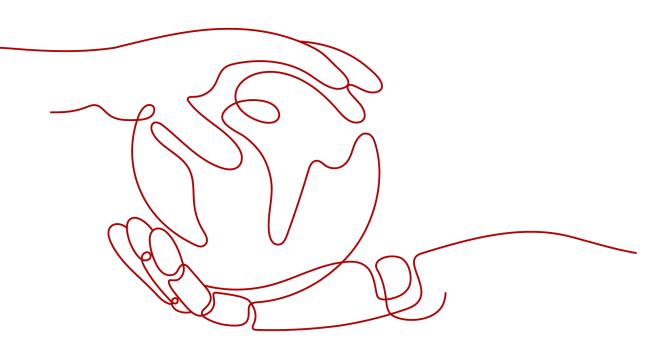
User Guide

User Guide

 Issue
 01

 Date
 2024-02-26





HUAWEI TECHNOLOGIES CO., LTD.

Copyright © Huawei Technologies Co., Ltd. 2024. All rights reserved.

No part of this document may be reproduced or transmitted in any form or by any means without prior written consent of Huawei Technologies Co., Ltd.

Trademarks and Permissions

NUAWEI and other Huawei trademarks are trademarks of Huawei Technologies Co., Ltd. All other trademarks and trade names mentioned in this document are the property of their respective holders.

Notice

The purchased products, services and features are stipulated by the contract made between Huawei and the customer. All or part of the products, services and features described in this document may not be within the purchase scope or the usage scope. Unless otherwise specified in the contract, all statements, information, and recommendations in this document are provided "AS IS" without warranties, guarantees or representations of any kind, either express or implied.

The information in this document is subject to change without notice. Every effort has been made in the preparation of this document to ensure accuracy of the contents, but all statements, information, and recommendations in this document do not constitute a warranty of any kind, express or implied.

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

Contents

1 Support You May Need	1
2 Product Purchase	2
2.1 Purchasing a Product	2
2.2 Upgrading a Product	4
3 Product Use	7
3.1 Using a License	7
3.2 Using a Professional Service Product	7
3.3 Using a SaaS Product	7
3.4 Purchasing and Using an Image	13
4 Service Supervision	18
4.1 Supervising License Products	18
4.2 Supervising Professional Service Products	20
4.3 Supervising SaaS Products	23
5 After-Sales Support	26
6 Renewal Management	27
6.1 Manually Renewing a Product	27
6.1.1 Rules	27
6.1.2 Manually Renewing a Product	27
6.2 Auto-Renewal	
6.2.1 Rules	
6.2.2 Automatically Renewing a Product	28
7 Unsubscription Management	29
7.1 Unsubscription Rules	29
8 Invoice Management	31
9 FAQs	32
9.1 What Is Huawei Cloud KooGallery?	32
9.2 What Software and Services Are Provided on KooGallery?	33
9.3 How Do I Purchase Cloud Applications on KooGallery?	33
9.4 Why Can't I Use the Pay-per-Use or Yearly/Monthly Billing Mode for Certain Products?	
9.5 How Do I View Purchased Applications?	33

9.6 How Do I Request Invoices After Purchasing Products from KooGallery?	
9.7 What Do I Do If I Encounter a Problem When Using a Product?	34
9.8 How Do I Renew Purchased Applications?	
9.9 What Do I Do If No Applications or Services Meet My Requirements?	34
9.10 How Do I Contact a Seller?	
9.11 What Do I Do If I Cannot Contact a Seller?	34
9.12 Does Huawei Cloud Support Login Through Third-Party Website?	



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

2.1 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.

NWE	HUAWEI CLOUD	KooGallery a	ategories My S	aved List Seller Learning Cent	er			Q Sell in KooGallery
		Welcome to KooGallery Disease partones delay the fload applications you prefix Learn More					Z	
		Categories		Operating Systems	Delivery Metho	ds	Pricing Plans	
		All categories	~	All operating systems	• All delivery met	hods ~	All pricing plans	
		Total results:					Clear the fibers	ew results

Step 3 Click a product name to view product details.

