

Huawei Qiankun

Operations Center Operation Guide

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1 Product Introduction

[1.1 Overview](#)

[1.2 Functions](#)

1.1 Overview

Relying on its core services — product management, customer management, and service operations, the Huawei Qiankun operations platform provides an array of online operations capabilities from product trial use to customer success.

From the perspective of operations managers and specialists, the operations platform provides online IT operations tools for online operations personnel and regional operations development personnel, accumulates related data assets, and supports digital operations of Huawei Qiankun.

1.2 Functions

Table 1-1 Functions of the Huawei Qiankun operations platform

Function	Description
Product management	<ul style="list-style-type: none">• Allows you to activate and view trial orders.• Allows you to extend the trial period of existing trial orders.
Customer management	<ul style="list-style-type: none">• Allows you to manage trial use applications of tenants.
Service operations	<ul style="list-style-type: none">• Allows you to view security event handling statistics.• Allows you to view data of the Border Protection and Response Service.

2 User Guide

- [2.1 Product Management](#)
- [2.2 Customer Management](#)
- [2.3 Service Management](#)
- [2.4 System Management](#)

2.1 Product Management

2.1.1 Trial Use Management

2.1.1.1 Activating a Trial Order

Prerequisites

Your operations account has the trial order activation permission.

Procedure

1. Log in to the operations platform using an operations account. Choose **Products > Trial Use Management**.
2. Click **Create**. The **Create Trial Package** page is displayed.
3. Set parameters as prompted and click **OK**.
 - **Tenant Name**: You can search for tenant names in fuzzy match mode and select a desired tenant among the search results.
 - **Trial Product**: You need to select the product for trial use.
 - **Package Name**: The available package names vary depending on the trial product you select. Generally, a single product contains multiple packages. Here, only packages that support trial use are displayed.
 - **Trial Duration (Days)**: Set the default trial period of the package. The maximum value is 365.

Figure 2-1 Creating a trial package

Create Trial Package

Tenant Information

* Tenant Name

Trial Package

* Trial Product

Border protection and response

* Package Name

Trial

* Trial Duration (Days)

30

Cancel

OK

4. After the trial order is activated, view the order status by referring to [2.1.1.2 Viewing Trial Orders](#).
The trial order that is just activated is in **Activating** state. After the device goes online, the order status changes to **Normal**.

2.1.1.2 Viewing Trial Orders

Application Scenario

You can view trial orders and tenant quantity of each product on the **Trail Use Management** page.

Procedure

- Log in to the operations platform using an operations account. Choose **Products > Product Management > Trial Use Management**.
- Click > next to a trial product. The trial orders of this product are displayed. You can search for orders by order No. or tenant in fuzzy match mode, or by order state.

Figure 2-2 Viewing trial product details

Trial Product

Tenant Quantity

Border protection and response15

Order No.

Enter an order No.

Tenant

Enter a tenant name.

State

All

Reset

Search

Order No.	Tenant	Package Name	State	Trial Duration (Days)	Starts At	Expires At	Operation
P202	1	Trial	Normal	365	2023-04-04 13:54:19	2024-04-03 13:54:19	Extend Trial
P202	0	Trial	Activating	365	2023-03-13 16:02:46	2024-03-12 16:02:47	Extend Trial
T202	A	Trial	Normal	200	2023-04-20 11:46:30	2023-11-06 11:46:30	Extend Trial
P202	C	Trial	Normal	100	2023-04-10 17:14:27	2023-07-19 17:14:27	Extend Trial
P202	p	Trial	Activating	30	2023-04-27 19:14:48	2023-05-27 19:14:48	Extend Trial
P202	1	Trial	Activating	40	2023-04-17 08:31:33	2023-05-27 08:31:33	Extend Trial
P202	b	Trial	Activating	60	2023-03-22 13:59:09	2023-05-21 13:59:10	Extend Trial
P202	1	Trial	Activating	30	2023-04-11 14:51:54	2023-05-11 14:51:55	Extend Trial
P202	1	Trial	Activating	30	2023-04-03 20:39:14	2023-05-03 20:39:14	Extend Trial
P202	C	Trial	Activating	30	2023-03-16 20:08:14	2023-04-15 20:08:15	Extend Trial

Total records: 19

10/page < 1 2 >

2.1.1.3 Extending the Trial Period

Prerequisites

Your operations account has the permission to view products and extend the trial period of orders.

