

## User Guide

# 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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# Contents

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<b>1 Support You May Need.....</b>	<b>1</b>
<b>2 Product Purchase.....</b>	<b>2</b>
2.1 Purchasing a Product.....	2
2.2 Upgrading a Product.....	4
<b>3 Product Use.....</b>	<b>7</b>
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
<b>4 Service Supervision.....</b>	<b>18</b>
4.1 Supervising License Products.....	18
4.2 Supervising Professional Service Products.....	20
4.3 Supervising SaaS Products.....	23
<b>5 After-Sales Support.....</b>	<b>26</b>
<b>6 Renewal Management.....</b>	<b>27</b>
6.1 Manually Renewing a Product.....	27
6.1.1 Rules.....	27
6.1.2 Manually Renewing a Product.....	27
6.2 Auto-Renewal.....	27
6.2.1 Rules.....	27
6.2.2 Automatically Renewing a Product.....	28
<b>7 Unsubscription Management.....</b>	<b>29</b>
7.1 Unsubscription Rules.....	29
<b>8 Invoice Management.....</b>	<b>31</b>
<b>9 FAQs.....</b>	<b>32</b>
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?.....	33
9.5 How Do I View Purchased Applications?.....	33

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9.6 How Do I Request Invoices After Purchasing Products from KooGallery?.....	33
9.7 What Do I Do If I Encounter a Problem When Using a Product?.....	34
9.8 How Do I Renew Purchased Applications?.....	34
9.9 What Do I Do If No Applications or Services Meet My Requirements?.....	34
9.10 How Do I Contact a Seller?.....	34
9.11 What Do I Do If I Cannot Contact a Seller?.....	34
9.12 Does Huawei Cloud Support Login Through Third-Party Website?.....	34

# 1 Support You May Need

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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.

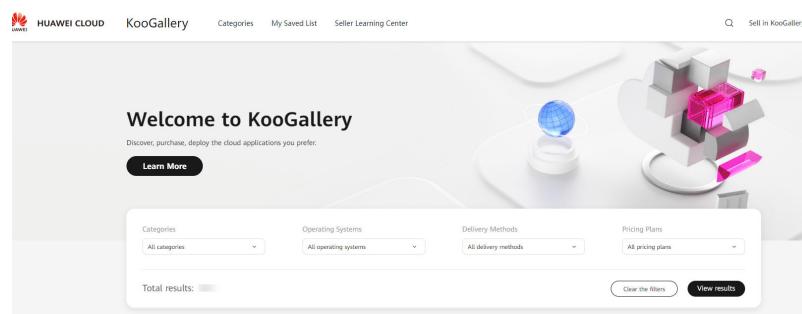
### Procedure

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

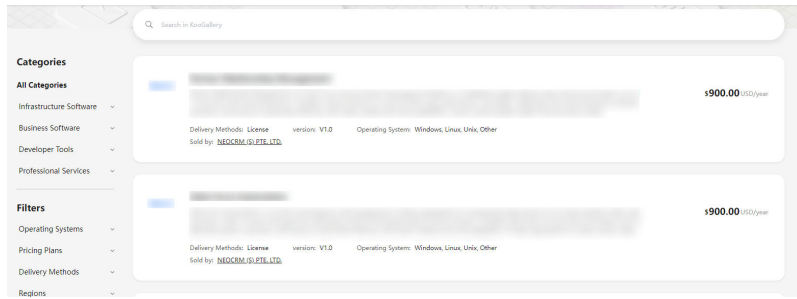
**Step 1** Log in to [Huawei Cloud KooGallery](#).

**Step 2** Select a product.

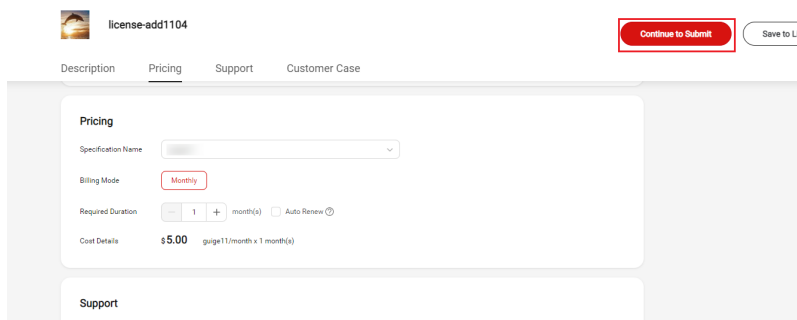
- Search for the desired product in the search bar at the top of the page.
- Use the filters to quickly find products.



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



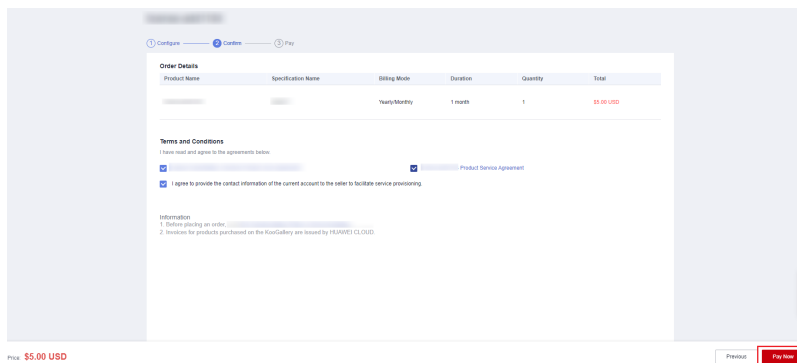
**Step 4** View the product information, configure product specifications, and click **Continue to Submit**.