		Q Sauth in KaoGalery	
Categories			
All Categories			\$900.00 USD/year
Infrastructure Software	~		
Business Software	×	Delivery Methods: License version: V1.0 Operating System: Windows, Linux, Unix, Other	
Developer Tools	~	Sold by: NEOCRM (5) PTE LTD.	
Professional Services	~		
Filters		-	\$900,00 USD/veer
Operating Systems	~		
Pricing Plans	~	Delivery Methods: License venior: V1.0 Operating System: Windows, Linux, Unix, Other Sold by: <u>NLOCRM (S) PTE. ITD.</u>	
Delivery Methods	v	own vy Issoches all the base	
Burden and			

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

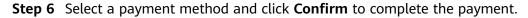
license-a	dd1104	Continue to Submit Save to List
Description	Pricing Support Customer Case	
Pricing Specification Name Billing Mode	(V V V V V V V V V V V V V V V V V V V	
Required Duration	- 1 + month(a) Auto Renew 🗇	
Cost Details	\$5.00 guige11/month x 1 month(s)	
Support		

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.

	1) Contigues 🙆 Contines	— (3) Pay						
	Order Details							
	Product Name	Specification Name	Billing Mode	Duration	Quantity	Total		
			Yearly Monthly	1 month	i.	55.00 USD		
								(()
Price: \$5.00 USD							Previous	Pay Now



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.

Cloud Service Orders				
Order No.	Product Name	Service Provider	Order Amount	т
	the second product of the		ALC: N. 1.	arr. a
Monthly Settlement				

- 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.

My Marketplace	Purchased Apps						Buy Marketplace Products
My Saved List	Product Name	Specification Name	Delivery Method	Status	Expires	Billing Mode	Operation
Purchased Apps			SaaS	Enabled	Apr 20, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
			SaaS	Enabled	Apr 16, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
			SaaS	Enabled	Apr 15, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
			SaaS	Enabled	Apr 22, 2022 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Upgrad
			SaaS	Enabled	Mar 23, 2023 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details Upgrad

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

Aurchased Apps / Details					
Coremail Pro Email Hostin	g				
Enabled Expires /	At: Apr 22, 2022 23:59:59 GMT+06:00				
Application Information	Upgrade				
Username	Click management URL to complete information, click frontend URL to check				
Management URL					
Frontend URL					
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.

y Marketplace	Purchased Apps						Buy Marketplace Produc
/ Saved List	Product Name	Specification Name	Delivery Method	Status	Expires	Billing Mode	Operation
rchased Apps			Saas	Enabled	Apr 20, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
			SaaS	Enabled	Apr 16, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
			SaaS	Enabled	Apr 15, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
			SaaS	Enabled	Apr 22, 2022 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details Upgrai
			SaaS	Enabled	Mar 23, 2023 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details Upgrad

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

Current Configuration Product Name	CoolGooloo Norro	Billing Mode	Time Denne
Coremail Pro Email Hosting	Specification Name Specification Name: Email Hosting Yearly Number of License: 10 Email Hosting: Email Hosting	Yearly/Monthly	Time Range Mar 23, 2020 09:51:28 GMT+08:00 Apr 22, 2022 23:59:59 GMT+08:00
Select Target Configuration Number of License - 11 +			
rade cost \$54.76 USD			Previous Pay N

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

3 Product Use

- 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, you can submit a request for the product 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 purchase involves service supervision, you can go to the **Service Supervision** page and view the application information of the product before the service supervision process is complete. You can complete

service supervision by following the instructions provided in **4.3 Supervising SaaS Products**. After the service supervision process is complete, you can go to the **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 purchase does not involve service supervision, you can go to the 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 **Service Supervision** page.

My Marketplace	Service Supervision							
My Saved List	Order No.	▼ Enter an o	rder No. Q	Submit Req	uests Acc	cept Requests		
Purchased Apps								
Discounts •	Service Flow	All Standard	Website deployment	Sa	aS Licer	nse		
the state of the								
Service Supervision	Order No.	Product Nam	e Specificatio	Deliver	Seller Name	Service S	Created	Operation
My Agreements								

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.

Service Information	n	
Product Name		
Specification Name		
Order No.		Click this number to view the order details
Service Status	Service completed	
File Quantity		
wqtestmeiju		
meiju		
Account Capacity	Account Capacity	
Application Inform	nation	
Username		
Password		Ø
Management URL		
Frontend URL		

Step 3 After the service supervision process 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.

