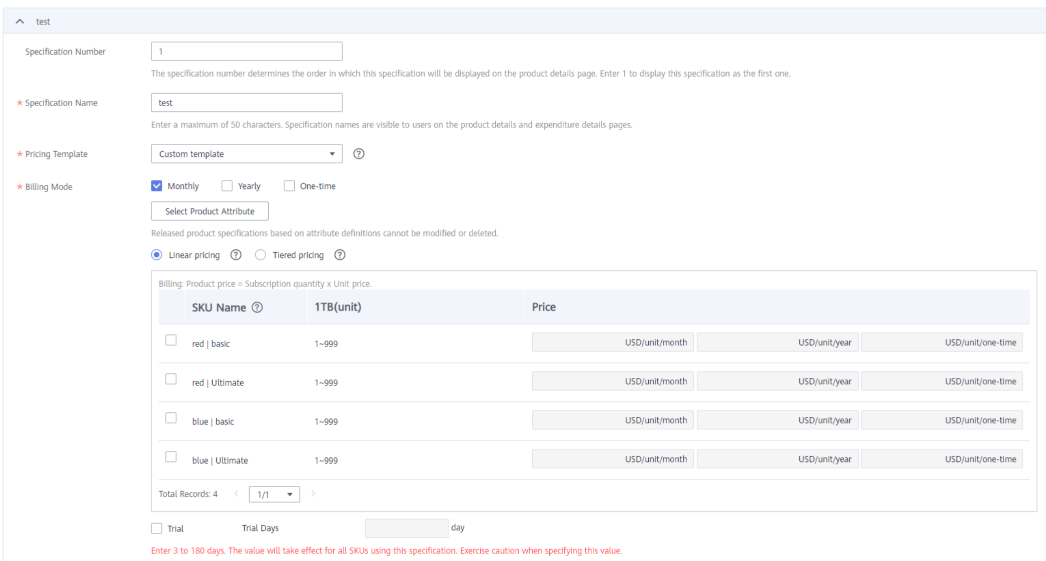
Figure 3-4 Linear pricing



  - Tiered pricing: You can set quantity tiers for each SKU and set the price for each tier separately. Product price = Subscription quantity x Unit price for the tier to which the subscription quantity belongs

Figure 3-5 Tiered pricing





Seller Guide

7. Select **Trial** and set **Trial Days** to a value from 3 to 180. The value will take effect for all SKUs using this specification. Exercise caution when specifying this value.

   NOTE

   License products and professional service products do not support trial specifications. You can skip this step.

----End

4 Seller Management

4.1 Requesting Test Coupons

Before releasing an image or SaaS product, you can request test coupons for product release testing. For details about product release, see **3.5 Image Release Guide** and **3.4 SaaS Product Release Guide**.

Prerequisites

1. You have registered with KooGallery. For details, see **1 Seller Registration**.
2. You plan to release a common image or SaaS product.

Request Rules

1. The maximum amount of test coupons for a product is $1,000 USD and that for a seller is $10,000 USD/year. The actual amount is determined by KooGallery.
2. You must release at least one software product within three months after requesting a test coupon. Otherwise, KooGallery will disqualify you for test coupon requests.

Step 1: Send an Email

Send an email to the specified email address according to the following requirements:

1. Recipient: partner@huaweicloud.com
2. Email subject: Test Coupon Application of *Your Company's Full Name* for Product Release
3. Attachment: Download, fill in, and seal the KooGallery Partner Product Test Coupon Application document. Then attach the scanned copy to the email.
4. Email body: Attach the following table of coupon request information and enter the information of each product on a separate row.

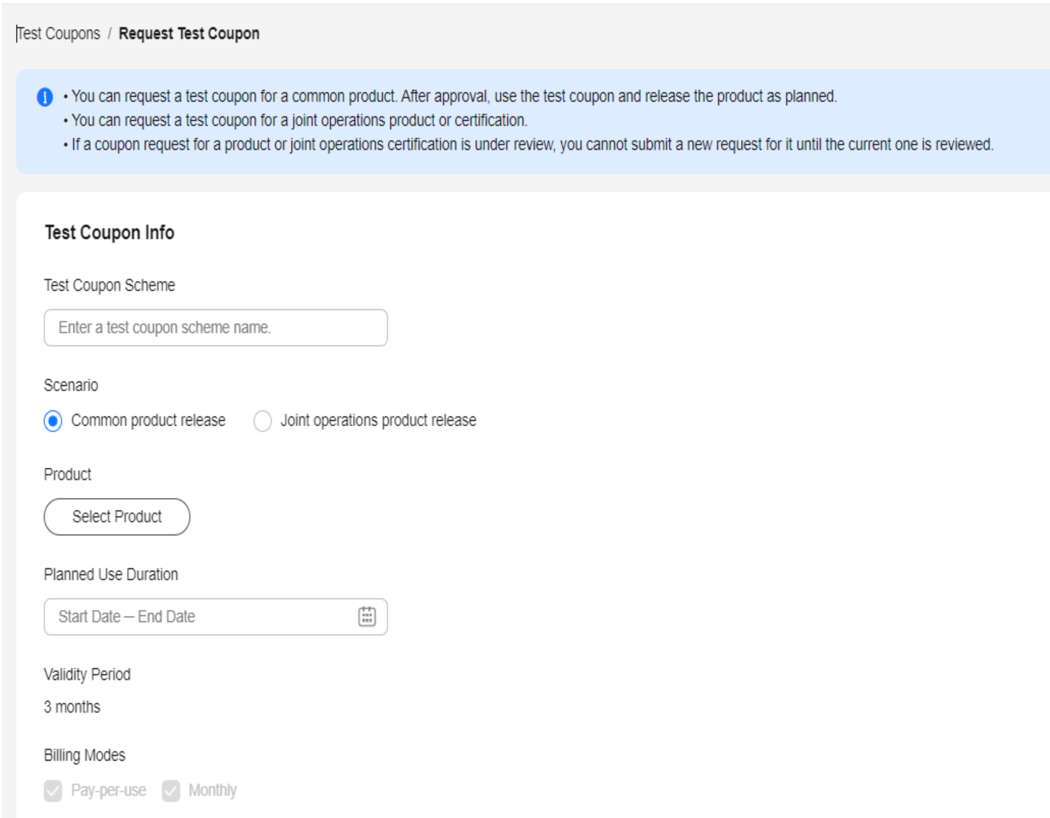
Seller Guide

Table 4-1 Coupon request information

Company Name	Huawei Cloud Account	Required Amount	Applied	Name of Product to Release	Delivery Method

Step 2: Request a Test Coupon on the Seller Console

1. On the Seller Console, choose **Test Coupons** on the left. On the displayed page, click **Request Test Coupon**.
2. Enter the request information and click **Submit**. KooGallery will review the request within three working days.
   a. **Test Coupon Scheme**: (Recommended) Enter a name in the format of *xx (year)* KooGallery Common Product Test-*xx company*-*xx product*.
   b. **Product**: (Optional) Select the draft of the SaaS or image product you plan to release.
   c. Other information: Specify them as needed.



5 Product Management

5.1 Releasing Products

After the information of a product to be released is submitted, the operations manager will review the information. The product will be available on KooGallery after the information is approved.

NOTE

- To view the review result, you can choose **Product Management > My Applications** on the Seller Console.
- After the product information is approved, you can view the released product on the **Product Management > My Products** page on the Seller Console.

5.2 Modifying Products

You can modify details of products that fail the review on the **My Applications** page or update details of released products on the **My Products** page. The modification takes effect after being approved.

📖 NOTE

- You can try again if products failed to be submitted for release or have been modified after release.
- **Specifications of released products cannot be deleted. You can remove them from the catalog on the My Products page. For details, see 5.3 Removing Products.**
- If you want to add and remove specifications for a product, add specifications first, and then remove specifications that are not required.
- You cannot add or modify specifications for products of which all specifications have been removed from the catalog.

Procedure

Step 1 Go to the **Seller Console**.

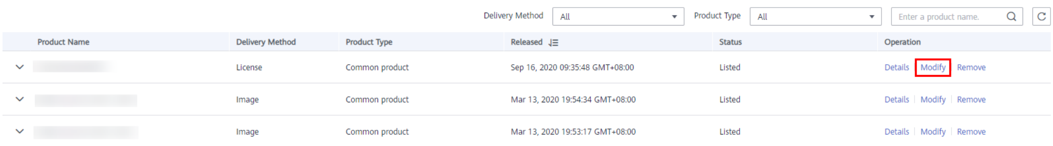
Step 2 In the navigation pane, choose **Product Management** > **My Products**.

The **My Products** page is displayed.

📖 NOTE

To modify the information of products that fail the review or are in the **Draft** state, choose **Product Management** > **My Applications** in the navigation pane.

Step 3 Set search criteria to search for the product to be modified. Locate the target product in the list, and click **Modify** in the **Operation** column.



Step 4 Modify the product information.

- You can modify the delivery method, basic information, search engine optimization (SEO) information, and non-price service information as required.
- You can change the value of **Public Sales** to hide or display the product on the KooGallery frontend page. If you set **Public Product** to **No**, the product will be hidden from KooGallery frontend page and search results. Customers can access and purchase the product only by using the product URL you provide. To obtain the URL of such a product, choose **Product Management** > **My Products**. In the same row of the product, click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.
- In the **Product Specifications** area, you can change the name and prices of a released specification and add a billing mode for the specification. (You can only add the monthly billing mode to a yearly billing specification or add the yearly billing mode to a monthly billing specification.)

Step 5 Modify the product information and click **Submit**.

Seller Guide

NOTE

- When modifying the information of a product, you can click **Save Draft** to save the product information before submission. You can choose **Product Management** > **My Applications** or **Product Release** > **Drafts** to view the draft information.
- The modification takes effect after being approved. To view the information of products under review, choose **Product Management** > **My Applications** in the navigation pane.

----End

5.3 Removing Products

You can remove a specification of a released product (see **Step 3**), or remove the entire product (see **Step 4**). After being removed, a specification enters the discontinued state. Other specifications can be subscribed to normally. After being removed, a product and all its specifications enter the discontinued state. No operations can be performed on the product.

Removed products cannot be restored. To sell the removed products on KooGallery again, release them as new products. Therefore, exercise caution when removing products.

Procedure

Step 1 Go to the **Seller Console**.

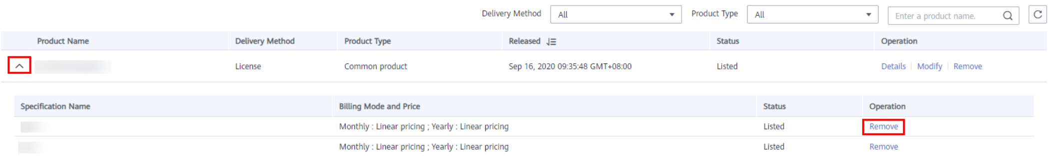
Step 2 In the navigation pane, choose **Product Management** > **My Products**.

The **My Products** page is displayed.

Step 3 **Remove a product specification**.

1. Click in a row containing the product of which a specification is to be removed.

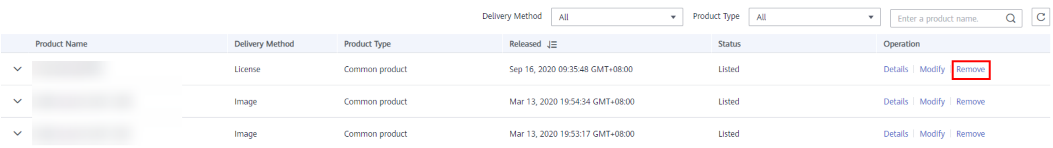
   The product specification list is displayed.
2. In the product specification list, click **Remove** in the **Operation** column of the row containing the specification to remove.



3. Click **Yes** in the warning dialog box.

Step 4 **Remove an entire product**. (If you want to remove only a product specification, go to **Step 3**.)

1. Click **Remove** in the **Operation** column of the row containing the product to remove.



2. Click **Yes** in the warning dialog box.

   NOTE

   To view products that have been removed from the catalog, choose **Product Management** > **My Products** in the navigation pane.

----End

5.4 Configuring Sales Regions

Configure the sales regions of a product. Customers can purchase the product only using accounts registered in the sales regions of the product.

For example, if you set **Austria** as the sales region, only Austrian-registered accounts can purchase the product.

The following table lists the available sales regions.

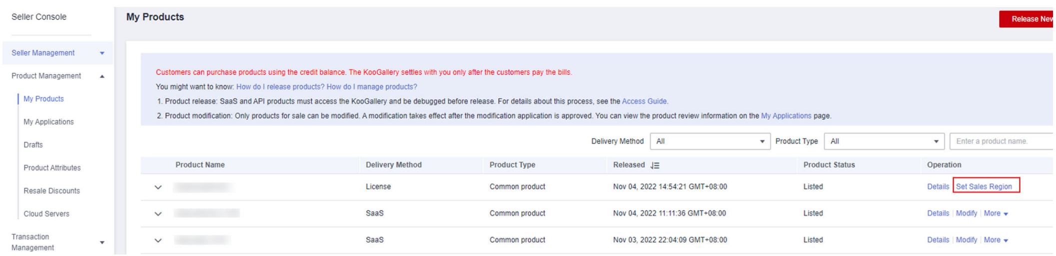
Contracting Party	Sales Region
Sparkoo Technologies Ireland Co., Limited	Austria, Belgium, Czech Republic, Finland, France, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Poland, Portugal, Romania, Serbia, Spain, Sweden, Switzerland, and Ukraine

Procedure

Step 1 Go to the Seller Console.

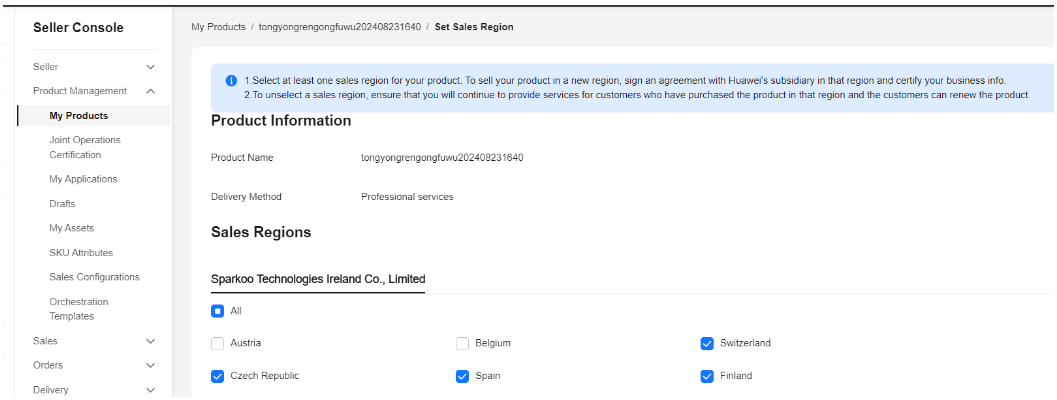
Step 2 In the navigation pane, choose **Product Management** > **My Products**.

Step 3 Search for the target product and click **Set Sales Region** in the **Operation** column of the row containing the target product.



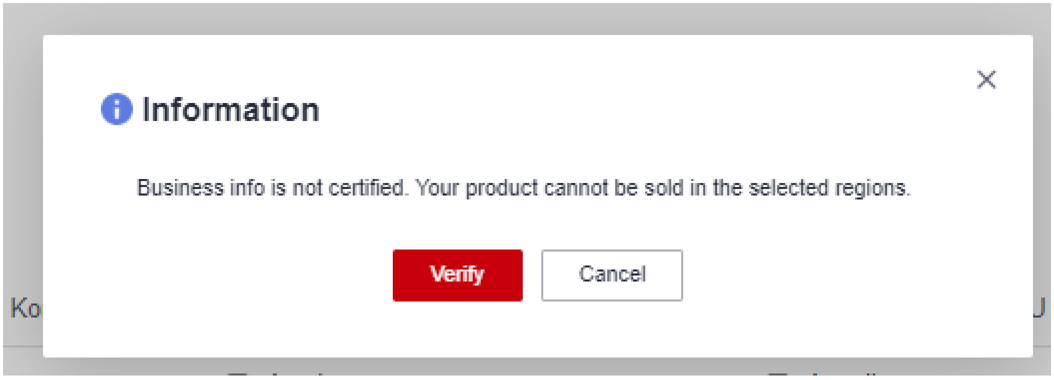
Step 4 On the **Set Sales Region** page, select or unselect sales regions.

