

Huawei Qiankun

Common Tenant Operation Guide

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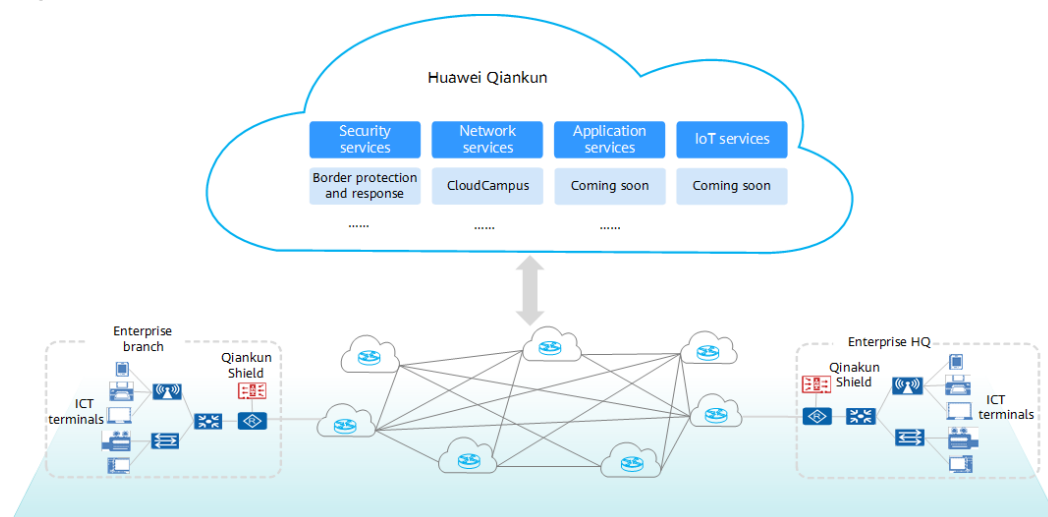
1 Service Introduction

Overview

Huawei Qiankun is a collection of one-stop digital network cloud services, covering network management, security, and connection, helping enterprises simplify and secure their networks. [Figure 1-1](#) shows the architecture of Huawei Qiankun.

The conventional offline procurement and deployment mode has disadvantages in long procurement period and slow function update. Huawei Qiankun addresses these issues by offering e-commerce-style self-service procurement, pay-per-use high-quality services, and elastic scaling capabilities to enterprises.

Figure 1-1 Architecture of Huawei Qiankun



Benefits

As enterprises have an increasing number of branches and a more variety of devices and are faced with more security threats, they have strong demands for unified network management and control, unified operations and maintenance (O&M), and unified security event handling. Huawei Qiankun meets all these requirements by providing integrated "cloud-network-device" management and control. [Table 1-1](#) lists the benefits of Huawei Qiankun.

Table 1-1 Benefits of Huawei Qiankun

Customer Requirement	Benefit of Huawei Qiankun
Fast deployment, professional and unified cloud-based network O&M	Supports automated network deployment and orchestration, barcode scanning-based deployment, intelligent verification, cloud-based network inspection, and health monitoring, greatly simplifying O&M.
Professional security O&M, security standards compliance	Automatically handles security events on the cloud, provides the 24/7 cloud-based security expert service, and offers a one-stop security standards compliance package.
Application experience assurance and optimization	Provides application visualization and assurance services, such as 3D Wi-Fi simulation and network dashboards, to improve application experience.
Unified management of Internet of Things (IoT) terminals, such as cameras, sensors, and electric meters	Provides IoT awareness and security services to enable fast network access, unified O&M, and security risk monitoring for IoT terminals.

2 Service Use Process

The overall process of using Huawei Qiankun involves service trial use, purchase, activation, use, and renewal. All these operations can be performed on the Huawei Qiankun console. To log in to the console, you need a Huawei Qiankun account.

 **NOTE**

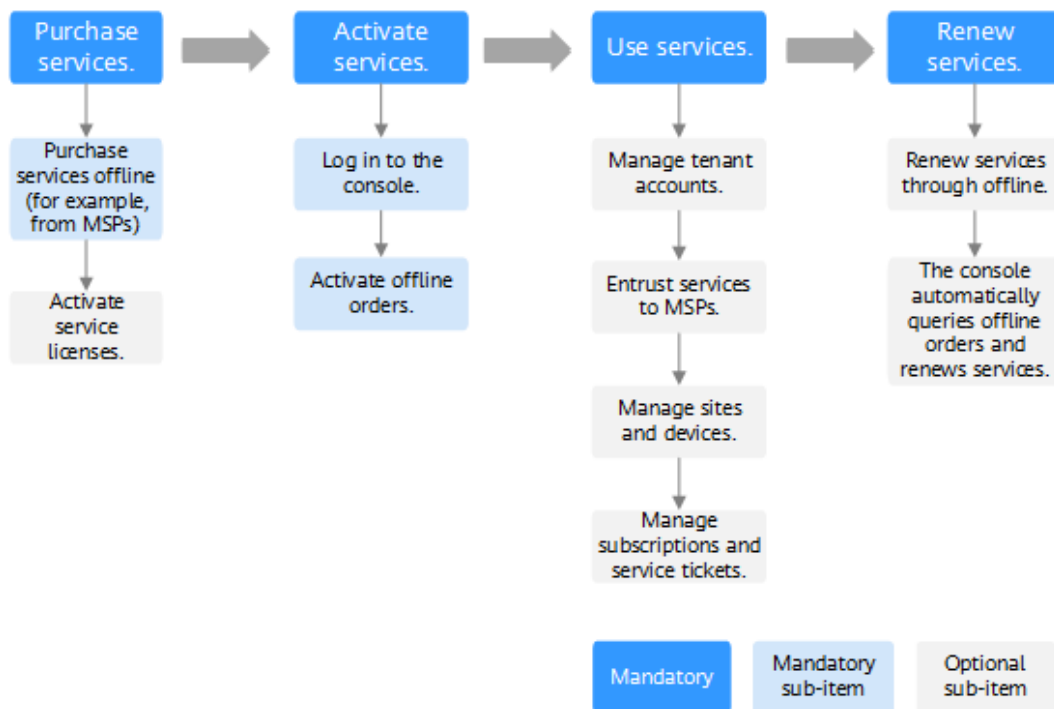
This document only describes the overall process and common operations for using Huawei Qiankun. For details about how to configure a specific service, see the user guide of the service.

Offline Purchase Scenario

In the offline purchase scenario, you purchase or renew services of Huawei Qiankun offline from Huawei operations personnel or channel partners.

[Figure 2-1](#) shows the end-to-end process.

Figure 2-1 End-to-end process of using Huawei Qiankun in the offline purchase scenario



1. Purchasing services: Purchase a cloud service offline from Huawei operations personnel or a channel partner, who will activate the cloud service license on the **Electronic Software Delivery Platform (ESDP)**.
2. Activating services: Log in to the Huawei Qiankun console using an account created by yourself or another user, and activate your purchased services by activating offline orders.
 - Using an SN to activate a service: applicable to the border protection and response service
 - Using entitlement IDs to activate a service: applicable to the cloud managed network service, cloud log audit service, vulnerability scan service, threat intelligence service, and Classified Protection compliance package
3. Using services: Manage lower-level tenant accounts, entrust services to MSPs, create service tickets, and perform other operations on the Huawei Qiankun console.
4. Renewing services: If your purchased service is about to expire, you can renew the service offline by contacting a Huawei channel partner or supplier. After the service is renewed, the console automatically obtains the renewal order information and updates the service package information.

3 Account Preparations

[3.1 Account Types](#)

[3.2 Account Registration](#)

3.1 Account Types

Huawei Qiankun involves the following types of accounts:

- Huawei Cloud website account

Huawei Qiankun is a collection of cloud services, which are also available in [Huawei Cloud](#) KooGallery. Before purchasing services in Huawei Cloud KooGallery, you need to register an account on the Huawei Cloud website using your phone number.

Huawei Cloud website accounts include the following:

- HUAWEI ID

A HUAWEI ID is an account registered on [Huawei website](#). It can be used to access Huawei service websites such as the Huawei Cloud website.

- Huawei Cloud account

A Huawei Cloud account is an account registered on the Huawei Cloud website before December 30, 2020. It can only be used to log in to the Huawei Cloud website.

NOTE

- To improve login experience, Huawei has unified the account system. Currently, you can register only HUAWEI IDs on the Huawei Cloud website.
- After purchasing resources on the Huawei Cloud website, you can create Identity and Access Management (IAM) users to perform refined access control on the resources. For details, see [What Is IAM?](#)
- For details about HUAWEI IDs, Huawei Cloud accounts, IAM users, and relationships between them, see [introduction to Huawei Cloud accounts](#) in the IAM documentation.

Huawei Cloud website accounts are the entities that make payments for the use of resources, own the purchased resources, and centrally manage service fees.

- Huawei Qiankun account

This type of account is used to log in to the Huawei Qiankun console to use the purchased cloud services, and is not charged separately. Instead, the linked HUAWEI ID is charged for the purchased services.

The first Huawei Qiankun account registered for a tenant is the top-level tenant administrator that has all operation permissions of the tenant. You can use this account to create lower-level tenant accounts and grant permissions to these accounts. For example, you can create different tenant accounts for different branches and departments of your enterprise. For details about how to grant permissions to lower-level tenant accounts, see [6.3 Tenant Account Management](#).

