

# User Guide

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# Security Declaration

## Vulnerability

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

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

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

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

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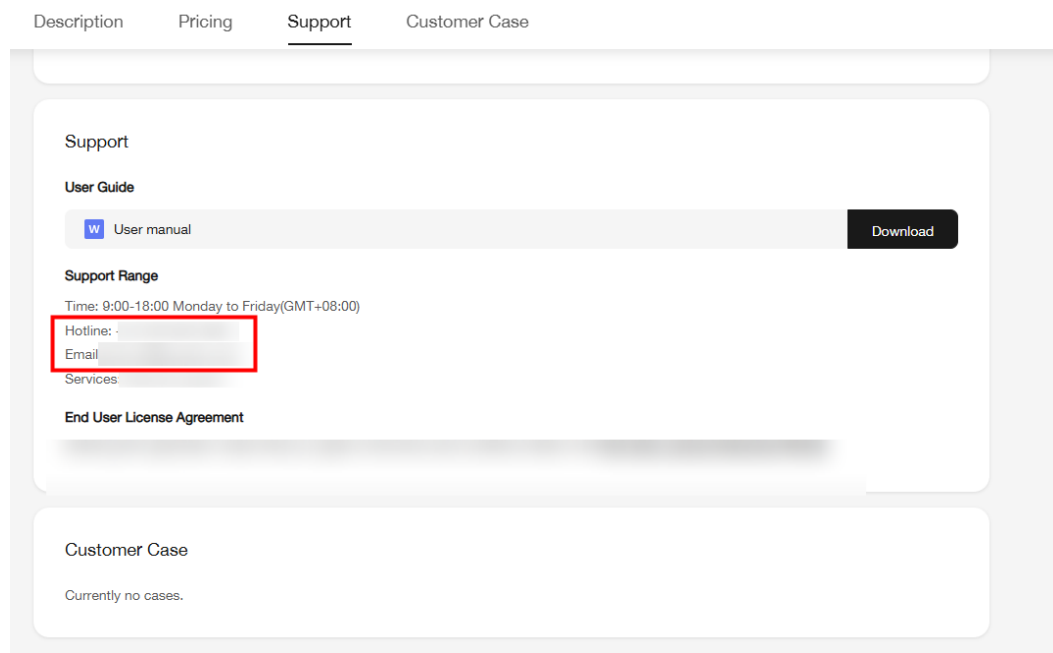
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# 1 Support You May Need

For any doubts or problems regarding a product or the purchase process, send an email to the seller email address displayed in the **Support Range** area on the product details page.



# 2 Product Purchase

[2.1 Purchasing a Product](#)

[2.2 Upgrading a Product](#)

[2.3 Enterprise Project and Tag Management](#)

## 2.1 Purchasing a Product

You can quickly purchase application products (including the complete environment for running the application software) on KooGallery, and use the purchased application software and related services to release your own products. The following section describes how to purchase products on KooGallery.

### Prerequisite

You have registered a Huawei Cloud account and have bound a credit card with the account.

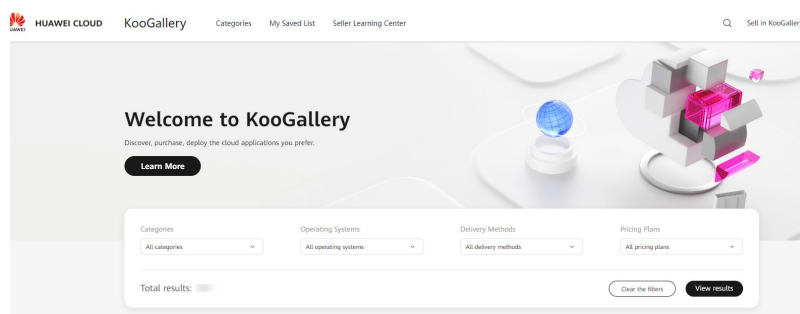
### Procedure

The process of purchasing a license is used as an example.

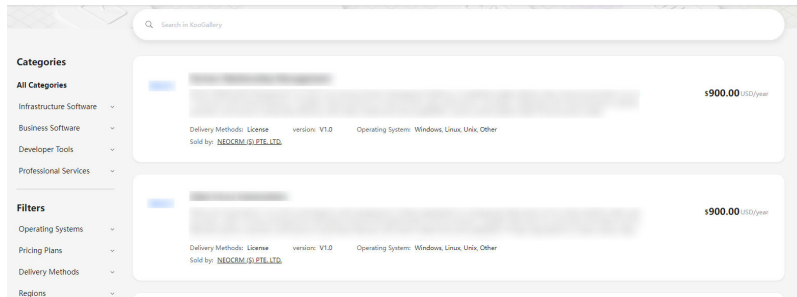
**Step 1** Log in to [Huawei Cloud KooGallery](#).

**Step 2** Select a product.

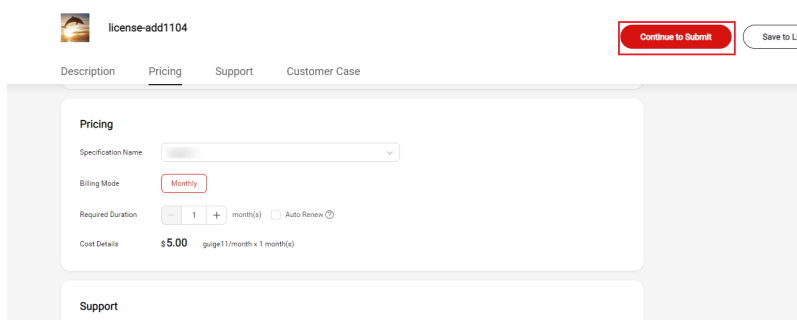
- Search for the desired product in the search bar at the top of the page.
- Use the filters to quickly find products.



**Step 3** Click a product name to view product details.



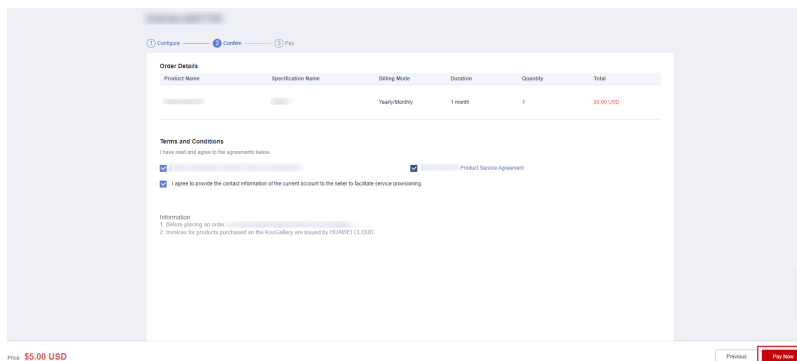
**Step 4** View the product information, configure product specifications, and click **Continue to Submit** to **Submit**.



#### NOTE

(Optional) Click **Save to List** to add a product to your saved list. Then, you can click **My Saved List** in the upper left corner of the KooGallery website to view all the saved products on the **My Saved List** page. To buy a product in the list, click **Buy** in the **Operation** column in the same row as the product. Then you will be redirected to the product purchase page to continue with the purchase.

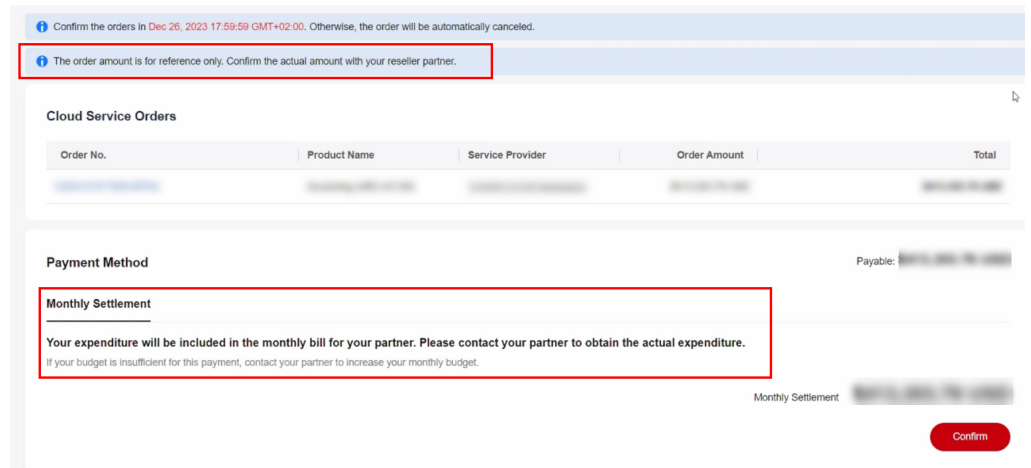
**Step 5** Check the order details, select **Terms and Conditions**, and click **Pay Now**.



**Step 6** Select a payment method and click **Confirm** to complete the payment.

### NOTE

- If you are a reseller customer (an associated user of the reseller), you do not need to select a payment method or pay for the order. The displayed amount due is for reference only. Confirm the amount with the reseller before placing the order.



- You can view the purchased products on the [Purchased Apps](#) page.
- To enable credit payment, [submit a service ticket](#).

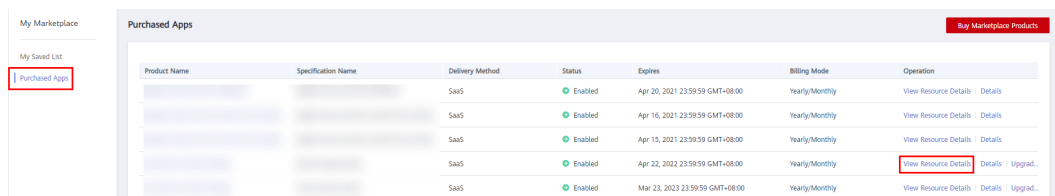
----End

## 2.2 Upgrading a Product

You can upgrade the specifications of a purchased SaaS product. The new specifications take effect once you have made the payment.

### Procedure

- Step 1** Go to [My KooGallery](#).
- Step 2** In the navigation pane, choose [My KooGallery > Purchased Apps](#).  
The **Purchased Apps** page is displayed.
- Step 3** Click **View Resource Details** in the **Operation** column of a product.



On the product details page, click **Upgrade**.

Purchased Apps / Details

**Coremail Pro Email Hosting**

Enabled Expires At: Apr 22, 2022 23:59:59 GMT+08:00

**Application Information** Upgrade

Username: Click management URL to complete information, click frontend URL to check

Management URL: [Redacted]

Frontend URL: [Redacted]

Product Guide: [View](#)

**Basic Information**

Specification Name: Email Hosting Yearly

Number of License: 10

Email Hosting: Email Hosting

Delivery Method: SaaS

Alternatively, click **Upgrade** in the **Operation** column on the **Purchased Apps** page.

My Marketplace

Purchased Apps Buy Marketplace Products

Product Name	Specification Name	Delivery Method	Status	Expires	Billing Mode	Operation
[Redacted]	[Redacted]	SaaS	Enabled	Apr 20, 2021 23:59:59 GMT+08:00	Yearly/Monthly	<a href="#">View Resource Details</a> <a href="#">Details</a>
[Redacted]	[Redacted]	SaaS	Enabled	Apr 16, 2021 23:59:59 GMT+08:00	Yearly/Monthly	<a href="#">View Resource Details</a> <a href="#">Details</a>
[Redacted]	[Redacted]	SaaS	Enabled	Apr 15, 2021 23:59:59 GMT+08:00	Yearly/Monthly	<a href="#">View Resource Details</a> <a href="#">Details</a>
[Redacted]	[Redacted]	SaaS	Enabled	Apr 22, 2022 23:59:59 GMT+08:00	Yearly/Monthly	<a href="#">View Resource Details</a> <a href="#">Details</a> <span style="border: 1px solid red; padding: 2px;">Upgrade</span>
[Redacted]	[Redacted]	SaaS	Enabled	Mar 23, 2023 23:59:59 GMT+08:00	Yearly/Monthly	<a href="#">View Resource Details</a> <a href="#">Details</a> <span style="border: 1px solid red; padding: 2px;">Upgrade</span>

**Step 4** On the **Upgrade Specification** page, specify the specifications to be upgraded, for example, the number of users.