**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**.

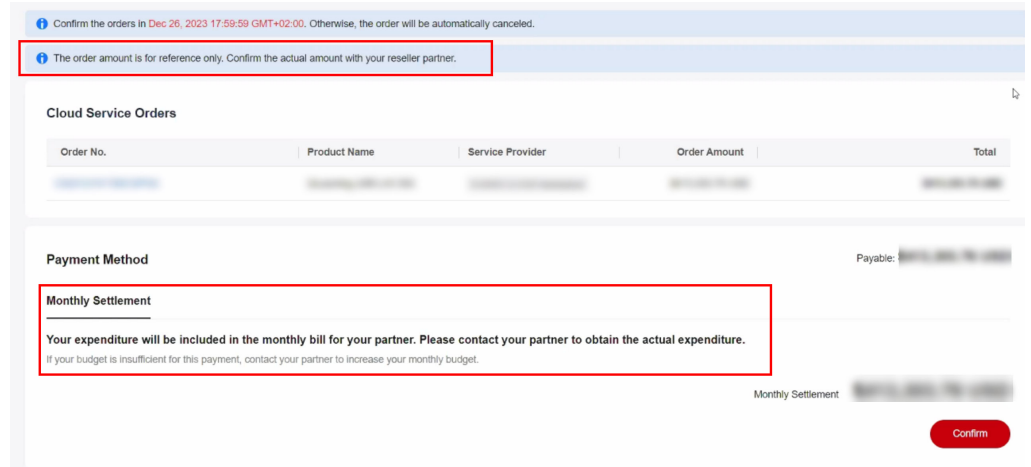


**Step 6** Select a payment method and click **Confirm** to complete the payment.



**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](#).

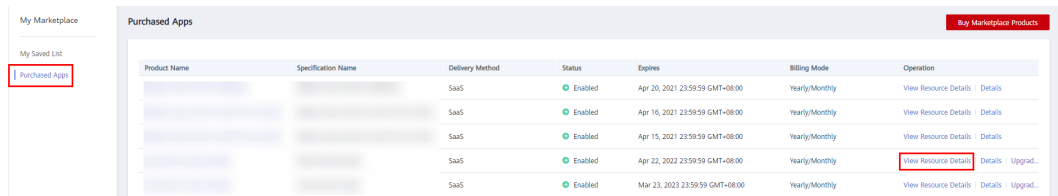
----End

## 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> <a href="#">Upgrade</a>

**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

Previous 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

# 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

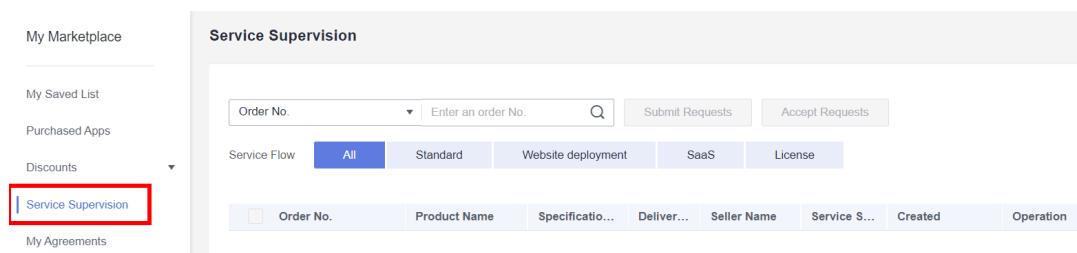
- If a SaaS product you purchase involves service supervision, you can go to the [Service Supervision](#) page and view the application information of the product before the service supervision process is complete. You can complete

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.



**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

Product Name	
Specification Name	
Order No.	<a href="#">Click this number to view the order details.</a>
Service Status	Service completed
File Quantity	
wqtestmeiju	
meiju	
Account Capacity	Account Capacity

### Application Information

Username	
Password	<input type="password"/>
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**

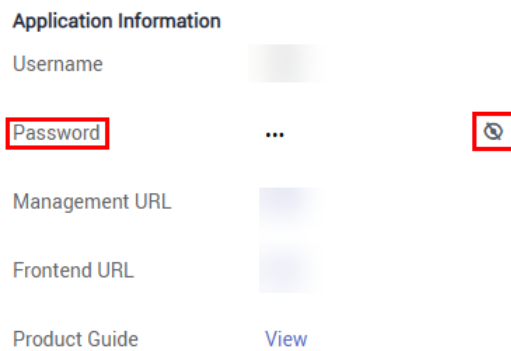
Seller

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.