 NOTE

Huawei Qiankun accounts are classified into tenant accounts and MSP accounts. Tenants can entrust MSPs with managed services. For details about MSP accounts, see the *Huawei Qiankun MSP Operation Guide*.

3.2 Account Registration

Registering a HUAWEI ID

1. Access the [Huawei Cloud website](#).
2. Click **Register** in the upper right corner. Set parameters and click **Register**. For details, see [Registering a HUAWEI ID and Enabling HUAWEI CLOUD Services](#) in the "My Account" documentation.
3. Use the registered account to log in to the Huawei Cloud website.
4. After successful login, complete real-name authentication for your account. Otherwise, online purchase and renewal of Huawei Qiankun will be affected.
5. For account security purposes, [create an IAM user](#) to control access to Huawei Cloud resources.

Registering a Huawei Qiankun Account

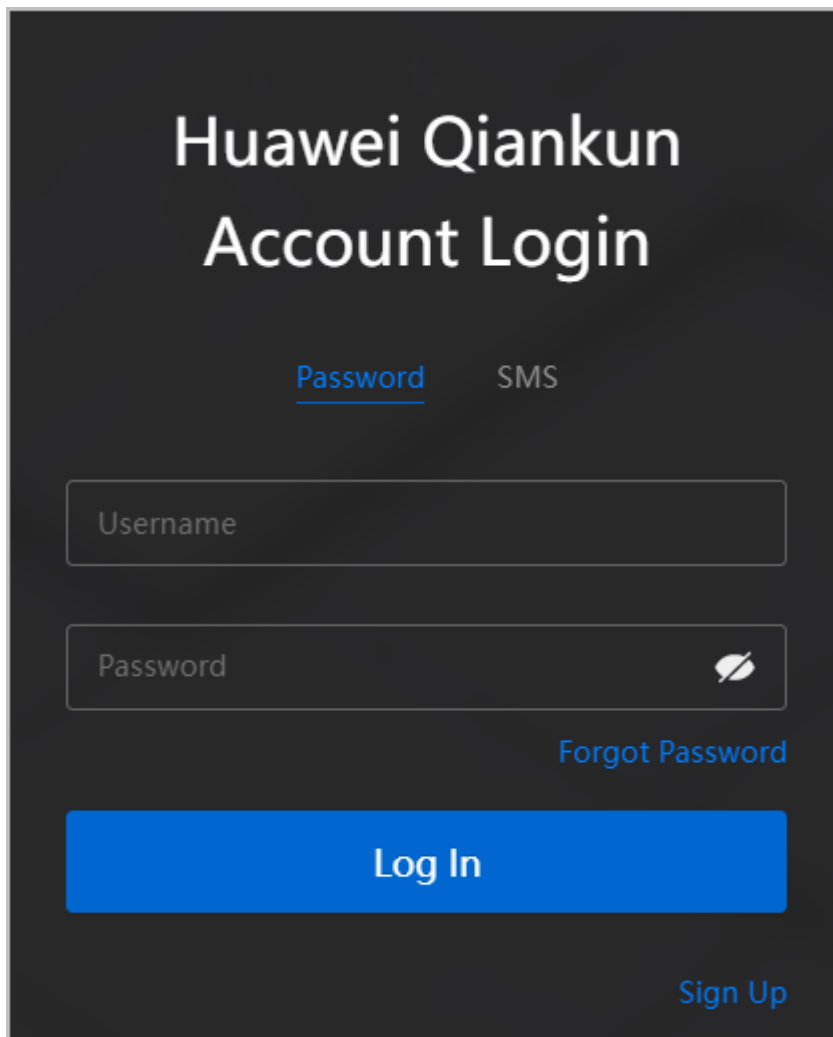
1. Access the Huawei Qiankun console.
2. Register a Huawei Qiankun account.

 NOTE

If you have obtained a Huawei Qiankun tenant account from an MSP, proceed to step [3](#). After logging in to the console, you are advised to change the password immediately and sign the Privacy Statement and Huawei Qiankun CloudService Customer Agreement.

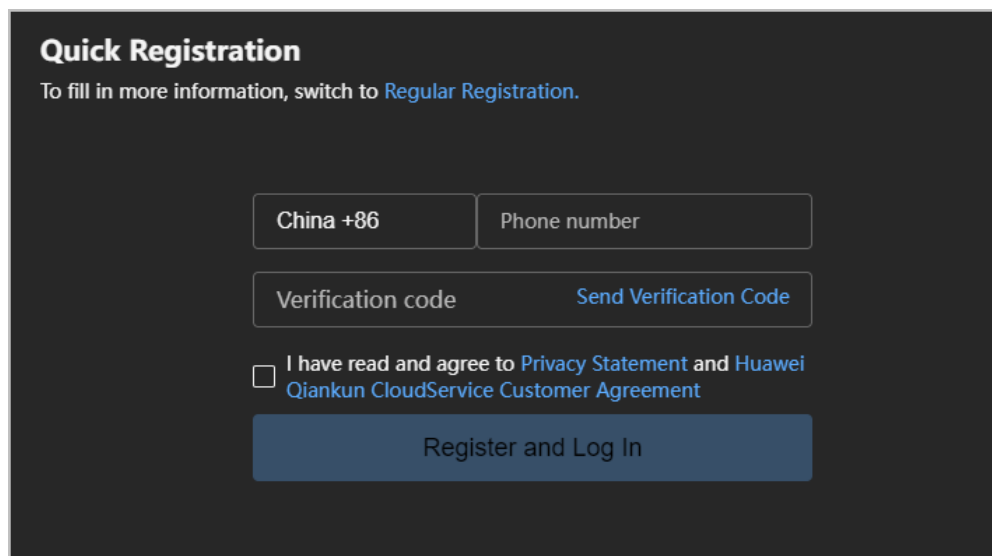
- a. On the login page, click **Sign Up**.

Figure 3-1 Console login page



- b. By default, the **Quick Registration** page is displayed. You can click **General Registration** on this page to switch to the regular registration page.
 - Quick registration
 - 1) Enter your phone number and a verification code, select **I have read and agree to Privacy Statement and Huawei Qiankun CloudService Customer Agreement**, and click **Register and Log In**.

Figure 3-2 Quick registration page

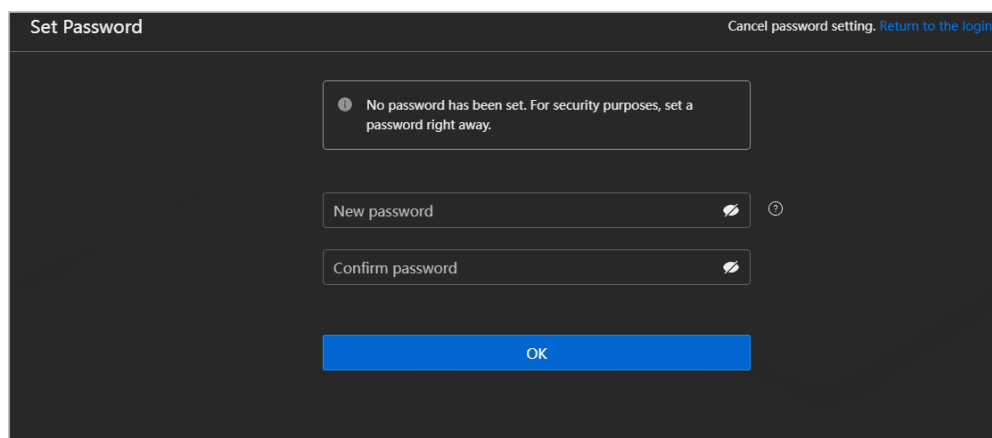


 NOTE

If this phone number has been used to register a Huawei Qiankun account, the system displays a message indicating that the registration fails. Click **Return to the login page**, and use this phone number or the username linked to this phone number to log in to the console.

- 2) Set a password and click **OK**. Then, you log in to the Huawei Qiankun console.

Figure 3-3 Setting a password



- Regular registration
Set the tenant name, username, phone number, and verification code, select **I have read and agree to Privacy Statement and Huawei Qiankun CloudService Customer Agreement**, and click **Register and Log In**.

Figure 3-4 Registration page

Regular Registration
For easy operation, switch to [Quick Registration](#).

Username

Password ?

Confirm password

China +86 Phone number

Verification code [Send Verification Code](#)

Enterprise Information

Tenant name (optional)

I have read and agree to [Privacy Statement](#) and [Huawei Qiankun CloudService Customer Agreement](#)

Register and Log In

NOTE

The password requirements are as follows:

- The password is a string of 8 to 32 characters.
- The password contains at least one letter and one digit.
- The password does not contain sensitive information, such as your username, phone number, or email address.
- Common and weak passwords are not recommended.

Username and **Password** are used to log in to the console. This account is the top-level tenant administrator account. After logging in to the console using this account, you can create lower-level tenant accounts to achieve rights- and domain-based management. **Tenant name** specifies the name of an enterprise or customer, which is an optional parameter.

When the registration is successful, you log in to the Huawei Qiankun console automatically, and account information is sent to the phone number you entered.

3. Log in to the Huawei Qiankun console.

On the login page shown in [Figure 3-1](#), enter the username/phone number and password, and click **Log In**. Alternatively, click **Verification Code Login**, and enter your phone number and a verification code. If your phone number has not been registered, the password setting page is displayed.