Application Information		
Username		
Password		
Management URL		
Frontend URL		
Product Guide	View	
Basic Information		
Specification Name		
Delivery Method	SaaS	
Resource Status	Closed	
Billing Mode	Yearly/Monthly	
Purchased	2020-09-01 02:26:48	
Expires	2020-10-01 15:59:59	
Remaining Time	30 days	
Auto-renewal	No 🕜	
Seller Information		
Seller		
Phone Number		
Email Address		

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 **Management URL** and **Frontend URL**, and use the product by following the instructions provided in the product guide. If you cannot log in to the management URL or frontend URL using the username and password, or the description in the product guide is unclear, contact the seller using the contact information provided in the **Seller Information** area.

Application Information Username Password Management URL Frontend URL Product Guide

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.

My Marketplace	Purchased Apps						Buy Marketplace Products
My Saved List	Product Name	Specification Name	Delivery Method	Status	Expires	Billing Mode	Operation
Purchased Apps Service Supervision			License	 Enabled 	Jun 26, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
Serve Superiour			Professional service	Enabled	Jun 26, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
			SaaS	 Enabled 	Jun 26, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details

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.

Figure 3-1 Application Information

Application Information		
Username		
Password		
Management URL		
Frontend URL		
Product Guide	View	
Basic Information		
Specification Name		
Delivery Method	SaaS	
Resource Status	Closed	
Billing Mode	Yearly/Monthly	
Purchased	2020-09-01 02:26:48	
Expires	2020-10-01 15:59:59	
Remaining Time	30 days	
Auto-renewal	No 🕐	
Seller Information		
Seller		
Phone Number		
Email Address		

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 **Management URL** and **Frontend URL**, and use the product by following the instructions provided in the product guide. If you cannot log in to the management URL or frontend URL using the username and password, or the description in the product guide is unclear, contact the seller using the contact information provided in the **Seller Information** area.

Figure 3-3 Application Information

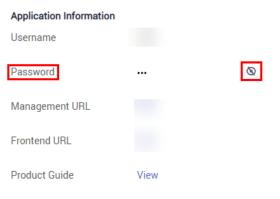


Figure 3-4 Seller Information

Seller Information		
Seller		
Phone Number		
Email Address		

----End

NOTE

- If you cannot find the order on the 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 product fails to be purchased, the order is automatically canceled. Contact the seller using the contact information provided on the product details page.
- If a SaaS product involves service supervision, the order of the product will be displayed on the **Purchased Apps** page only after the service supervision process 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.

							Continue to Sub	omit	Contact Sales
scription	Pricing	Support Custom	ner Case						
Pricing									
Region	c		~						
Image	t		~						
Billing Mode	Pay-per-use	Monthly Yearly							
Cost Details	The table below s recommended.	hows the pricing of the image and	d infrastructure hosted in th	he selected region. An ECS	flavor with a star	mark is			
	ECS Flavor Name	vCPUs Memory	System Disk	Software USD/hour	ECS USD/hour	Total USD/hour			
٠	ECS Flavor Name s3.small.1	vCPUs Memory 1 vCPUs 1 GB	System Disk 45 GB						
•				USD/hour	USD/hour	USD/hour			
	s3.small.1	1 vCPUs 1 GB	45 GB	USD/hour 5.00	USD/hour 0.0136	USD/hour 5.0136			
	s3.small.1 s3.medium.2	1 vCPUs 1 GB 1 vCPUs 2 GB	45 GB 45 GB	USD/hour 5.00 5.00	USD/hour 0.0136 0.0236	USD/hour 5.0136 5.0236			
	s3.small.1 s3.medium.2 s3.large.2	1 vCPUs 1 GB 1 vCPUs 2 GB 2 vCPUs 4 GB	45 GB 45 GB 45 GB	USD/hour 5.00 5.00 5.00	USD/hour 0.0136 0.0236 0.0536	USD/hour 5.0136 5.0236 5.0536			
	s3.small.1 s3.medium.2 s3.large.2 s2.medium.2	1 vCPUs 1 GB 1 vCPUs 2 GB 2 vCPUs 4 GB 1 vCPUs 2 GB	45 GB 45 GB 45 GB 45 GB	USD/hour 5.00 5.00 5.00 5.00	USD/hour 0.0136 0.0236 0.0536 0.0236	USD/hour 5.0136 5.0236 5.0536 5.0236			
	e3.small.1 s3.medium.2 s3.large.2 s2.medium.2 m2.large.8	1 vCPUs 1 GB 1 vCPUs 2 GB 2 vCPUs 4 GB 1 vCPUs 2 GB 2 vCPUs 16 GB	45 GB 45 GB 45 GB 45 GB 45 GB	USD/hour 5.00 5.00 5.00 5.00 5.00	USD/hour 0.0136 0.0236 0.0536 0.0236 0.7236	USD/hour 5.0136 5.0236 5.0536 5.0236 5.7236			

Quick Provisioning

- Step 1 Click Buy.
- **Step 2** On the displayed page, perform the following operations:
 - 1. Confirm the selected ECS instance.