Upgrade Specification

**Current Configuration**

Product Name	Specification Name	Billing Mode	Time Range
Coremail Pro Email Hosting	Specification Name: Email Hosting Yearly Number of License: 10 Email Hosting: Email Hosting	Yearly/Monthly	Mar 23, 2020 09:51:28 GMT+08:00 Apr 22, 2022 23:59:59 GMT+08:00

Select Target Configuration

Number of License:

Upgrade cost: \$54.76 USD

Pay Now

**NOTE**

The upgrade cost cannot be negative.

**Step 5** Click **Pay Now**. After the order has been paid successfully, the specification upgrade process is completed.

----End

## 2.3 Enterprise Project and Tag Management

### 2.3.1 Project Management

#### Overview

Enterprise Project Management Service (EPS) provides a cloud governance platform that matches the organizational structure and service management model of your enterprise.

EPS provides enterprise project, resource, personnel, and finance management. With it, you can manage personnel, accounting, resources, permissions, and services on the cloud at the organizational, department, and project level. For details, see [EPS User Guide](#).

#### NOTE

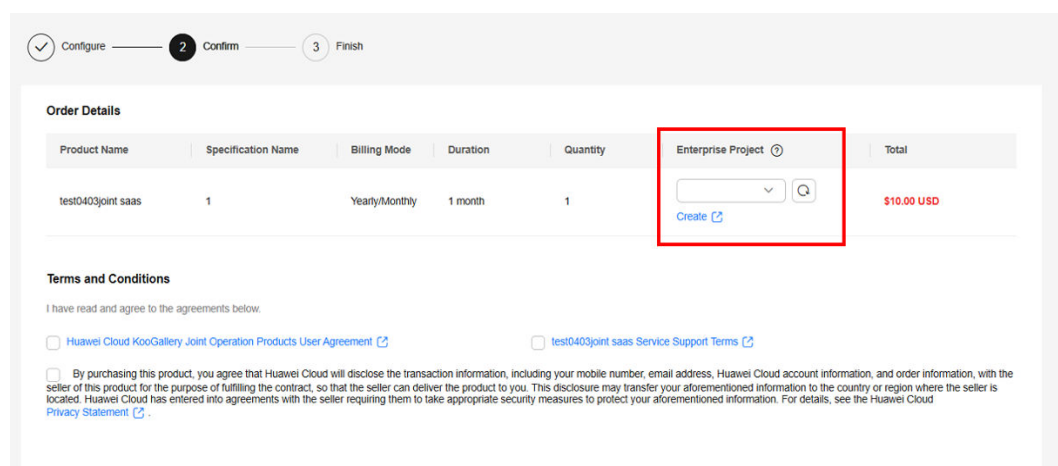
- For resources in KooGallery orders, EPS provides only accounting management (cost management).
- EPS is free of charge.

### Configuring Project Management

**Step 1** Log in to [Huawei Cloud homepage](#) and enable EPS by referring to [Enabling and Accessing Enterprise Management](#).

**Step 2** Create an enterprise project by referring to [Creating an Enterprise Project](#)

**Step 3** Purchase a KooGallery product. On the order confirmation page, select the created enterprise project.



The screenshot shows the 'Confirm' step of an order process. At the top, there is a progress bar with three steps: 'Configure', '2 Confirm', and '3 Finish'. Below this is the 'Order Details' section, which contains a table with the following data:

Product Name	Specification Name	Billing Mode	Duration	Quantity	Enterprise Project	Total
test0403joint saas	1	Yearly/Monthly	1 month	1	<input type="text" value="Enterprise Project"/> <input type="button" value="Create"/>	\$10.00 USD

Below the table is the 'Terms and Conditions' section, which includes a checkbox for 'I have read and agree to the agreements below.' and two checkboxes for 'Huawei Cloud KooGallery Joint Operation Products User Agreement' and 'test0403joint saas Service Support Terms'. There is also a paragraph of text regarding the disclosure of transaction information.

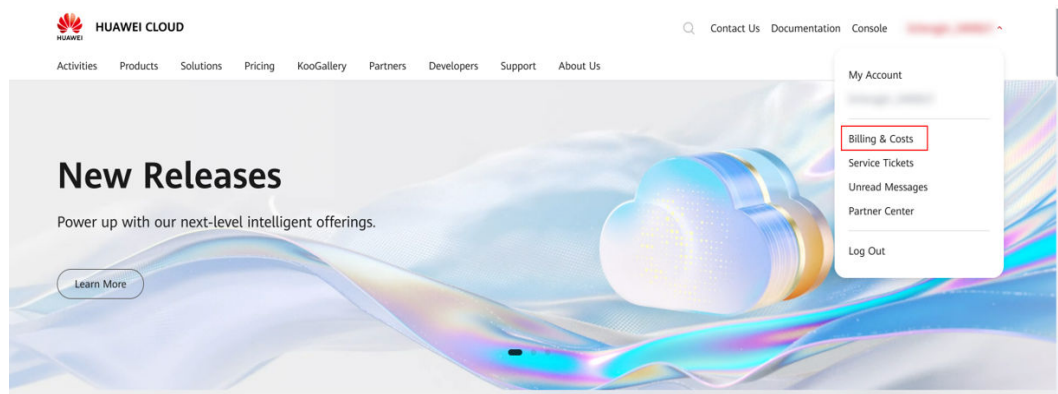
**NOTICE**

- EPS does not support pay-per-use package orders of KooGallery.
- If you do not need to manage resources by enterprise project, select **default** (the default project) when placing an order.

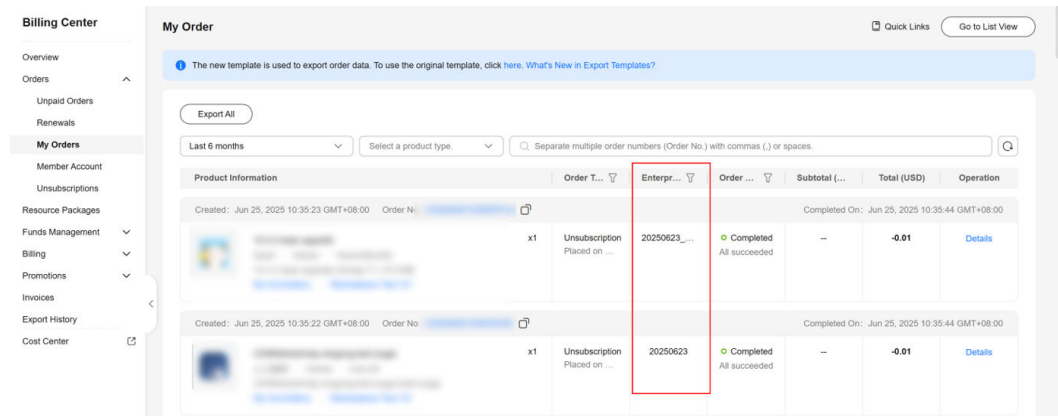
----End

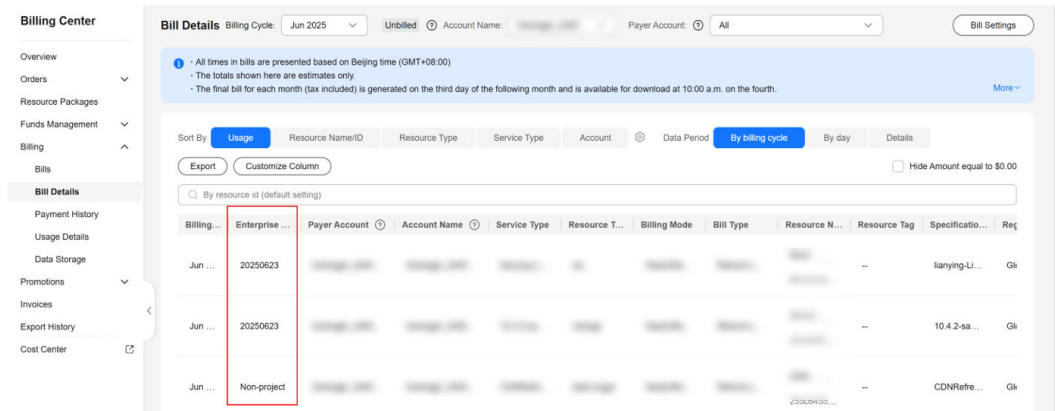
## Viewing the Enterprise Project of a Resource

**Step 1** Log in to [Huawei Cloud homepage](#), point to your account name in the upper right corner, and click **Billing & Costs**.



**Step 2** On the **Unpaid Orders**, **My Orders**, or **Bills** page in the Billing Center, view the enterprise project configured for resources of an order.





**NOTE**

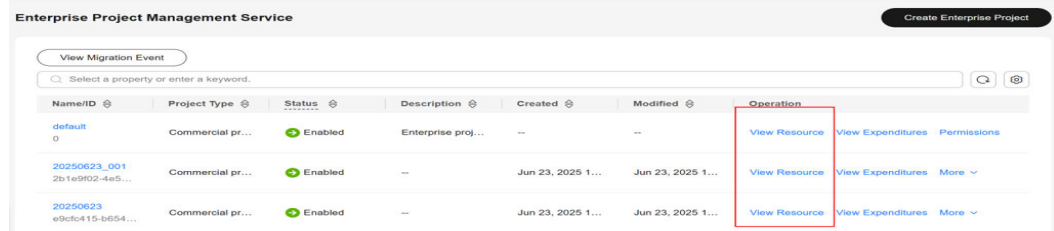
For details about how to view cost analyses by enterprise project, see [Viewing Cost Analyses \(New Edition\)](#).

----End

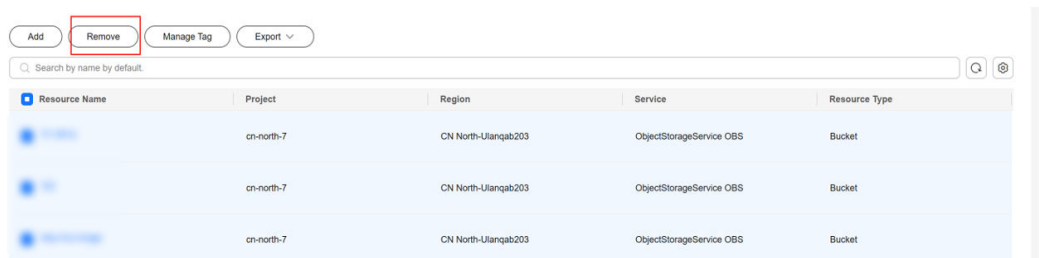
## Changing the Enterprise Project of a Resource

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

**Step 2** On the **Enterprise Project Management Service** page, click **View Resource** in the **Operation** column of the row containing the target enterprise project.



**Step 3** Select the resources to be removed and click **Remove**.



**Step 4** Set **Mode** to **Independent resources**.

## Remove Resource



## Note

1. Removing independent resources allows you to remove multiple types of resources from an enterprise project at the same time. To ensure correct consumption record of an enterprise project, remove EVS disks and EIPs from the enterprise project that contains their associated ECSs. EVS disks and EIPs will only be removed from a project together with the associated ECS when they are in the same enterprise project as the ECS.
2. The packages of some cloud services are associated with enterprise projects. Fees are deducted for only the packages purchased when the cloud service resources and packages belong to the same enterprise project.
3. If you migrate cloud service resources to another enterprise project, namely, the cloud service resources and packages do not belong to the same enterprise project, fees are deducted for packages and resources separately.

Mode

Independent resources

ECSs and ECS associated resources

Destination Enterprise Project

showcase

3 of the 3 selected resources can be removed.

Resource Name	Project	Region	Service	Resource Type
	cn-north-7	CN North-Ulanqab203	ObjectStorageService OBS	Bucket
	cn-north-7	CN North-Ulanqab203	ObjectStorageService OBS	Bucket
	cn-north-7	CN North-Ulanqab203	ObjectStorageService OBS	Bucket

Cancel

OK

**Step 5** Select the destination enterprise project and click **OK**.

- Select a custom enterprise project to manage the resources.
- Select the **default** enterprise project if you no longer manage the resources in a specific enterprise project.
- The drop-down list excludes disabled enterprise projects and those of other types.
- After the migration, the resources appear in the resource list of the destination enterprise project.