**Figure 3-1** Application Information



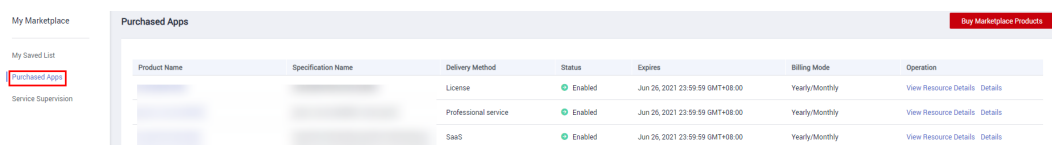
**Figure 3-2** Seller Information



----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

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**

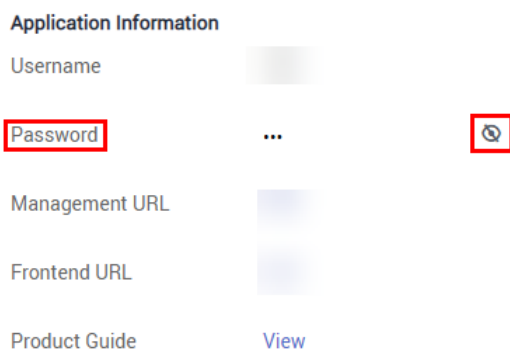
Seller

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



----End

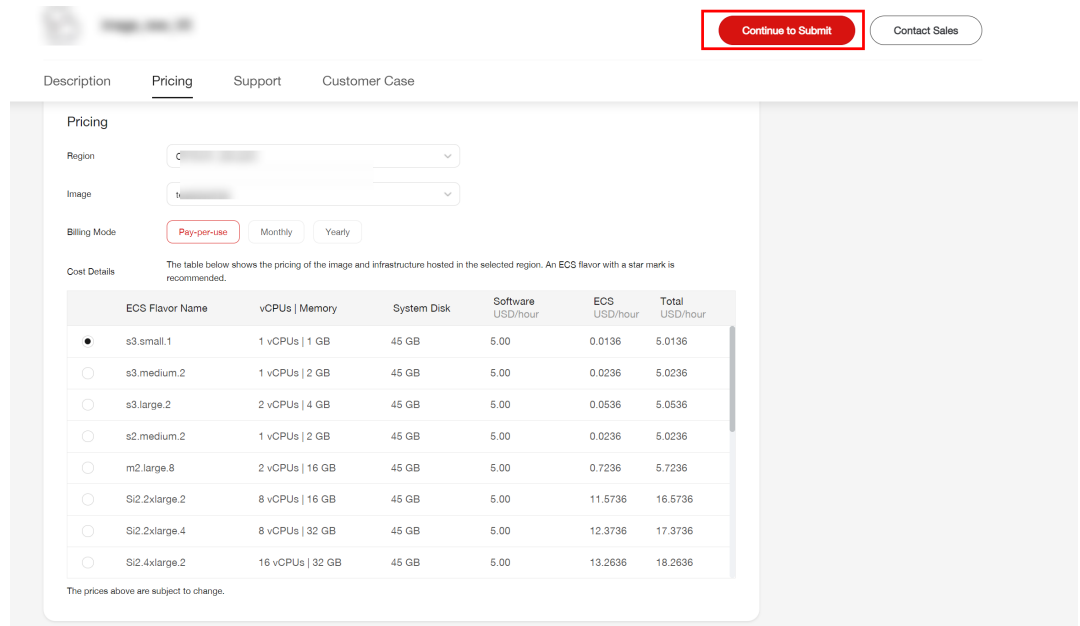
 **NOTE**

- 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.