Procedure

1. Log in to the operations platform using an operations account. Choose **Products > Product Management > Trial Use Management**.
2. Click > next to a trial product and find the desired trial order.
3. Click **Extend Trial** in the **Operation** column, enter the trial period, and click **OK**.

NOTE

You can extend the trial period only for trial orders in **Normal** state.

2.2 Customer Management

2.2.1 Customer Consultation

Application Scenario

- You can view and approve trial use applications from tenants.

Viewing and Approving Trial Use Applications


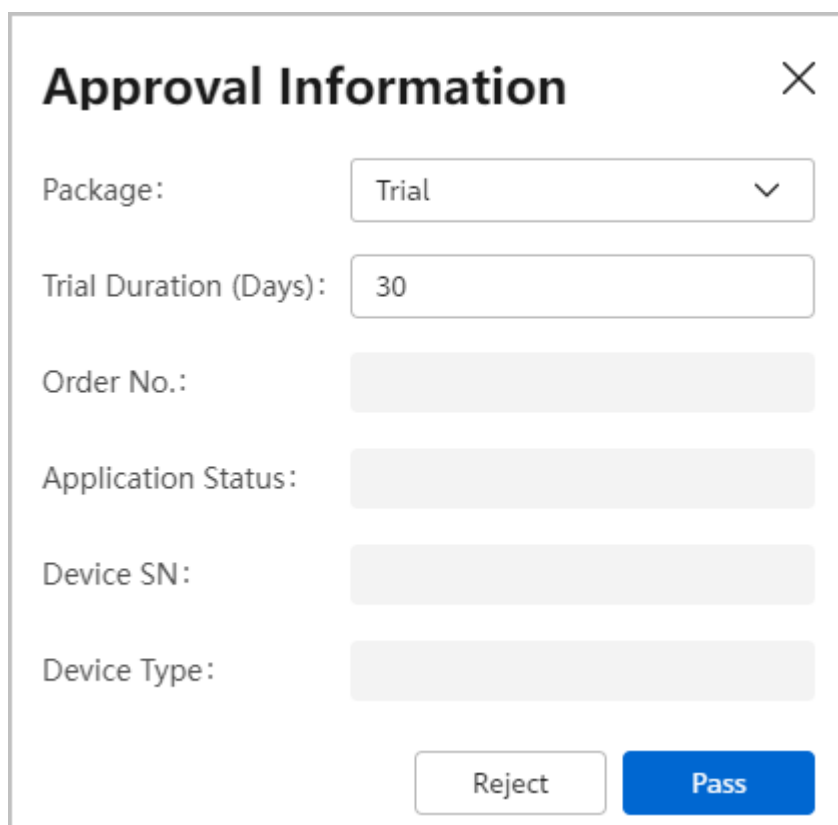
1. Log in to the operations platform using an operations account. Choose **Customers > Customer Consultation**.
2. Click the **Trial Use Application** tab. The trial use applications are displayed. The **Phone Number** and **Enterprise Email Address** information is hidden by default. You can click  to show the phone number and email address.

Figure 2-3 List of trial use applications

Trial Use Application														
Q Enter a tenant name, product n... Advance Search														
Product Name	Enterprise Name	Tenant Name	Phone Number	Enterprise Email Add...	Contact	Application Reason	State	Order No.	Device SN	Device Type	Applicant	MSP Name	MSP Ag	Operation
Border protectio...	A	li	09111760	a**@**	yaokang	--	Approved	T2	--	--	Tenant	--	--	Approve
Border protectio...	H	8	813**3634	--	--	--	Pending a...	--	--	--	Tenant	--	--	Approve
Border protectio...	1	1	156**3972	--	--	--	Pending a...	--	--	--	Tenant	--	--	Approve
Border protectio...	1	1	139**0262	--	--	--	Approved	T	--	--	Tenant	--	--	Approve
Border protectio...	xi	1	139**0262	--	--	--	Approved	T	--	--	Tenant	--	--	Approve
Border protectio...	1	1	137**6886	--	--	--	Pending a...	--	--	--	Tenant	--	--	Approve
Border protectio...	1	1	163**7658	--	--	--	Approved	T2	--	--	Tenant	--	--	Approve

3. View application records.
 - a. Find the desired trial use application record and click **Approve** in the **Operation** column.
 - b. In the **Approval Information** dialog box, check the trial package and trial period and click **Reject** or **Pass**.

