OneAccess

FAQs

Issue   01

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Huawei Cloud Computing Technologies Co., Ltd.

Address: Huawei Cloud Data Center Jiaoxinggong Road
             Qianzhong Avenue
             Gui'an New District
             Gui Zhou 550029
             People's Republic of China

Website: https://www.huaweicloud.com/intl/en-us/

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1 Why Am I Told that the Message Quota Is Insufficient and I Should Contact My Administrator When Sending an SMS Verification Code?

Symptom

When you send an SMS verification to log in to the user portal or change your mobile number, you are told that the message quota is insufficient and you should contact your administrator.

Cause Analysis

Your purchased OneAccess instance comes with a built-in SMS gateway, complete with 1,000 free Chinese mainland messages and 200 free international messages. When these quotas are used up, you will not be able to send any more messages.

Solution

Buy an SMS gateway from Huawei Cloud, Alibaba Cloud, or Horiz, and configure it by referring to **SMS Gateway**.

2 Why Can't I Change the Country Code When Adding a User?

Symptom

The country code is limited to +86 for adding users on the administrator portal.

Cause Analysis

By default, only the country code for China has been configured in OneAccess.

Solution

Log in to the OneAccess administrator portal, and choose **Settings** > **Enterprise Settings** > **General Settings**. Select the desired country codes in the **Country Codes** drop-down list, and click **Save**.