

# Enterprise Self-Service Management 25.3.0

## FAQs

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# 1 Overview

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## Product

- [What Is ESM?](#)
- [What Can ESM Be Used For?](#)

## Usage

- [Why Is an HCS Online Tenant Not Created on ESM Displayed in the Tenant List?](#)
- [Why Can I Log In to HCS Online Using an Account Being Deleted?](#)
- [How Can I Obtain Dashboard Data to My Local PC?](#)
- [Why Can't I View Dashboards When Creating a Sub-user?](#)

# 2 Product

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## 2.1 What Is ESM?

Enterprise Self-Service Management (ESM) allows you to manage operations of your Huawei dedicated cloud sites on your own. It also offers a broad set of dashboards you can use to gain comprehensive, multi-dimensional data insights into the status and health of your dedicated cloud sites.

## 2.2 What Can ESM Be Used For?

Internal management: Group companies provide local account management, quota management, and metering SDR APIs for internal operations of their subsidiaries and branches.

ToB operations: A complete operations platform and portal are provided for industry cloud and government cloud projects in HCS Online.

# 3 Usage

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## 3.1 Why Is an HCS Online Tenant Not Created on ESM Displayed in the Tenant List?

ESM does not save information about created HCS Online tenants. It queries all existing tenants, including those created on ESM and historical HCS Online tenants, from IAM.

## 3.2 Why Can I Log In to HCS Online Using an Account Being Deleted?

ESM calls Resource Operation Service (ROS) to clear all resources of a tenant and then delete all of its accounts. Before all resources are cleared, the tenant and accounts are in the deleting state on ESM. They can still be used for logging in to HCS Online.

## 3.3 How Can I Obtain Dashboard Data to My Local PC?

To obtain data displayed on a dashboard, access open APIs or export reports from the dashboard. For details about how to access APIs, see "Calling APIs" in *Best Practices*.

## 3.4 Why Can't I View Dashboards When Creating a Sub-user?

When creating a sub-user, you need to assign the permission (ESM ReadOnlyAccess) to view dashboards to the sub-user. For details, see "Viewing Dashboards" in *Best Practices*.

# 4 Change History

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| Released Date | Description                                |
|---------------|--|
| 2025-03-30    | This issue is the sixth official release.  |
| 2024-11-30    | This issue is the fifth official release.  |
| 2024-07-30    | This issue is the fourth official release. |
| 2024-04-30    | This issue is the third official release.  |
| 2023-11-30    | This issue is the second official release. |
| 2023-10-30    | This issue is the first official release.  |