Figure 2-4 Viewing approval information



The image shows a dialog box titled "Approval Information" with a close button (X) in the top right corner. The dialog contains several input fields and two buttons at the bottom. The fields are: "Package:" with a dropdown menu showing "Trial"; "Trial Duration (Days):" with a text input field containing "30"; "Order No.:" with a text input field; "Application Status:" with a text input field; "Device SN:" with a text input field; and "Device Type:" with a text input field. At the bottom right, there are two buttons: "Reject" (white with a grey border) and "Pass" (blue).

- c. After the trial use application is approved, the **State** of the application record changes to **Approved** and the system automatically fills in the order No., approval time, and approver.

After the trial use application is rejected, the **State** of the application record changes to **Rejected** and the system automatically fills in the approval time and approver.

2.3 Service Management

2.3.1 Security Services

2.3.1.1 Threat Handling Statistics

Context

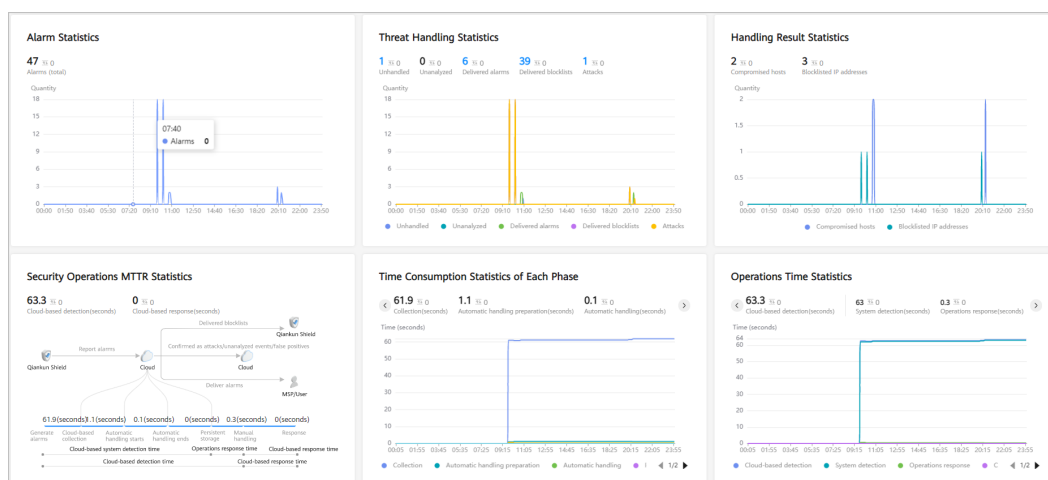
The system can collect statistics on alarm events, including alarm statistics, threat handling statistics, handling result statistics, security operations mean time to repair (MTTR) statistics, time consumption statistics of each phase, and operations time statistics. The system periodically collects data and displays related data in real time to help operations personnel to obtain trends of alarm events and formulate security policies in a timely manner, thus improving the operations efficiency.

The threat handling model collects statistics on alarm events from multiple aspects such as quantity, percentage, and accuracy.