ECS Ty	pe ? General co	mputing	 vCPUs 	Select vCPUs	*	Memory Select Memory	Enter Flavor Name
	ECS Type	Flavor Name	vCPUs JΞ	Memory(GiB) JΞ	CPU JΞ	Assured / Maximum Bandwidth(Gbit/s) ⑦ ↓Ξ	Packets Per Second(PPS) ⑦
0	General computing	s2rm.8u.6g	8	6	Intel SkyLake 6161	0.8 / 3	200,000
۲	👌 General computin	s3.small.1	1	1	Intel SkyLake 6161	0.1 / 0.5	50,000
0	General computing	s3.medium.2	1	2	Intel SkyLake 6161	0.1 / 0.5	50,000
0	General computing	s3.large.2	2	4	Intel SkyLake 6161	0.2 / 0.8	100,000
0	General computing	s6.small.1	1	1	Intel Cascade Lake	0.1 / 0.8	100,000
0	General computing	s6.medium.2	1	2	Intel Cascade Lake	0.1 / 0.8	100,000
0	General computing	s6.medium.4	1	4	Intel Cascade Lake	0.1 / 0.8	100,000
0	General computing	s6.large.05	2	1	Intel Cascade Lake	0.2 / 1.5	150,000
0	General computing	s6.large.1	2	2	Intel Cascade Lake	0.2 / 1.5	150,000
0	General computing	s6.large.2	2	4	Intel Cascade Lake	0.2 / 1.5	150,000

2. Select a network and security group.

Configure Netwo	ork				
* Network ⑦		Select VPC	•	С	Create VPC
		Select subnet	•	C	
* Security Group	?	de	•	С	Create Security Group
		Similar to a firewall, a security group logically or Ensure that the selected security group allows a			ccess, (SSH-based Linux login), 3389 (Windows login), and ICMP (ping operation).
		Security Group Rules \checkmark			

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.

Login Mode 🕜			
* Password	Enter a password	Ŕ	
	Keep the password secure. If you forg	et the password, yo	u can log in to the ECS console and change
* Confirm Password	Enter the password again	6	

4. Read and agree to the agreements.

* Terms and Conditions
I have read and agree to the agreements below.
Image Disclaimer, Huawei Cloud KooGallery Joint Operation Products User Agreement, image_showcase Terms of Service Support

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.

+ Passed Keep Ma passed secure X you shalp in the ECS cause and charge K	Login Mode 💮		
Confirm Password Terms and Conditions Inave read and agree to the agreement bollow. Inave read and agree to the agreement bollow. Image Dischamer, Huawed Cloud KooCallery Joint Operation Products User Agreement, Image_showcase Terms of Service Support	* Password	······································	
Terms and Conditions I have read and agree to the agreement betwee I have read and agree to the agreement betwee I have read and agree to the agreement betwee I mage Disclamer, Husseel Cloud KooClattery Joint Operation Products User Agreement, Image_showcase Terms of Service Support		Keep the password secure. If you torget the password, you can log in to the ECS console and change it.	
I have read and agrees to the agreements below.	* Confirm Password	W	
I have tead and agree to the agreements below.			
Image Dactamer, Huawei Cloud KooGallery Jont Operation Products User Agreement, Image_showcase Terms of Service Support			
	 Image Disclaimer, 	tuawei Cloud KooGallery Joint Operation Products User Agreement, image_showcase Terms of Service Support	(
66 USD.hour + Image Price \$11.00 USD.hour 🕥	66 USD/hour + Image Price \$11.00 USD/hour ③		Quickly Enable

----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**.