Seller Guide



NOTE

If the following dialog box is displayed, sign an agreement with the corresponding contracting party and **certify your business information**.



Step 5 Click **OK**.

NOTE

- If the product has an effective order in a region and auto-renewal has been enabled for the order, you can unselect the region only after auto-renewal is disabled.
- Before configuring the sales regions, sign a contract with the contracting party corresponding to the sales regions.

----End

5.5 Upgrade and Billing Rules

You can set rules for upgrading released SaaS products on the **Product Management > My Products** page. Before upgrading products, set parameters on the **Application Access Debugging** page, generate a link address, and invoke and debug the interface. Ensure that the debugging is successful and save the case.

Specification Upgrade Rules

1. Currently, only yearly/monthly SKUs of SaaS products can be upgraded. They can be upgraded to other yearly/monthly SKUs under the same specification.
2. Specification upgrade is not supported for products removed from the catalog. If a specification is removed, its upgrade rule automatically becomes invalid.

3. If the original or target specification is changed to a billing mode other than yearly/monthly, its upgrade rule becomes invalid.
4. When the price of a specification changes and causes a price conflict, its upgrade rule automatically becomes invalid.

Product Change Fee

1. **Upgrade fee = Price of new configuration x Remaining days x Discount – Price of original configuration x Remaining days x Discount**

1) Price of new configuration: price of the new product calculated on the basis of the remaining duration.

2) Price of original configuration: price of the original product calculated on the basis of the purchased duration.

2. Capacity expansion fee

Original billing rule (before June 12, 2023):

Linear pricing, tiered pricing, and volume pricing: Capacity expansion fee = Unit price of the volume to which the total number of users belongs after expansion x Total number of users after expansion x Remaining period x Discount – Original price before expansion x Remaining period x Discount

New billing rule (after June 12, 2023):

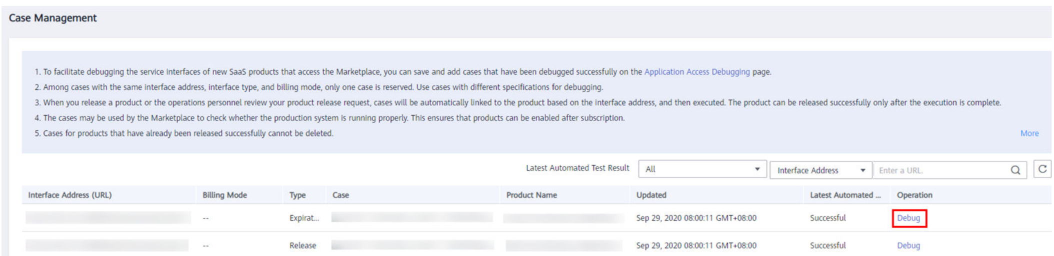
1) Linear pricing and tiered pricing: Capacity expansion fee = Unit price of the volume to which the total number of users belongs after expansion x Total number of users after expansion x Remaining period x Discount – Original price before expansion x Remaining period x Discount

2) Volume pricing: Capacity expansion fee = Unit price of the volume to which the total number of users belongs after expansion x Number of added users x Remaining days x Discount

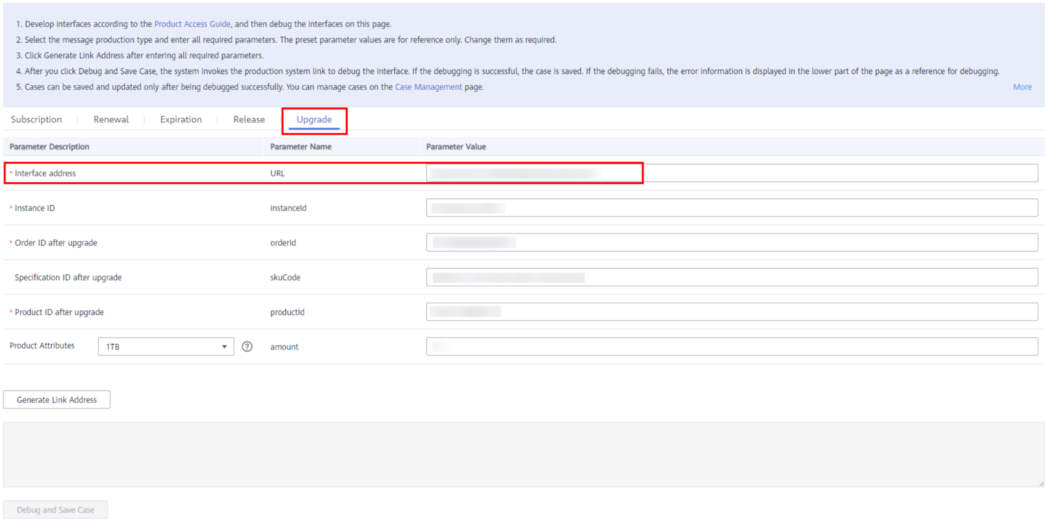
Debugging Application Access

Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Application Tools > Case Management**. Locate the interface address of the product to be upgraded, and click **Debug** in the **Operation** column.



Step 3 On the **Application Access Debugging** page, click the **Upgrade** tab, set the parameters, click **Generate Link Address**, and click **Debug and Save Case**.



NOTE

Ensure that the upgrade interface is debugged successfully and save the case. Otherwise, the product upgrade cannot be performed.

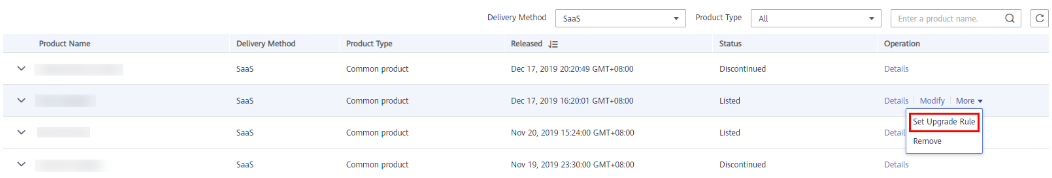
----End

Setting a Specification Upgrade Rule

After the upgrade interface is debugged successfully, you can set upgrade rules for products.

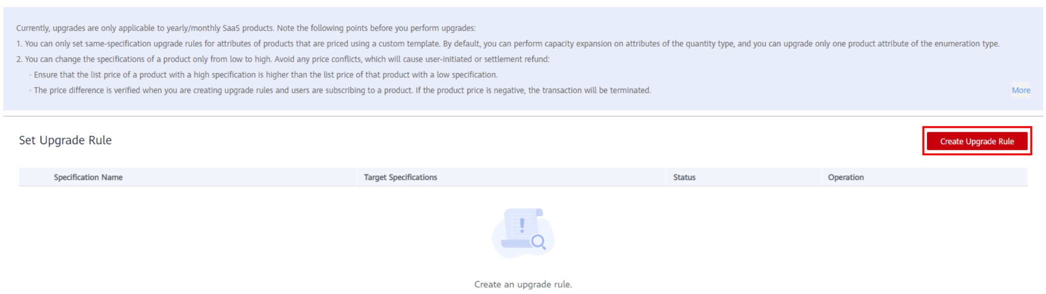
Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Product Management > My Products**. On the displayed page, locate the target product and choose **More** > **Set Upgrade Rule** in the **Operation** column.



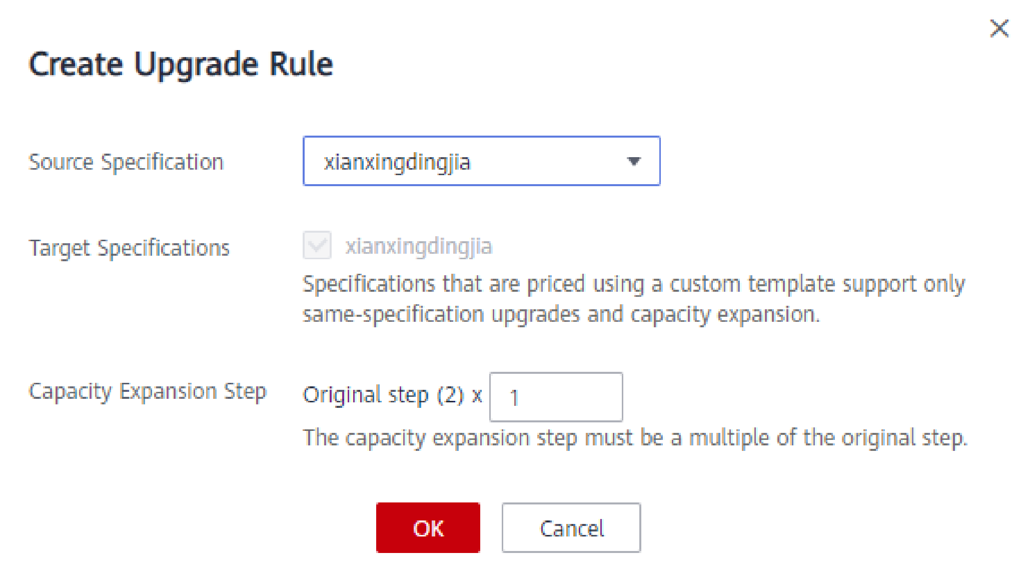
Step 3 Click **Create Upgrade Rule** and select the source and target specifications in the displayed dialog box.

Figure 5-1 Setting upgrade rules



Seller Guide

Figure 5-2 Creating a rule



NOTE

- No upgrade rules are configured by default. You can add upgrade rules as required.
- When creating a rule, the available target specifications are displayed only after you select the source specification.
- When upgrading a specification that is priced using a custom template, the specification is selected as the target specification by default.
- If the selected specification that is priced using a custom template contains quantity attributes, the **Capacity Expansion Step** parameter is displayed. The capacity expansion step must be a multiple of the original step. A maximum of five times of the original step can be set.
- Only one upgrade rule can be created for a source specification. You can modify the upgrade rule, or delete it and create a new one.
- An upgrade rule takes effect only when the price of the target specification is higher than that of the source specification.

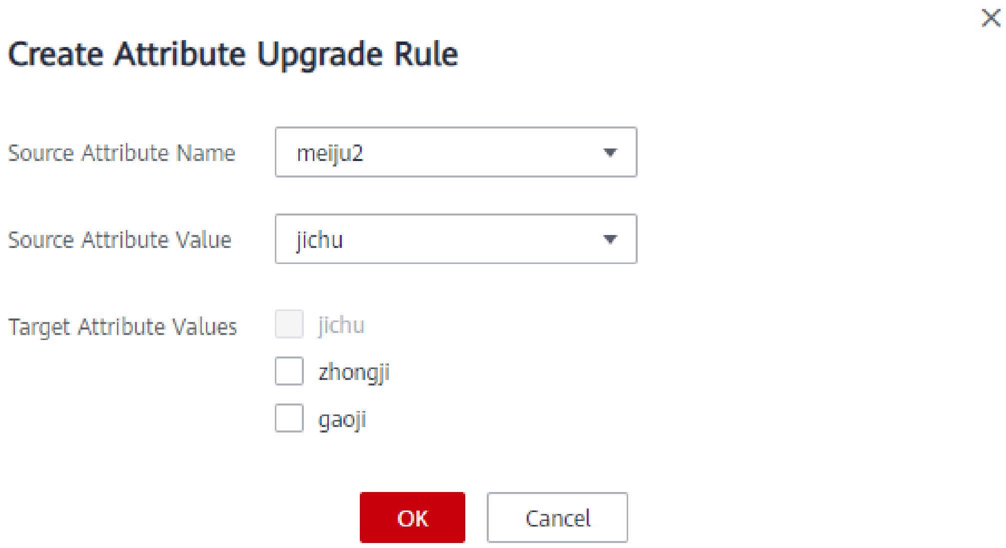
Step 4 Click **OK**.

Step 5 For a specification that is priced using a custom template, you need to set attribute upgrade rules under the specification. Otherwise, the specification supports only quantity increases and does not support the upgrade between enumeration attributes.

Locate the target upgrade rule and choose **More** > **Set Attribute Upgrade Rule** in the **Operation** column. In the displayed dialog box, select the source attribute name and value, and the target attribute values.

Figure 5-3 Setting an upgrade rule

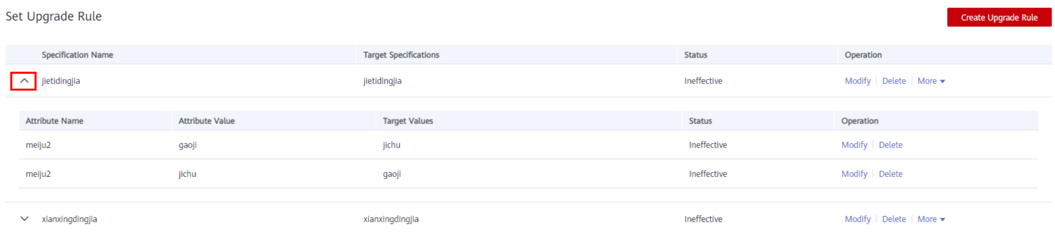
Figure 5-4 Creating an attribute upgrade rule



NOTE

Select the source attribute name, then select the source attribute value, and then select the target attribute values.

Step 6 For a specification that is priced using a custom template, you can locate a specification upgrade rule and click the arrow on the left to view all attribute upgrade rules of the specification. You can set, modify, and delete attribute upgrade rules.



NOTE

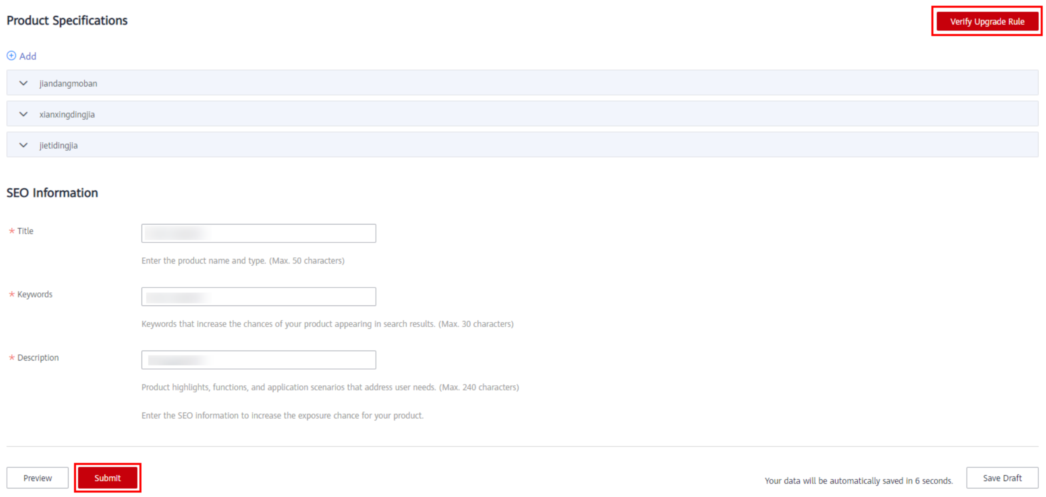
- No attribute upgrade rules are configured by default. You can add attribute upgrade rules as required.
- Upgrade rules of only one source attribute can be created for a specification that is priced using a custom template. If upgrade rules of an attribute have been created but you want to create upgrade rules for another attribute of the same specification, you need to delete all existing attribute upgrade rules and create upgrade rules for the desired attribute.
- Only one attribute upgrade rule can be created for a source attribute value. You can modify the existing upgrade rule or delete it and create a new one.
- An attribute upgrade rule takes effect only when the price of the specification with the target attribute value is higher than that of the specification with the source attribute value.