Procedure

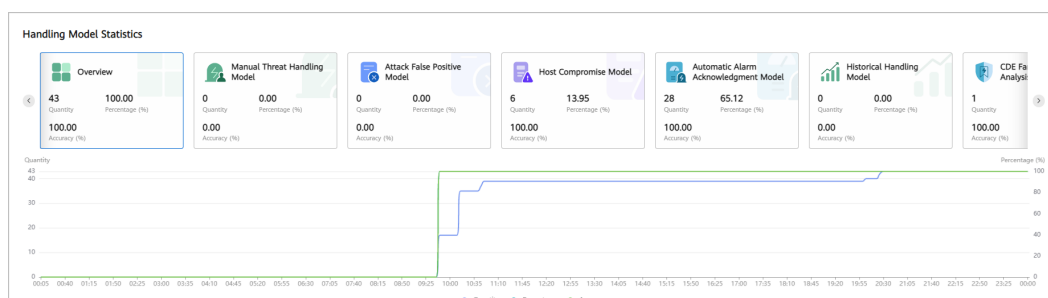
1. Log in to the operations platform using an operations account. Choose **Service Operations > Security Services > Threat Handling Statistics**.
2. View trend statistics and handling model statistics.
 - View statistics on various types of trends. By default, the time span is 24 hours, and data is collected every 5 minutes. If you manually change the statistical date and the time span exceeds 24 hours, data is collected every 24 hours.

Figure 2-5 Trend statistics



- View handling model statistics.

Figure 2-6 Handling model statistics



2.3.1.2 Border Protection and Response

Context

The Border Protection and Response Service is a security service provided by Huawei Qiankun. For this service, the operations platform provides operations and maintenance personnel with a variety of functions such as workflows, security center, blacklists and whitelists, security reports, Internet-exposed risk detection, and global configuration.

Procedure

1. Log in to the operations platform using an operations account. Choose **Service Operations > Security Services > Border Protection and Response**.
2. View each function.

Table 2-1 Functions available for the Border Protection and Response Service

Function		Description
Workflow	Device Security Zone Monitoring	Checks whether the device security zones are reversely connected.
	AI Discrepancy Handling	Allows users to view the list of threat events automatically handled by AI.
	Aggregate Events	Allows you to view the list of aggregate events.
Security Center	Event Management	Allows you to manage aggregate events and threat events.
	Model Management	Allows you to manage automatic analysis models.
	Tracing Platform	Allows you to manage trusted signatures, alarm templates, event names, signature statistics, precise threat blocking, and custom signatures.
Blacklist and Whitelist		Allows you to manage device IP address blacklists and whitelists as well as domain name blacklists.
Security Report		Allows you to manage common and custom reports.
Internet-Exposed Risk Detection	Exposure Risk Monitoring	Allows you to view high-risk IP addresses and ports.
	Service Risk Level Configuration	Allows you to view and change the risk level corresponding to a protocol, and delete the risk level configuration of an existing protocol.
Global Configuration	IP Address Security Zone Management	Allows you to manage global whitelists and device security zones.
	Device Security Zone Monitoring	Allows you to check whether device security zones are reversely connected.

2.3.2 Basic Services

2.3.2.1 Service Tickets

Context

The service ticket system, a basic service provided by Huawei Qiankun, allows security response engineers (SREs) to allocate and handle customer service tickets.

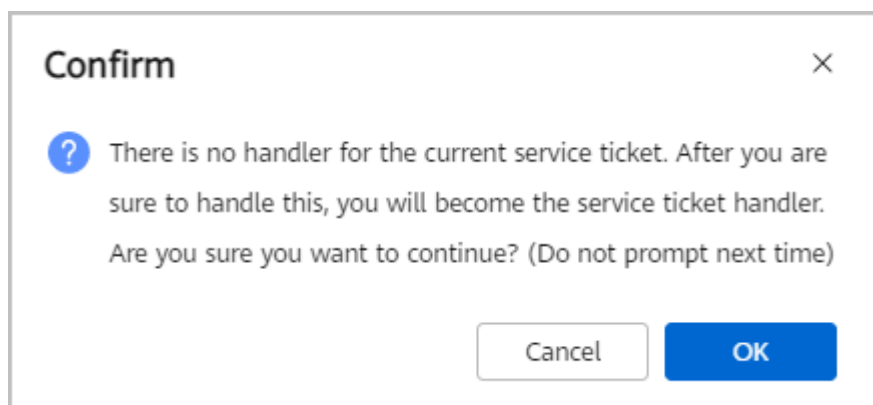
The following table illustrates the states of service tickets.