Buy ECS							
infigure Basic Settings —	Oconfigure Network	- (3) Configure Advanced Settings -	(4) Confirm				
Region	EU-Dublin For low network latency and quick resource	access, select the region nearest to you	r target users.Learn how to select a region.				
Silling Mode	Yearly/Monthly Pay-per-use	Spot price ⑦					
λZ	Random AZ1 A2	22 ③					
pecifications	Latest generation - vCF	Us -Select vCPUs-	Memory -Select Memory-	Flavor Name	Q Hide sold-ou	t specifications	
	General computing General	computing-plus Memory-opt	imized ⑦				
	ECS Type	Flavor Name	vCPUs ↓Ξ	Memory ↓≣	СРИ 1≣	Assured / Maximum Bandw	vidth ⑦ Packets Per Second ⑦ ↓⊟
	General computing s6	ső.medium.4	1 vCPU	4 GIB	Intel Cascade Lake 2.6GHz	0.1 / 0.8 Gbit/s	100,000 PPS
	General computing s6	s6.large.2	2 vCPUs	4 GIB	Intel Cascade Lake 2.6GHz	0.2 / 1.5 Gbit/s	150,000 PPS
	General computing s8	s6.large.4	2 vCPUs	8 GiB	Intel Cascade Lake 2.6GHz	0.2 / 1.5 Gbit/s	150,000 PPS
	 General computing s6 	s6.xlarge.2	4 vCPUs	8 GIB	Intel Cascade Lake 2.6GHz	0.35 / 2 Gbit/s	250,000 PPS
	General computing s6	s6.xlarge.4	4 vCPUs	16 GIB	Intel Cascade Lake 2.6GHz	0.35 / 2 Gbit/s	250,000 PPS
	General computing s6	s6.2xlarge.2	8 vCPUs	16 GiB	Intel Cascade Lake 2.6GHz	0.75 / 3 GbiVs	500,000 PPS
	General computing s6	s6.2xlarge.4	8 vCPUs	32 GIB	Intel Cascade Lake 2.6GHz	0.75 / 3 Gbit/s	500,000 PPS
	Selected specifications Genera	l computing s6.xlarge.2 4 vCPUs 8	I GIB				
Image	Public image Private image	Shared image Mar	ketplace image				
	SUSE for SAP 15 SP3 3to4vCPU Dublin (SUSE Linux for SAP 15 SP3)	Select an image				
	To use third-party images purchased on the	Marketplace, ensure that you read and a	pree to Marketplace Terms and Marketplace E	ULA			
System Disk	High I/O High Zold Deta Disk You can attach 23 more	VBD disks or 59 more SCSI disks.	OPS burst limit 5,000 ⑦ Show∨				
santity — 1	+ 1 month + ECS F	cribed or renewed separately.					Next: Configure Netwo

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

< Buy ECS	(2) Configure Network (3) Configure /	dvanced Settings									
D Cartigure National — 🕘 Cartigure National — 🕘 Cartigure National Safetyre — 🕘 Cartigure National Safetyre Carting											
Network	C C Automatically assign IP address Available private IP addresses: 20										
Extension NIC	Add NIC NICLS you can still add: 1										
Security Group	Security Greep C C Create Socurity Greep C C Create Socurity Greep C C Security Greep C C Security Greep C C Security Greep C C Create Socurity Greep C C Create Socurity Greep C C Create Socurity Greep C C C Create Socurity Greep C C C Create Socurity Greep C C C C C C C C C C C C C C C C C C										
	Security Group Name	Protocol & Port (2)	Type	Source (?)	Description						
		AI	IPv6	::/0							
		AL	IPv4	Sys-FullAccess	-						
	Sys-FullAccess	AI	IPv6	Sys-FullAccess	-						
		AI	IPv4	0.0.0.0/0	-						
EIP	EIP										
Quantity - 1	+ 1 month • ECS Price \$70.37	USD + Image Price \$155.00 USD ⑦			Previous Next: Configure Advanced Settin						

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

S Name		Allow duplicate name
	If multiple ECSs are created at the same time, the sys ecs-0010 already exists, the name of the first new EC	rstem automatically adds a hyphen followed by a boar-digit incremental number to the end of each ECS name. For example, if you enter ecs and there is no existing ECS in the system, the first ECS's name will be ecs-0001. If an ECS with the name CS will be ecs-0011.
gin Mode	Password Key pair	
	For SSH login to a Linux ECS in password login mode	de, you must click Remote Login to log in to the ECS and enable SSH login before using SSH. Learn how to enable SSH login. Learn how to enable SSH login.
	For a Windows ECS in password login mode, you must	ust click Remote Login to log in to the ECS before changing its password.
ername	root	
ssword	Keep the password secure. If you forget the password	rd, you can log in to the ECS console and change it.
nfirm Password		
		4
lo Recovery	Enable (Free of charge) If the physical server run	unning the ECSs becomes faulty, the system will automatically migrate the ECSs to other physical servers. During this process, the ECSs will be restarted.
S Group (Optional)	Anti-affinity (?)	
CS Group (Optional)	Anti-affinity ①Select ECS group	• C
CS Group (Optional)		• c
S Group (Optional)	-Select ECS group-	• C