----End

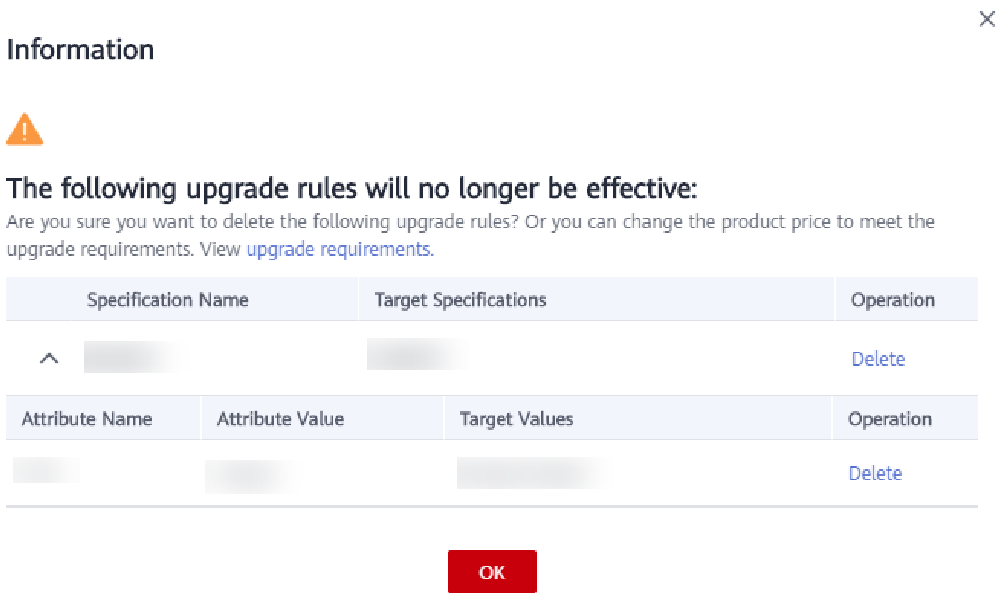
Seller Guide

Verifying New Product Prices

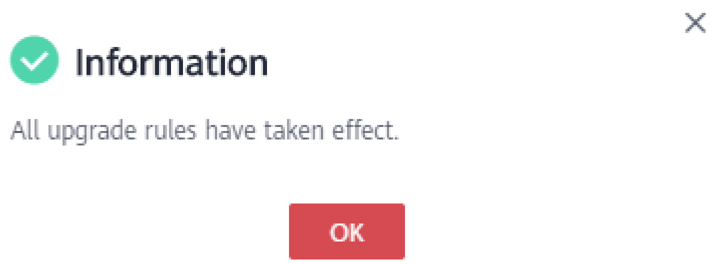
If the prices of the source and target specifications are not properly set during product modification, the price of the target specifications may be lower than that of the source specifications. After modifying the price of a product, you can verify whether the upgrade rules still take effect. Click **Verify Upgrade Rule** or **Submit** to verify the upgrade rules.



If the verification fails, delete the upgrade rules or change the price.



If the verification is successful, click **OK** to submit the modification application.



5.6 Hiding a Product or Specification

When releasing a new product or modifying a released product, you can hide the product or its specifications from customers.

Precautions for Hiding a Product

- Hidden products will not be displayed on KooGallery frontend page or in the search results after being released to KooGallery. They can be accessed or purchased only through the product URL.
- To obtain the URL of such a product, locate the product on the **Product Management** > **My Products** page, and click **Details** in the **Operation** column. The URL is displayed in the **Service Information** area on the product details page.

Procedure for Hiding a Product

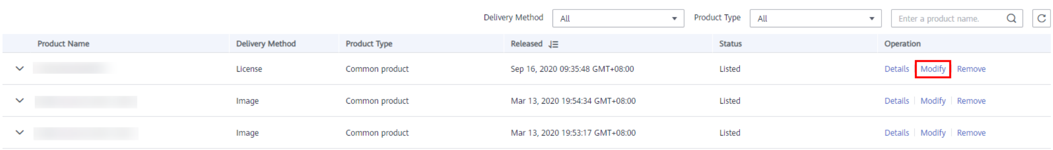
The process of hiding a released product is used as an example.

Step 1 Go to the **Seller Console**.

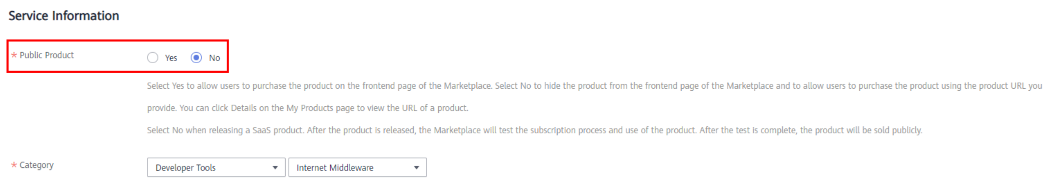
Step 2 In the navigation pane, choose **Product Management** > **My Products**.

The **My Products** page is displayed.

Step 3 Locate the product to be hidden and click **Modify** in the **Operation** column.



Step 4 In the **Service Information** area, set the value of **Public Product** to **No**.



NOTE

To change a product from hidden to public state, set the value of **Public Product** to **Yes**.

Step 5 Click **Submit**.

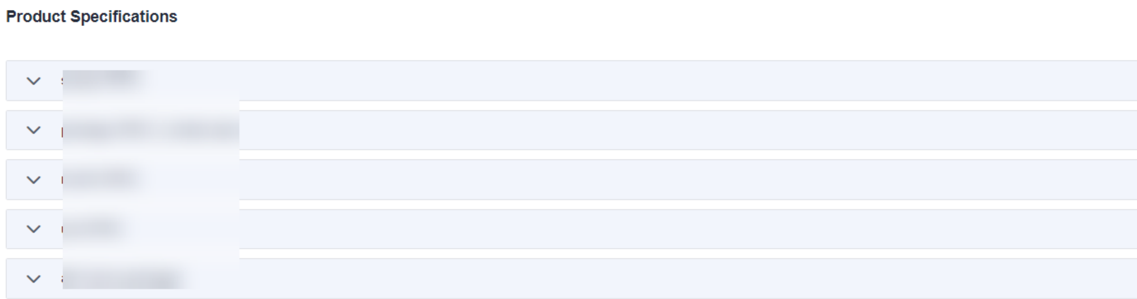
NOTE

The product hiding takes effect after being approved. To view the review status, choose **Product Management** > **My Applications** in the navigation pane.

----End

Precautions for Hiding a Specification

- Hidden specifications will not be displayed on KooGallery frontend page or in the search results. They can be accessed or purchased only through the specification URL.
- To obtain the URL of such a specification, locate the product on the **Product Management** > **My Products** page, and click **Details** in the **Operation** column. Locate the target specification in the **Product Specifications** area and click **Copy Purchase URL**.



- If the sales status of a product is changed from hidden to public, all its specifications will also be available to all customers. You can hide specific specifications from customers again.

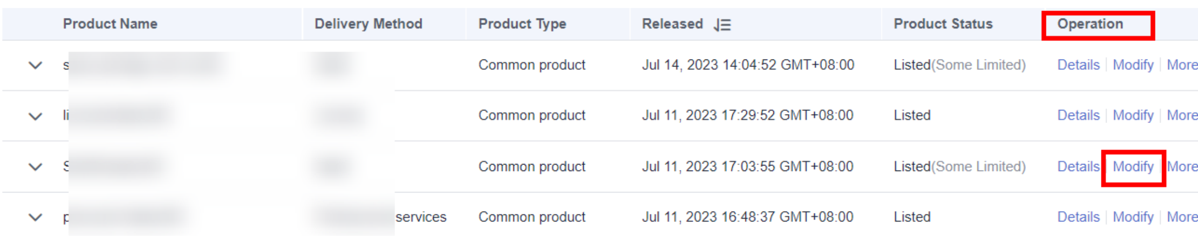
Procedure for Hiding a Specification

The process of hiding a released specification is used as an example.

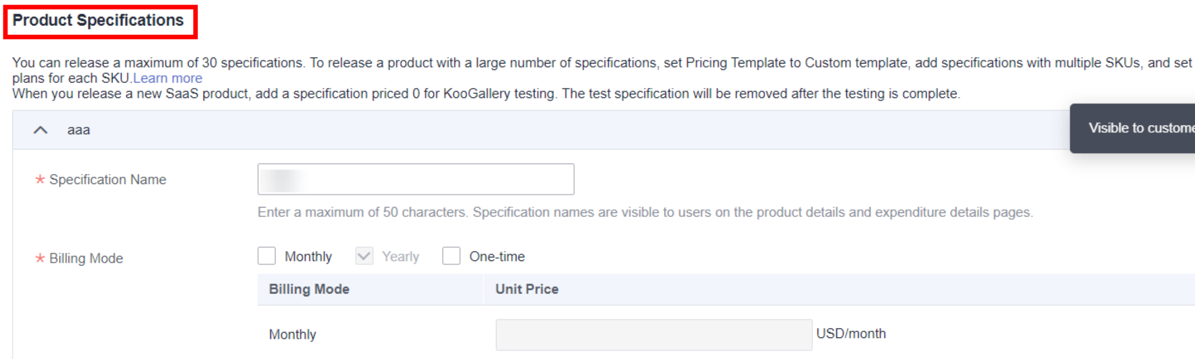
Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Product Management** > **My Products**.

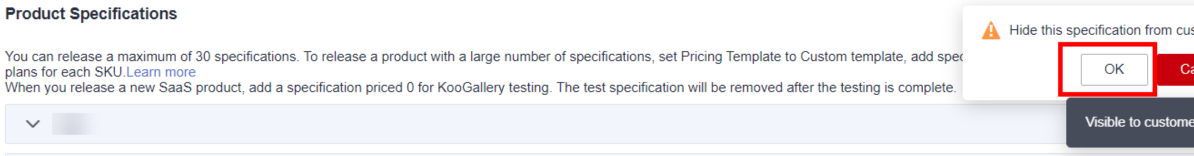
Step 3 Locate the product whose specification is to be hidden and click **Modify** in the **Operation** column.



Step 4 In the **Product Specifications** area, click  next to the specification.

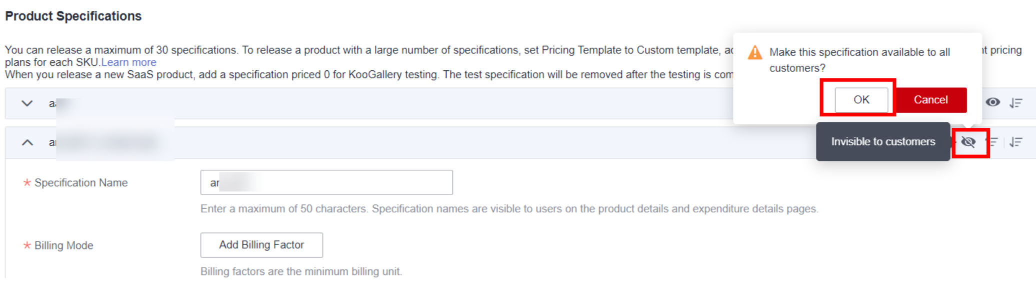


Step 5 In the displayed dialog box, click **OK**.



NOTE

You can click  to make this specification available to all customers.



Step 6 Click **Submit** at the bottom of the page. After the modification is approved, the specification is hidden.

----End

5.7 Viewing Product Applications

You can view the information about product release applications, modification applications, and review statuses, modify the information of the last application that has failed the review and submit the application again, or withdraw applications pending approval.

NOTE

- Currently, only applications for licenses, consulting services, and professional services can be withdrawn.
- You can use either of the following methods to withdraw a product application on the **My Applications** page:
  - Locate a product pending approval and click **Withdraw** in the **Operation** column.
  - Locate a product pending approval and click **Details** in the **Operation** column to access the product details page. In the **Applications** area at the bottom of the page, locate the application to withdraw, and click **Withdraw** in the **Operation** column.

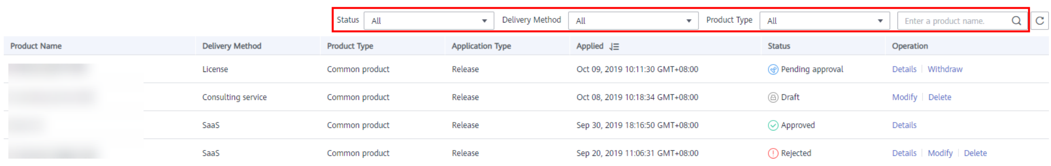
Procedure

Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Product Management** > **My Applications**.

The **My Applications** page is displayed.

Step 3 Set search criteria to filter products, and then view the application records of the products.



According to the product status, you can perform the following operations:

- **Draft**: modifying and deleting applications

  NOTE

  When releasing a new product or updating the information about a released product, you can save the entered information as a draft, and modify the draft or submit a product release application later.

- **Rejected**: viewing product information and review details, and modifying and deleting applications
- **Approved**: viewing product information and review details
- **Pending approval**: viewing product information and withdrawing applications

----End

5.8 Authorizing Resale Discounts

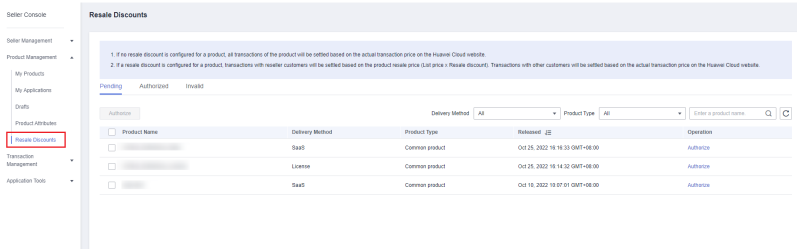
After you configure a resale discount for a product, resellers can resell the product at the discounted price.

Seller Guide

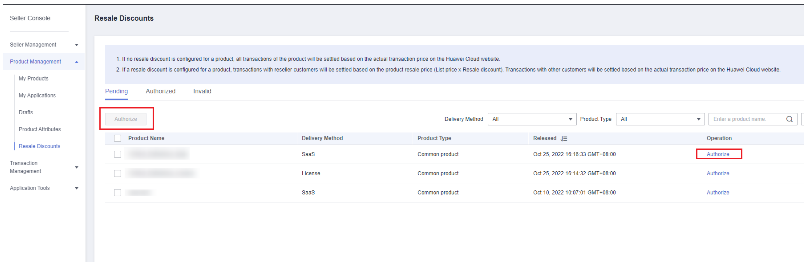
Procedure

Step 1 Go to the **Seller Console**.

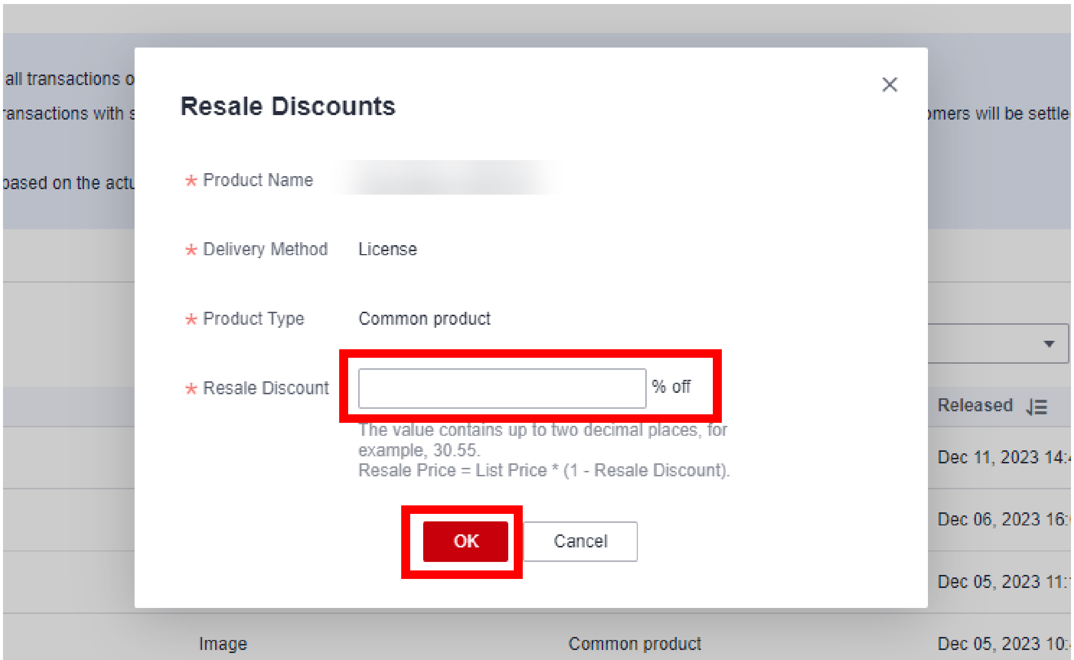
Step 2 In the navigation pane, choose **Product Management** > **Resale Discounts**.