State	Description
Pending	The system is dispatching a service ticket to a Huawei Qiankun engineer.
Processing	A Huawei Qiankun engineer has received a service ticket and is handling the issue.
Pending feedback	A Huawei Qiankun engineer has sent a message to a user and waits for a reply.
Pending confirmation	A Huawei Qiankun engineer has handled the service ticket and waits for the user's confirmation and evaluation.
Canceled	A user has canceled a service ticket in Pending state. Canceled service tickets do not need to be processed by Huawei Qiankun engineers.
Pending reply	A user has provided feedback and is waiting for further processing by Huawei Qiankun engineers.
Closed	A service ticket has been closed. If the customer has any other problems, they need to create another service ticket.

Handling a Service Ticket

1. Log in to the operations platform using an operations account. Choose **Service Operations > Basic Services > Service Tickets**.
2. Choose **My To-Dos > Pending**, and click **Handle** in the **Operation** column of a service ticket.
 - If there is no handler, click **OK** in the dialog box that is displayed to access the service ticket handling page.

Figure 2-7 Handling a service ticket

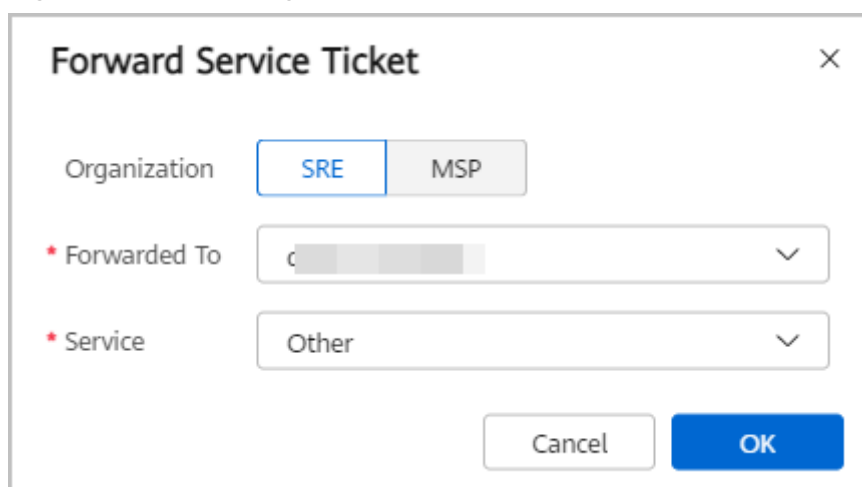


- If there is a handler, the service ticket handling page is directly displayed.

Forwarding a Service Ticket

1. Log in to the operations platform using an operations account. Choose **Service Operations > Basic Services > Service Tickets**.
2. Choose **My To-Dos > Pending**, click **Forward** in the **Operation** column of a service ticket, specify the owner, and click **OK**.

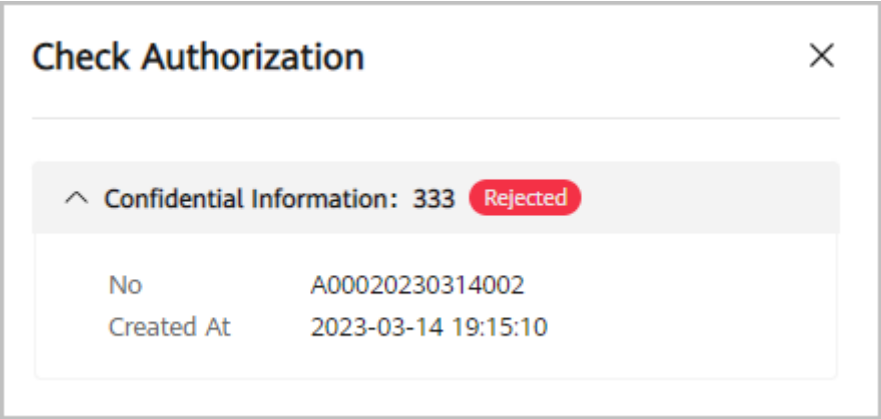
Figure 2-8 Forwarding a service ticket



Viewing Authorization

1. Log in to the operations platform using an operations account. Choose **Service Operations > Basic Services > Service Tickets**.
2. Obtain the customer's authorization before acquiring private data from the customer during service ticket handling.
After being authorized by the customer, go to the **My Authorizations** page and click **Check Authorization** in the **Operation** column of a service ticket.