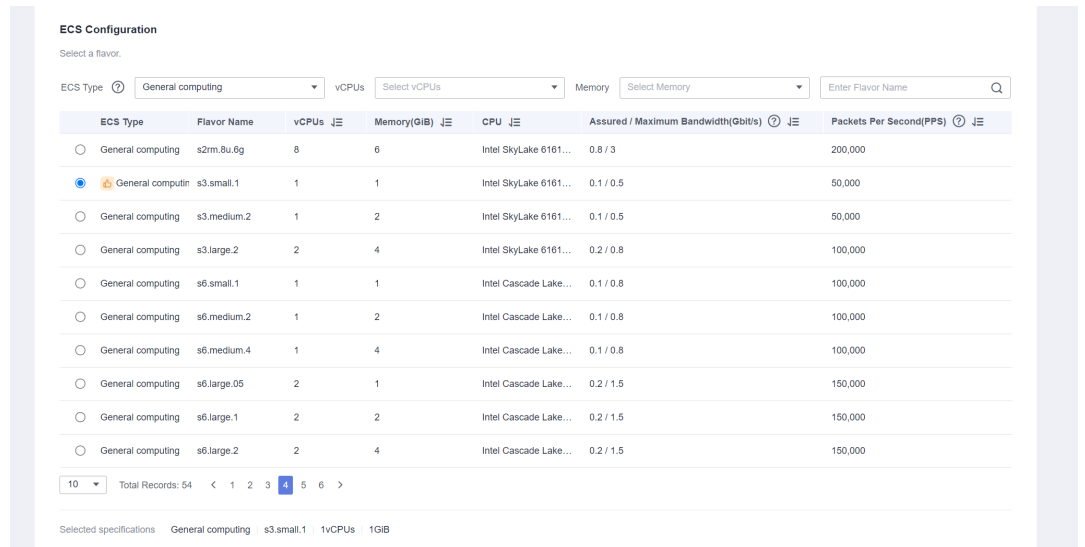


## Quick Provisioning

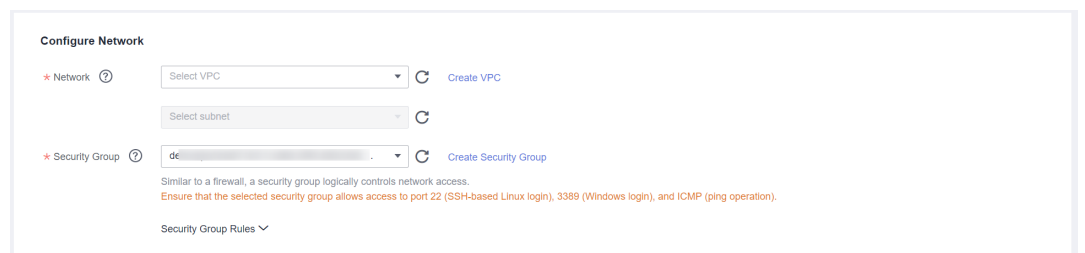
**Step 1** Click **Buy**.

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

1. Confirm the selected ECS instance.



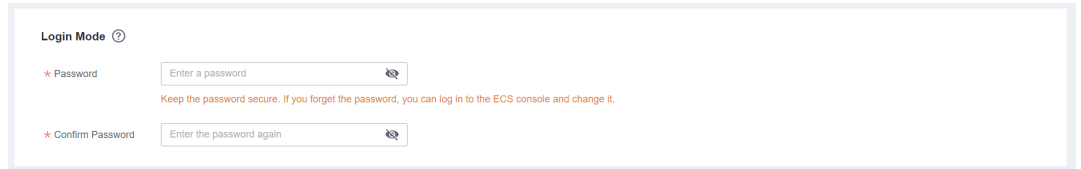
2. Select a network and security group.



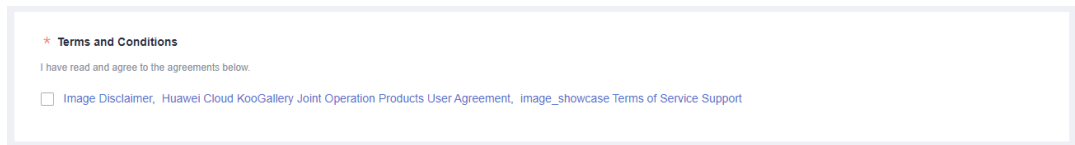
 **NOTE**

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.



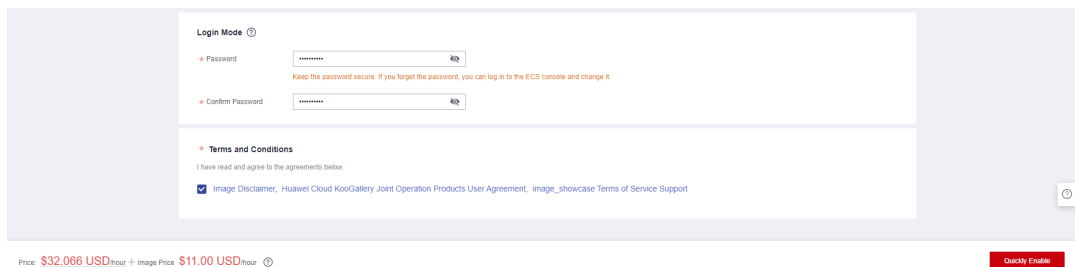
4. Read and agree to the agreements.