Step 3 Click **Authorize** next to the target product. To authorize discounts for multiple products, select the products and click **Authorize**.



Step 4 In the displayed dialog box, enter a discount.



Step 5 Click **OK**.

Seller Guide

NOTE

A resale discount configured for the first time takes effect in the current month. Reseller orders generated in the current month before the discount is set will be settled based on prices after resale discount.

If a resale discount is modified, the original discount will be used for settlement in the current month after the modification. The new discount will take effect in the next month.

----End

5.9 Managing Product Attributes

When releasing products, you can use product attributes to generate SKUs for product specifications. Attribute names are visible to users on the product details and in the bills.

There are two types of product attributes: preset and custom.

- Preset attributes are used by KooGallery and cannot be modified or used by sellers. Custom attributes are defined based on product specifications before product release and can be modified by sellers.
- Names of custom attributes must be different from those of preset attributes, including **appName**, **version**, **os**, and **mode**.

Querying Product Attributes

You can query product attributes by type (quantity or enumeration) or by name (fuzzy match).

NOTE

Attributes of the enumeration type: custom attributes

Adding Product Attributes

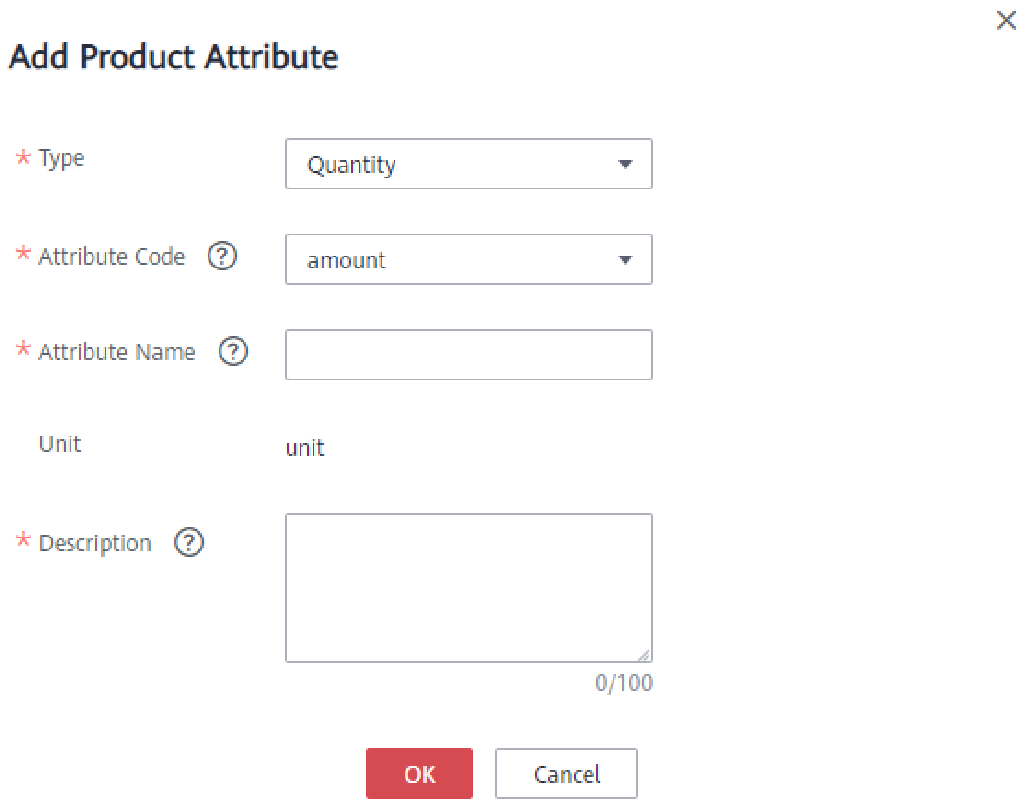
Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Product Management** > **Product Attributes**.

Step 3 Click **Add**.

Step 4 In the displayed **Add Product Attribute** dialog box, enter the attribute type, attribute code, attribute name, and attribute description. Then, click **OK**.

Seller Guide



----End

Editing Product Attributes

Custom attributes can be modified, but preset attributes cannot. To modify a custom attribute, locate the attribute on the product attribute list and click **Edit** in the **Operation** column. If products that have been released are priced using a custom template, their product attributes are included in the product information. If you modify the product attributes, the products will not be affected.

Deleting Product Attributes

Custom attributes can be deleted, but preset attributes cannot. To delete a custom attribute, locate the attribute on the product attribute list and click **Delete** in the **Operation** column. If products that have been released are priced using a custom template, their product attributes are included in the product information. If you delete the product attributes, the products will not be affected.

Seller Guide

6 Service Supervision

6.1 Supervising License Products

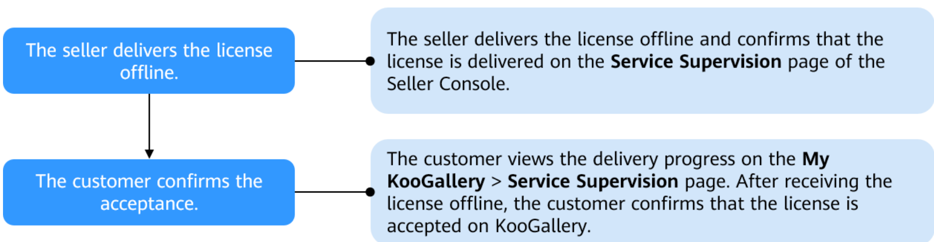
After a license product is sold, you can view the order details on the **Transaction Management** > **Service Supervision** page in the Seller Console, deliver the license offline, and update the service flow status in the Seller Console.

Precautions

- If the service supervision process of an order is not complete, the order is in the **Processing** state. The order status will change to **Completed** 3 hours after the customer confirms to accept the product.
- The bill for a license product transaction is generated based on the service flow status. If the service flow of a transaction is completed, the bill for the transaction will be automatically generated in the next billing cycle.
- If a customer purchases a yearly/monthly license product that involves service supervision, the start time of product usage is the time when the customer accepts the product.

  For example, if a customer purchased a yearly product for one year, paid the order on January 1, 2020, and accepted the product on March 1, 2020, the start time of product usage is March 1, 2020, and the validity period is one year.

Overall Process

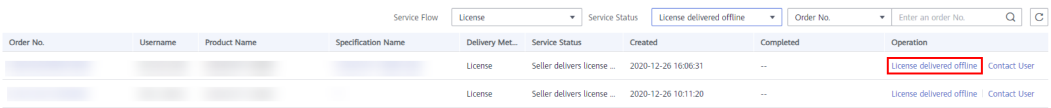


Procedure

Step 1 Go to the **Seller Console**.

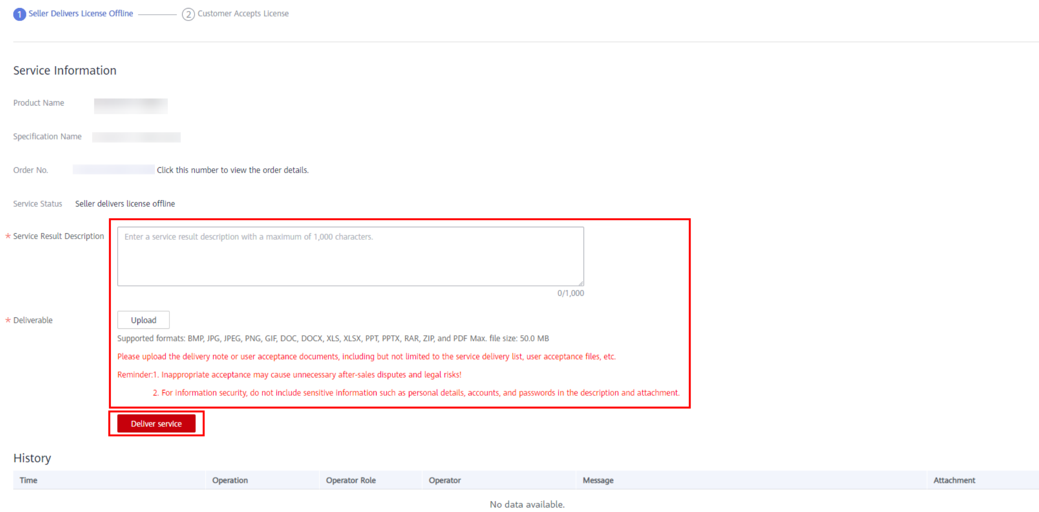
Step 2 In the navigation pane, choose **Transaction Management** > **Service Supervision**.

Step 3 Set search criteria, and click **License delivered offline** in the **Operation** column of the row containing the target transaction record.

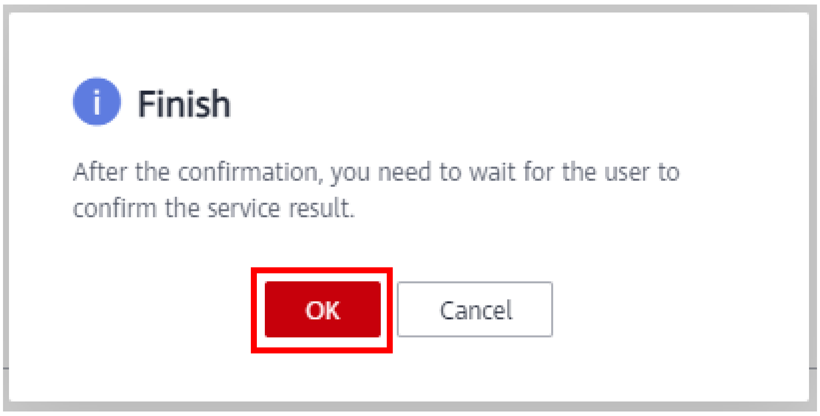


Step 4 After the product is delivered, update the service flow status.

1. On the page displayed, enter the service result, upload the deliverables, and click **Deliver service**.



2. In the displayed dialog box, click **OK**.



NOTE

- After the customer accepts the product, the transaction is completed.
- If the customer renews an order that involves service supervision, there will be no service flow generated.

----End

Seller Guide

6.2 Supervising SaaS Products

After a SaaS product that involves service supervision is sold, you can view the service flow details and operation records of the transaction, deliver and provision the product, and update the service flow status in the Seller Console.

Precautions

- If the service supervision process of an order is not complete, the order is in the **Processing** state. The order status will change to **Completed** 3 hours after the customer confirms to accept the product.
- The bill for a SaaS product transaction is generated based on the service flow status. If the service flow of a transaction is completed, the bill for the transaction will be automatically generated in the next billing cycle.
- If a customer purchases a yearly/monthly SaaS product that involves service supervision, the start time of product usage is the time when the customer accepts the product.

  For example, if a customer purchased a yearly product for one year, paid the order on January 1, 2023, and accepted the product on March 1, 2023, the start time of product usage is March 1, 2023, and the validity period is one year.

Overall Process

You can perform the following operations:

1. After receiving a request from a customer, view the request details in the Seller Console and accept or reject the request.
2. Deliver and provision the product after accepting the request.
3. Update the service flow status after the product is delivered.

NOTE

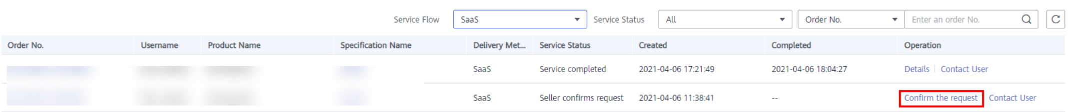
If the customer has not updated the service flow status for more than five days or has rejected the product you deliver three times, you can initiate an appeal. For details, see **Appeal**.

Procedure

Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Transaction Management > Service Supervision**.

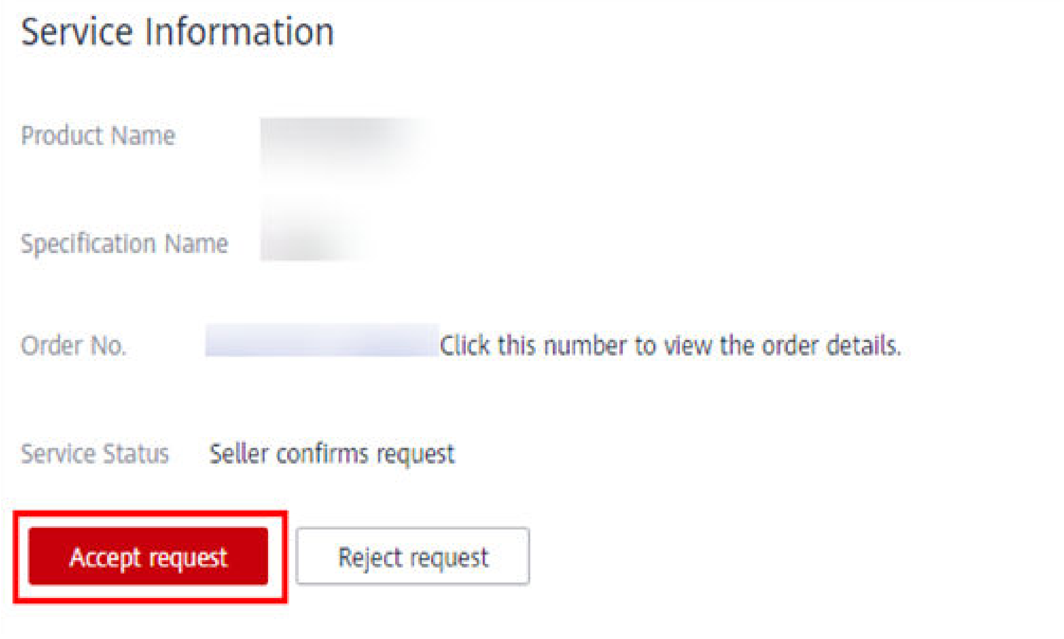
Step 3 Set search criteria, and click **Confirm the request** in the **Operation** column of the row containing the target transaction record.



Seller Guide

Step 4 Accept the request of the customer.

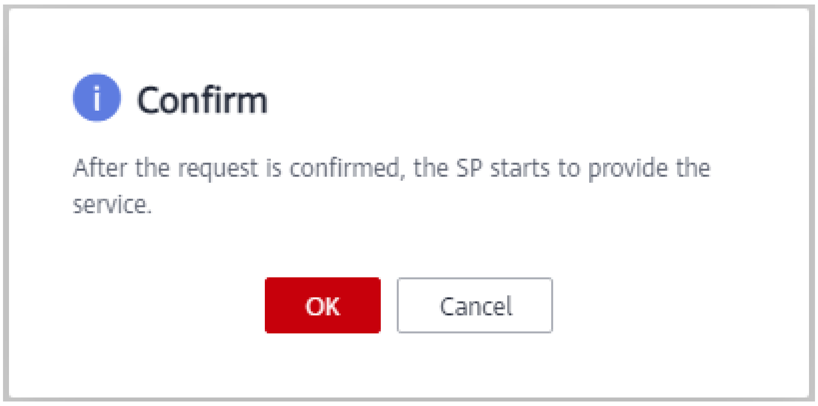
1. View the request details. If the request is reasonable, click **Accept request**.