**CAUTION**

1. Currently, resources can be migrated only from a commercial project to another commercial project or from a test project to another test project.
2. You cannot change enterprise projects for one-time payment resources.

----End

# 3 Product Use

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- [3.1 Using a License](#)
- [3.2 Using a Professional Service Product](#)
- [3.3 Using a SaaS Product](#)
- [3.4 Purchasing and Using an Image](#)

## 3.1 Using a License

- **Completing service supervision**  
After purchasing a license, view the delivery progress of the license and accept the license on the [My KooGallery > Service Supervision](#) page. For details about the service supervision process, see [4.1 Supervising License Products](#).
- **Contacting the seller**  
To contact the seller, click the product name to go to the product details page and obtain the seller's contact information.

## 3.2 Using a Professional Service Product

- **Completing service supervision**  
After purchasing a professional service product, submit a request for it and view the service flow progress of the transaction on the [My KooGallery > Service Supervision](#) page. For details about the service supervision process, see [4.2 Supervising Professional Service Products](#).
- **Contacting the seller**  
To contact the seller, click the product name to go to the product details page and obtain the seller's contact information.

## 3.3 Using a SaaS Product

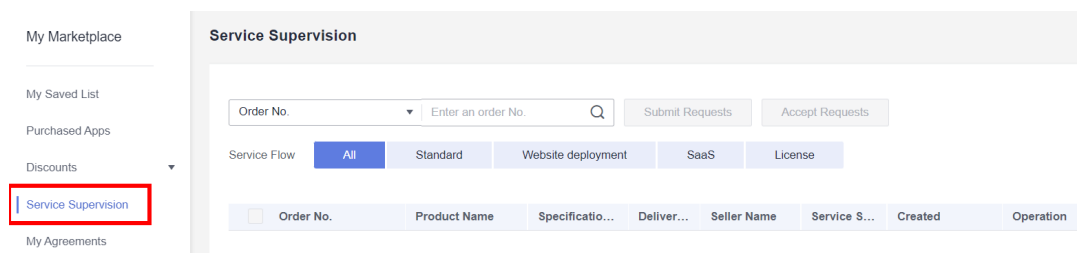
- If a SaaS product you purchased involves service supervision, go to the [My KooGallery > Service Supervision](#) page and view the application information of the product before the service flow is complete. Complete service

supervision by following the instructions provided in [4.3 Supervising SaaS Products](#). After the service flow is complete, go to the [My KooGallery > Purchased Apps](#) page and use the application based on the information displayed on the product details page. For details, see [Using a SaaS Product That Involves Service Supervision](#).

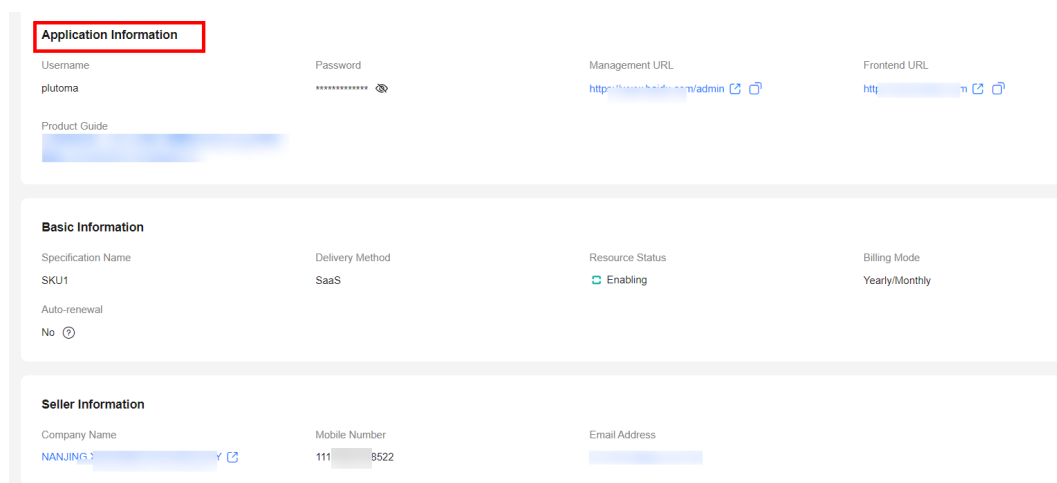
- If a SaaS product you purchased does not involve service supervision, go to the [My KooGallery > Purchased Apps](#) page and use the application based on the information displayed on the product details page. For details, see [Using a SaaS Product That Does Not Involve Service Supervision](#).

## Using a SaaS Product That Involves Service Supervision

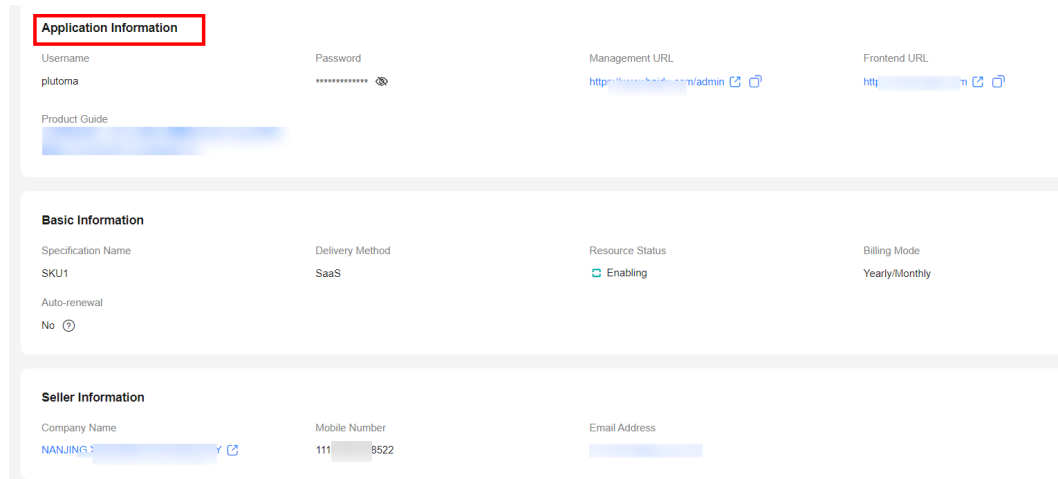
**Step 1** After you successfully pay the order of a SaaS product that involves service supervision, go to the [My KooGallery > Service Supervision](#) page.



**Step 2** Click **View Details** in the **Operation** column of the row containing the target order. On the details page that is displayed, view the application information.



**Step 3** After the service flow is complete, go to the [Purchased Apps](#) page, click **View Resource Details** in the **Operation** column of the row containing the purchased product, and view the application information, basic information, and seller information of the product on the details page.

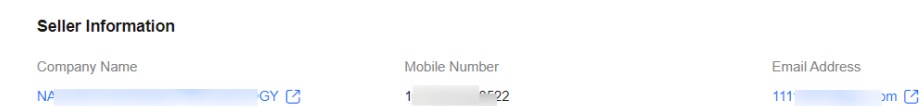


**Step 4** In the **Application Information** area, click the eye icon next to **Password** to view the initial password. Use the username and initial password to log in to the management URL and frontend URL. Then use the product by following the instructions provided in the product guide. If login fails or the product guide is unclear, contact the seller using the contact information displayed in the **Seller Information** area.

Figure 3-1 Application Information



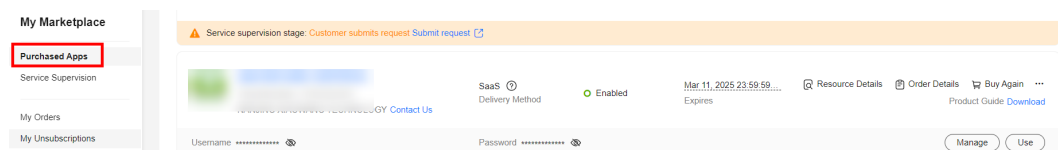
Figure 3-2 Seller Information



----End

## Using a SaaS Product That Does Not Involve Service Supervision

**Step 1** After you successfully pay the order of a SaaS product that does not involve service supervision, click **Back to KooGallery Console**, or go to the KooGallery homepage, point to the username in the upper right corner, and choose **My KooGallery Apps** from the drop-down list. The **Purchased Apps** page is displayed.



**Step 2** Click **View Resource Details** in the **Operation** column of the row containing the purchased product and view the application information, basic information, and seller information of the product on the details page.

Application Information			
Username plutoma	Password *****	Management URL <a href="http://www.huawei.com/admin">http://www.huawei.com/admin</a>	Frontend URL <a href="http://www.huawei.com">http://www.huawei.com</a>
Product Guide [Redacted]			
Basic Information			
Specification Name SKU1	Delivery Method SaaS	Resource Status Enabling	Billing Mode Yearly/Monthly
Auto-renewal No			
Seller Information			
Company Name NANJING	Mobile Number 111 8522	Email Address [Redacted]	

**Step 3** In the **Application Information** area, click the eye icon next to **Password** to view the initial password. Use the username and initial password to log in to the management URL and frontend URL. Then use the product by following the instructions provided in the product guide. If login fails or the product guide is unclear, contact the seller using the contact information displayed in the **Seller Information** area.

**Figure 3-3** Application Information

Application Information			
Username [Redacted]	Password *****	Management URL <a href="https://www.huawei.com/admin">https://www.huawei.com/admin</a>	Frontend URL <a href="http://www.huawei.com">http://www.huawei.com</a>

**Figure 3-4** Seller Information

Seller Information		
Company Name NANJING	Mobile Number 111 8522	Email Address <a href="mailto:111@huawei.com">111@huawei.com</a>

----End

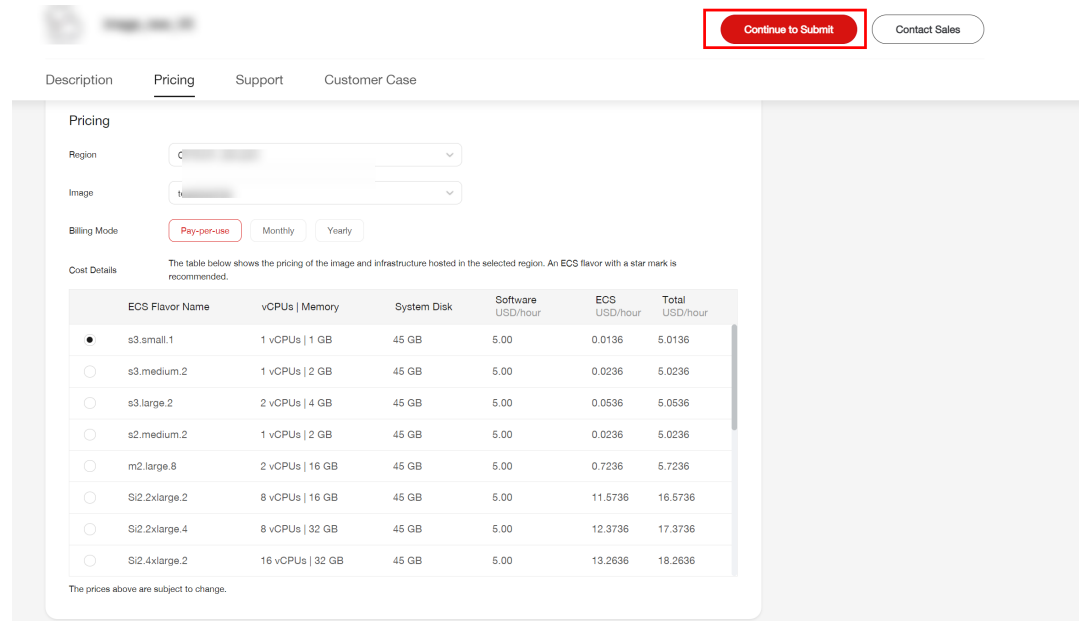
#### NOTE

- If you cannot find the order on the [My KooGallery > Purchased Apps](#) page after purchasing a SaaS product, go to the [Orders > My Orders](#) page in the Billing Center and check whether the product has been successfully purchased. If the purchase failed, the order will be automatically canceled. Contact the seller using the seller information provided on the product details page.
- If a SaaS product involves service supervision, the order of the product will be displayed on the [My KooGallery > Purchased Apps](#) page only after the service flow is complete.