Figure 2-9 Viewing authorization



Creating a Service Ticket

- 1. Log in to the operations platform using an operations account. Choose **Service Operations > Basic Services > Service Tickets**.
- 2. Go to the **My Service Tickets** page and click **Create**.
- 3. Set parameters as prompted and click **OK**.

Figure 2-10 Creating a service ticket

Create Service Ticket

Issue Description
Images can be pasted and uploaded here. Do not enter personal information, such as your username, password, and bank account, in this text box.

File Upload
+ Add
Only one attachment whose size is less than or equal to 10 MB can be uploaded at a time. The supported file formats include JPG, JPEG, BMP, GIF, TXT, and PNG.

Contact Method
Phone
The phone number is used to receive service ticket notifications. If necessary, Huawei Qiankun CloudService engineers will contact you by phone.
* Phone Number: China +86 176****9930
Contact Time: Any time Specified Time

Email
Only service ticket notifications will be sent to this email address.
* Email Address: c****@****.com

Service
☐ Other

Customer Agreement
☐ I have read and agree to the Customer Agreement

Cancel OK

Table 2-2 Parameters for creating a service ticket

Parameter	Description
Issue Description	Issue description in text or images. For example, you can describe the abnormal device status or exceptions occurring during your operations. Do not enter your confidential information such as your username, password, and bank account.
File Upload	You can upload a maximum of five local files for supplementary description. Only files in JPG, JPEG, BMP, GIF, TXT, and PNG formats are supported.

Parameter	Description
Contact Method	You can enter your mobile number or email address for tracking service ticket processing. If you choose to leave your mobile number, you can specify the period for receiving messages.
Service	Service for which a service ticket is to be submitted. If the desired service is not found in the service list, contact Huawei Qiankun engineers at sa@huawei.com.
Customer Agreement	Select this check box.

Configuring a Service Ticket Owner

Set the default owner of each service ticket.


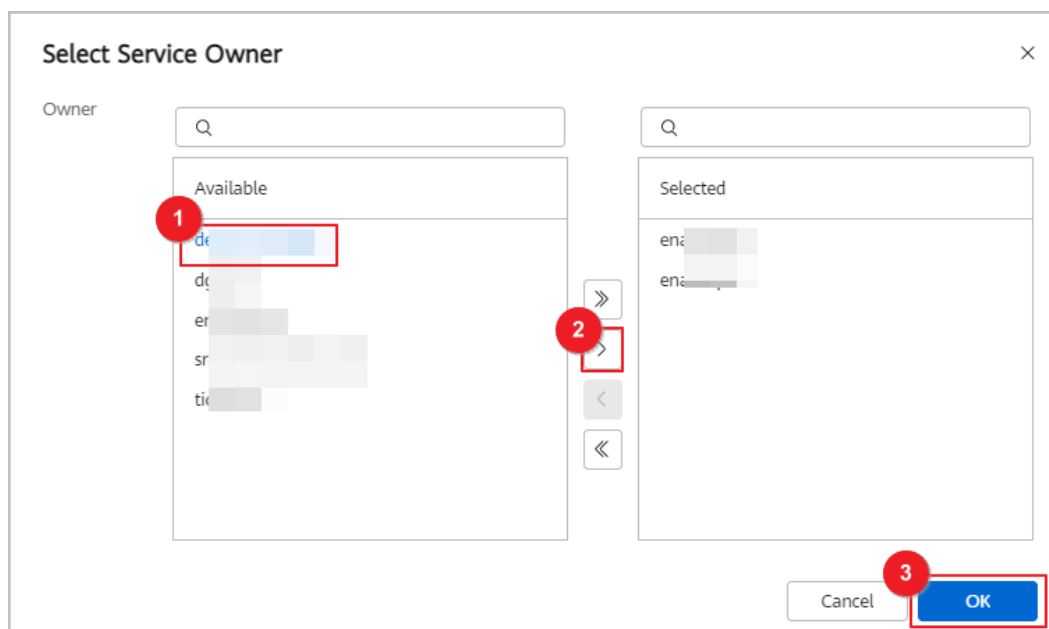
1. Log in to the operations platform using an operations account. Choose **Service Operations > Basic Services > Service Tickets**.
2. Go to the **Service Ticket Configuration** page, select a service on the left pane, and click  above the list on the right pane.
3. Select one or more service owners and click **OK**.