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

< Buy ECS								
(1) Configure Basic Setting	s —— (2) Configu	ure Network (3) Configure Advanced Settings	— 🚯 Confirm					
Note:	The primary network inter	face does not have an EIP bound, and the ECS cannot access the Inf	ernet.					
Configuration	Basic 🖉							
	Billing Mode Specifications	Yearly/Monthly General computing s5.xlarge.2 4 vCPUs 8 GiB	Region Image	Dublin	AZ System Disk	AZ2 High I/O, 40 GIB		
	Network 🖉 VPC EIP	No EIP bound to the primary network interface	Security Group	Sys-FullAccess	Primary NIC			
	Advanced 🖉 ECS Name ECS Group	-	Login Mode	Password	Auto Recovery	Enable		
Enterprise Project	Select	C Create Enterprise Proje	et (?)					
Required Duration		3 4 5 6 7 Judion rule and Renewal duration	8 9 months	1 year				
Quantity	- 1 +	You can create a maximum of 2,048 ECSs. You can create a maximum	mum of 500 ECSs at a time. Lea	m how to increase quota.				¢.
ECS Price \$70.37 US	SD + Image Price \$15	55.00 USD 💿					Previous Sub	mit

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

4 Service Supervision

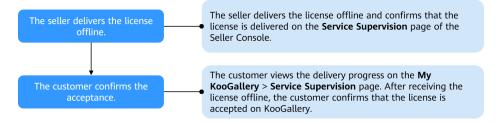
- 4.1 Supervising License Products
- 4.2 Supervising Professional Service Products
- 4.3 Supervising SaaS Products

4.1 Supervising License Products

After purchasing a license, view the delivery progress of the license and accept the license on the **My KooGallery > Service Supervision** page. If the seller has not updated the service supervision process, send a reminder to the seller.

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 you confirm to accept the product.

Overall Process



You can perform the following operations:

After purchasing a license, view the service flow status on the My KooGallery
 > Service Supervision page.

You do not need to submit additional requests for the license. By default, the service flow status changes to **Waiting for the seller to provide the service** upon your payment.

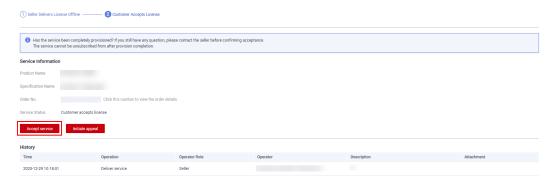
 After the seller delivers the license offline and updates the service flow status, the order status changes to Waiting for the user to confirm acceptance. You can view the delivery status of the license on the My KooGallery > Service Supervision page. After receiving the license offline, accept the license on the My KooGallery > Service Supervision page. Reject the license if it has not been delivered to you or you are not satisfied with it.

Procedure

- Step 1 Log in to Huawei Cloud KooGallery and go to the My KooGallery > Service Supervision page.
- **Step 2** Set search criteria, and click **Confirm Acceptance** in the **Operation** column of the row containing the target transaction record.

Order No.		 Enter a order No. 	Q						
Service Flow	All	License 56 NaaS							
Service Status:	All	License delivered offline	Waiting for t	he user to confirm acceptance	Waiting for the ope	rations team to handle	Service completed		
Order No.		Product Name		Specification Name	Delivery Method	Seller Name	Service Status	Created	Operation
					License		Customer accepts li	2020-12-23 16:10:30	Confirm Acceptance

Step 3 If you have received the license and are satisfied with it, click **Accept service**.



NOTE

After the seller delivers the product and updates the service flow status on KooGallery, you can accept or reject the product, or submit an appeal after you have rejected the product twice.

Step 4 In the displayed dialog box, click OK.