NOTE

If the request is not reasonable, you can reject it to the customer for modification.

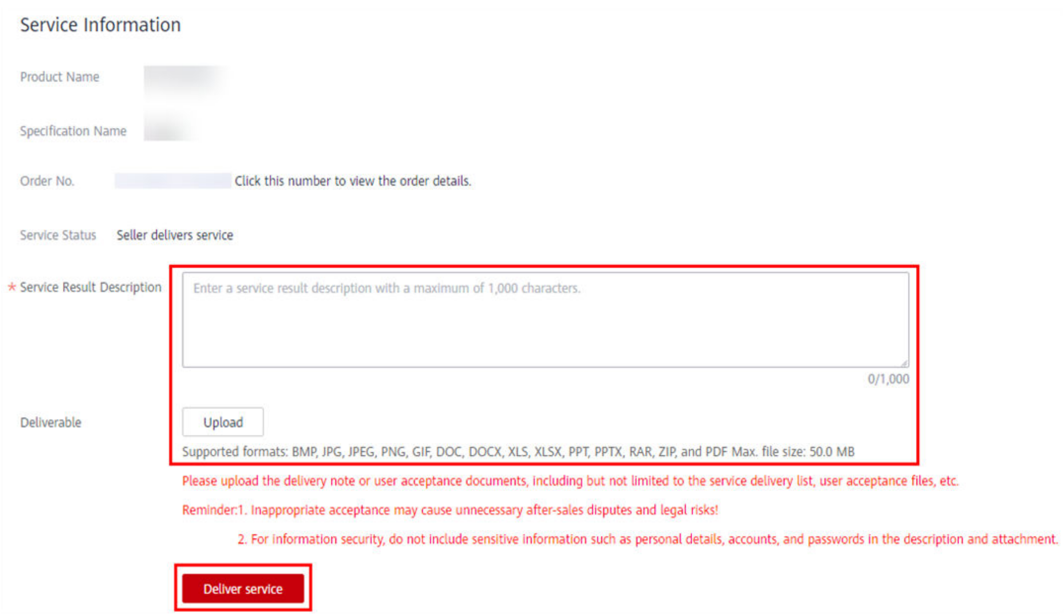
2. In the displayed dialog box, click **OK**.



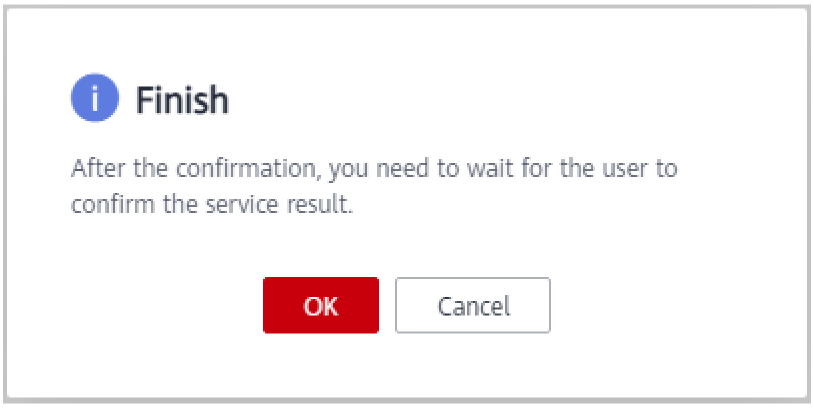
Step 5 Deliver and provision the product, update the service flow status, and wait for the customer to accept the product.

1. On the page for delivering and provisioning the product, enter the service result, upload the deliverables, and click **Deliver service**.

Seller Guide



2. In the displayed dialog box, click **OK**.



NOTE

After the customer accepts the product, the transaction is completed.

----End

Appeal

- During service supervision, if a customer has not updated the service flow status for more than five days, you can initiate an appeal.
- If you have rejected customer requests three times, or a customer has rejected a product you deliver three times, you can initiate an appeal.
- During service supervision, if an appeal is initiated by you or a customer, the service flow will be frozen and the operations manager will handle the appeal. You and the customer cannot perform any operations until the appeal is handled.
- You cannot initiate appeals within 15 days before the service flow is completed.

Seller Guide

6.3 Supervising Professional Service Products

After a professional service product is sold, you can view the service flow details and operation records of the transaction, deliver and provision the product, and update the service flow status on the **Transaction Management** > **Service Supervision** page in the Seller Console.

Precautions

- If the service supervision process of an order is not complete, the order is in the **Processing** state. The order status will change to **Completed** 3 hours after the customer confirms to accept the product.
- Bills for professional service products are generated based on the service flow status. If the service flow of a transaction is completed, the bill for the transaction will be automatically generated in the next billing cycle.
- If a customer purchases a yearly/monthly professional service product that involves service supervision, the start time of product usage is the time when the customer accepts the product.

  For example, if a customer purchased a yearly product for one year, paid the order on January 1, 2020, and accepted the product on March 1, 2020, the start time of product usage is March 1, 2020, and the validity period is one year.

Overall Process

You can perform the following operations:

1. After receiving a request from a customer, view the request details in the Seller Console and accept or reject the request.
2. Provision the product after accepting the request.
3. Update the service flow status after the product is delivered.

NOTE

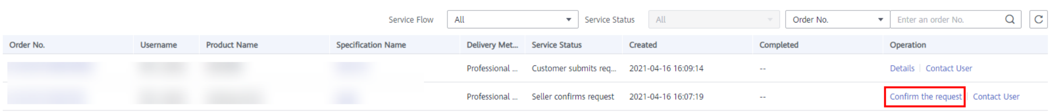
If the customer has not updated the service flow status for more than five days, the customer has rejected the product you deliver three times, or you have rejected customer requests three times, you can initiate an appeal. For details, see **Appeal**.

Procedure

Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Transaction Management** > **Service Supervision**.

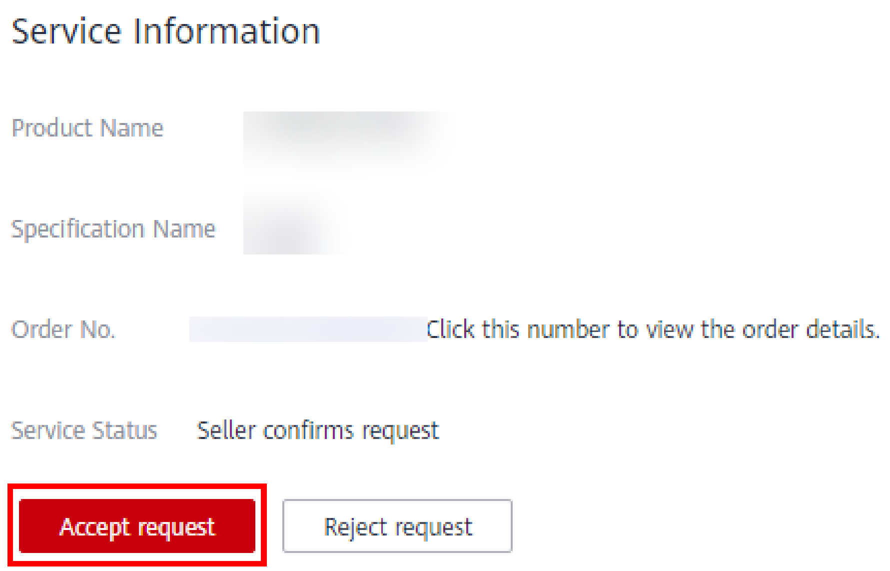
Step 3 Set search criteria, and click **Confirm the request** in the **Operation** column of the row containing the target transaction record.



Seller Guide

Step 4 Accept the request of the customer.

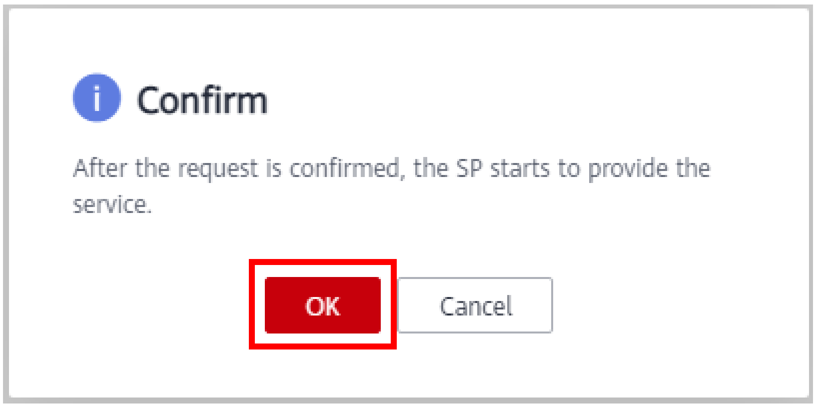
1. View the request details. If the request is reasonable, click **Accept request**.



NOTE

If the request is not reasonable, you can reject it to the customer for modification.

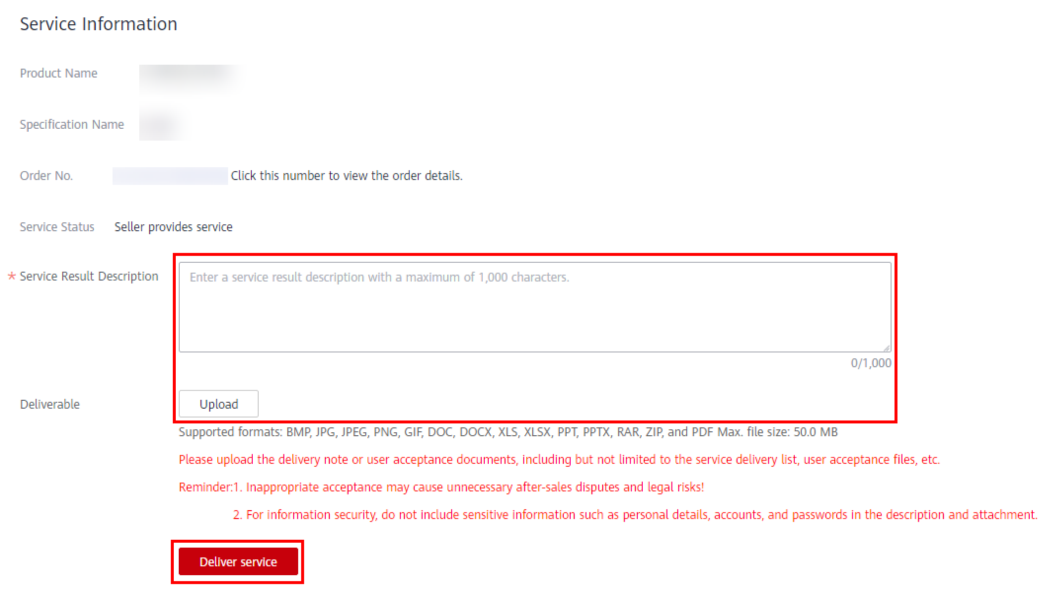
2. In the displayed dialog box, click **OK**.



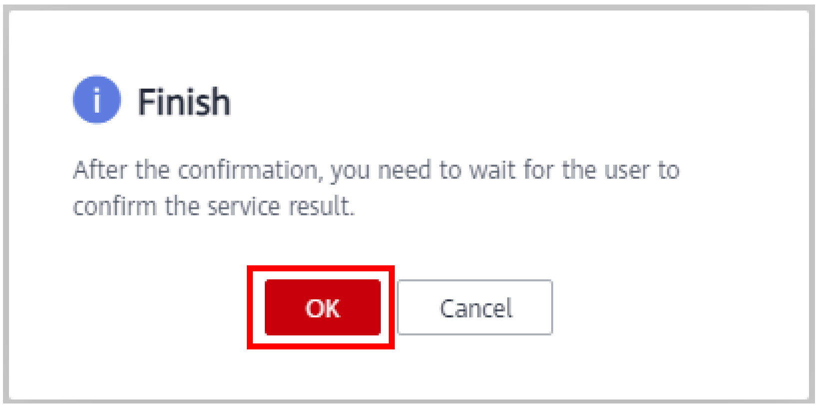
Step 5 After the product is delivered, update the service flow status.

1. On the page displayed, enter the service result, upload the deliverables, and click **Deliver service**.

Seller Guide



2. In the displayed dialog box, click **OK**.



NOTE

- After the customer accepts the product, the transaction is completed.
- If the customer renews an order that involves service supervision, there will be no service flow generated.

----End

Appeal

- If a customer has not updated the service flow status for more than five days, you can initiate an appeal.
- If you have rejected customer requests three times, or a customer has rejected a product you deliver three times, you can initiate an appeal.
- During service supervision, if an appeal is initiated by you or a customer, the service flow will be frozen and the operations manager will handle the appeal. You and the customer cannot perform any operations until the appeal is handled.
- You cannot initiate appeals within 15 days before the service flow is completed.

Seller Guide

7 Transaction Management

7.1 Querying Orders

You can view transaction details of your products in yearly/monthly and one-time billing modes.

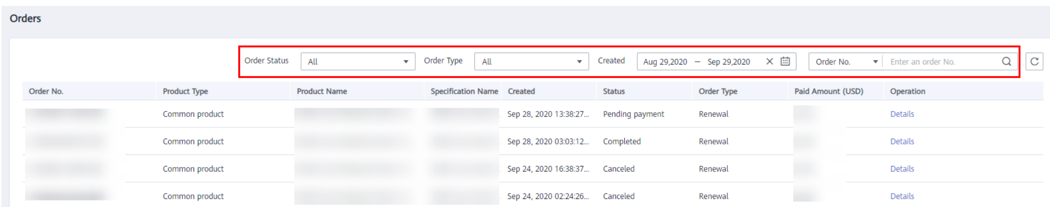
Procedure

Step 1 Go to the **Seller Console**.

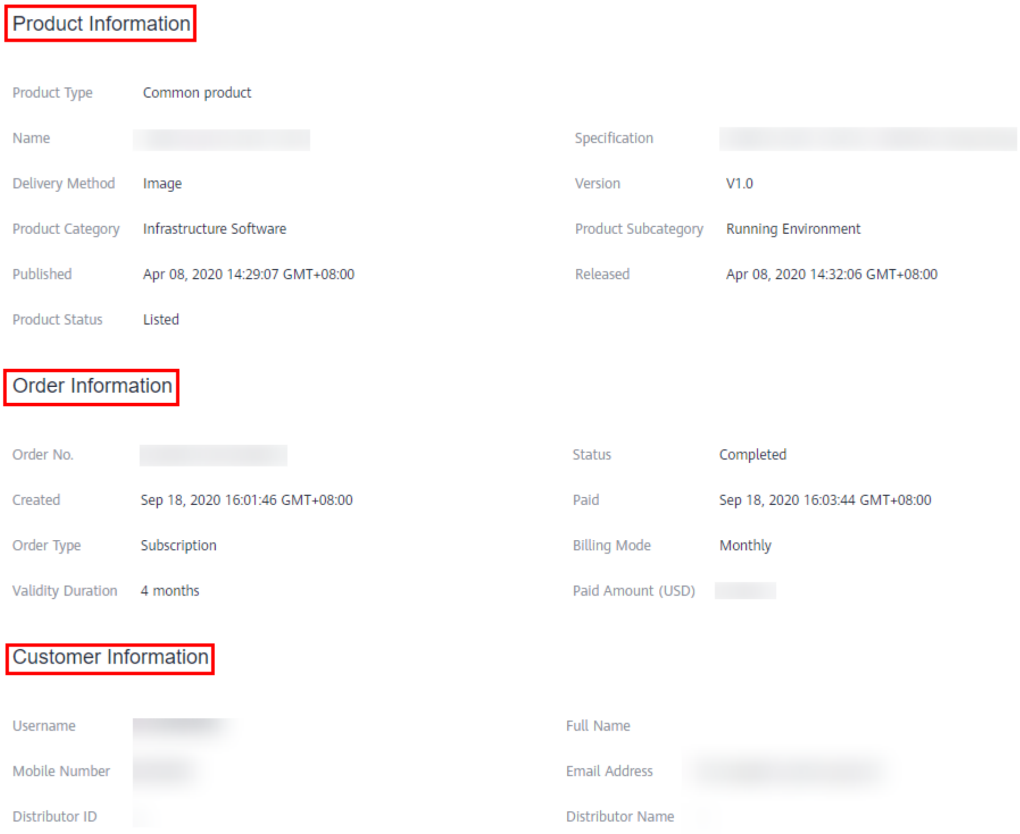
Step 2 In the navigation pane, choose **Transaction Management** > **Orders**.