 **CAUTION**

- Remember the username and password and your Huawei Qiankun account.
 - If you fail to log in for five consecutive times, the system automatically locks the account for 10 minutes.
-

4 Service Purchase

4.1 Purchasing a Service Offline

4.1 Purchasing a Service Offline

Context

You can purchase services offline from Huawei Qiankun operations personnel or channel partners.

- **Border Protection and Response Service:** When you purchase the service from a channel partner, the channel partner can activate the service license; in this case, the service can be activated based on the device SN. If the channel partner does not activate the service license, entitlement IDs such as the cloud service entitlement ID and threat protection database entitlement ID are required to activate the service during order activation.

5 Service Activation

5.1 Activating a Service Purchased Offline

5.1 Activating a Service Purchased Offline

Prerequisites

You have purchased a service offline and logged in to the Huawei Qiankun console.

Context

After purchasing a service of Huawei Qiankun offline (for example, through an MSP), you can log in to the Huawei Qiankun console but cannot use the service.

The service is available only after the offline order is activated on the console.

Procedure

Step 1 On the Huawei Qiankun console, click your account in the upper right corner, and choose **Order Center > My Packages**.

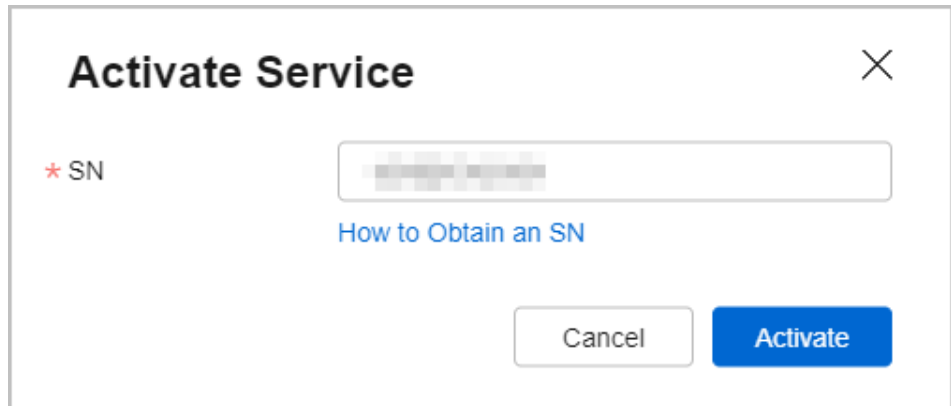
Step 2 Activate an offline order by SN.

- Activating a service by SN

This method applies to the Border Protection and Response Service.

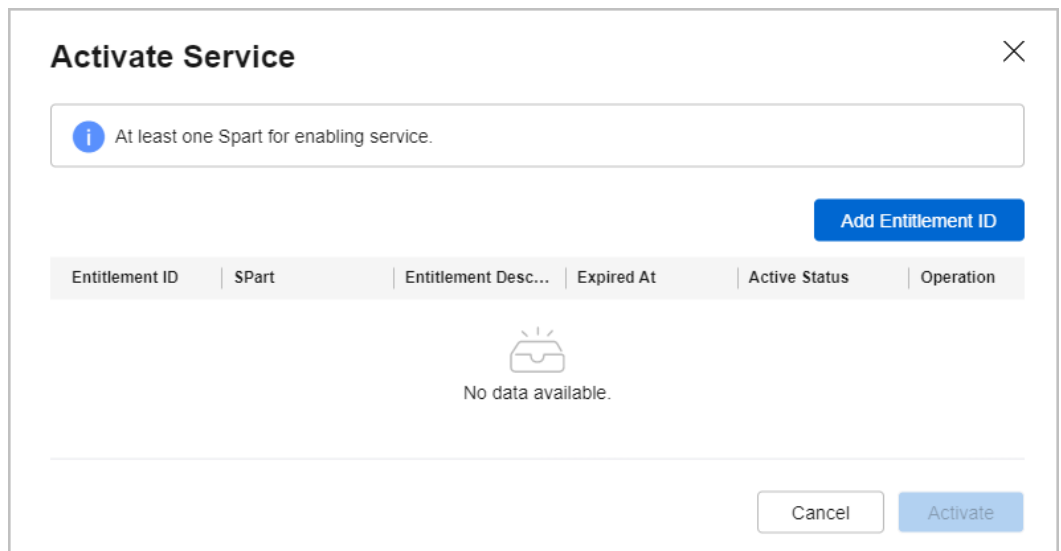
- a. Click **Activate Service** and select **Activate by SN**. In the **Activate Service** dialog box, enter the device SN and click **Activate**.

Figure 5-1 Entering an SN



- b. In the **Activate Service** dialog box, click **Add Entitlement ID**, and add the service entitlement ID to be activated. You can add multiple entitlement IDs.

Figure 5-2 Adding an entitlement ID



- c. Confirm the information and click **Activate** to activate the service.

----End

Follow-up Procedure

- To view information about activated service packages, click your account in the upper right corner, and choose **Order Center > My Packages** to view the package name, remaining and total package resources, package status, and other information.
You can search for packages by package name, product name, and package state.

Figure 5-3 My Packages tab page

Package Name/ID	Product Name	Order No.	Configuration/Specifications	Remaining(Total)	Expired At	Status	Operation
tdr F-20220314-00069	Border protection and response	P2022031410094100000693	Version Qiankun Shield Pro Threat Preven... Supported Device Bandw... 3Gbps	0days	2022-04-14 10:09:41	being activated	Renew Now
Standard GE Fire Wall F-20220314-00070	Border protection and response	P202203141011560000032	Version Standard FW Threat Preven... Supported Device Bandw... Standard GE FW 0-5 G...	0days	2022-04-14 10:11:56	being activated	Renew Now
tdr F-20220314-00071	Border protection and response	P2022031410153800000486	Version Standard FW Threat Preven... Supported Device Bandw... Advanced GE FW 5-10...	0days	2022-04-14 10:15:38	being activated	Renew Now
Re protect threat information F-20220422-00015	Threat information service	P202204221637575011907	Version Qiankun Shield Pro	0days	2022-10-22 16:37:57	being activated	Renew Now

- To view the order information of activated services, click your account in the upper right corner, and choose **Order Center > My Orders** to view detailed order information such as the order type and source. You can search for orders by order No., device SN, product name, and creation time.

Figure 5-4 My Orders tab page

Order No.	Offering	Specifications	Order Type	Source	ESN	Created At	Order Status	Operation
P202208041709494866	Boundary protection and response Quantity: 1	threat protect... y version fw standard Show	First purchase	Offline	102180506218	2022-08-04 17:09:50	Completed	
P202205301356385329228	Cloud log audit Quantity: 1 Subscription Period: 1month	version offline sct orderf	Renewal	Trial use application	--	2022-05-30 13:56:39	Completed	
T202205300918062941	Vulnerability scanning service Quantity: 1 Subscription Period: 1month	version business	Trial use	Trial use application	--	2022-05-30 09:18:07	Completed	
T202205281622176258	Cloud log audit Quantity: 1 Subscription Period: 1month	version offline sct orderf	Trial use	Trial use application	--	2022-05-28 16:22:18	Completed	
T202205261548418363	Cloud management network Quantity: 1 Subscription Period: 3months	device type micro device	Trial use	Trial use application	--	2022-05-26 15:48:43	Completed	

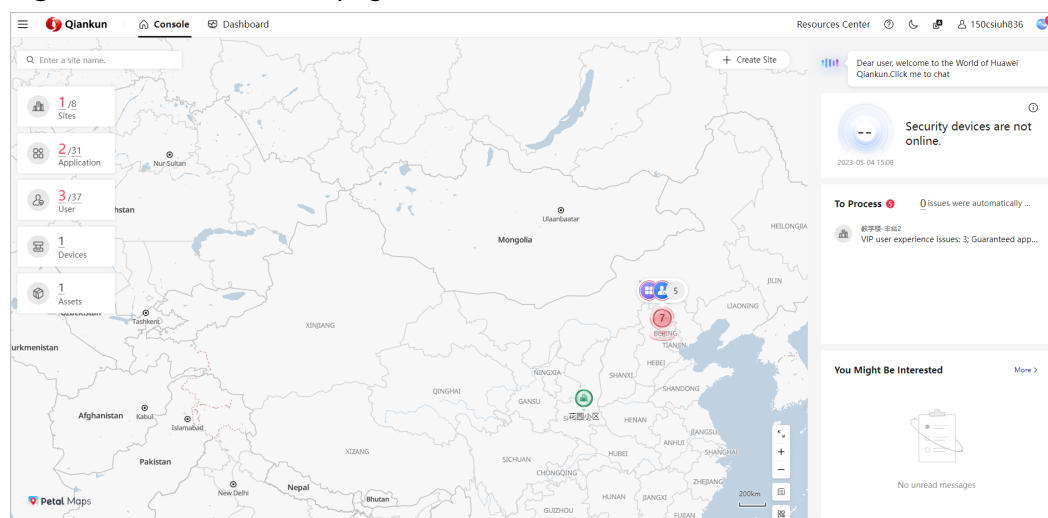
6 Service Use

- 6.1 Homepage of the Console
- 6.2 Personal Center
- 6.3 Tenant Account Management
- 6.4 Site Management
- 6.5 Device Management
- 6.6 Order Management
- 6.7 Agency Management
- 6.8 Service Ticket Management
- 6.9 Subscription Management
- 6.10 Viewing Logs
- 6.11 Message Center





6.1 Homepage of the Console

You can use a Huawei Qiankun account to log in to the console. For details about how to register an account, see [3.2 Account Registration](#).