Confirm Acceptance	×
Has the service been completely provisioned? If you still have any question, please contact the seller before confirming acceptance. The service cannot be unsubscribed from after provision completion.	1
OK Cancel	

----End

4.2 Supervising Professional Service Products

After purchasing a professional service product, you can submit a request for the product and view the service flow progress of the transaction on the My **KooGallery > Service Supervision** page. If the seller has not updated the service supervision process, send a reminder to the seller.

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 you confirm to accept the product.

Overall Process



You can perform the following operations during service supervision:

- After purchasing a professional service product, submit a request on the My KooGallery > Service Supervision page.
- After the seller delivers the professional service product to you, accept the product on the My KooGallery > Service Supervision page.
- 3. Reject the product if you are not satisfied with it.

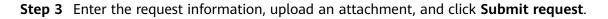
NOTE

If the seller has not updated the service flow status for more than five days, the seller has rejected your request three times, or you have rejected the product provided by the seller three times and are still not satisfied with it, you can initiate an appeal. For details, see **Appeal**.

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.

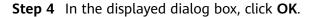
Order No.		▼ Enter an o	rder No.	Q						
Service Flow A	di 👘	Standard	SaaS	License	5G NaaS					
Order No.		F	Product Name		Specification Name	Delivery Method	Seller Name	Service Status	Created	Operation
						Professional service		Customer submits r	2021-04-16 16:09:14	Submit Request



Service Information	
Product Name	
Specification Name	
Order No.	Click this number to view the order details.
Service Status	Customer submits request
* Requirement Descri	
Attachment	0/1,000 Supported formats: BMP, JPG, JPEG, PNG, GIF, DOC, DOCX, XLS, XLSX, PPT, PPTX, PDF, RAR, 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

In the **Requirement Description** area, clearly describe your request so that the seller can accurately deliver the service to you.



Submit Request	×
After submitting the requirement, wait for the seller to confi the request.	m
OK Cancel	

NOTE

After submitting the request, you can view the service flow status and operation records on the **Service Supervision** page.

----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 **Confirm Acceptance** in the **Operation** column of the row containing the target transaction record.

Order No.		• Enter an or	der No.	Q						
Service Flow	All	Standard	SaaS	License	5G NaaS					
0.1.1					A	P.F	A-8	0	and a	A constant
Order No.		Р	roduct Name		Specification Nam	me Delivery Method	Seller Name	Service Status	Created	Operation
						Professional service		Customer submits r	2021-04-16 16:09:14	Submit Request
						Professional service		• Customer accepts s	2021-04-16 16:07:19	Confirm Acceptance

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

Accept service	Reject service	
Service Status	Customer accepts serv	vice
Order No.		Click this number to view the order details
Specification Name		
Product Name		
Service Information	1	

NOTE

After the seller delivers the product and updates the service flow status on KooGallery, you can accept or reject the product, or submit an appeal after you have rejected the product twice.

Step 4 In the displayed dialog box, click OK.

Confirmed	×
Has the service been completely provisioned? If you still have any question, please contact the seller before confirming acceptance. The service cannot be unsubscribed from after provision completion.	1
OK Cancel	

----End

Appeal

- If a seller has not updated the service flow status for more than five days, you can initiate an appeal.
- If a seller has rejected your request three times, or you have rejected a product delivered by a seller three times and are still not satisfied with it, you can initiate an appeal.
- During service supervision, if an appeal is initiated by you or a seller, the service flow will be frozen and the operations manager will handle the appeal. You and the seller cannot perform any operations until the appeal is handled.

• You cannot initiate appeals within 15 days before the service flow is completed.

4.3 Supervising SaaS Products

After purchasing a SaaS product, you can submit a request for the product and view the service flow progress of the transaction on the **Service Supervision** page. If the seller has not updated the service supervision process, send a reminder to the seller.

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 you accept the product.

Overall Process



You can perform the following operations during service supervision:

- 1. After purchasing a product, submit a request on the **Service Supervision** page.
- 2. After the seller delivers the professional service product to you, accept the product on the **Service Supervision** page.
- 3. Reject the product if you are not satisfied with it.

NOTE

If the seller has not updated the service flow status for more than five days, the seller has rejected your request three times, or you have rejected the product provided by the seller three times and are still not satisfied with it, you can initiate an appeal. For details, see **Appeal**.

Submitting a Request

- **Step 1** Log in to Huawei Cloud KooGallery and go to the **Service Supervision** page.
- **Step 2** Set search criteria, and click **Submit Request** in the **Operation** column of the row containing the target transaction record.