## 3.4 Purchasing and Using an Image

KooGallery images can be deployed in quick or customized provisioning mode. The purchase and usage modes vary depending on the deployment mode.

Log in to [KooGallery homepage](#) using your Huawei Cloud account and search for the image product you want. Click the product to go to the details page, view the product information, select the desired specification, and click **Continue to Submit**. On the displayed page, purchase the product based on either of the following provisioning modes.

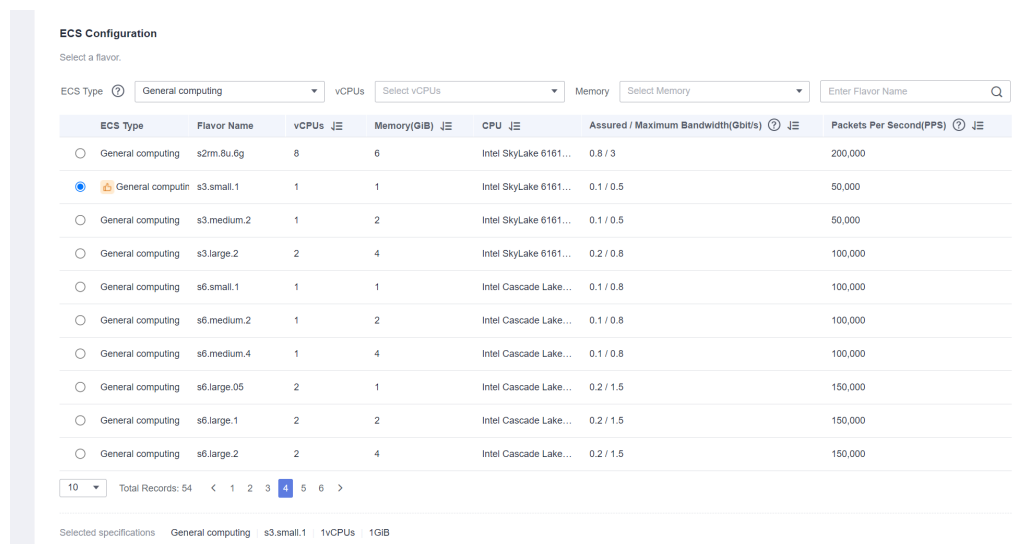


## Quick Provisioning

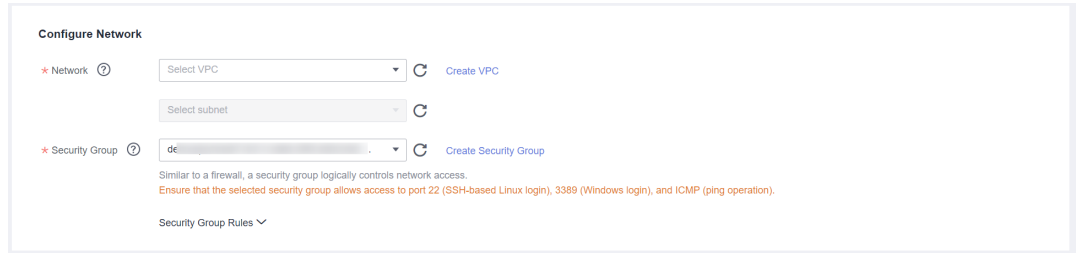
**Step 1** Click **Buy**.

**Step 2** On the displayed page, perform the following operations:

1. Confirm the selected ECS instance.



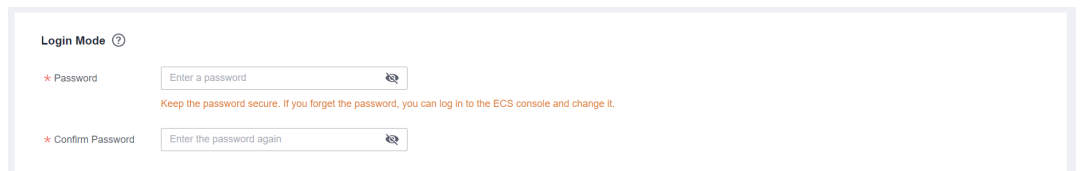
2. Select a network and security group.



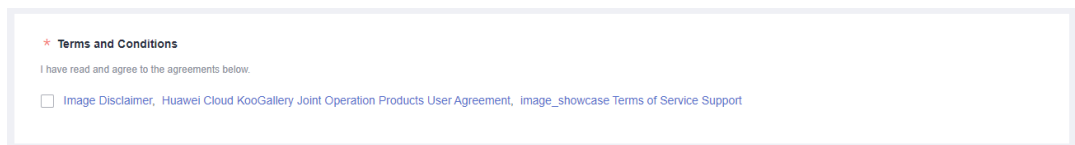
### NOTE

You can select a security group recommended by the seller from the drop-down list or click **Create Security Group** to create one.

3. Set a login credential, that is, the ECS login password.



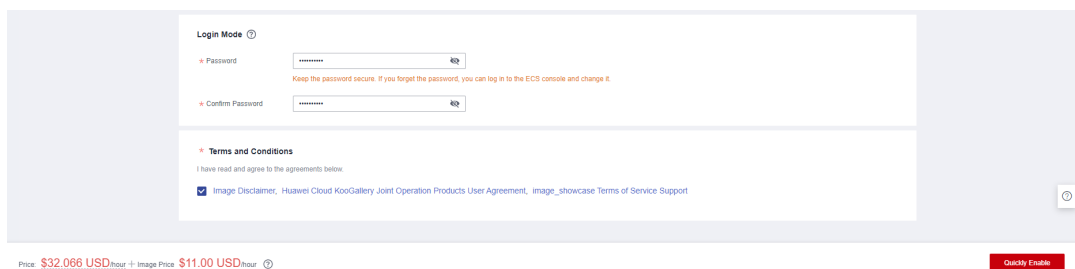
4. Read and agree to the agreements.



### NOTE

- You can view the fees of the cloud resources and image at the bottom of the page.
- If you select yearly or monthly billing, fees will be automatically deducted when the resources are created.

**Step 3** Click **Quickly Enable** to deploy the image. The ECS console is displayed. You can view the created ECS.

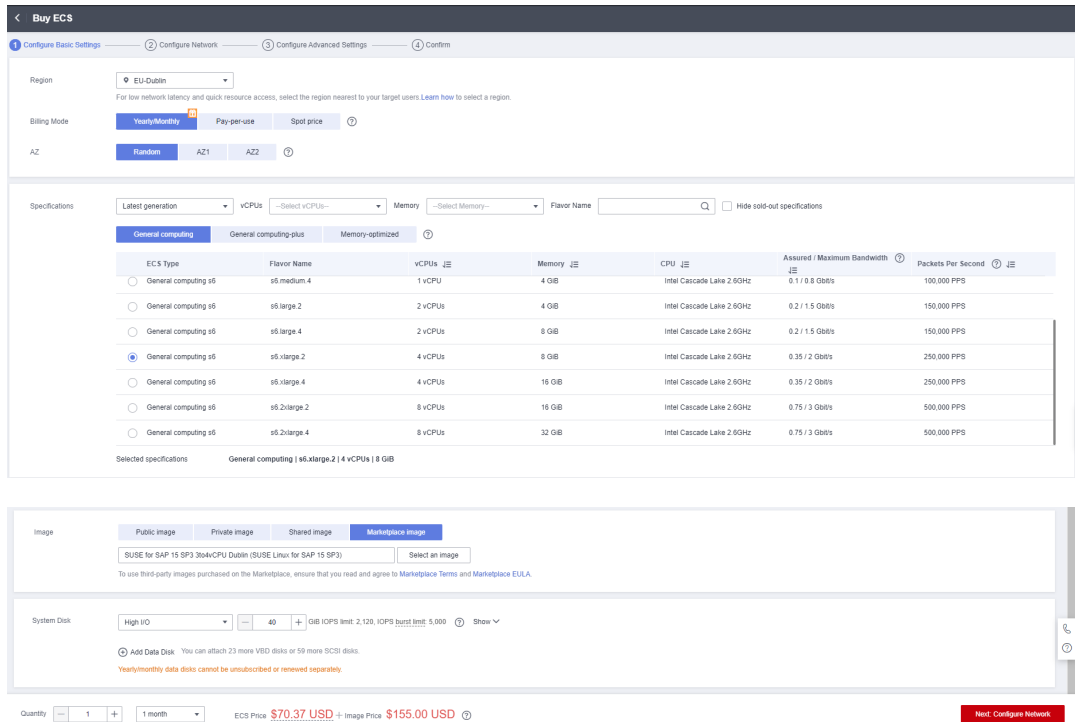


----End

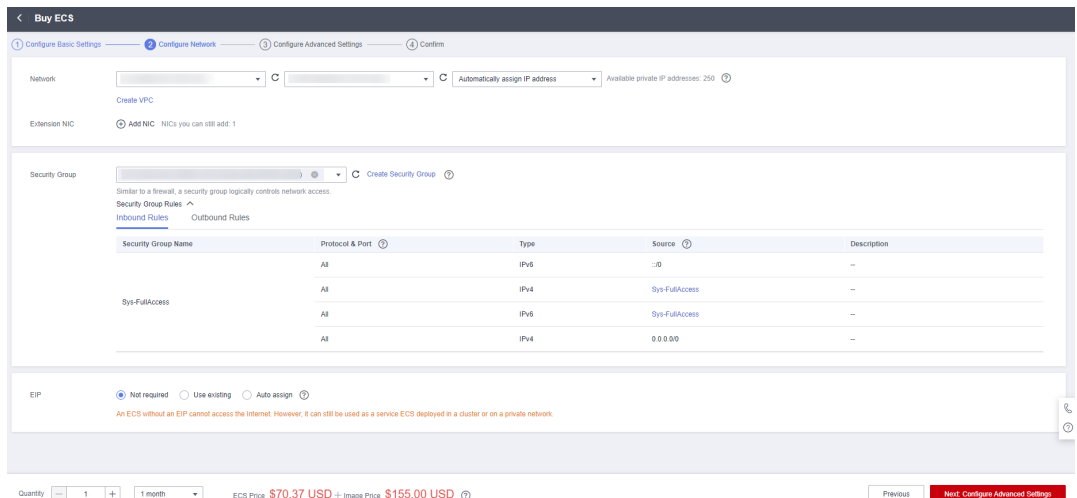
## Customized Provisioning

**Step 1** On the displayed page, click **Customize Config**.

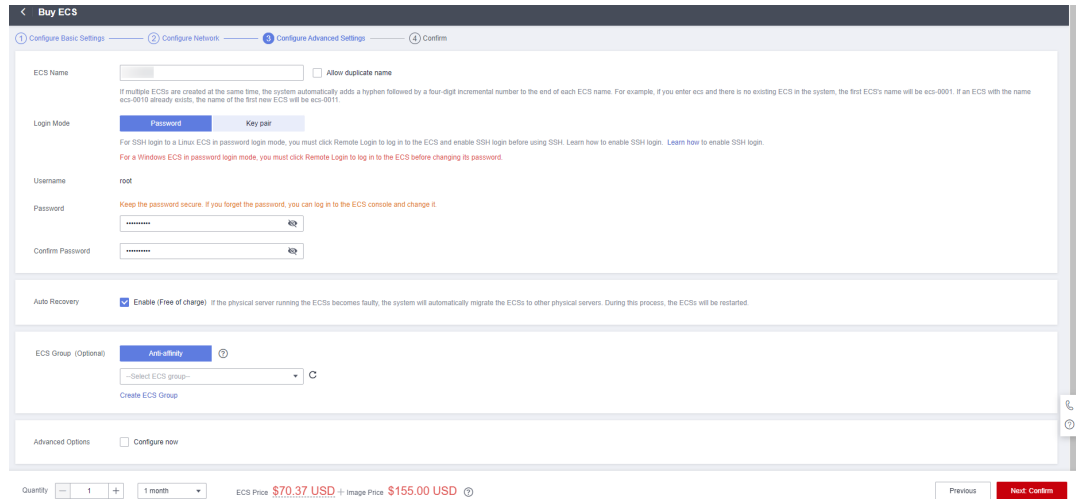
**Step 2** On the **Buy ECS** page, select a billing mode, confirm the selected specification and image, and click **Next**.