Figure 6-1 Console homepage



The console homepage consists of four parts: menu bar, map, Smart Assistant, and system messages.

- Menu bar: provides menus such as resource center and account management on the right, and provides the service list and dashboard entry on the left. You can click the Huawei Qiankun logo on the left to redirect to Huawei Qiankun Marketplace. You can click **Console** to go to the Huawei Qiankun console homepage.
- Map: displays service coverage intuitively, including site deployment, inter-site VPN interconnection, site configuration, and service security. The numbers of users, applications, sites, devices, and assets of the current tenant are displayed in the upper left corner of the map. You can click the data to view details.
 - Overview of site deployment and configuration, such as location, status, and devices of sites. You can perform the following operations on a single site:
 - View site information. Move the cursor to a site icon to view the numbers of devices, assets, users, and applications at the current site. You can click  to modify the site name and location.
 - View site details. Move the cursor to the site icon and click  to view site details.
 - Menu bar in the lower right corner of the map
 - The map is displayed in auto mode by default. You can click  in the lower right corner of the map, select **Custom Mode**, and click **Save** to change the map view mode.
 - Click  in the menu bar to display the map in full screen.
 - To zoom in or out the map, move the scroll wheel, click an aggregated site icon, or click + or - in the lower right corner of the map.
- Smart Assistant: provides various functions to simplify O&M and improve efficiency.
 - System health evaluation: After a service is activated, the system security and network issues are monitored in real time, and the system health is dynamically evaluated. [Table 6-1](#) lists the health levels.
 - To-dos: Exception events are automatically detected, and the events that need to be manually handled are displayed, facilitating event handling.

 NOTE

- The number on an aggregated site icon indicates the number of sites in the current location.
- A green site icon indicates that the current site has no pending event. A red site icon indicates that the current site has pending events.

Table 6-1 Health levels

Level	Color	Score
Secure	Green	90–100
Good	Orange	70–89
At risk	Red	0–69

- System messages: You can click **More** in the upper right corner to access the message center. For details, see [6.11 Message Center](#).

6.2 Personal Center

Personal Information Settings


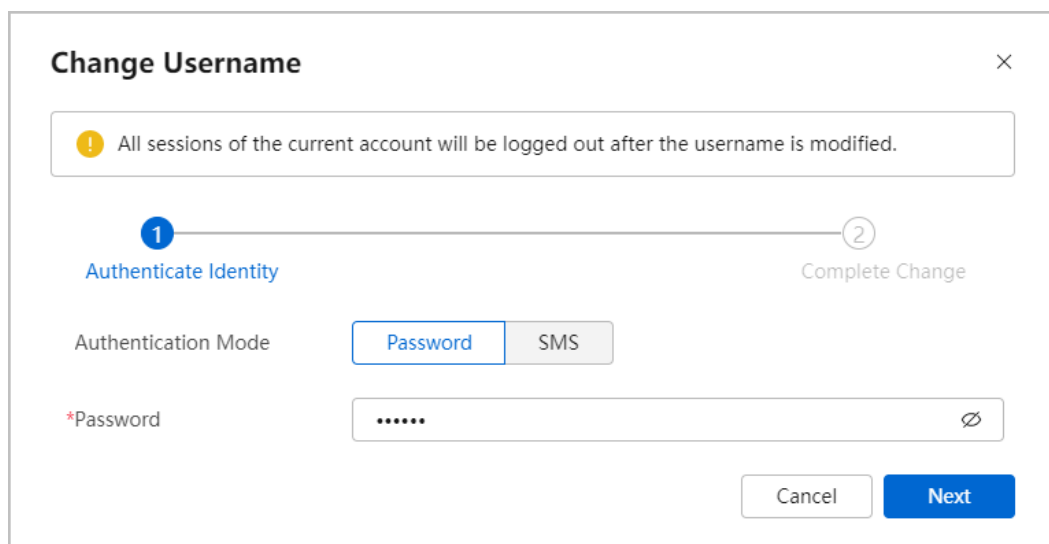
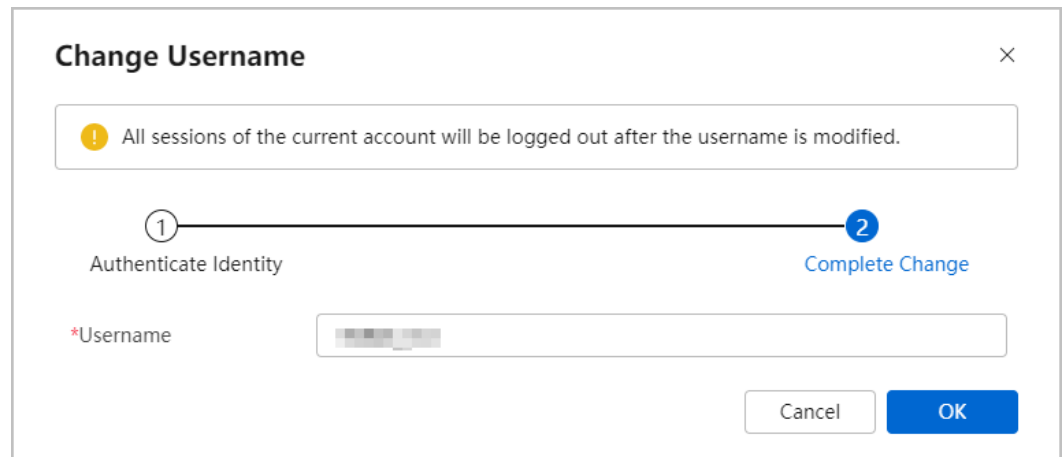
1. Log in to the console, click your account in the upper right corner, and click **Personal Center**.
2. In the **Personal Information** area, click the profile picture and upload an image (no more than 10 MB).
3. Change the username.
 - a. Click  on the right of the username.
 - b. In the **Change Username** dialog box, enter your password or a verification code for identity verification, and click **Next**.

Figure 6-2 Identity verification



- c. After successful verification, enter a new username and click **OK**. Then, use the new username to log in again.

Figure 6-3 Changing the username



4. Link a phone number or email address to your account, in order to receive various notifications (such as subscription and service ticket notifications) and verification codes (for example, for password retrieval).

The following describes how to link an email address. The process of linking a phone number is similar.


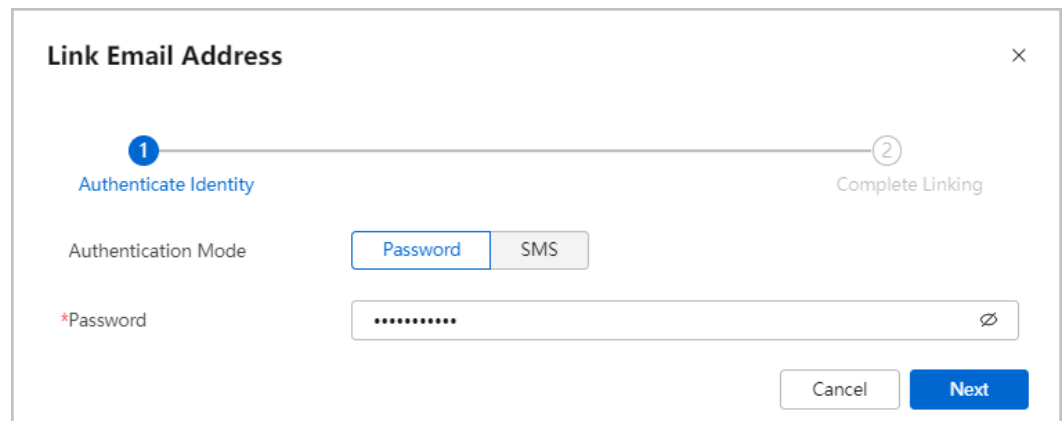
- a. Click  on the right of **Email Address**.
- b. In the **Link Email Address** dialog box, enter your password or a verification code for identity verification, and click **Next**.

Figure 6-4 Identity verification



- c. After successful verification, enter an email address and click **OK**.

Figure 6-5 Linking an email address

Link Email Address [Close]

① Authenticate Identity ————— ② Complete Linking

*New Email Address

*Email Verification Code

Click Send and enter the received verification code in the text box.

To unlink the email address, do as follows:


- Click  on the right of the linked email address.
- In the **Confirm** dialog box, click **OK**.

Figure 6-6 Confirm dialog box

Confirm [Close]

? After the email address is unlinked, email-related functions (such as password retrieval and password expiration notification) will be unavailable. Are you sure you want to continue?

- In the **Unlink Email Address** dialog box, enter your password or a verification code for identity verification, and click **OK**.

Figure 6-7 Unlinking the email address


Unlink Email Address [Close]

Complete identity verification first.

Authentication Mode

*Password

 **NOTE**

To change the linked phone number or email address, click . The operations are similar to those in the linking process.