 **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.

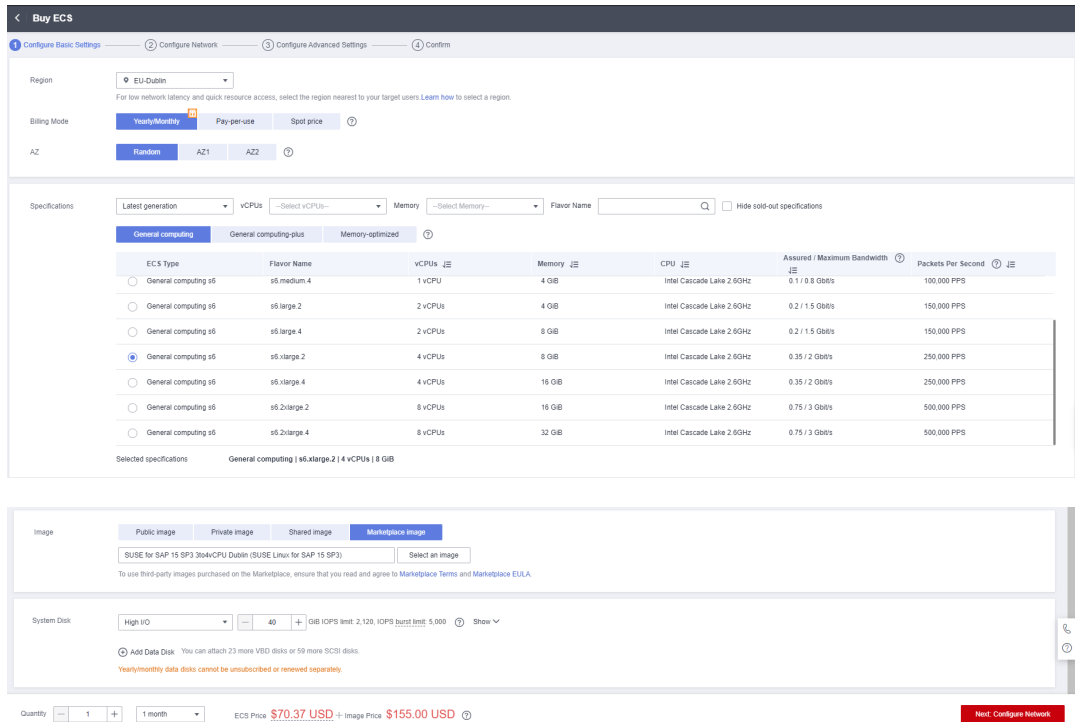


----End

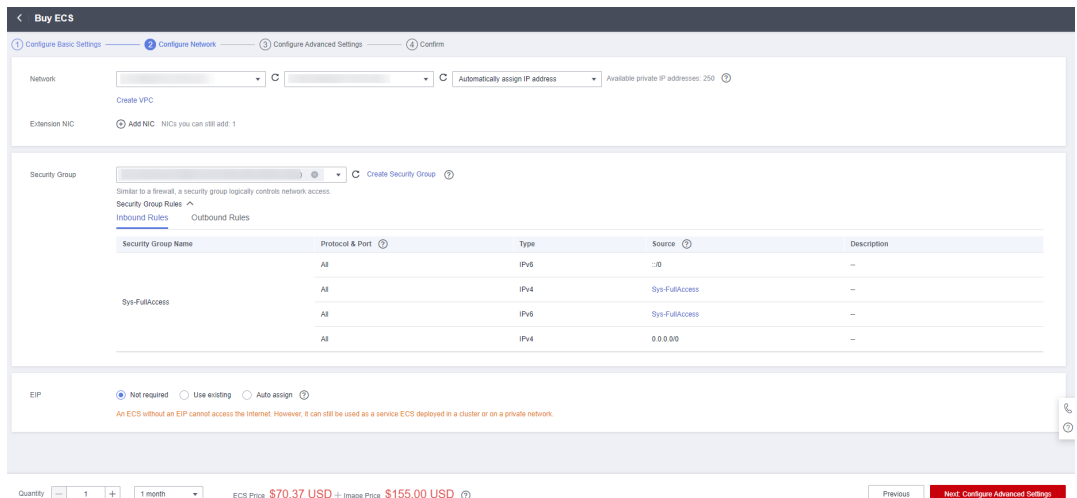
## Customized Provisioning

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

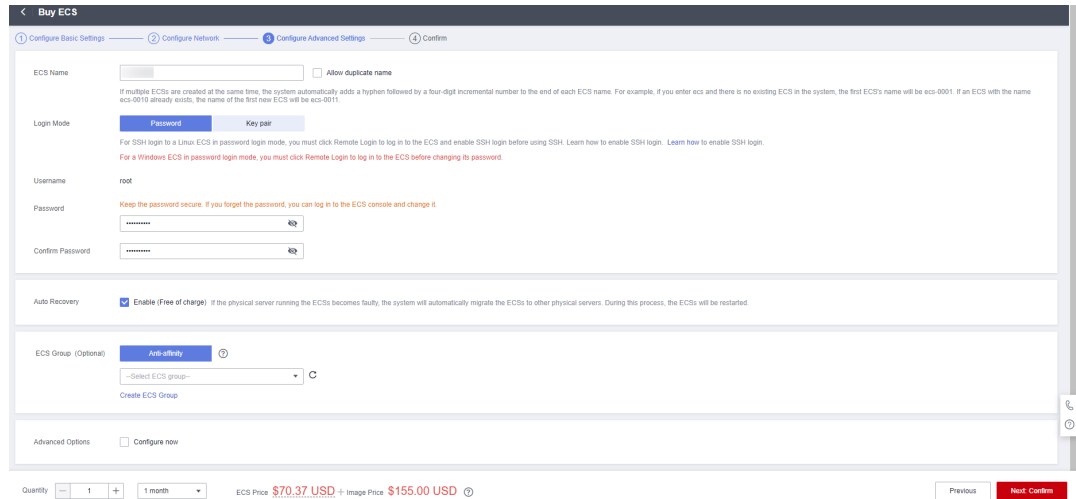
- Step 2** On the **Buy ECS** page, select a billing mode, confirm the selected specification and image, and click **Next**.