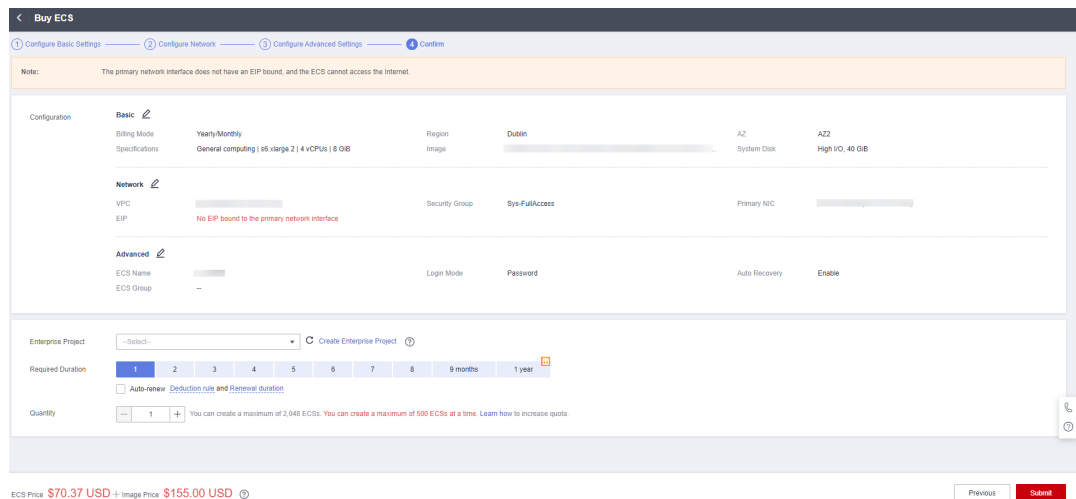
**Step 3** On the **Configure Network** page, select a network, security group, and Elastic IP (EIP), and click **Next**.



**Step 4** On the **Configure Advanced Settings** page, set the ECS name and password, and click **Next**.



**Step 5** On the **Confirm** page, confirm the configuration, set the required duration and quantity, read and agree to the agreements, and click **Submit**.



**Step 6** On the displayed page, select a payment method and click **Pay Now**.

----End

# 4 Service Supervision

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- [4.1 Supervising License Products](#)
- [4.2 Supervising Professional Service Products](#)
- [4.3 Supervising SaaS Products](#)
- [4.4 Initiating an Appeal](#)

## 4.1 Supervising License Products

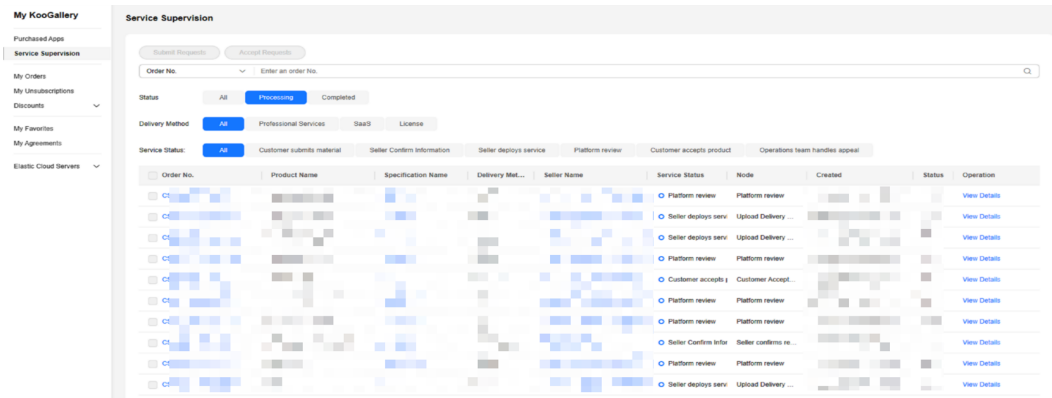
After purchasing a product, check order details and seller information under . This section describes the acceptance procedure.

### Overall Process

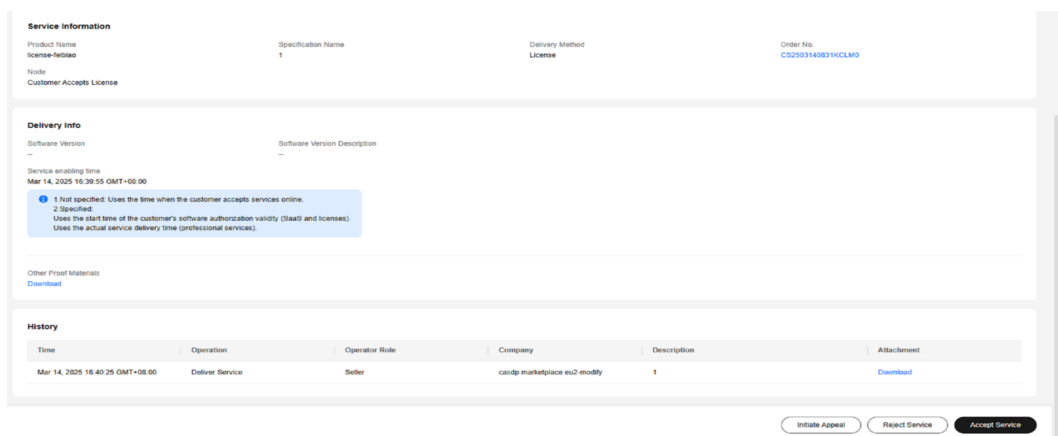


### Accepting a Product

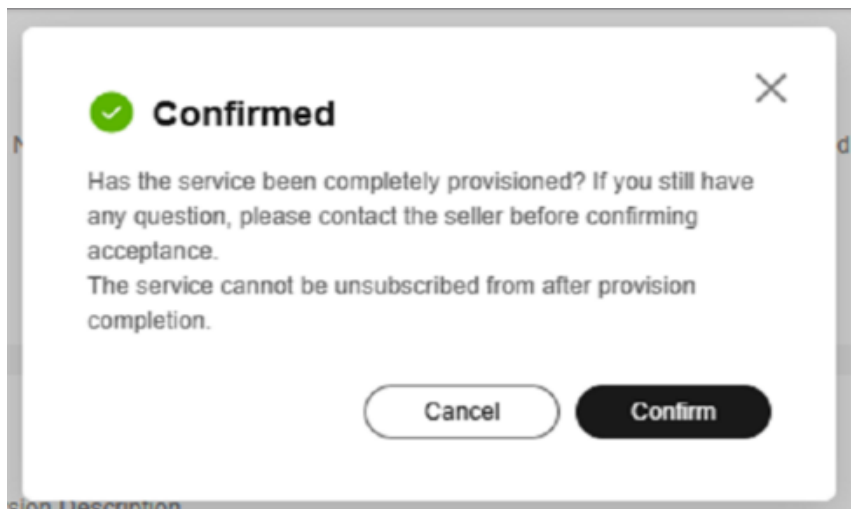
- Step 1** Log in to Huawei Cloud KooGallery and go to the [My KooGallery > Service Supervision](#) page.
- Step 2** Set search criteria and click **Accept Service** in the **Operation** column of the row containing the target transaction record.



**Step 3** If you are satisfied with the product, click **Accept Service**.



**Step 4** In the displayed dialog box, click **Confirm**.



----End

**NOTICE**

If the seller delays processing your order, go to **My KooGallery > Purchased Apps**, click **Resource Details** next to the target product, obtain the seller's contact information, and communicate with the seller about the delivery issue or submit an appeal to KooGallery. For details, see [Initiating an Appeal](#).

## 4.2 Supervising Professional Service Products

After purchasing a product, check order details and seller information under [My KooGallery > Service Supervision](#). This section describes how to submit a request and accept a product.

### Overall Process

This diagram shows the process for orders placed before March 26, 2025.



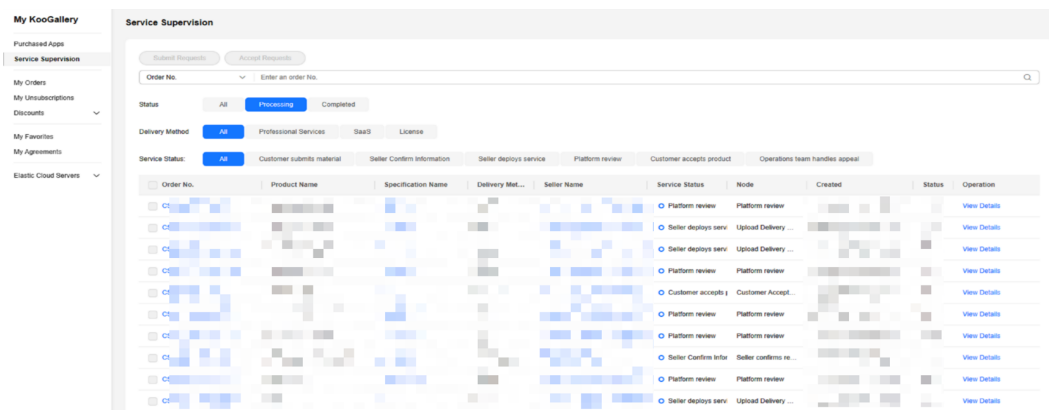
This diagram shows the process for orders placed after March 26, 2025.



### Submitting a Request

**Step 1** Log in to Huawei Cloud KooGallery and go to the [My KooGallery > Service Supervision](#) page.

**Step 2** Set search criteria and click **Submit request** in the **Operation** column of the row containing the target transaction record.



**Step 3** Enter the request information and click **Submit Request**.

Service Supervision / CS2593130231L9H9G

1 Customer Submits Request — 2 Seller Confirms Request — 3 Seller Provides Service — 4 Customer Accepts Service

**Service Information**

Product Name RGPV202503071109	Specification Name 1	Order No. CS2593130231L9H9G	Node Customer submits request
----------------------------------	-------------------------	--------------------------------	----------------------------------

+ Requirement Description

0/1,000

Attachment

Upload

Supported formats: BMP, JPG, JPEG, PNG, GIF, DOCX, XLSX, PPTX, PDF, and ZIP. Max. file size: 50.0 MB

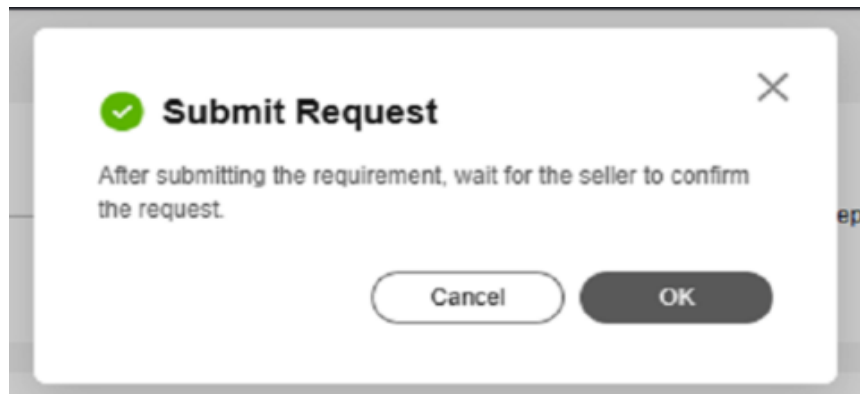
Reminder: For information security, do not include sensitive information such as personal details, accounts, and passwords in the description and attachment

Submit Request

### NOTE

- You can submit a request based on the request template provided by the seller.
- After submitting the request, you can view the service flow status and operation records on the **Service Supervision** page.