Order No.	▼ Enter an	order No.	Q						
Service Flow	All Standard	SaaS	License	5G NaaS					
Order No.		Product Name		Specification Name	Delivery Method	Seller Name	Service Status	Created	Operation
					SaaS		• Customer submits r	2021-04-06 11:38:41	Submit Request

Step 3 Enter the request information and click Submit request.

Service Information	
Product Name	
Specification Name	
Order No.	Click this number to view the order details.
Service Status	Customer submits request
* Requirement Descrip	0/1,000
* Attachment	Download requirement templates Supported formats: BMP, JPG, JPEG, PNG, GIF, DOC, DOCX, XLS, XLSX, PPT, PPTX, PDF, RAR, 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.

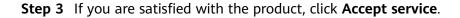
Submit Request	×
After submitting the requirement, wait for the seller to confirm the request.	
OK Cancel	



Accepting a Product

- **Step 1** Log in to Huawei Cloud KooGallery and go to the **Service Supervision** page.
- **Step 2** Set search criteria, and click **Confirm Acceptance** in the **Operation** column of the row containing the target transaction record.

Order No.	▼ Enter a	n order No. C	l								
Service Flow	All Standar	d SaaS	License	5G NaaS							
Service Status:	All Waiting	for the user to submit th	e request	Waiting for th	e seller to confir	m the requ	Waiting for the seller to deliver	the service	HUAWEI	CLOUD Reviews Service	Waiting for the user to confirm acceptance
	Waiting for the opera	tions team to handL	Service of	completed							
Order No.		Product Name		Specification Na	ame	Delivery Method	Seller Name	Service Status	i	Created	Operation
						SaaS		Customer	accepts se	2021-04-06 11:38:41	Confirm Acceptance



Service Informatio	n
Product Name	
Specification Name	
Order No.	Click this number to view the order details.
Service Status	Customer accepts service
Accept service	Reject service

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

Confirm Acceptance	
Has the service been completely provisioned? If you still have any question, please contact the seller before confirming acceptance. The service cannot be unsubscribed from after provision completion.	
OK Cancel	



Appeal

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

5 After-Sales Support

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

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 Unsubscription Management

7.1 Unsubscription Rules

7.1 Unsubscription Rules

NOTICE

If a KooGallery invoice has been issued, you can unsubscribe from the product only after the invoice is returned.

Unsubscription Rules

Table 7-1 Unsubscription rules

Produc t Type	Warranty Period	Rule Description	Unsubscription Limit
Images	N/A	 Unsubscription rules for images on KooGallery are the same as those for products and services on Huawei Cloud. For details, see Unsubscription Rules. NOTE You can unsubscribe from a KooGallery image on the Billing Center > Unsubscriptions page. Pay-per-use resources cannot be unsubscribed. 	Unlimited
SaaS produc ts	N/A	SaaS products cannot be unsubscribed.	N/A

Produc t Type	Warranty Period	Rule Description	Unsubscription Limit
License s	N/A	Licenses cannot be unsubscribed.	N/A
Profess ional service s	N/A	Professional services cannot be unsubscribed.	N/A

8 Invoice Management

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_{FAQs}

9.1 What Is Huawei Cloud KooGallery?

9.2 What Software and Services Are Provided on KooGallery?

9.3 How Do I Purchase Cloud Applications on KooGallery?

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

9.5 How Do I View Purchased Applications?

9.6 How Do I Request Invoices After Purchasing Products from KooGallery?

9.7 What Do I Do If I Encounter a Problem When Using a Product?

9.8 How Do I Renew Purchased Applications?

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

9.10 How Do I Contact a Seller?

9.11 What Do I Do If I Cannot Contact a Seller?

9.12 Does Huawei Cloud Support Login Through Third-Party Website?

9.1 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.

9.2 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)

9.3 How Do I Purchase Cloud Applications on KooGallery?

For details on how to purchase cloud applications on KooGallery, see **2.1 Purchasing a Product**.

9.4 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.

9.5 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.

9.6 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**.

9.7 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.

9.8 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

9.9 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** 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.

9.10 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.

9.11 What Do I Do If I Cannot Contact a Seller?

Submit a service ticket on the Huawei Cloud official website.

9.12 Does Huawei Cloud Support Login Through Third-Party Website?

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