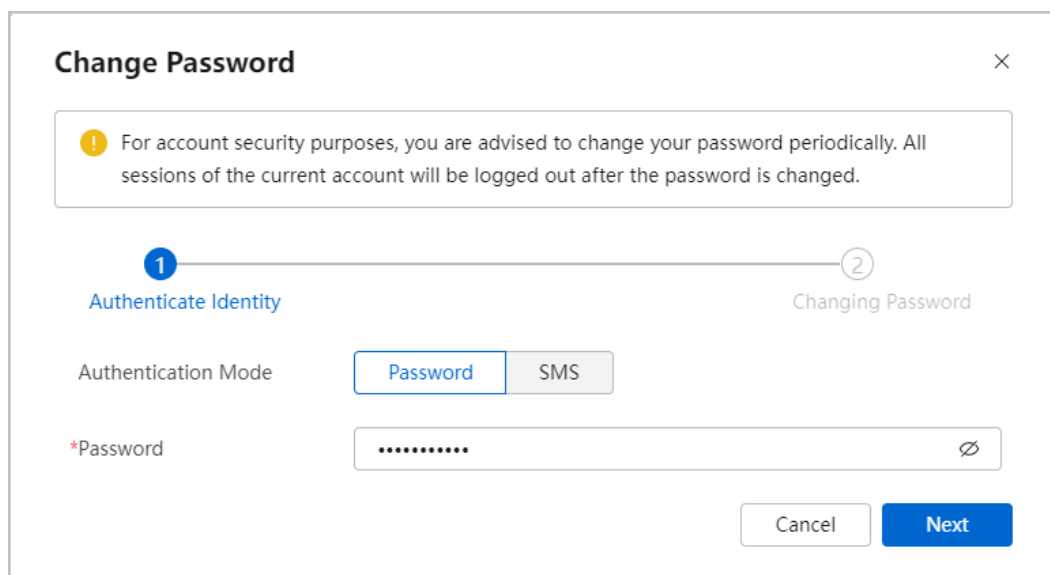
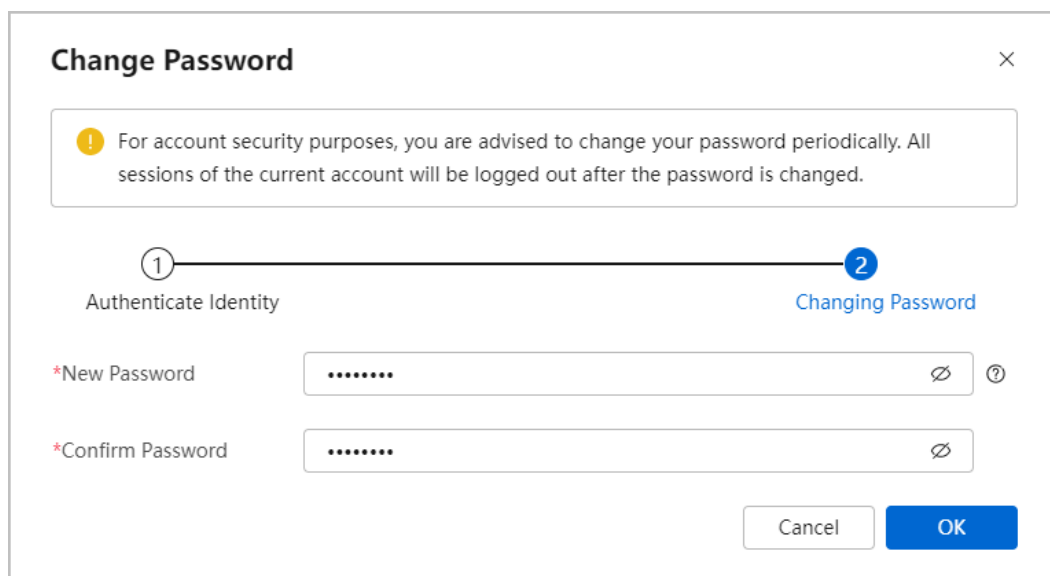
5. Change your password.
 - a. Click  on the right of the password.
 - b. In the **Change Password** dialog box, enter your password or a verification code for identity verification, and click **Next**.

Figure 6-8 Identity verification



- c. After successful verification, configure a new password, and click **OK**.

Figure 6-9 Changing the password



 **NOTE**

If an email address has been linked, an email will be sent to this email address to notify the tenant of the password change success and the next password change time after the password is changed.

6. Enable dual-factor authentication. After this function is enabled, you need to enter both your password and an SMS verification code for identity authentication, further securing your account.

 **NOTE**

Dual-factor authentication can be enabled only when you have set a password and linked a phone number to your account.


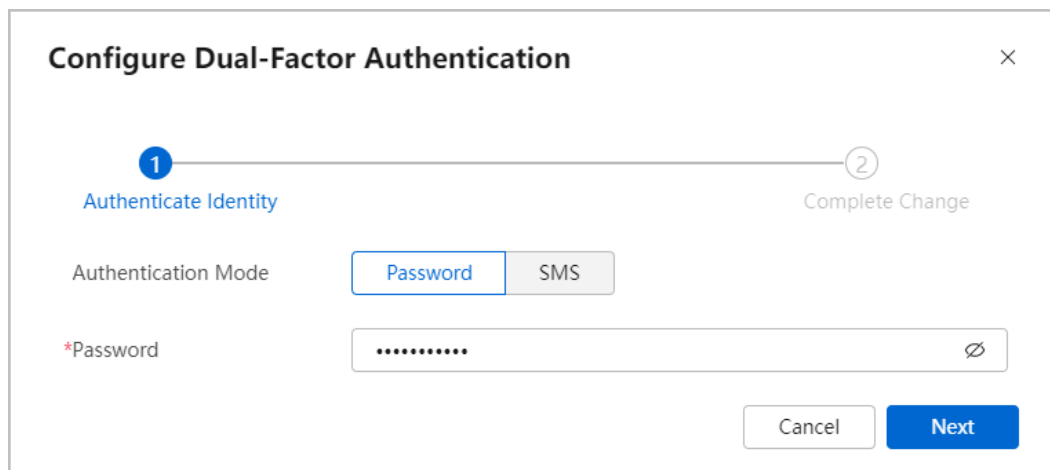
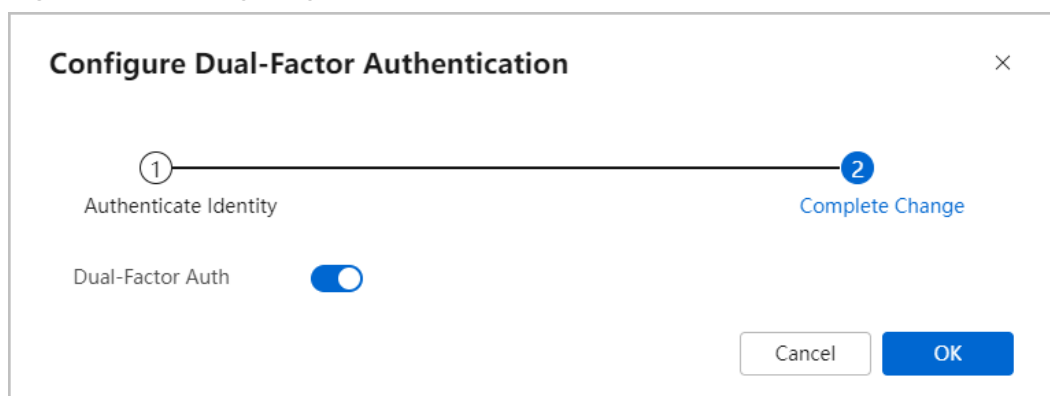
- a. Click  on the right of **Dual-Factor Auth**.
- b. Set **Authentication Mode** to **Password** or **SMS**, enter your password or a verification code for identity verification, and click **Next**.

Figure 6-10 Identity verification



- c. After successful verification, toggle on **Dual-Factor Auth** and click **OK**.

Figure 6-11 Configuring dual-factor authentication



 **NOTE**


Dual-factor authentication can be enabled only when you have set a password and linked a phone number to your account.

7. Click **Export** to export personal information.

 **NOTE**

The exported Excel file contains personal data, such as the username, phone number, and email address. Therefore, keep the file safe.

Tenant Information Settings

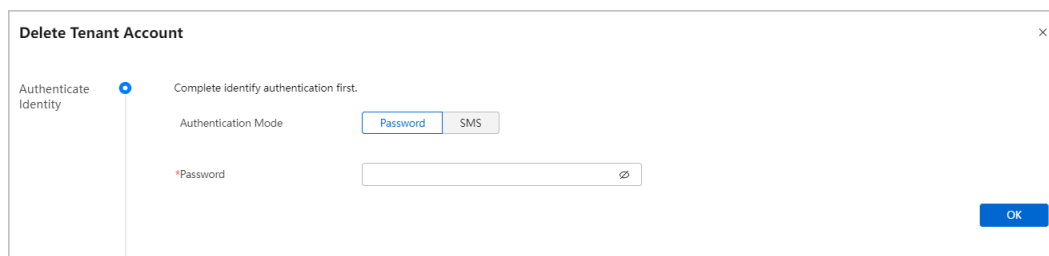
1. Log in to the console, click your account in the upper right corner, and click **Personal Center**.
2. In the **Tenant Information** area, click the enterprise logo and upload an image (no more than 10 MB).
3. Modify basic tenant information. Click  on the right of a parameter such as the tenant name, industry, address, or phone number, and modify it as prompted.
4. Delete your tenant account.