**Step 4** In the displayed dialog box, click **OK**.

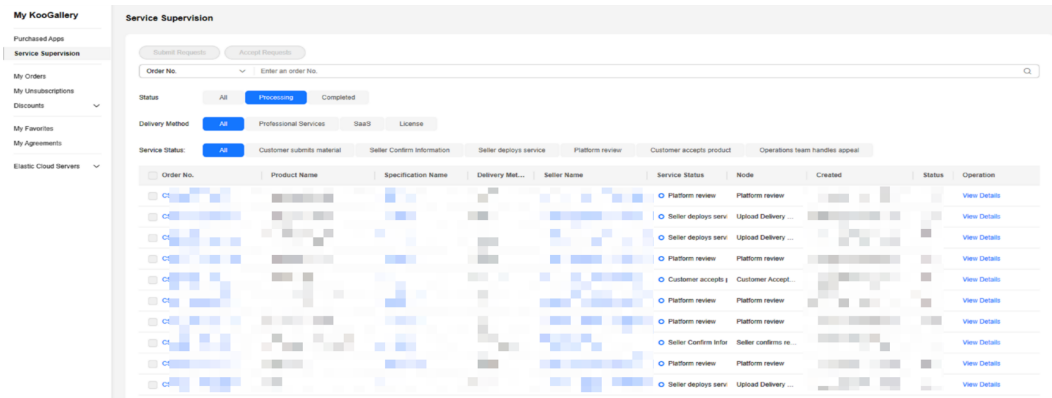


----End

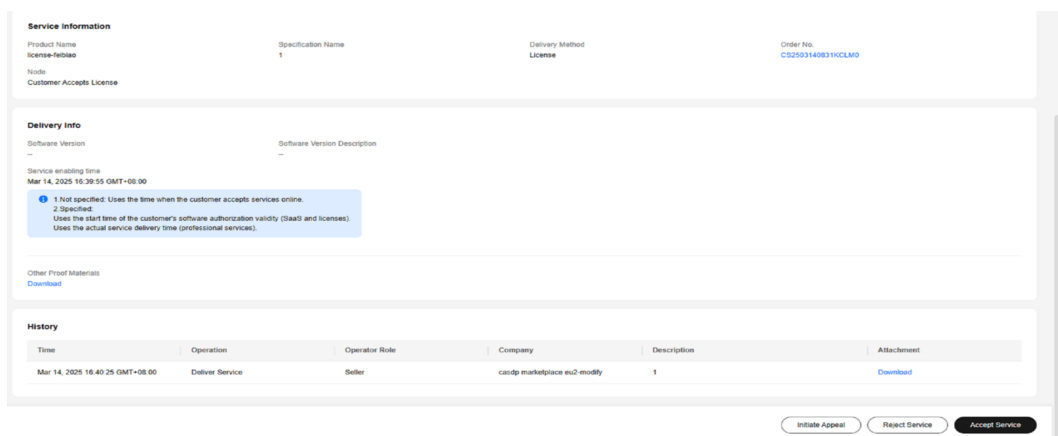
Accepting a Product

**Step 1** Log in to Huawei Cloud KooGallery and go to the [My KooGallery > Service Supervision](#) page.

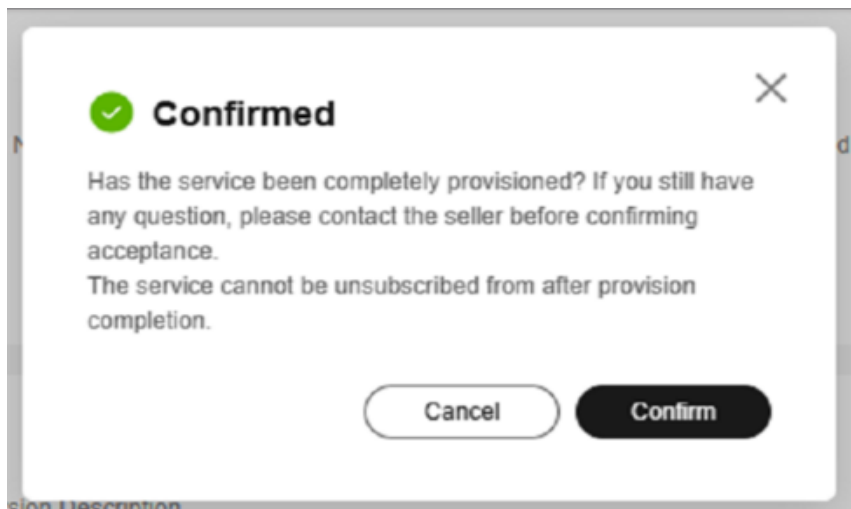
**Step 2** Set search criteria and click **Accept Service** in the **Operation** column of the row containing the target transaction record.



**Step 3** If you are satisfied with the product, click **Accept Service**.



**Step 4** In the displayed dialog box, click **Confirm**.



----End

**NOTICE**

If the seller delays processing your order, go to **My KooGallery > Purchased Apps**, click **Resource Details** next to the target product, obtain the seller's contact information, and communicate with the seller about the delivery issue or submit an appeal to KooGallery. For details, see [Initiating an Appeal](#).

### 4.3 Supervising SaaS Products

After purchasing a product, check order details and seller information under [My KooGallery > Service Supervision](#). This section describes how to submit a request and accept a product.

#### Overall Process

This diagram shows the process for orders placed before March 26, 2025.



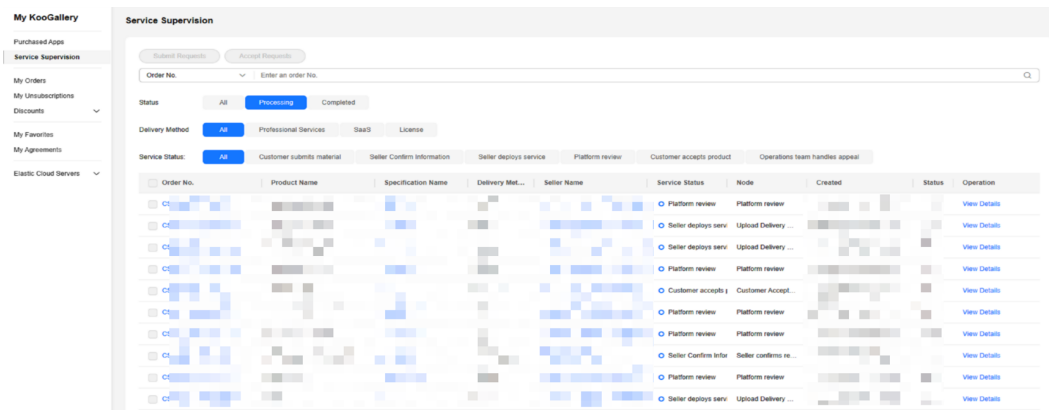
This diagram shows the process for orders placed after March 26, 2025.



#### Submitting a Request

**Step 1** Log in to Huawei Cloud KooGallery and go to the [My KooGallery > Service Supervision](#) page.

Set search criteria and click **Submit request** in the **Operation** column of the row containing the target transaction record.

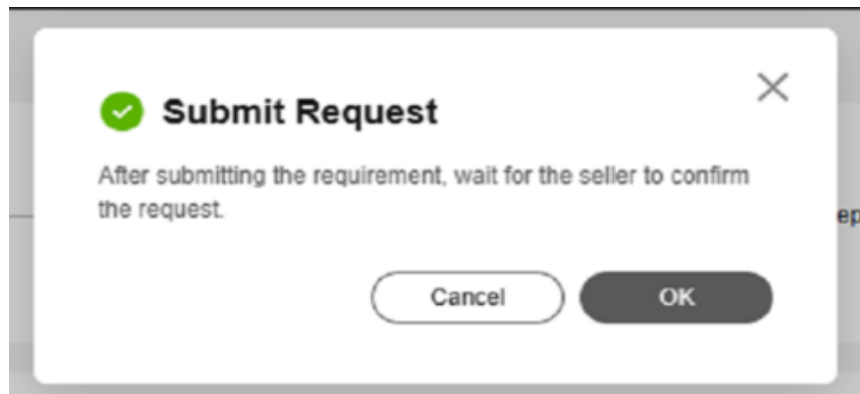


Enter the request information and click **Submit Request**.

### NOTE

- You can submit a request based on the request template provided by the seller.
- After submitting the request, you can view the service flow status and operation records on the **Service Supervision** page.

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

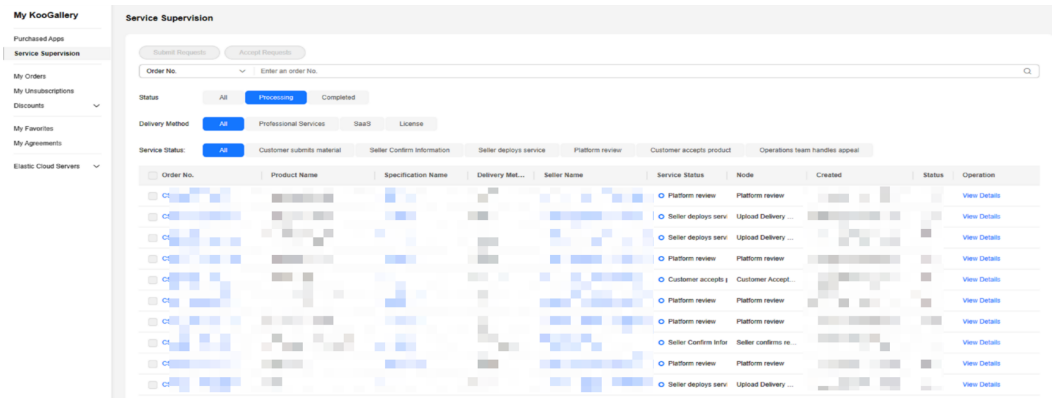


-----End

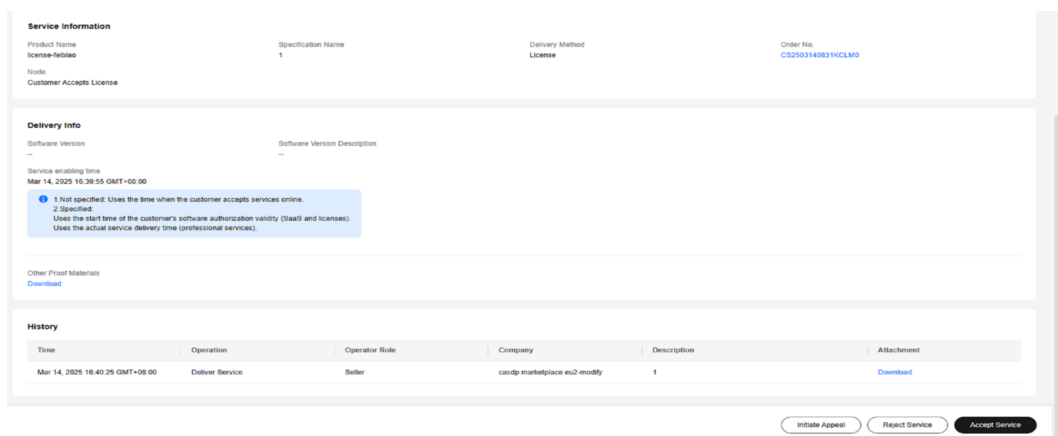
## Accepting a Product

**Step 1** Log in to Huawei Cloud KooGallery and go to the [My KooGallery > Service Supervision](#) page.

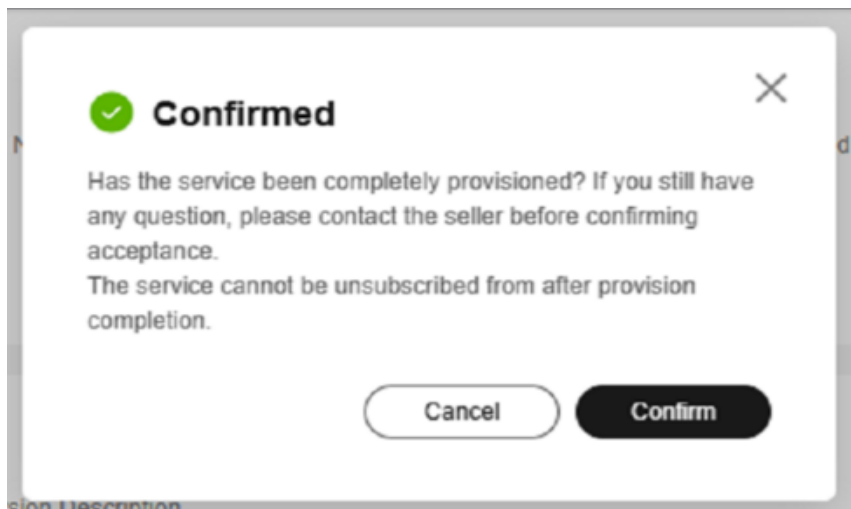
**Step 2** Set search criteria and click **Accept Service** in the **Operation** column of the row containing the target transaction record.