Step 3 Set search criteria, and click **Search**.

You can search the transaction records to be viewed.



Step 4 Locate a transaction record, and click **Details** in the **Operation** column to view details about a single transaction, including product, order, and customer details.



----End

Order Status

Order Status	Description
Processing	Resources in an order are not successfully provisioned or services in the order are not delivered after successful payment. Orders in this state include orders of licenses and professional services that are still under service supervision.
Canceled	An unpaid order is automatically canceled by the system or is canceled by the customer.
Completed	The entire process of an order, covering subscription, upgrade (change), renewal, and unsubscription, is complete.
Pending payment	A placed order has not been paid.

7.2 Managing Sales Configurations

7.2.1 Configuring Purchase Limits

You can limit customers to a single purchase of product or specification, or limit the quantity available for purchase.

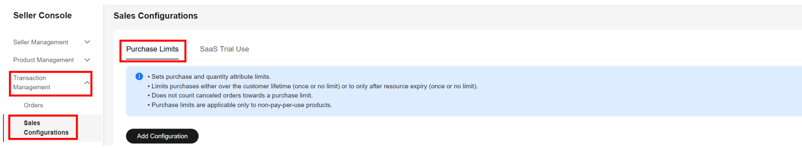
NOTE

- If a product cannot be purchased before its resource expires, customers can purchase it only after existing orders expire.
- Canceled orders are not counted towards a purchase or quantity limit.
- Purchase limits are applicable only to non-pay-per-use products and specifications.

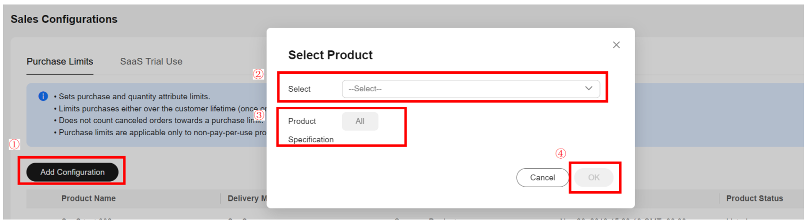
Procedure

Step 1 Go to the Seller Console.

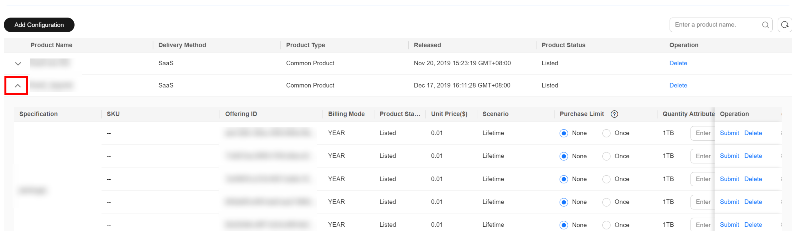
Step 2 In the navigation pane, choose **Transaction Management** > **Sales Configurations**. On the displayed page, click the **Purchase Limits** tab.



Step 3 Click **Add Configuration** and select the target product and specifications.



Step 4 Click **OK**. The selected product and specifications are displayed under the **Purchase Limits** tab. Click before the product name to show the selected specifications.



Step 5 Select an option in the **Purchase Limit** column, or enter a value in the **Quantity Attribute** column.

Figure 7-1 Setting a purchase limit

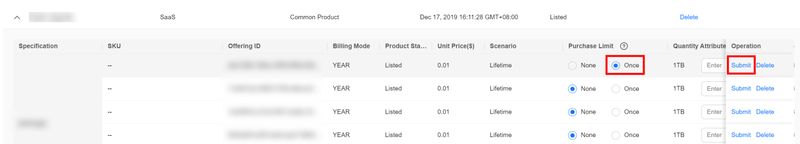
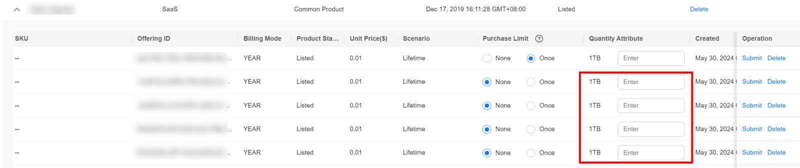
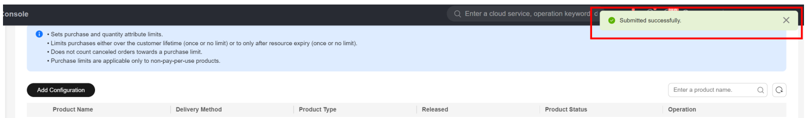


Figure 7-2 Setting a quantity limit



Step 6 Click **Submit**. If the message "Submitted successfully" is displayed, the configuration is successful.



----End

7.2.2 Configuring SaaS Trial Use

By default, all customers can try free SaaS products (or SKUs). You can limit trial use to specific customers.

Perform the following operations to configure trial use.

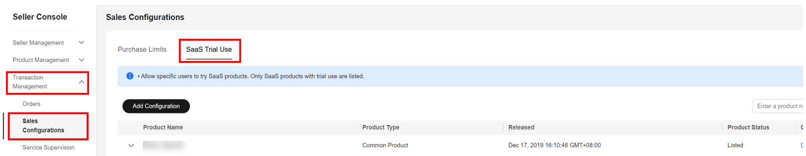
NOTE

The configuration takes effect only for SaaS that has enabled trial use. For details about how to enable trial use for SaaS, see **11.2.2 How Do I Release a Trial SaaS Specification?**.

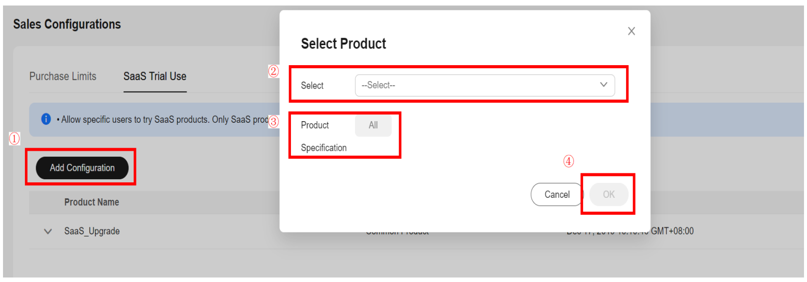
Procedure

Step 1 Go to the Seller Console.

Step 2 In the navigation pane, choose **Transaction Management** > **Sales Configurations**. On the displayed page, click the **SaaS Trial Use** tab.



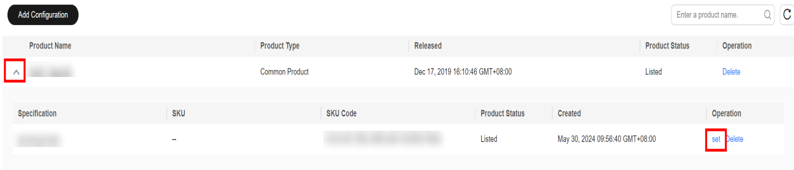
Step 3 Click **Add Configuration**, select a product, and select **All** or specific specifications next to **Product Specifications**.



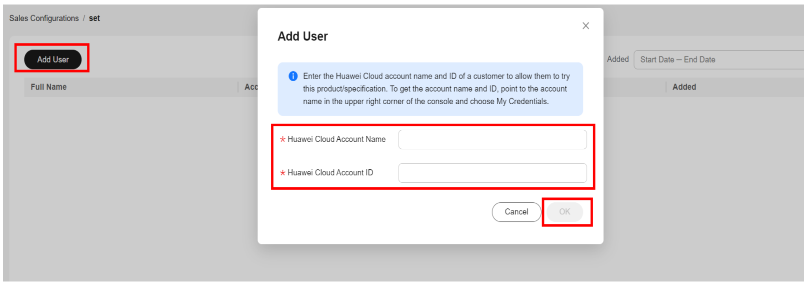
Step 4 Click **OK**. The selected product and specifications are also displayed under the **Purchase Limits** tab. By default, no customers can try the selected product or specifications.

Seller Guide

Step 5 On the **SaaS Trial Use** tab, click before the product name to show the selected specifications, and click **Set** in the row containing a target specification.

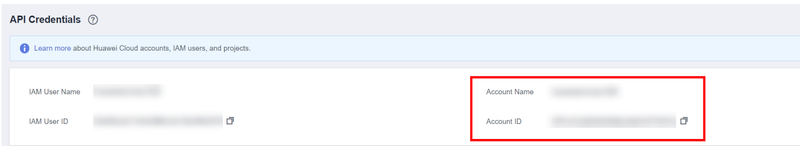


Step 6 Click **Add User**. In the **Add User** dialog box, enter the Huawei Cloud account name and ID of a customer, and click **OK**.

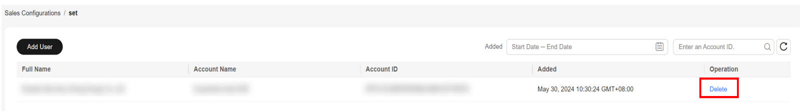


NOTE

1. Customers can obtain their account name and ID by pointing to the account name in the upper right corner of the console and choosing **My Credentials**.



2. You can click **Delete** in the **Operation** column of the row containing a customer to remove the customer from the trial use whitelist.



----End

7.3 Transaction Details Management

7.3.1 Querying Transaction Details

You can view the transaction details of the last month after the seventh day of each month.

Prerequisites

You have completed the business information certification. For details, see **1.2.6 Certifying Business Information**.

Seller Guide

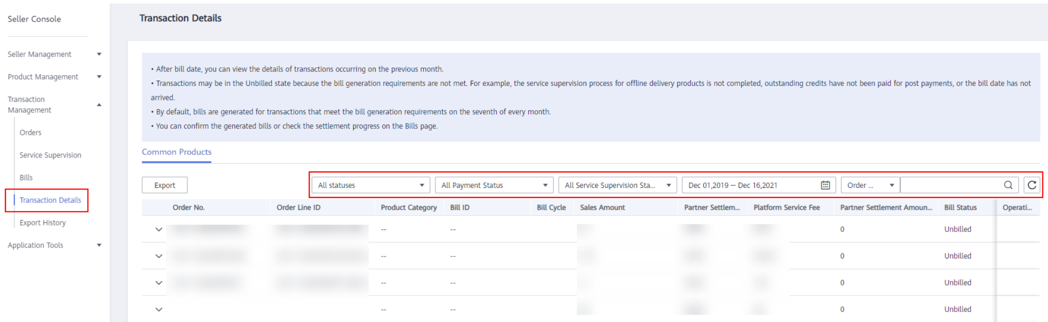
Procedure

Step 1 Go to the **Seller Console**.

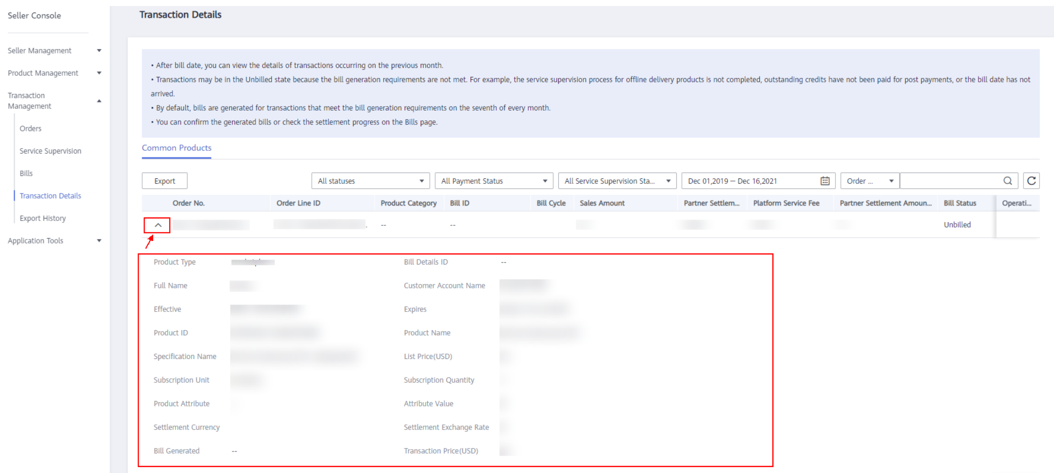
Step 2 Choose **Transaction Management** > **Transaction Details** in the navigation pane.

The **Transaction Details** page is displayed.

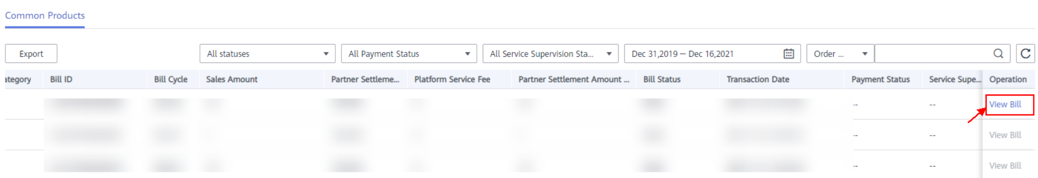
Step 3 Set the search criteria to search for the target order.



Step 4 Click on the left of the target order to view its bill details.



Step 5 Click **View Bill** in the **Operation** column. The bill details page is displayed.

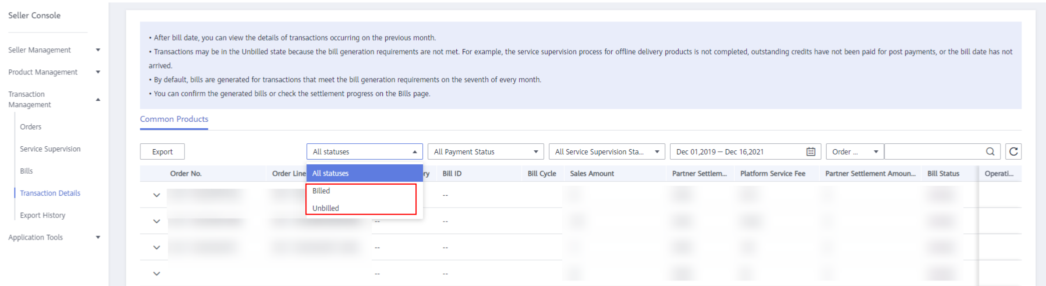


----End

Seller Guide

NOTE

- By default, the system generates bills on the seventh day of each month for transactions that meet bill generation requirements.
- You can view the transaction details of the last month after bills for the transactions are generated.
- The bill status **Billed** indicates that a bill has been generated for an order. You can check the bill details or settlement progress on the **Bills** page.



- The bill status **Unbilled** indicates that no bill has been generated for an order because the order does not meet bill generation requirements. For example, the order is delivered offline and its service supervision process is not completed, the customer has not paid the used credit, or the bill generation date has not arrived.

7.3.2 Exporting Transaction Details

You can export and download transaction details.

Prerequisites

You have completed the business information certification. For details, see **Certifying Business Information**.