 **CAUTION**

- When your account is deleted, your data and services stored on the console will also be deleted and cannot be restored. Exercise caution when performing this operation.
- Before deleting your account, ensure that the account does not have unfulfilled contracts, unsettled fees, unpaid taxes, or other obligations to be fulfilled according to applicable laws and regulations.

-
- a. Click **Delete Tenant Account** in the upper right corner, read the message, and click **Delete Tenant Account**.
 - b. Read through the account deletion precautions, select **I have read and agree to the Terms and Conditions on Deletion of Huawei Qiankun CloudService Accounts**, and click **Next**.
 - c. Enter your password or an SMS verification code sent to you linked phone number for identity verification, and click **OK**.

Figure 6-12 Identity verification



- d. Click **Delete Tenant** after successful account check.
 - Account check: The system checks whether the current account has an agency relationship with an MSP. If so, delete the agency relationship before deleting the account.

- Order and resource check: The system checks whether the current account has orders or services in use. If so, unsubscribe from the services before deleting the account.
- e. Wait for a while. The current account is automatically logged out.

Viewing Website Agreements

1. Log in to the console, click your account in the upper right corner, and click **Personal Center**.
2. In the **Website Agreements** area, click **Privacy Statement** to view details.
3. Click **Huawei Qiankun CloudService Customer Agreement** to view details.
4. Click **Historical Signing** to view historical signing records, including the agreement version, signing scenario, and time.

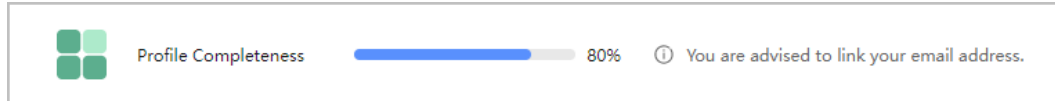
NOTE

If a website agreement is updated, you need to sign it upon login.

Profile Completeness

Click your account in the upper right corner of the console, and click **Personal Center** to view the profile completeness of your account. You can link a phone number or email address to your account as prompted.

Figure 6-13 Profile completeness

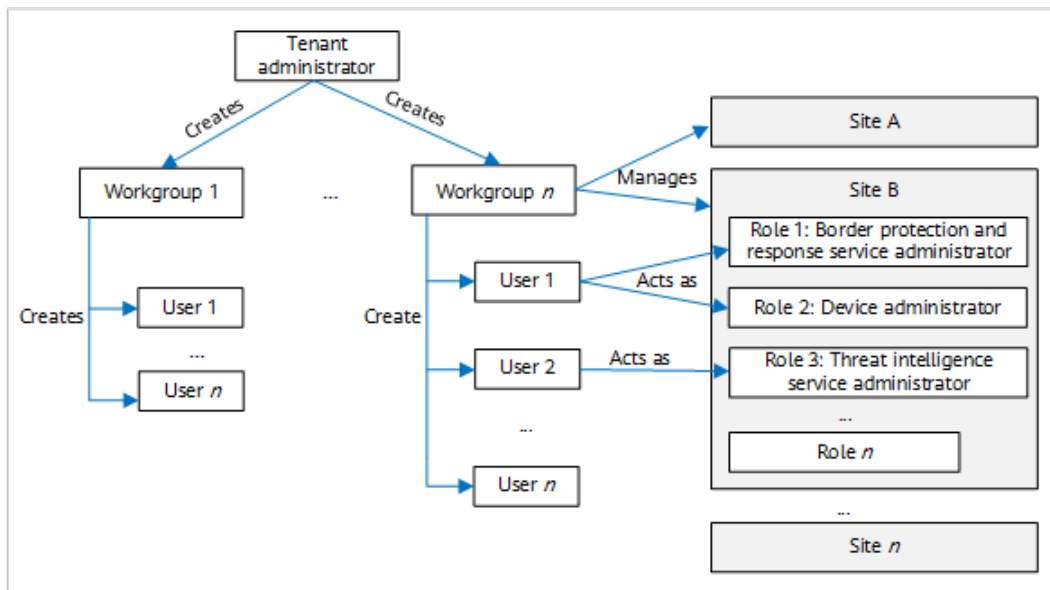


6.3 Tenant Account Management

6.3.1 Context

Huawei Qiankun supports rights- and domain-based management of tenant accounts, as shown in [Figure 6-14](#). A top-level tenant account, which can function like an organization, allows you to define different lower-level workgroups and specify the permissions of users in each workgroup. For details about tenant accounts, see [3.1 Account Types](#).

Figure 6-14 Rights- and domain-based management of tenant accounts



Role

A role is a collection of user operation permissions. The operation permissions of a user depend on the roles assigned when the user or workgroup is created.

The Huawei Qiankun console supports two types of user roles: public roles and service roles.

To facilitate management, the console provides preset roles for different services and supports custom roles, as listed in [Table 6-2](#).

Table 6-2 Huawei Qiankun tenant roles

Role Type	Role Name	Description
Public role	Tenant administrator	Has the read and write permissions on all services.
	Tenant auditor	Has the read permission on all services.
	Tenant open application programming interface (API) operator	Has the permission to invoke APIs to perform operations on services.
	Device administrator	Has the read and write permissions on security devices, network devices, and sites.

Role Type	Role Name	Description
Service role NOTE For more information, see "Permission Control" under <i>Service Overview</i> in the user guide of each service.	Common service role	Has the read and write permissions on some common services, such as service tickets and topic subscriptions. NOTE Common tenant accounts (not tenant administrators or auditors) have operation permissions on specific services, such as site management, service ticket management, and subscription management, only after they are assigned the corresponding service roles.
	<i>Service name</i> administrator (For example, Border Protection and Response Service administrator)	<ul style="list-style-type: none"> • Each cloud service has such a role. • The administrator has the view and edit permissions on the corresponding service.
	<i>Service name</i> auditor (For example, Border Protection and Response Service auditor)	<ul style="list-style-type: none"> • Each cloud service has such a role. • The auditor has the view permissions on the corresponding service.
	<i>Service name</i> open API operator (For example, Border Protection and Response Service open API operator)	<ul style="list-style-type: none"> • Only some cloud services have such a role. • Third-party system users are assigned certain operation permissions.
Custom role	Name of a custom role	You can assign permissions to such a role based on your site requirements.

Workgroup

Domain-based management is implemented on a per-workgroup basis. For example, for an enterprise with multiple branches, a workgroup can be created for each branch. Users in a workgroup can process security events and manage devices only on the branch network corresponding to the workgroup, as shown in [Figure 6-14](#).

The system provides a default workgroup, which is also called a root workgroup. The first Huawei Qiankun account registered for a tenant is the administrator account of the root workgroup and acts the role of a tenant administrator with all operation permissions.

The administrator of the root workgroup can create lower-level workgroups.

- Each workgroup has an administrator. By default, the administrator of a workgroup can create users in the same workgroup. Common users (not the administrator) in a workgroup can create users in the workgroup only after being assigned the administrator role.
- A maximum of five levels of workgroups are supported. By default, a workgroup is created, modified, or deleted by the administrator of the upper-level workgroup. Common users in the upper-level workgroup can create, modify, or delete lower-level workgroups only after being assigned the administrator role.

User

A user refers to a person who uses the system. Information about a user includes a username, password, and permissions.

Users can be divided into the following types:

- Local user: refers to a common user.
- Third-party user: refers to a user who logs in to the console by invoking a northbound API. They are also known as northbound users.
- Remote user: refers to a Huawei website user who needs to click **Huawei Website Account** when logging in to the Huawei Qiankun console.

6.3.2 Creating a Role

Prerequisites

You have logged in to the Huawei Qiankun console and have been assigned the tenant administrator role (preset role) or the role management permission of the user and tenant service.

Context

The operation permissions of a user for using Huawei Qiankun products are determined by the roles assigned to the user.

The console provides preset roles for each service. Tenants can also configure custom roles.

Procedure

- Step 1** Click your account in the upper right corner, and choose **Permission Management > Role Management**. The **Role Management** page is displayed.
- Step 2** Click **Create**, enter the name of a custom role, specify operation permissions, and click **OK**.

The created role can be assigned to lower-level workgroup users for subsequent access and use of specific services.

Figure 6-15 Creating a user role

Create Role

* Role Name

Description

* Permission

Q Enter a permission or category.