**Step 3** If you are satisfied with the product, click **Accept Service**.



**Step 4** In the displayed dialog box, click **Confirm**.



----End

**NOTICE**

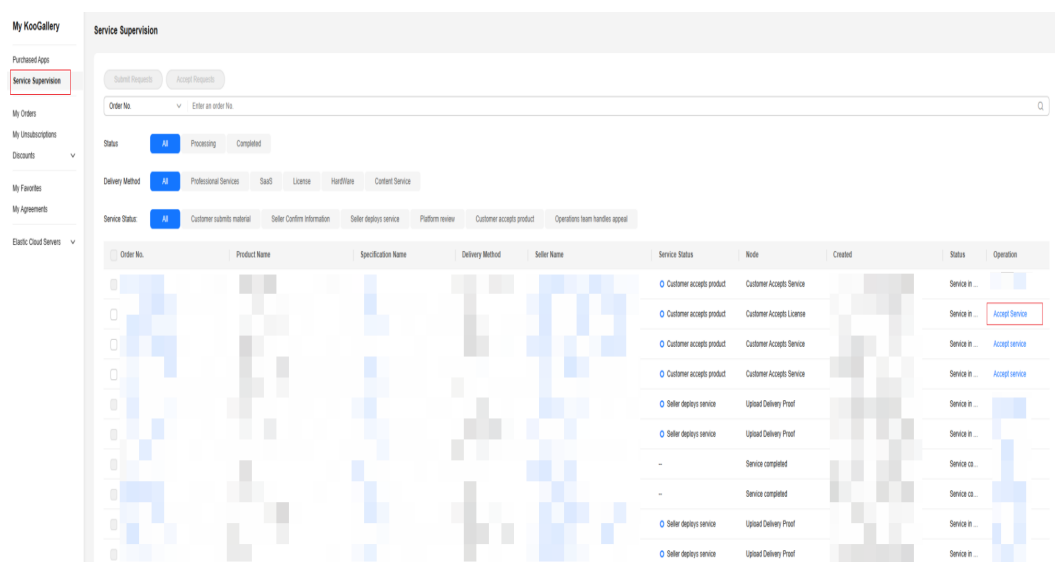
If the seller delays processing your order, go to **My KooGallery > Purchased Apps**, click **Resource Details** next to the target product, obtain the seller's contact information, and communicate with the seller about the delivery issue or submit an appeal to KooGallery. For details, see [Initiating an Appeal](#).

## 4.4 Initiating an Appeal

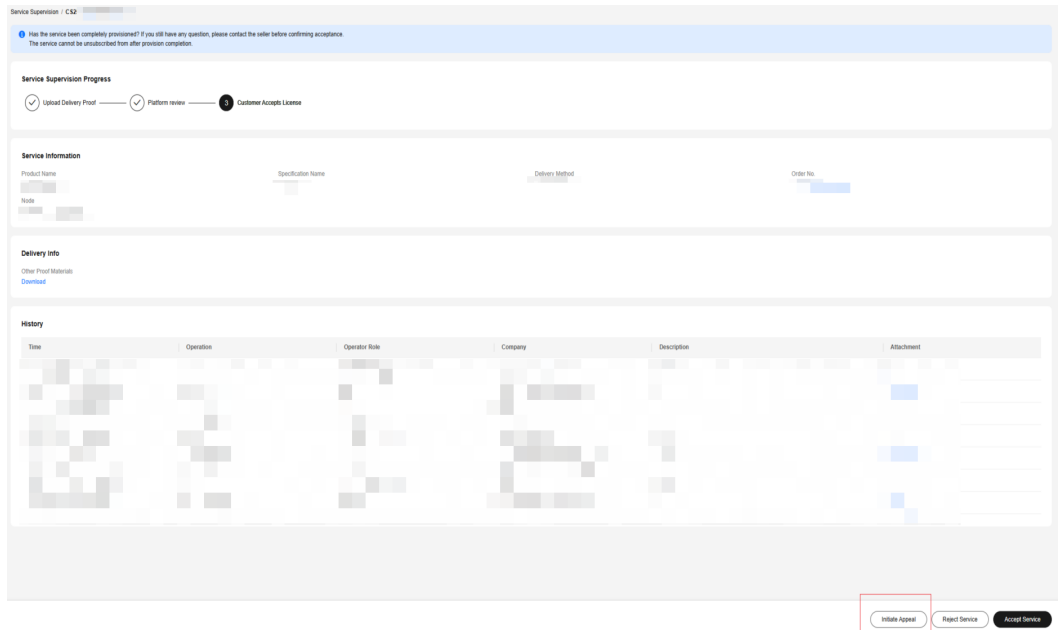
You can initiate appeals at any time in the service supervision process. This section describes how to initiate an appeal.

### Procedure

- Step 1** In the navigation pane of **My KooGallery**, choose **Service Supervision**. Locate the target order and click the button on the **Operation** column to go to the service monitoring details page.

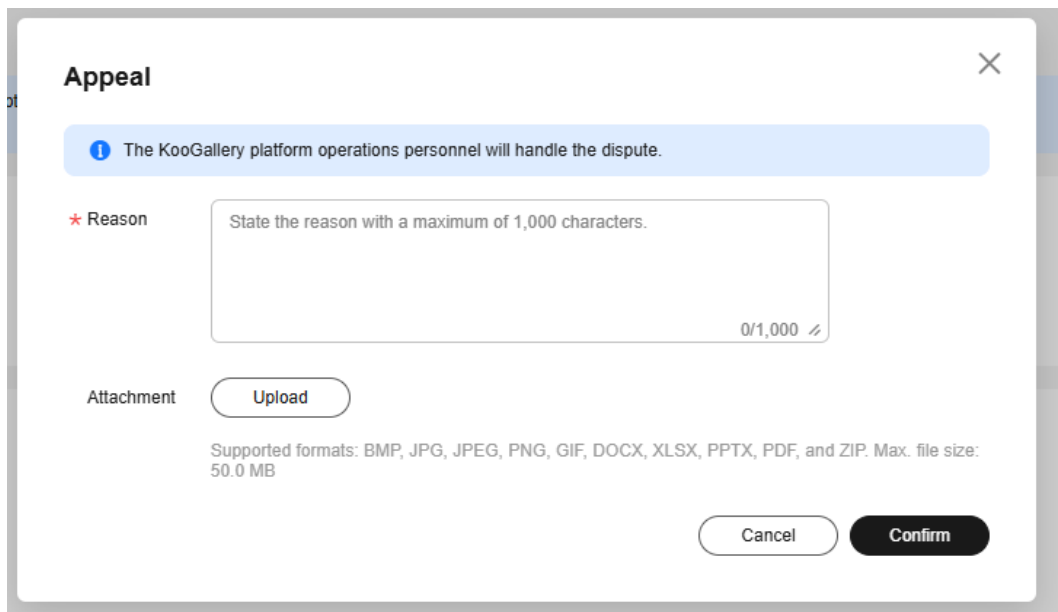


- Step 2** On the displayed page, click **Initiate Appeal**.



**Step 3** Enter the reason for appeal, upload any proof as attachments, and click **OK**.

The operations manager will handle the appeal within three working days and notify you of the result via direct message.



----End

# 5 After-Sales Support

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The after-sales support for KooGallery products and services is provided by sellers. If you need after-sales support, find the seller contact information in the **Support Range** area on the product details page, and contact the seller.

# 6 Renewal Management

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[6.1 Manually Renewing a Product](#)

[6.2 Auto-Renewal](#)

## 6.1 Manually Renewing a Product

### 6.1.1 Rules

You can renew your yearly/monthly subscribed resources. If a resource has entered the grace period or retention period, the renewed period starts from the original expiration time (excluding the grace period or retention period).

For details, see [Manual Renewal Rules](#).

### 6.1.2 Manually Renewing a Product

You can manually renew a yearly/monthly product when it is about to expire on the **Renewals** page in the Billing Center. For details, see [Manually Renewing a Resource](#).

 **NOTE**

For details about how to set a renewal date, see [Setting a Renewal Date](#).

## 6.2 Auto-Renewal

### 6.2.1 Rules

To prevent resource data from being deleted when a KooGallery product expires, you can enable auto-renewal for yearly/monthly subscriptions. With auto-renewal, the system automatically renews your product before the product expires.

For details, see [Auto-Renewal Rules](#).

## Application Scope

Auto-renewal applies to yearly/monthly subscriptions to the following KooGallery products:

- Licenses
- Professional services

### NOTE

If you renew a professional service product or a license, there will be no service flow generated.

## 6.2.2 Automatically Renewing a Product

Auto-renewal is supported for certain yearly/monthly products. To enable it, perform the following steps:

Log in to the **Billing Center**, go to the **Renewals** page, and enable auto-renewal for the purchased products. For details about how to enable the auto-renewal function, see [Automatically Renewing a Resource](#).

### NOTE

- For how to modify auto-renewal configurations, see [Modifying Auto-Renewal](#).
- For how to disable auto-renewal, see [Disabling Auto-Renewal](#).

# 7 Product Unsubscription

## 7.1 Unsubscription Rules

### 7.2 Requesting a Negotiated Unsubscription

## 7.1 Unsubscription Rules

### NOTICE

- The transaction guarantee period ends when service supervision is complete (that is, when the order status changes to **Completed**).
- In the case of special products or orders, the specific agreements between you and sellers shall prevail.

**Table 7-1** Unsubscription rules

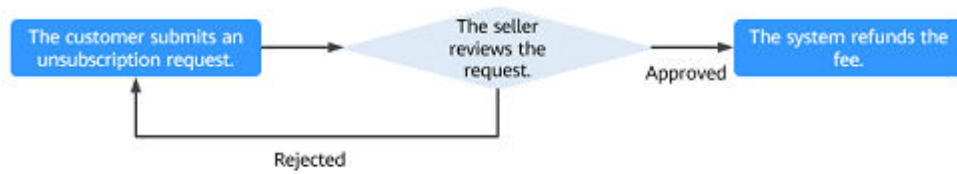
Delivery Method	Service Supervision Involved	Unsubscription Rule	(Customer) How to Request	(Seller) How to Review
Image	No	<ul style="list-style-type: none"> <li>• Unsubscription rules for images on KooGallery are the same as those for products and services on Huawei Cloud. For details, see <a href="#">Unsubscription Rules</a>.</li> <li>• Pay-per-use resources cannot be unsubscribed from.</li> </ul>	Navigate to <a href="#">Billing Center &gt; Unsubscriptions</a> .	/

Delivery Method	Service Supervision Involved	Unsubscription Rule	(Customer) How to Request	(Seller) How to Review
SaaS	Yes	During the transaction guarantee period, you can negotiate with sellers for unsubscriptions.	See <a href="#">7.2 Requesting a Negotiated Unsubscription</a> .	Navigate to <a href="#">Seller Console &gt; Orders &gt; Unsubscriptions</a> .
	No	Unsubscription is not supported.	/	/
License	Yes	During the transaction guarantee period, you can negotiate with sellers for unsubscriptions.	See <a href="#">7.2 Requesting a Negotiated Unsubscription</a> .	Navigate to <a href="#">Seller Console &gt; Orders &gt; Unsubscriptions</a> .
Professional service	Yes		See <a href="#">7.2 Requesting a Negotiated Unsubscription</a> .	Navigate to <a href="#">Seller Console &gt; Orders &gt; Unsubscriptions</a> .
Consulting service and cloud host	No	Unsubscription is not supported.	/	/

## 7.2 Requesting a Negotiated Unsubscription

Licenses, professional services, and SaaS involving service supervision can be unsubscribed from through negotiation within the transaction guarantee period (before service supervision is completed).