Procedure

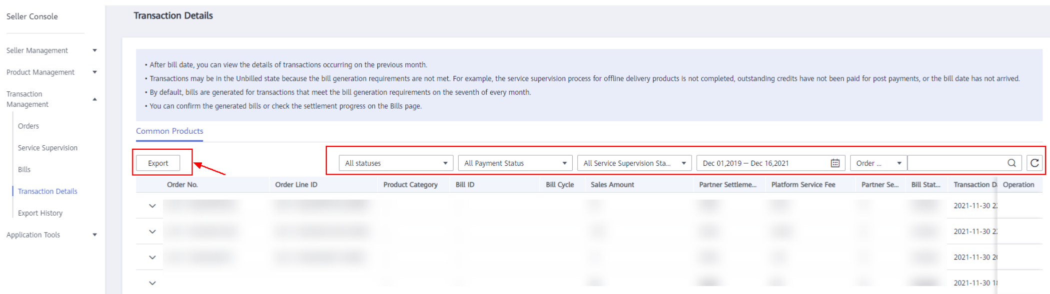
Step 1 Go to the **Seller Console**.

Step 2 Choose **Transaction Management** > **Transaction Details** in the navigation pane.

The **Transaction Details** page is displayed.

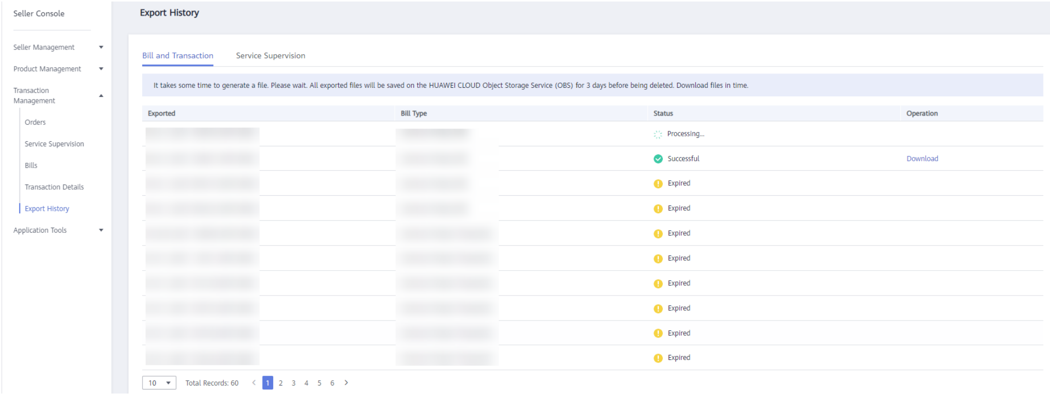
Step 3 Set the search criteria to search for the target orders.

Step 4 Click **Export** on the left of the page.

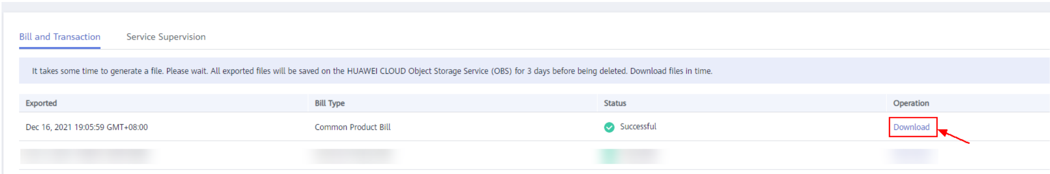


Step 5 The **Export History** page is displayed, and the bill is automatically generated.

Seller Guide



Step 6 After the bill is generated, click **Download** in the **Operation** column to download it.



----End

NOTE

- It takes some time to generate bills. Wait for a while and refresh the **Export History** page.
- You can also choose **Transaction Management** > **Export History** in the navigation pane and download the exported bills on the displayed page.
- The exported bills will be retained for three days. Download the bills as soon as possible.

8 Settlement Management

8.1 Purpose

This document is formulated to further standardize the settlement procedure involved with Huawei Cloud KooGallery and its sellers to avoid settlement risks and improve customer experience and operations efficiency. This chapter applies to sellers who sign contracts with Sparkoo Technologies Ireland Co., Limited.

8.2 Description

Huawei Cloud KooGallery provides a joint e-commerce service platform for sellers and charges fees for their use of this platform. Huawei Cloud users can purchase products released by sellers and make payments to Huawei Cloud. Huawei Cloud deducts the joint e-commerce fees from the payments and settles with the sellers.

This section describes the settlement rules between Huawei Cloud KooGallery and sellers and the restrictions on each phase of the settlement.

8.3 Settlement Procedure

No.	Phase	Performed By	Duration	Description
1	Generating historical transaction bills	Huawei Cloud	1 business day	On the seventh day of each month (If there is a holiday, the bill will be postponed to the next business day following the holiday.)
2	Reviewing and sending bills to the sellers	Huawei Cloud	5 business days	The notification for bill review is sent to the email address bound to the Huawei Cloud account of the sellers.
3	Confirming bills	Sellers	/	The sellers confirm bills in the Seller Console of Huawei Cloud KooGallery. Settlement for bills confirmed after the twentieth calendar day of a given month will be postponed to the next month.
4	Initiating payment	Huawei Cloud	6 business days	/
5	Requesting invoice issuance	Huawei Cloud	1 business day	The system sends an email notification to the sellers.
6	Issuing invoices and mailing them to Huawei Cloud	Sellers	/	The sellers issue the invoices with the corresponding tax rate according to the local tax law and send the invoices to the specified address.
7	Making payment	Huawei Cloud	7 business days	Huawei Cloud receives and verifies invoices. If the invoices are correct, Huawei Cloud completes internal accounting and settles with the sellers immediately.

NOTE

On the seventh day of each month, bills of the previous calendar month are generated. If a transaction involves service supervision and the service flow of the transaction is completed, the bill for the transaction will be automatically generated in the next billing cycle.

8.4 Settlement Rules

Prerequisites

Provide your tax and bank details for settlement, including the bank account and tax code. Transactions on KooGallery will be settled to the provided bank account. If the information is missing or inaccurate, Huawei Cloud cannot generate bills for settlement.

Settlement Cycle

- Frequency: Once a month. The system generates bills for the most recent calendar month for settlement.
- Settlement scope: Orders or transactions that are generated and effective within the most recent calendar month, and orders that have been settled partially or have never been settled in the previous months. The billing cycle of a renewal order is determined by the effective time of the order.
- Example: On February 7, 2022, bills for January 2022 were generated, including orders and transactions from January 1, 2022 to January 31, 2022. The billing cycle ID is 202201. The settlement amount is subject to the actual order and transaction data.

  NOTE

  1. Bills for licenses, SaaS products that involve service supervision, and professional services are generated based on the service flow status. If the service flow of a transaction is completed, the bill for the transaction will be automatically generated in the next billing cycle. Example: For an order that is successfully paid on October 3, 2022, if the service flow of the transaction is completed on November 15, 2022, the transaction is settled in the bill whose ID is 202211.
  2. A bill is not generated for an unpaid order of a postpaid customer.
  3. A bill is generated for a renewal order in the next month when the order actually takes effect. For example, if an order is placed on January 31 but takes effect from February 1, the bill of this order will be generated in March.

Settlement Method

One-time, pay-per-use, and yearly/monthly orders are settled at one go.

NOTE

- Pay-per-use packages are settled at one go and refund demands are not allowed.
- The transaction amount and amount to be settled must be provided in the bill details for orders billed on a yearly/monthly basis.

Settlement Amount

Your products released in KooGallery must be priced in USD without the value-added tax or similar taxes (hereinafter referred to as "VAT"). When a Huawei

Cloud customer purchases your product, Huawei issues an invoice including a VAT based on requirements of local indirect taxes. Huawei Cloud settles with you based on the selling price that does not include VAT. The formula for calculating the settlement amount is as follows:

Settlement amount = $\sum^{n}_{i=1}$ (Selling price of product *N* (excluding VAT) – Customer WHT[1] – Customer DST[1]) x (1 – Sharing ratio of Huawei Cloud) – Taxes involved in Huawei's settlement to the seller (such as WHT[2] and DST[2])

Example:

Selling price (excluding VAT) = $1,000 USD

Tax imposed on the product supplied to the customer: Customer WHT[1] = $150 USD; Customer DST[1] = $50 USD

Tax involved in Huawei's settlement to the seller: WHT[2] = $100 USD; DST[2] which imposed on the seller however should be filed and paid by Huawei = $20 USD

Sharing ratio of Huawei (Proportion of platform fees) = 15%

Settlement amount = (1,000 – 150 – 50) x (1 – 15%) – 100 – 20 = $560 USD

NOTE

WHT stands for withholding tax.

DST stands for digital service tax.

CAUTION

You should reach an agreement with Huawei Cloud in advance on the VAT rate in your invoices issued to Huawei Cloud. During settlement, issue compliant invoices to Huawei Cloud, specifying whether the settlement amount includes VAT.

Table 8-1 Settlement method

Calculation of Settlement to You		Description
KooGallery Service Fees	Fees paid by KooGallery end users, VAT exclusive	
Less **Deductions**	(i) Refunds to KooGallery end users	Subject to the terms and conditions as described in the *KooGallery Seller Agreement*
	(ii) WHT or any similar or analogous tax deducted by KooGallery end users	/
= **Revenue Share Reference Amount (RSRA)**	Balance available for sharing between sellers and Huawei after deduction	/

Calculation of Settlement to You		Description
Less **Huawei Share ("Platform Service Fees")**	Percentage of the RSRA to be retained by Huawei	The revenue sharing percentage (15%) is expressly provided in related agreements concluded between sellers and Huawei.
RSRA Balance or **Seller Share**	Balance of the RSRA remaining after deduction of the **Huawei Share**, available to be paid to sellers	/
Less **Taxes**	Any applicable WHT, DST, or any similar or analogous tax on the payment to sellers will be deducted from the **RSRA Balance**.	Subject to the terms and conditions as described in the *KooGallery Seller Agreement*
= **Remittance Value**		

Payment

If a product contains services delivered offline or other services that need to be confirmed by a user, Huawei Cloud settles with the seller according to the following rules:

- If the services are delivered multiple times, the seller can set a proportion of the services in every delivery and acceptance.
- Huawei Cloud calculates the settlement amount based on the acceptance details of the user, using the previously provided settlement formula, and settles with the seller in the following calendar month.

Invoice Issuance Regulations

A seller shall issue VAT invoices to Huawei Cloud based on the monthly settlement amount and send them to the specified address within a month of receiving the invoice request. The invoiced tax items and tax rate are subject to the local tax laws of the seller. If an invoice is incorrect, the seller shall reissue it.

8.5 Platform Fee Rules

Flexible Platform Fee Proportion

To request a platform fee proportion for a product, you can negotiate with your Huawei ecosystem manager and upload a negotiation business letter when releasing the product. For details, see **3.1 Product Release Description**. If the platform fee proportion baseline is used, negotiation is not required.

Platform Fee Proportion Baseline

Default platform fee proportions of newly released products in KooGallery are as follows.

Delivery Method	Seller	Huawei
SaaS	87%	13%
License	87%	13%
Professional service	97.5%	2.5%
Image	80%	20%

8.6 Order and Transaction Settlement Mechanism

Settlement Bill Cycle

- For a purchase order of a yearly or monthly product, the settlement bill cycle starts when the instance or the service in the order is enabled.
- For a renewal order of a yearly or monthly product, the settlement bill cycle starts when the product or the service in the order is enabled.
- For the transactions of a pay-per-use product, the settlement bill cycle is determined by the actual consumption time of the product.

Settlement Rule for Unsubscriptions

When a Huawei Cloud user applies for a refund after unsubscription and Huawei Cloud confirms that the refund application meets required standards, Huawei Cloud will send a refund notification to the seller and user. If the product payment has been settled with the seller, Huawei Cloud will deduct the refund amount from the seller's settlement amount in the current month or the following month after refunding the user's money. If the settlement amount is insufficient for the refund, Huawei Cloud will deduct the refund amount from the deposit of the seller (if any). If the amount is still insufficient, the seller shall pay the amount to Huawei Cloud in other ways.

9 Bill Management

9.1 Bill Description

Table 9-1 describes the bills of common products on Huawei Cloud KooGallery.

Table 9-1 Description of a common product bill

Billing Item	Description
Sales amount	Amount of money from sales (excluding taxes)
Settlement amount	For details, see **8.4 Settlement Rules**. Settlement amount = $\sum^{n}_{i=1}$ (Selling price of product *N* (excluding VAT) – Customer WHT) x (1 – Proportion of platform fees) – Seller taxes (such as WHT and DST)

9.2 Reconciliation Process

Huawei Cloud KooGallery generates a bill of the previous calendar month on **the seventh day of each month**. After you confirm that the bill is correct, Huawei Cloud sends you a notification email to request you to issue an invoice and deliver the invoice to the specified address. After receiving and verifying the invoice you send, Huawei Cloud initiates the payment process to pay you based on the invoice amount. For details, see **8.3 Settlement Procedure**.

NOTE

Bills for licenses and professional services are generated based on the service flow status. If the service flow of a transaction is completed, the bill for the transaction will be automatically generated in the next billing cycle.

9.3 Confirming Bills

After you confirm a bill of the previous calendar month, Huawei Cloud KooGallery will send you an invoicing notification email and initiate payment process.

Prerequisites

Your business information has been certified. For details, see **1.2.6 Certifying Business Information**.

Procedure

Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Transaction Management** > **Bills**.

The **Bills** page is displayed.

NOTE

If the *Huawei Cloud KooGallery Seller Agreement* has been updated, select **I agree with the Huawei Cloud KooGallery Seller Agreement** and click **Submit**. After signing the agreement, you can go to the **Bills** page for bill query.

Step 3 Locate a bill and click **Confirm** in the **Operation** column.

The bill details page is displayed.

Step 4 Confirm that all the bill information is correct and click **Confirm**.

Step 5 In the displayed dialog box, click **Yes**.

----End

9.4 Exporting Bills

You can export bills and download them on the **Export History** page.

Prerequisites

Your business information has been certified. For details, see **1.2.6 Certifying Business Information**.

Procedure

Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Transaction Management** > **Bills**.

NOTE

If the *Huawei Cloud KooGallery Seller Agreement* has been updated, select **I agree with the Huawei Cloud KooGallery Seller Agreement** and click **Submit**. After signing the agreement, you can go to the **Bills** page for bill query.

Step 3 Click **Export** on the left of the page to access the **Export History** page.

Step 4 After the bills are generated, click **Download** in the **Operation** column, select a path to save the bills, and click **Save**.

NOTE

- It takes some time to generate bills. Wait for a while and refresh the **Export History** page, and then the export record is displayed.
- The exported bills will be retained for three days. Download the bills as soon as possible.

----End

9.5 Exporting Bill Details

You can export bill details and download them on the **Export History** page.

Prerequisites

Your business information has been certified. For details, see **1.2.6 Certifying Business Information**.

Procedure

Step 1 Go to the **Seller Console**.

Step 2 In the navigation pane, choose **Transaction Management** > **Bills**.

NOTE

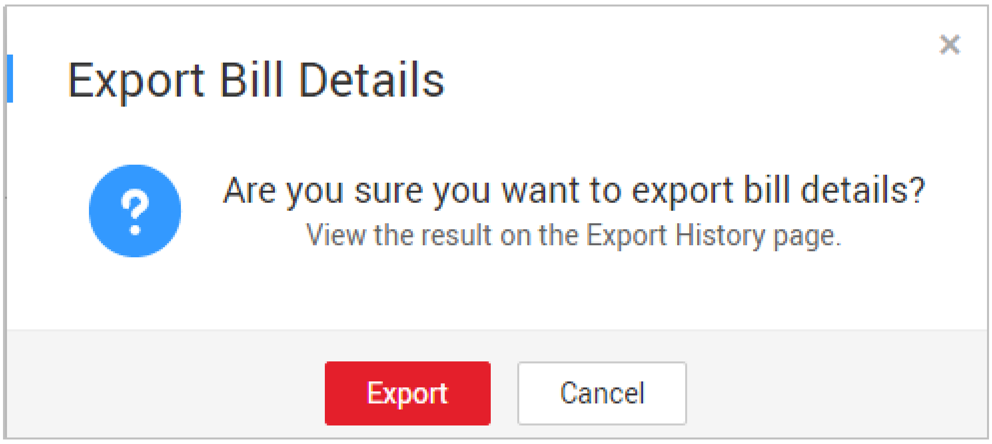
If the *HUAWEI CLOUD KooGallery Seller Agreement* has been updated, select **I agree with the HUAWEI CLOUD KooGallery Seller Agreement** and click **Submit**. After signing the agreement, you can go to the **Bills** page for bill query.