- Permission
 - 5G-WiFi Simulations
 - App Platform Service
 - Quota Management Service
 - Border Protection Response
 - Cloud Managed Network
 - Cyber Threat Assessment
 - Device Lifecycle Management
 - eSASE-0-Intelligent-Optimization-Service...
 - eSASE-0-Int-Analysis-ServiceParentGroup
 - Log Audit Service

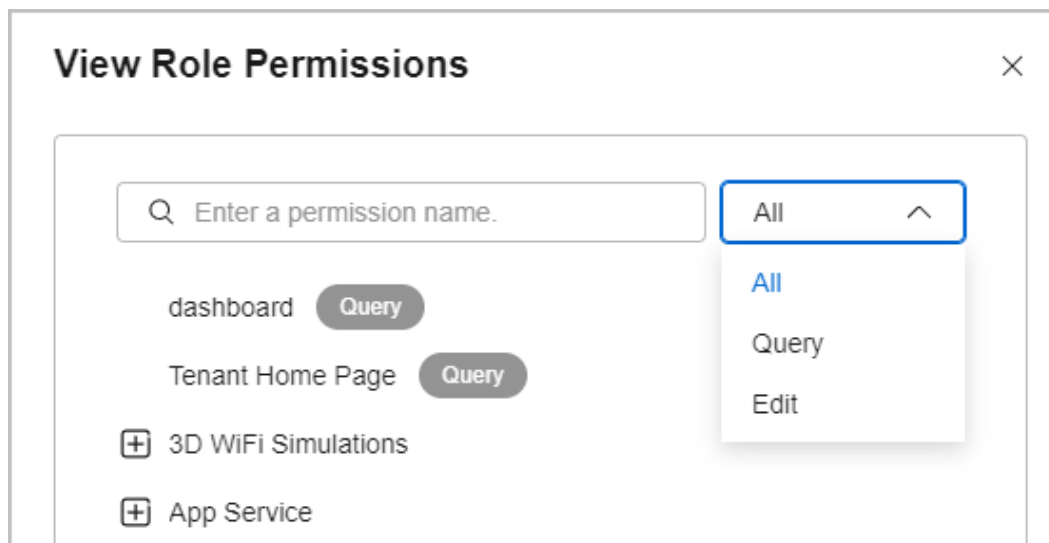
----End




Follow-up Procedure

Custom roles support the view, modify, delete, and search operations on permissions, whereas preset roles support only the view and search operations on permissions.

- View: Select a role and click in the **Operation** column to view its permissions. In the **View Role Permissions** dialog box, you can further filter the query or edit permissions of the role.

Figure 6-16 Viewing permissions of a role



- Search: Enter a role name in the search box, and click  on the left or press **Enter** to search for the role. You can also filter roles by service.
- Modify: Select a role, and click  in the **Operation** column to modify the operation permissions of the role.
- Delete: Select a role, and click  in the **Operation** column or **Delete** above the user list to delete the role. If a role has been assigned to a lower-level workgroup, operation permissions of this workgroup will be affected after the role is detected. Therefore, exercise caution when deleting a role.

6.3.3 Creating a Workgroup

Prerequisites

You have logged in to the Huawei Qiankun console and have been assigned the tenant administrator role (preset role) or the permission to manage workgroups and managed objects under the user and tenant service.

Context

The first Huawei Qiankun account registered for a tenant is the administrator account of the root workgroup and acts the role of a tenant administrator with all operation permissions.

The root workgroup administrator can create lower-level workgroups. A maximum of five levels of workgroups are supported, and each workgroup has an administrator.

Procedure

- Step 1** Click your account in the upper right corner, and choose **Permission Management > User Management**. The **User Management** page is displayed.

Step 2 In the workgroup navigation tree, click + to create a workgroup.

Step 3 Configure basic workgroup information and administrator information, and click **Next**. For details about the parameters, see [Table 6-3](#).

- The value of **Max. Users** or **Max. Workgroups** cannot exceed the number of remaining users or workgroups supported by the root workgroup.

Figure 6-17 Configuring workgroup information

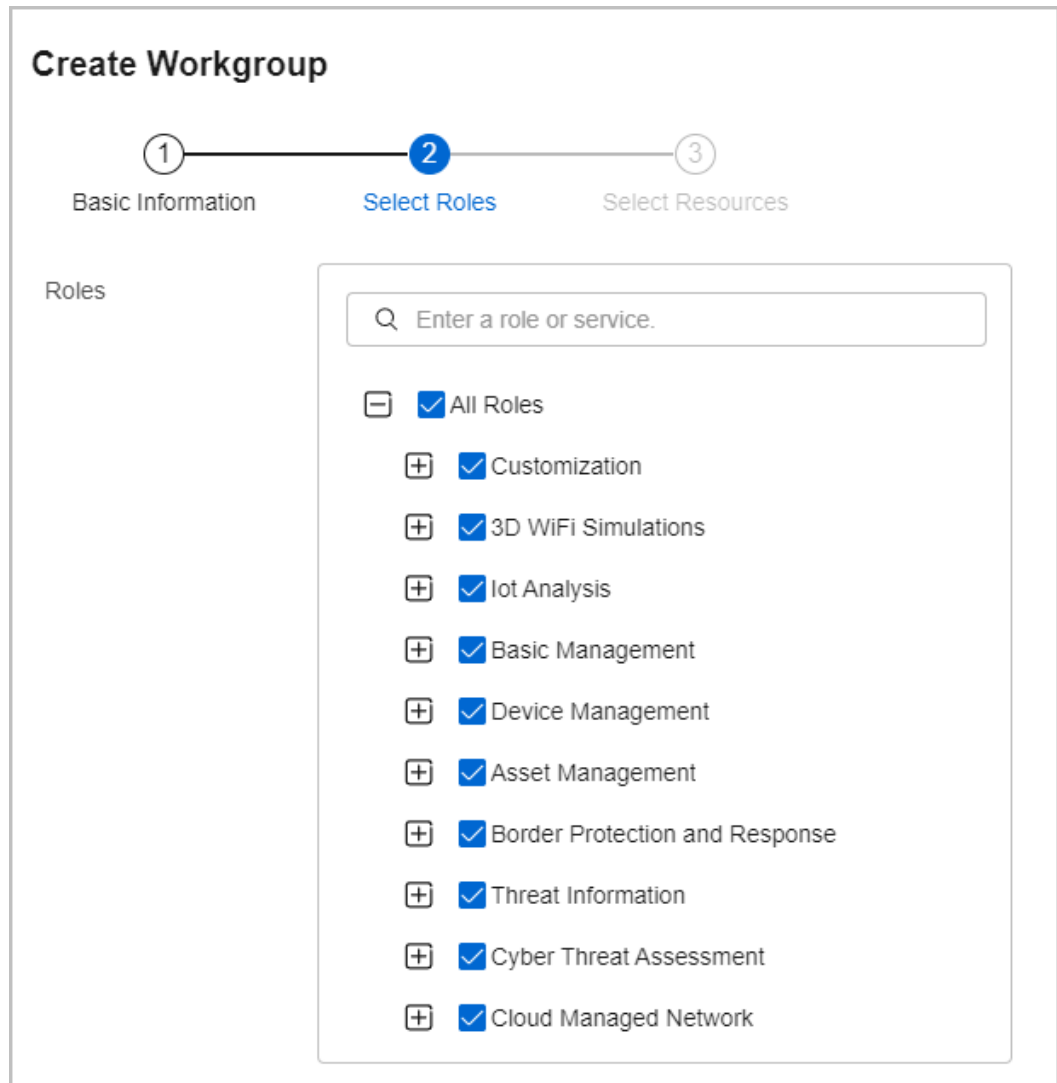
Table 6-3 Parameters for configuring a workgroup administrator

Parameter	Description
Authentication Mode	Administrator authentication mode, which can be set to Password or SMS .
Password	Password of the administrator.
Phone Number, Email Address	Phone number or email address for receiving notifications and reports from Huawei Qiankun.
Enable User	Default enabling state of the workgroup administrator. If this function is disabled, the administrator account cannot be used to log in to the console and the assigned permissions do not take effect.

Step 4 Specify roles for the workgroup administrator, and click **Next**.

- By default, the role list displays all roles of the current login account.
- To assign custom roles, create them in advance by referring to [6.3.2 Creating a Role](#).

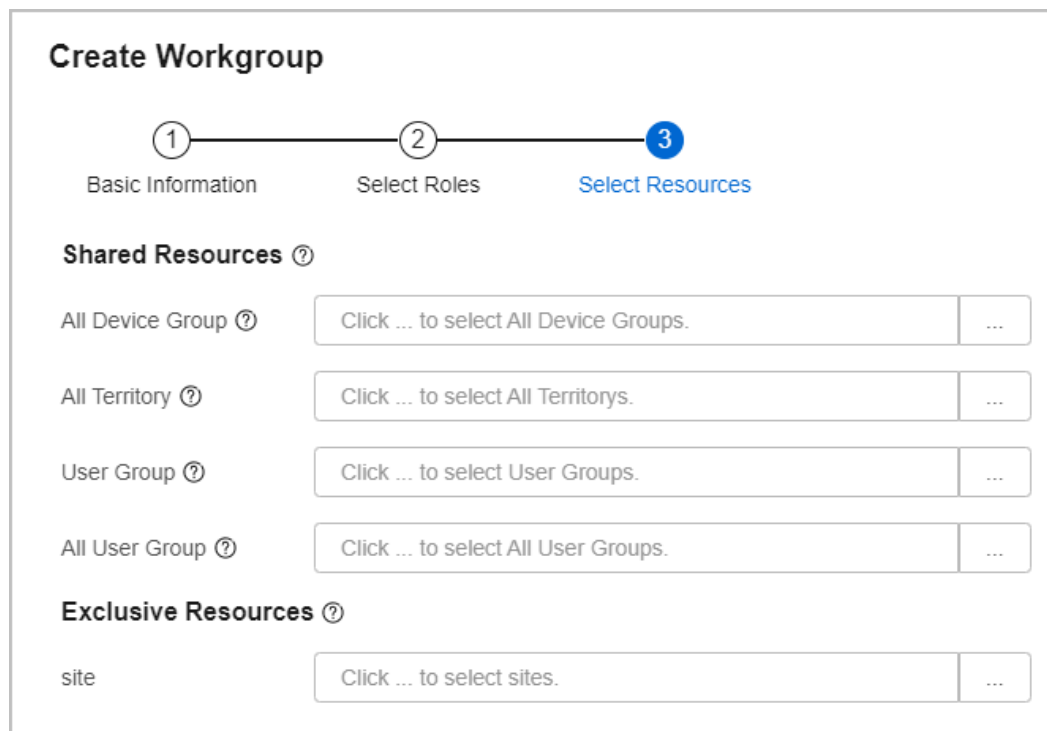
Figure 6-18 Specifying administrator roles



Step 5 Configure managed resources for the workgroup, and click **Finish**.