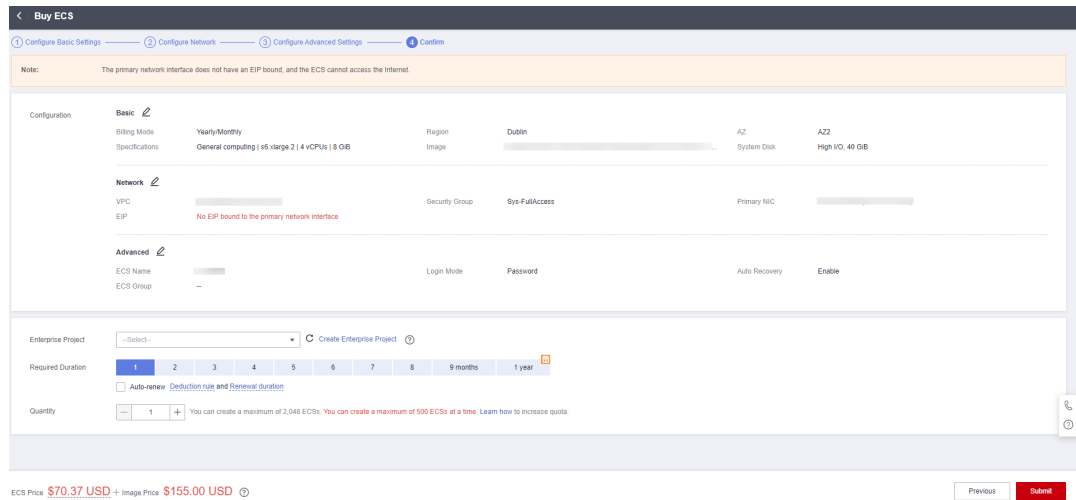
**Step 3** On the **Configure Network** page, select a network, security group, and Elastic IP (EIP), and click **Next**.



**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

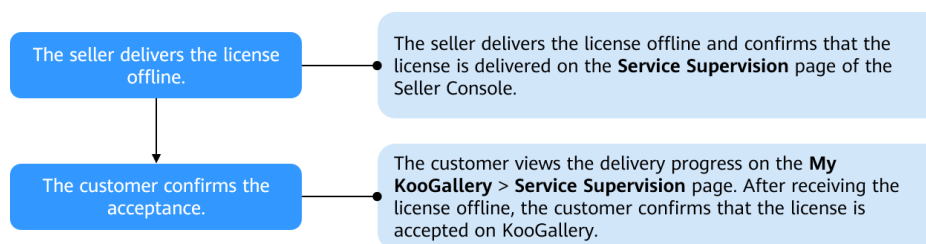
- [4.1 Supervising License Products](#)
- [4.2 Supervising Professional Service Products](#)
- [4.3 Supervising SaaS Products](#)

## 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:

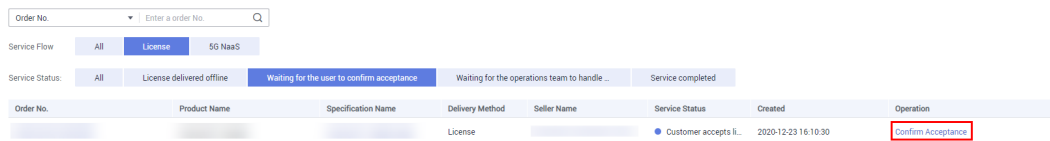
1. After purchasing a license, view the service flow status on the [My KooGallery > Service Supervision](#) page.  
You do not need to submit additional requests for the license. By default, the service flow status changes to **Waiting for the seller to provide the service** upon your payment.
2. After 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.

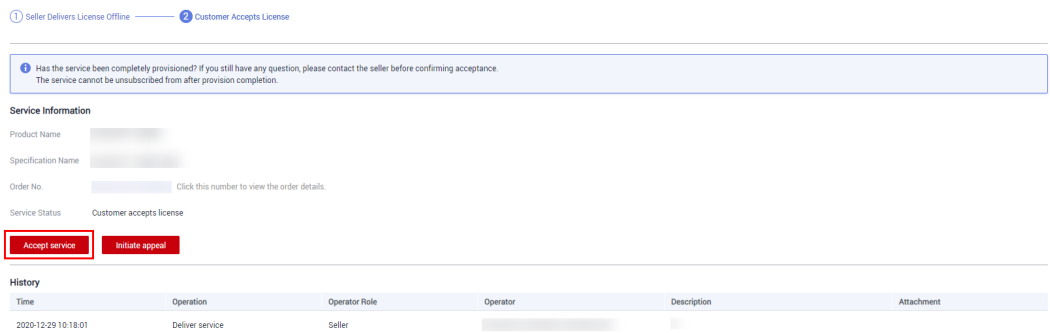
## Procedure

**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.



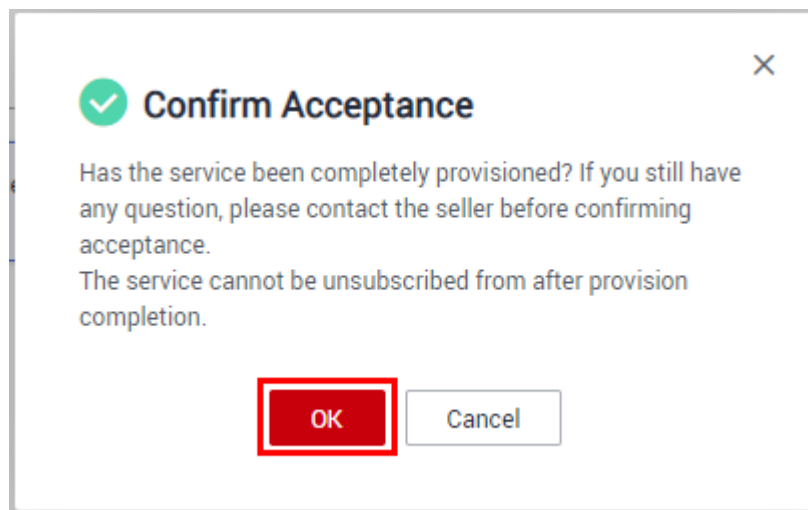
**Step 3** If you have received the license and are satisfied with it, click **Accept service**.