Step 3 Locate a bill to be viewed and click **Details** in the **Operation** column.

Step 4 Click **Export** on the left of the page.

The **Export Bill Details** dialog box is displayed.

Step 5 Click **Export** to access the **Export History** page.



Step 6 After the bill details are generated, click **Download** in the **Operation** column, select a path to save the bill details, and click **Save**.

NOTE

- It takes some time to generate bill details. Wait for a while and refresh the **Export History** page, and then the export record is displayed.
- The exported bill details will be saved for three days. Download the bill details as soon as possible.

----End

Seller Guide

10 Invoice Management

After confirming the bills and receiving an invoicing notification email, print the invoicing list and issue the invoice on the amount specified in the email, and send the invoice to the address specified in the email.

Background

After a customer purchases a product that you release on Huawei Cloud KooGallery, Huawei Cloud issues an invoice to the customer. Huawei Cloud KooGallery offers you a bill containing the product sales amount excluding the platform fee. You need to issue an invoice to Huawei Cloud KooGallery based on the confirmed bill amount.

Precautions

When an invoice is to be issued for a bill, click **Invoicing List** in the **Operation** column on the **Bills** page to go to the **Invoicing List** page. Print the invoice list and issue an invoice.

Procedure

Step 1 Click the link in the invoicing notification email, or click **Invoicing List** in the **Operation** column on the **Bills** page. The **Invoicing List** page is displayed.

Step 2 Print the invoicing list and fill in it according to **Table 10-1**.

NOTE

The invoice must be signed with the official signature or stamped with the official seal of your company.

Table 10-1 Invoice description

Item	Description
Company Name	Enter your company name.
Partner VAT No.	Enter the value-added tax (VAT) number.
Bank Account No.	Enter the bank account number.

Seller Guide

Item	Description
Bank Account Beneficiary	Enter the bank account beneficiary.
Bank Name	Enter the bank name.
Bank Address	Enter the bank address.
Swift Code	Enter the Society for Worldwide Interbank Financial Telecommunication (SWIFT) code.
Invoice No.	Enter the invoice number.
Invoice Date	Enter the invoice issuing date.
Invoice Currency	Enter the invoice currency unit.
Bill To	Enter **Sparkoo Technologies Ireland Co., Limited**.
Huawei VAT No.	Enter the tax registration number of Huawei. For details, see **Huawei Tax ID**.
Payment Requisition Form No.	Enter the InTouch No. value in the invoicing list.
Service Item	Enter **KooGallery Service**.
Settlement Period	Enter the settlement period in the invoicing notification email.
INVOICE AMOUNT	Enter the invoicing amount in the invoicing notification email.
Remarks	Optional.

Step 3 Send the printed invoicing list and invoice in PDF format to the address specified in the email.

----End

Huawei Tax ID

You must specify **Huawei VAT No.** when issuing invoices. Otherwise, leave it blank. If the Huawei contracting party and Huawei tax ID are incorrect, your invoices may be rejected.

<table>
<tr><th>Country/Region</th><th>Huawei Contracting Party and Address</th><th>Huawei Tax ID</th></tr>
<tr><td>Belgium</td><td rowspan="4">Sparkoo Technologies Ireland Co., Limited
Email Address: invoicehwie@huawei.com</td><td rowspan="4">VAT number:
IE3921024FH</td></tr>
<tr><td>Finland</td></tr>
<tr><td>Ireland</td></tr>
<tr><td>Italy</td></tr>
</table>

Seller Guide

Country/Region	Huawei Contracting Party and Address	Huawei Tax ID
Portugal		
Serbia		
Spain		
Sweden		
Switzerland		
Czech Republic		
Hungary		
Poland		
Austria		

11 FAQs

11.1 Seller Registration

11.1.1 What Are the Conditions for Registering with Huawei Cloud KooGallery?

To become a seller on Huawei Cloud KooGallery, your company must meet the following requirements:

1. Your company has been established for at least one year, complies with relevant laws and regulations, and has formal corporate qualifications.
2. Your company can provide professional technical services, after-sales support, and at least 5 x 8 hours of online customer service (based on the time zone of the product service area).
3. Your company has at least two salespersons, one for pre-sales and the other after-sales services.
4. Your company has valid software copyright certificates or sales license certificates.
5. Your company deploys products and processes user-related information within the European Union (EU).
6. Your company accepts and signs the *Huawei Cloud KooGallery Joint Operation Third Party Vendor Agreement*, and carries out business cooperation according to the terms and conditions specified in the agreement.
7. Your company accepts other related protocols and management regulations of Huawei Cloud.

11.1.2 What Enterprise Certificates Are Needed for the Registration?

Enterprise business licenses, valid software copyright certificates, or sales license certificates.

11.1.3 Can an Individual User Become a Seller on KooGallery?

No. Only enterprise users can register with Huawei Cloud KooGallery and sign up as sellers.

11.1.4 What Benefits Can I Obtain After Registering with KooGallery?

You and Huawei Cloud jointly build a cloud service ecosystem, enabling consumers to use the required enterprise software more conveniently and cost-effectively. You can sell high-quality products and earn more on one platform and through multiple channels.

11.1.5 Do I Need to Pay Deposit If I Register with KooGallery?

No deposit is charged.

11.1.6 How Long Does It Take to Review the Registration Application?

Three working days. The review results will be sent to the email address and the mobile number (if any) bound to your Huawei Cloud account.

11.1.7 How Do I Change the Company Name?

You can change the company name in My Account. The company name must be the same as that in the business qualification.

11.2 Product Release

11.2.1 How Do I Release Products on KooGallery?

You can release your products in Seller Console after your registration application is approved by Huawei Cloud KooGallery and you become a seller.

1. Go to the **Seller Console**.
2. In the navigation pane, choose **Product Management** > **My Products**.
3. Click **Release New Product** in the upper right corner of the page.
4. Select the delivery method of the product to be released and enter the product information.

   NOTE

   For details about the product release, see **3 Delivery Methods**.

5. Click **Submit**.

   The product will be available on KooGallery after the information is approved. You can view the released products on the **Product Management** > **My Products** page.

11.2.2 How Do I Release a Trial SaaS Specification?

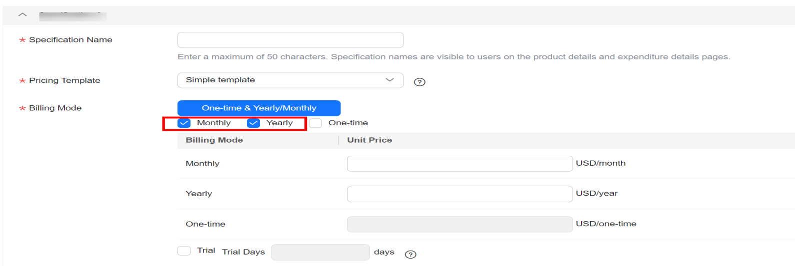
You can release a free trial SaaS specification by referring to the instructions in this topic.

CAUTION

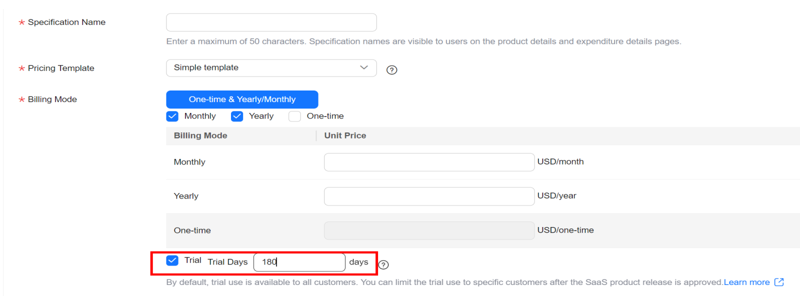
For trial use of joint operations products or Huawei proprietary products, contact the Huawei contact person first. Otherwise, your request will be rejected.

Procedure

Step 1 When **releasing a SaaS** and specifying the specification information, set **Billing Mode** to **Yearly**, **Monthly**, or both. Specifications with the **One-time** billing mode do not support trial use.



Step 2 Select the **Trial** checkbox and set **Trial Days** to 3 to 180 days.



Step 3 Submit the product release request. The trial use settings take effect immediately after the request is approved.

----End

CAUTION

By default, all customers can try this specification. To limit trial use to specific customers, configure SaaS trial use on the **Transaction Management** > **SaaS Trial Use** page later. For details, see **7.2.2 Configuring SaaS Trial Use**.

11.2.3 Why Can't I Select an Image as an Image Asset?

1. The image is shared by others. Only private images you create are allowed.
2. The image is already associated with an image asset in KooGallery and is locked. An image can only be associated with an asset.

11.2.4 How Long Is the Validity Period of Products on KooGallery?

Products are always valid by default after being released to KooGallery.

If a released product violates KooGallery agreements and related management regulations, KooGallery staff have the right to remove the product from the catalog.

11.2.5 What Are the Requirements for a Product Name?

- The product name must accurately denote the product content. If software is involved, the software name must be the same as that in the software copyright certificate.
- The product must be named in compliance with standard naming conventions in the industry. Spelling mistakes are not allowed. For example, "wordpress" cannot be misspelled as "wordpess".
- The product name must not exaggerate functions or imply an extended scope of usage. Products cannot be directly used in the name of Huawei Cloud. For example, a name similar to **Huawei Cloud** *XXX* **Solution** is not allowed.
- The product name must not contain or convey product price, versions, phone numbers, or other descriptive information.
- To release a professional service relevant to the software, specify such relationship in the product name, for example, *xxxx* **Service**.
- To release a service as a SaaS product but this service has already been released as an image/license product, name the SaaS product as *xxx* **SaaS**.
- To release a service as a license product but this service has already been released as an image/SaaS product, name the license product as *xxx* **Independent Deployment**.
- Do not contain or convey any marketing-related words, such as **Promotion** and **Free**.
- A product can be released only once.

11.2.6 What Are the Requirements for a Product Logo?

- Logos must be PNG files, must be 120 x 120 pixels, and cannot exceed 5 MB.
- You are advised to upload a rectangle-shaped logo. If you want to use a square-shaped logo, ensure that the logo shape of your choice is perfectly fit into the box.
- A logo is properly designed. Do not use screenshots of product introduction as the logo.
- A logo is clearly visible. Any incomplete, deformed, or blurry image will not be approved.

- A logo with a transparent background is recommended. If your logo has a background, resize the canvas to 120 x 120 pixels and set 4-pixel rounded corners.
- Do not modify the extension of the logo file, for example, changing .png to .jpg. Otherwise, the logo file will fail to be uploaded.
- Do not use the Huawei logo or words such as Huawei.
- If the logo image is too large, you can compress it at **tinypng.com**.

11.2.7 What Are the Requirements for a Product Overview?

- A product overview is a brief introduction of your product. It is displayed on the KooGallery catalog and the product details page.
- The product name in the overview must be the same as the value of **Product Name**.
- Do not include redirection information such as phone numbers, activity details, and links of non-Huawei Cloud websites.

11.2.8 What Are the Requirements for a Product Introduction?

- Provide details about your product, including core functions and services.
- Enter at least 1000 characters. Ensure consistent usage of fonts, and keep the layout standardized, neat, and user-friendly.
- Do not include images and links redirecting to non-Huawei Cloud websites.
- Do not advise customers to obtain commercial information otherwise, for example, "To submit a commercial application or for pricing details, contact xxx."
- Do not use the information about competitors.
- If the uploaded information contains privacy data, such as the name, ID number, detailed address, phone number, bank account, and email address, pseudonymize or anonymize the data. Add mosaic effect to the personal image in the certificate information before upload.
- Do not include information related to Huawei or competitors.

11.2.9 What Are the Requirements for the End User License Agreement?

- Upload a complete End User License Agreement (EULA). The EULA is an agreement entered into between you and customers and must contain the privacy data statement. It takes effect when customers select it during order placement.
- The name, definition, billing, and other details of the product defined in the EULA must be consistent with the product details.
- The EULA is an online agreement that takes effect since customers select it when placing an order. It cannot contain any content that needs to be filled in or stamped.
- The EULA must be within the validity period and not conflict with other agreements with Huawei Cloud.
- Do not include payment accounts or description about offline payment.

11.2.10 What Are the Requirements for After-Sales Support?

List the content your service offers according to the example in this chapter, including at least the service time, type, and email address. Provide services in English or local languages of the service regions during the service time. Set your service time for at least 8 hours a day and 5 days a week in the service regions.

- Time: Add the time zone to the end of the service time, for example, (GMT +08:00).
- Services: Describe the after-sales services that your company provides.
- Hotline: Provide a valid hotline number.
- Email address: Enter an email address that can receive emails and reply to customers in a timely manner.

Example

Time: 08:00–17:00 (GMT+01:00)

Services: *****

Hotline: 00**-*****

Email address: ****@***

NOTICE

Ensure that your hotline and email address can be contacted and you can provide after-sales services as soon as possible. If customers purchasing a product complain that the hotline cannot be connected or they do not receive any reply after sending emails for multiple times, KooGallery will remove the product from the catalog.

11.2.11 What Are the Requirements for the User Guide?

- Provide operation guidance and other product manuals.
- Describe how to log in to the management platform and use the product.
- Do not include links of servers that are not deployed in the Huawei Cloud infrastructure, such as addresses for login and management of products.
- Ensure consistent usage of fonts, and keep the layout standardized, neat, and user-friendly.
- For an image product, specify the ports to be opened and how to log in to the management platform and use the image after customers purchase this product and deploy it on a Huawei Cloud ECS.
- A user guide must be a .rar, .zip, .doc, .docx, .pdf, .ppt, or .pptx file no larger than 20 MB. If the user guide is a .rar or .zip file, files in the package must be in .doc, .docx, .pdf, .ppt, or .pptx format.
- For a professional service product, describe how to use it after it is purchased, for example, specify the service content and process.

11.2.12 What Are the Requirements for a Business Letter?

A business letter is required when you request a flexible platform fee proportion for a product. When you release a product, download the business letter template, fill in the template, and upload it back.

NOTE

For a released product, modify the product details and upload the business letter on the Seller Console.

11.2.13 What Are the Requirements for a Software Copyright Certificate?

- Upload your software copyright certificate or other qualification certificate (if available). The operations team will review the certificate to confirm whether the product meets the product release requirements. The uploaded qualification certificate is not displayed on the product details page.
- Upload a .rar, .zip, .doc, .docx, .pdf, .ppt, or .pptx file no larger than 20 MB.

11.3 Billing and Settlement

11.3.1 Why Is the Bill for a Transaction Conducted in This Month Not Generated in the Next Month?

- The order of the transaction is a renewal order. Bills are generated based on the effective time of the order. For example, if an order takes effect in January 2020, the bill is generated in the next month, that is, February 2020.
- The transaction involves a license or professional service, and the service flow is not completed.

  NOTE

  Service flows of licenses and professional services are supervised by Huawei Cloud KooGallery. If the service flow of an order is not completed, Huawei Cloud will not generate a bill for you, and the payment of the order will not be settled to you. For a transaction whose service status is **Completed**, a bill will be generated for the transaction before the eighth day of the next month. If this day falls on a holiday, the bill generation will be postponed to the next business day after the holiday. After you confirm the bill, KooGallery will remit the payment to you.

11.4 Others

11.4.1 Is the Product Technical Support Provided by Sellers or Huawei Cloud?

The product technical support and after-sales support are provided by sellers.

Seller Guide

If you have any questions during the product test, send an email to **partner@huaweicloud.com**.