Figure 2-11 Selecting a service owner



2.3.2.2 Security Devices

Context

The **Security Devices** page provided by Huawei Qiankun supports remote monitoring and routine management of security devices.

With this page, you can quickly obtain running status of security devices and handle device events in a timely manner.

Procedure

1. Log in to the operations platform using an operations account. Choose **Service Operations > Basic Services > Security Devices**.
2. View the list of security devices as well as real-time status and package deployment status of security devices.

Table 2-3 Description of security device statuses

Device Status	Description	Possible Cause
Normal	A device is online.	N/A
Alarm	A device is online and generates alarms.	The device configuration fails to be delivered, the CPU or memory usage of the device is high, a non-standard optical module is installed on the device, or a network storm occurs.
Offline	A device is offline.	The network is disconnected or device configurations are lost.
Not registered	A device fails to go online.	The certificate expires, the network between the device and the Huawei Qiankun platform is disconnected, the device version or model is not supported, the registration service is not started, or IP address conflicts exist on the network.
	A device is invalid.	No device version information is available.

Table 2-4 Description of package deployment statuses

Package Status	Description
Deployed	A device goes online, the package is successfully activated, and configurations are successfully delivered to the device.
Failed	The package fails to be activated.
Deploying	A device goes online, the package is being activated, and related security policies are being delivered to the device.
Not deployed	A device fails to go online or is offline, and the package is not activated.

3. (Optional) Click **Export** to export security device details.

2.4 System Management

2.4.1 Notification Configuration

Context

With this notification function, you can configure:

- Topic subscription: includes four topics (trial use application notification, trial expiration notification, order activation notification, and monthly report sending by email). Subscribers can configure phone numbers or email addresses to subscribe to a desired topic.
- Package expiration notification: The system displays and allows you to set the number of days in advance users are notified that their trial or commercial packages are about to expire.

Modifying Topic Subscription Information

1. Log in to the operations platform using an operations account. Choose **System > Notification Configuration**.
2. Choose **Topic Subscription** from the navigation tree on the left.
3. Select a desired topic, click **Edit** in the **Operation** column, enter an email address or phone number, and click **Save**.

Changing the Package Expiration Notification Period

1. Log in to the operations platform using an operations account. Choose **System > Notification Configuration**.
2. Choose **Package Expiration Notifications** from the navigation tree on the left.
3. Select a product, click **Edit** in the **Operation** column, set **Trial Use Expiration Notification (Days)** or **Commercial Use Expiration Notification (Days)**, and click **Save**.

NOTE

Separate multiple values of **Trial Use Expiration Notification (Days)** or **Commercial Use Expiration Notification (Days)** by commas (,).

For example, if **Trial Use Expiration Notification (Days)** or **Commercial Use Expiration Notification (Days)** is set to **1,3**, SMS or email notifications will be sent one day and three days before the trial or commercial package expires.

2.4.2 Logs

Context

System logs are classified into:

- Operation logs: record operations on the operations platform for subsequent auditing.
- Security logs: record security-related operations, such as login, logout, and sensitive information viewing.

Log details include the operation name, level (including **Debug**, **Informational**, **Notice**, **Warning**, **Error**, **Critical**, **Alert**, and **Emergency**, which are listed in ascending order of severity.), operator, time, terminal, operation object, and operation result.

You can search for or refine logs by operation name, level, operator, details, operation object, and operation result.

Procedure

1. Log in to the operations platform using an operations account. Choose **System > Logs**.
2. Click the **Operation Logs** or **Security Logs** tab. The operation or security logs are then displayed.
3. Click the link in the **Details** column corresponding to a log to view the log details.

To view logs generated six months ago, click **click here** in the upper right corner of the log list to download the logs.