### 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**.



----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:

1. After purchasing a professional service product, submit a request on the [My KooGallery > Service Supervision](#) page.
2. 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.

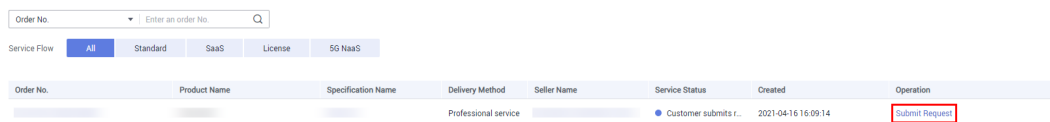
#### NOTE

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.



**Step 3** Enter the request information, upload an attachment, 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 Description  0/1,000

Attachment

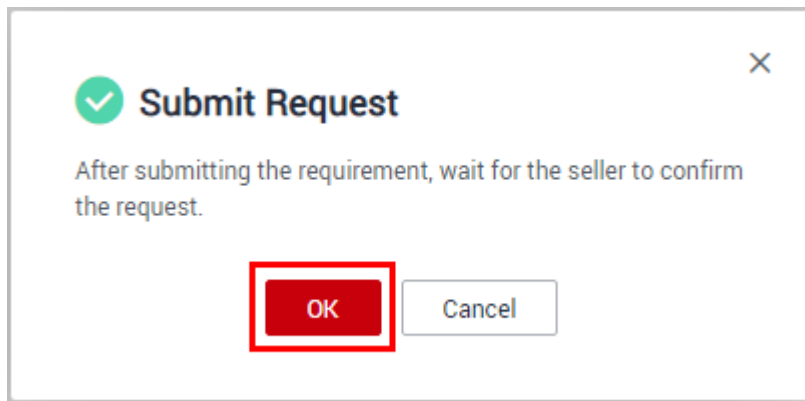
Supported formats: BMP, JPG, JPEG, PNG, GIF, DOC, DOCX, XLS, XLSX, PPT, PPTX, PDF, RAR, and ZIP. Max. file size: 50.0 MB

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

**NOTE**

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

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



**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 order No.


Service Flow **All** Standard SaaS License 5G NaaS


Order No.	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
			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**.

#### Service Information

Product Name 

Specification Name 

Order No.  [Click this number to view the order details.](#)

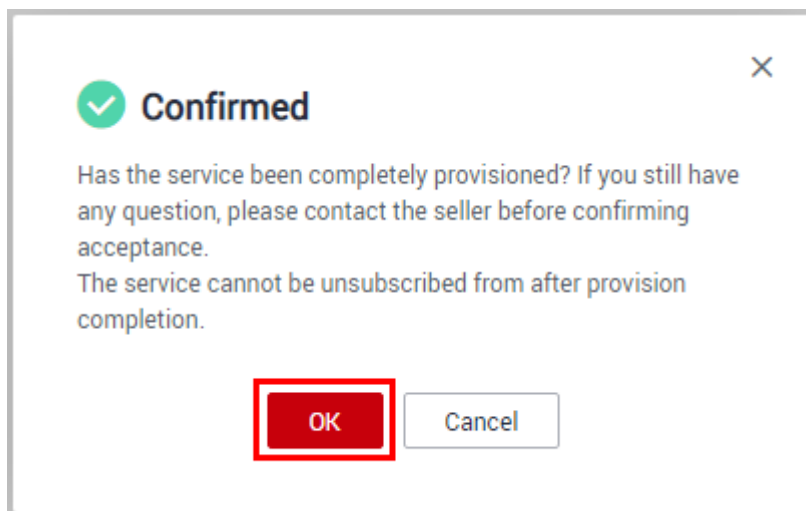
Service Status Customer accepts service



#### 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**.



----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.

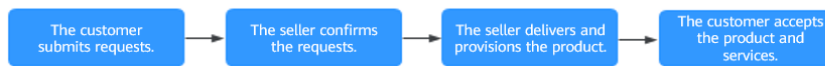
- You cannot initiate appeals within 15 days before the service flow is completed.

## 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.	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 Description  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

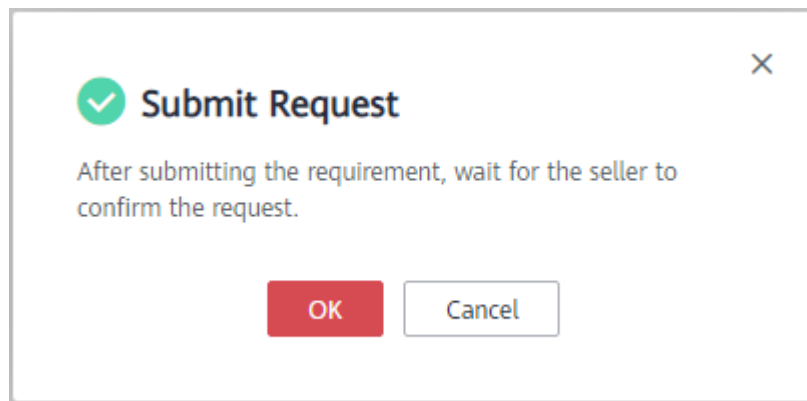
Reminder: For information security, do not include sensitive information such as personal details, accounts, and passwords in the description and attachment.