Figure 7-1 Unsubscription process



**Procedure**

**Step 1** Go to the [My KooGallery > My Unsubscriptions](#) page and view the list of products that can be unsubscribed from.

**Step 2** Locate the target product and click **Unsubscribe** in the **Operation** column.

Order No.	Product Name	Specification Name	Seller	Delivery M...	Unsubscribed	Unsubscri...	Operation
				License	--	--	Unsubscribe
				Profession...	--	--	Unsubscribe
				Profession...	--	--	Unsubscribe

**Step 3** On the **Unsubscription Request** page, enter the negotiated refund amount ( $0 < \text{Negotiated refund amount} \leq \text{Actual payment}$ ), select the unsubscription reason, and click **Unsubscribe** in the lower right corner.

My Unsubscriptions / Unsubscription Request

1. Before proceeding, negotiate with the seller for a refund amount. Use this amount in your request.  
 2. The entered refund amount must only include the money that can be refunded for initial subscription orders and do not contain the refund amount for renewal orders.

Product Name	Specification Name	Quantity	Refund Type	Created	Max. Refundable (\$)	Refund (\$)
					100.00	100.00

**State the reason for unsubscription.**  
 Your feedback will help us serve you better.

Incorrect parameter setting during purchase   
  Cloud services redundant after deployment   
  Service tests completed   
  Low level of usability of cloud services  
 Service deployment requirements unsatisfied   
  Unreliable service faults   
  Other

Negotiated Amount: \$100.00  
 The refund amount is for reference. For details, see the bill.

**Unsubscribe**

**Step 4** In the displayed dialog box, confirm the unsubscription information and click **Refund**.

**⚠ Unsubscribe from Following Resources?** ✕

Product Na...	Specificatio...	Quantity	Refund Type	Created	Max. ...	Refund (\$)
					100.00	100.00

**1** Contact the seller for the refund.

Provide your contact information in your account to the seller so they can contact you for any unsubscription problems.

No Refund

**📖 NOTE**

- You can select **Provide your contact information in your account to the seller so they can contact you for any unsubscription problems**, so that the seller can quickly reach out to you.
- After submitting the request, you can view the refund status on the **My Unsubscriptions** page.
- If the seller approves the request, the system will refund the fee within three hours.

----End

# 8 Invoice Management

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You can issue invoices in Billing Center after you purchase products.

## Procedure

**Step 1** Log in to Huawei Cloud and go to the [Billing Center](#).

**Step 2** Choose [Invoices](#) in the navigation pane.

**Step 3** Submit an invoice application and view the application status. For details, see [Issuing an Invoice](#).

### NOTE

- For details about how to reissue an invoice, see [Returning an Invoice](#).
- To return an invoice, [submit a service ticket](#).

----End

# 9 Agencies

KooGallery sends an authorization request to you when you use a service listed in [Table 9-1](#). Once you agree, you authorize KooGallery to provide you with the service as a delegate. If the policy of an agency is updated, KooGallery will request authorization again when you use the related service. For details about the agency policies, see [Agency Policy Permission Details](#).

## CAUTION

Do not modify KooGallery agencies and their policies, or reuse their policies on other agencies. Otherwise, the services will be affected.

**Table 9-1** Services

Delegator	Scenario	Service	Agency	Delegate	Agency Policy
Customer	Product use	Quick image provisioning	mkp_agency_trust	KooGallery system account	<a href="#">mkp_deployment_policy</a>
			mkp_rfs_agency_trust	Resource Formation Service (RFS)	<a href="#">mkp_rfs_deployment_policy...</a>
		Image deployment via templates	mkp_agency_trust	KooGallery system account	<a href="#">mkp_deployment_policy</a>

 NOTE

KooGallery no longer uses the `mkp_ims_trust`, `mkp_admin_trust`, `mkp_rf_admin_trust`, and `mkp_obs_trust` agencies. If you have created these agencies, delete them by referring to [Canceling Agency Authorization](#).

## Agency Policy Permission Details

- **mkp\_deployment\_policy**

```
{
  "Version": "1.1",
  "Statement": [
    {
      "Effect": "Allow",
      "Action": [
        "kms:cmk:create",
        "kms:cmk:get",
        "kms:dek:create"
      ]
    },
    {
      "Effect": "Allow",
      "Action": [
        "rf:stack:listStacks",
        "rf:stack:listStackResources",
        "rf:stack:listStackOutputs",
        "rf:stack:createStack",
        "rf:stack:getStackMetadata",
        "rf:stack:updateStack"
      ]
    }
  ]
}
```

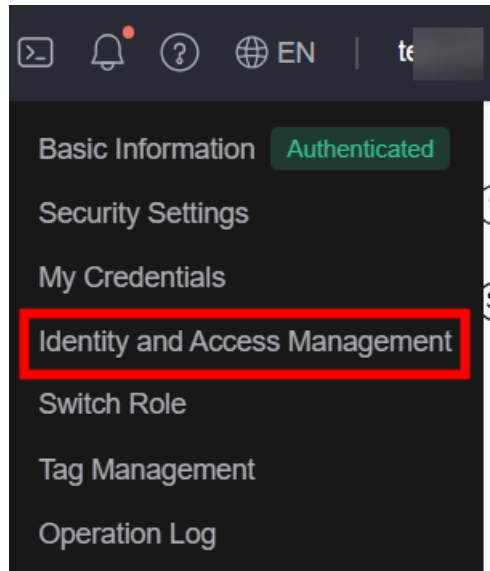
- **mkp\_rfs\_deployment\_policy**

```
{
  "Version": "1.1",
  "Statement": [
    {
      "Effect": "Allow",
      "Action": [
        "kms:cmk:get",
        "kms:dek:decrypt"
      ]
    },
    {
      "Effect": "Allow",
      "Action": [
        "ecs:diskConfigs:use",
        "ecs:servers:create",
        "ecs:cloudServers:showServer",
        "ecs:cloudServers:get",
        "ecs:serverInterfaces:get",
        "ecs:serverKeypairs:get",
        "ecs:flavors:get",
        "ecs:serverVolumes:use",
        "ecs:cloudServers:createServers",
        "ecs:cloudServers:create",
        "ecs:cloudServers:deleteServers",
        "ecs:cloudServers:delete",
        "ecs:servers:get",
        "ecs:serverInterfaces:use",
        "ecs:securityGroups:use"
      ]
    },
    {
      "Effect": "Allow",
      "Action": [
```

```
        "evs:volumes:list",
        "evs:volumes:create",
        "evs:volumes:manage",
        "evs:backups:get",
        "evs:volumes:attach",
        "evs:volumes:get",
        "evs:snapshots:get"
    ]
},
{
    "Effect": "Allow",
    "Action": [
        "ims:images:get",
        "ims:images:list"
    ]
},
{
    "Effect": "Allow",
    "Action": [
        "vpc:securityGroups:create",
        "vpc:subnets:update",
        "vpc:routers:update",
        "vpc:networks:get",
        "vpc:ports:get",
        "vpc:ports:update",
        "vpc:ports:create",
        "vpc:securityGroupRules:get",
        "vpc:subnets:create",
        "vpc:subnets:get",
        "vpc:securityGroups:update",
        "vpc:routers:get",
        "vpc:securityGroups:get",
        "vpc:networks:create",
        "vpc:networks:update"
    ]
}
]
```

## Canceling Agency Authorization

You can cancel authorization by deleting an agency. To do so, point to your account name in the upper right corner of Huawei Cloud console, select **Identity and Access Management** from the drop-down list, and choose **Agencies** in the navigation pane. Deleting an agency will instantly invalidate the corresponding service.



# 10 FAQs

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- [10.1 What Is Huawei Cloud KooGallery?](#)
- [10.2 What Software and Services Are Provided on KooGallery?](#)
- [10.3 How Do I Purchase Cloud Applications on KooGallery?](#)
- [10.4 Why Can't I Use the Pay-per-Use or Yearly/Monthly Billing Mode for Certain Products?](#)
- [10.5 How Do I View Purchased Applications?](#)
- [10.6 How Do I Request Invoices After Purchasing Products from KooGallery?](#)
- [10.7 What Do I Do If I Encounter a Problem When Using a Product?](#)
- [10.8 How Do I Renew Purchased Applications?](#)
- [10.9 What Do I Do If No Applications or Services Meet My Requirements?](#)
- [10.10 How Do I Contact a Seller?](#)
- [10.11 What Do I Do If I Cannot Contact a Seller?](#)
- [10.12 Does Huawei Cloud Support Login Through Third-Party Website?](#)

## 10.1 What Is Huawei Cloud KooGallery?

Huawei Cloud KooGallery is an online store. Huawei Cloud cooperates with independent service vendors (ISVs) to provide users with abundant application products, including applications, operating environment, bandwidth, and ECS resources. You can quickly purchase suitable application products on KooGallery (including the complete environment for running the application software), and use the purchased application software and services to release your own products.

Huawei Cloud KooGallery consolidates upstream application services in the cloud service ecosystem to provide you with high-quality and convenient application solutions, thereby promoting healthy development of the ecosystem.

You can obtain a set of ECS resources and preconfigured application software on KooGallery in a few clicks to meet your requirements. The system automatically starts the preconfigured software. You only need to focus on your own business to

save time, energy, and costs on resource procurement and software deployment. The only thing you need to do for software usage is to pay for the orders. You can choose hourly, monthly, or yearly billing mode to reduce your costs.

## 10.2 What Software and Services Are Provided on KooGallery?

KooGallery provides licenses and professional services that are released collaboratively by Huawei Cloud and sellers. These products include but are not limited to:

- Business software (business intelligence, financial services, enterprise application, customer relationship management (CRM), e-commerce, and project management)
- Developer tools (internet middleware, application development, issue and bug tracking, log analysis, source control, and testing)
- Professional services (data transfer, consulting and training, environment configuration, and maintenance)

## 10.3 How Do I Purchase Cloud Applications on KooGallery?

For details on how to purchase cloud applications on KooGallery, see [2.1 Purchasing a Product](#).

## 10.4 Why Can't I Use the Pay-per-Use or Yearly/Monthly Billing Mode for Certain Products?

Sellers decide how their products are billed. Huawei Cloud KooGallery advises sellers to provide a wide range of billing options. However, some products can use only a certain billing mode due to their specific attributes.

## 10.5 How Do I View Purchased Applications?

1. Log in to the [Huawei Cloud KooGallery](#).
2. Point to the username in the upper right corner of the page and click [My KooGallery](#) from the drop-down list.  
The **Purchased Apps** page is displayed.
3. View the purchased apps.

## 10.6 How Do I Request Invoices After Purchasing Products from KooGallery?

Log in to **Billing Center**. In the navigation pane, choose **Contracts and Invoices > Invoices** to submit your invoice requests. For details, see [Issuing an Invoice](#).

## 10.7 What Do I Do If I Encounter a Problem When Using a Product?

Contact the seller for after-sales technical support.

If the seller cannot solve the problem or is not available, [submit a service ticket](#) on the Huawei Cloud official website.

## 10.8 How Do I Renew Purchased Applications?

**Step 1** Log in to the **Billing Center**.

**Step 2** Click **Renewals** in the navigation pane, and then renew purchased cloud applications on the displayed page.

For details about the renewal process, see [Manually Renewing a Resource](#).

----End

## 10.9 What Do I Do If No Applications or Services Meet My Requirements?

We apologize for not being able to provide the applications or services you need. Send an email to [partner@huaweicloud.com](mailto:partner@huaweicloud.com) to describe your application requirements. We will come up with the corresponding products as soon as possible.

Email subject: **[KooGallery][Requirements][Contact]**

Body: application requirements, company name, contact person, phone number, and email address.

## 10.10 How Do I Contact a Seller?

Click the seller name on the product details page and find the customer service email address on the displayed seller information page. You can contact the seller by email.

## 10.11 What Do I Do If I Cannot Contact a Seller?

[Submit a service ticket](#) on the Huawei Cloud official website.

## 10.12 Does Huawei Cloud Support Login Through Third-Party Website?

Huawei Cloud does not support login through third-party website.