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**.



----End

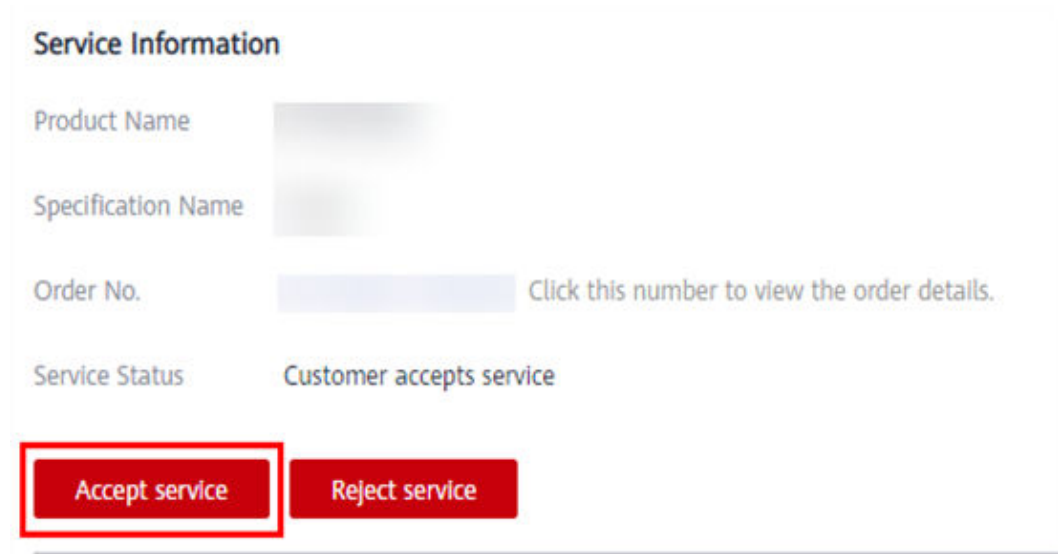
## Accepting a Product

**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.	Product Name	Specification Name	Delivery Method	Seller Name	Service Status	Created	Operation
			SaaS		Customer accepts se...	2021-04-06 11:38:41	<span style="border: 1px solid red;">Confirm Acceptance</span>

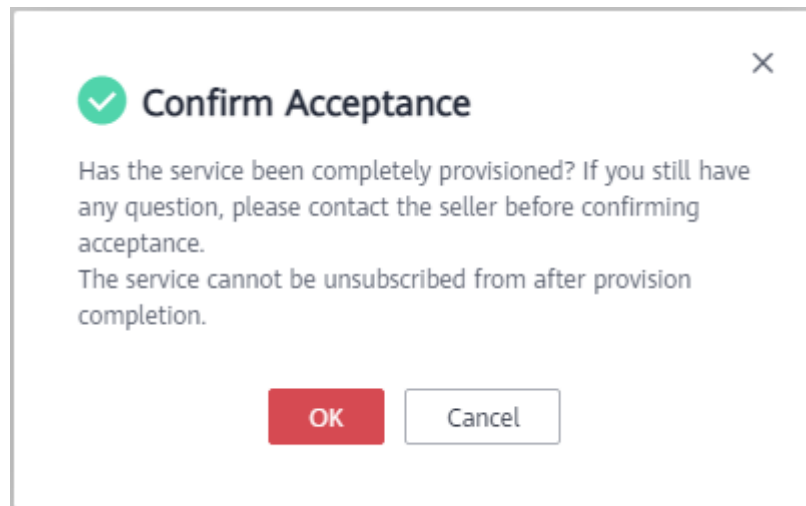
**Step 3** If you are satisfied with the product, click **Accept service**.



The image shows a 'Service Information' dialog box with the following fields and controls:

- Product Name:** A blurred text field.
- Specification Name:** A blurred text field.
- Order No.:** A blurred text field with a link: 'Click this number to view the order details.'
- Service Status:** 'Customer accepts service'
- Buttons:** Two red buttons at the bottom: 'Accept service' (highlighted with a red border) and 'Reject service'.

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



----End

## 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

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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 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

Product Type	Warranty Period	Rule Description	Unsubscription Limit
Images	N/A	<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> </ul> <p><b>NOTE</b> You can unsubscribe from a KooGallery image on the <a href="#">Billing Center &gt; Unsubscriptions</a> page.</p> <ul style="list-style-type: none"> <li>Pay-per-use resources cannot be unsubscribed.</li> </ul>	Unlimited
SaaS products	N/A	SaaS products cannot be unsubscribed.	N/A

<b>Product Type</b>	<b>Warranty Period</b>	<b>Rule Description</b>	<b>Unsubscription Limit</b>
Licenses	N/A	Licenses cannot be unsubscribed.	N/A
Professional services	N/A	Professional services cannot be unsubscribed.	N/A

# 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 FAQs

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- [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](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.

## 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.