Resources managed by a workgroup are exclusive resources; that is, these resources can be managed only by one workgroup at the same level.

Figure 6-19 Configuring managed resources






----End

Follow-up Procedure

- Change the initial password. When logging in to the Huawei Qiankun console for the first time, the new workgroup administrator needs to sign website agreements and change the password.
- View, modify, or delete a workgroup. The root workgroup can only be viewed.

Table 6-4 Operations that can be performed on workgroups

Operation	Description
View	Select a workgroup in the Workgroups navigation tree, and click  above the user list to view the workgroup information, administrator information, and managed objects.
Modify	Select a workgroup in the Workgroups navigation tree, and click  above the user list to modify the workgroup information, such as the workgroup name, maximum number of users, and managed objects.

Operation	Description
Delete	<p>In the Workgroups navigation tree, move the cursor to a workgroup name and click  on the right to delete the workgroup.</p> <p>CAUTION</p> <ul style="list-style-type: none">• To delete a workgroup with lower-level groups, delete its lower-level workgroups first.• When a workgroup is deleted, all data and user information of the workgroup will also be deleted and cannot be restored, and online users in the workgroup will be logged out. Exercise caution when performing this operation.

6.3.4 Creating a User

Prerequisites

You have logged in to the Huawei Qiankun console and have been assigned the tenant administrator role (preset role) or the user management permission of the user and tenant service.

Context

By default, only the administrator of a workgroup can create users.

A common user can create users only after being assigned the user management permission.

Procedure

- Step 1** Click your account in the upper right corner, and choose **Permission Management > User Management**. The **User Management** page is displayed.
- Step 2** Click **Create** above the user list, configure user information based on [Table 6-5](#), and click **Next**.

Figure 6-20 Configuring basic user information

The screenshot shows a configuration form for a user. At the top, there are two steps: 'Basic Information' (step 1) and 'Select Roles' (step 2). The 'Basic Information' section includes the following fields:

- Type:** Radio buttons for 'Local' (selected), 'Third-party', and 'Remote'.
- * Username:** Text input field containing '1'.
- * Authentication Mode:** Radio buttons for 'Password' (selected) and 'SMS'.
- * Password:** Password input field with a strength indicator and a help icon.
- * Confirm Password:** Password input field with a strength indicator and a help icon.
- Phone Number:** A dropdown menu set to 'China +86' and a text input field with the placeholder 'Enter a phone number.'
- Email Address:** Text input field with the placeholder 'Enter an email address.'
- Description:** A large text area for additional information.
- Enable User:** A checkbox that is currently checked (Yes).

Table 6-5 Parameters for configuring a user

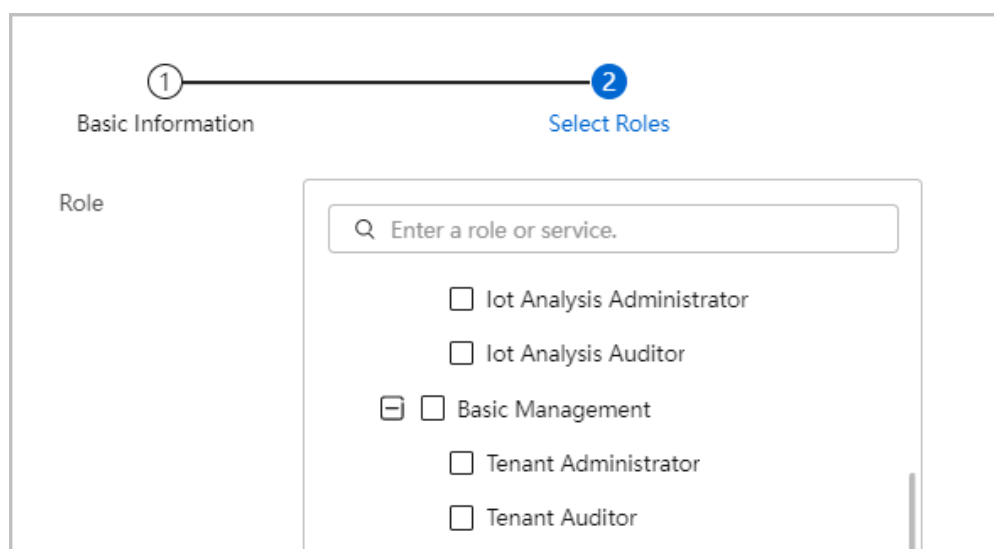
Parameter	Description
Type	<ul style="list-style-type: none"> • Local: refers to a common user. • Third-party: refers to a user who logs in to the console by invoking a northbound API. They are also known as northbound users. • Remote: refers to a Huawei website user. <p>NOTE Only users who have the user management permission of the user and tenant service in the root workgroup can create third-party system users.</p>
Authentication Mode	Administrator authentication mode, which can be set to Password or SMS .
Password	Password of the user.
Phone Number, Email Address	Phone number or email address for receiving notifications and reports from Huawei Qiankun.
Enable User	This function is enabled by default. If this function is disabled, the user account cannot be used to log in to the console and the assigned permissions do not take effect.

Parameter	Description
Password Change at Initial Login	Forcibly asks a user to change the password at the initial login. This parameter is available only when Type is set to Third-party . This function is enabled by default. If this function is disabled, password change is optional upon the initial login.

Step 3 Select roles based on the site requirements, and click **Finish**.

- By default, the role list displays all roles of the current login account.
- To assign custom roles, create them in advance by referring to [6.3.2 Creating a Role](#).

Figure 6-21 Selecting user roles








----End

Follow-up Procedure

- Change the initial password. When logging in to the Huawei Qiankun console for the first time, the new user needs to sign website agreements and change the password.
- Edit user information. Workgroup users can be modified, disabled, deleted, and exported, and their passwords can be reset. [Table 6-6](#) describes these operations in detail.

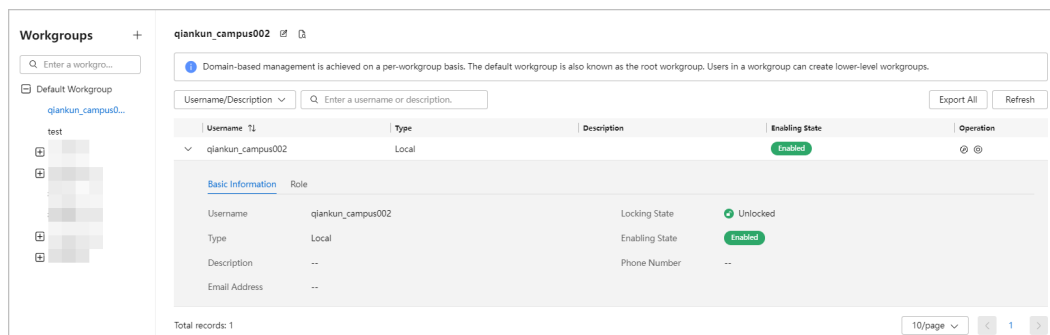
Table 6-6 Operations that can be performed on a workgroup user

Operation	Description
Modify	Select a user and click  in the Operation column to modify the phone number, email address, and roles.

Operation	Description
Password reset	Select a user and click  in the Operation column to reset the user password. Once the password is reset, the system logs out all current sessions of the user.
Enable/Disable	<ul style="list-style-type: none"> Select a user and click  in the Operation column to disable the user. If the user is online, the user is logged out. Select a disabled user and click  in the Operation column to enable the user.
Delete	<ul style="list-style-type: none"> Deleting a single user: Select a user and click  in the Operation column. Deleting users in batches: Select multiple users and click Delete above the user list. <p>CAUTION Exercise caution when performing this operation because a user cannot be restored after being deleted.</p>
Export	Select a workgroup in the Workgroups navigation tree, and click Export All above the user list. NOTE The exported Excel file contains personal data, such as usernames, user types, enabling states, phone numbers, and email addresses. Therefore, keep the file safe.

- Search for users.
 - On the **User Management** page, select a workgroup in the **Workgroups** navigation tree.
 - Select **Username/Description** or **Role** from the drop-down list box.
 - Enter a keyword in the search box and press **Enter**.

Figure 6-22 Searching for users by role



6.4 Site Management

6.4.1 Creating a Site

Prerequisites

You have logged in to the Huawei Qiankun console and have the site management permission of the device lifecycle management service.

Context

Huawei Qiankun provides the site management function to facilitate network management. A site is a collection of devices located in the same administrative domain, either physically or logically. Network quality and security evaluation is performed on a per-site basis, achieving unified device monitoring and management.

NOTE

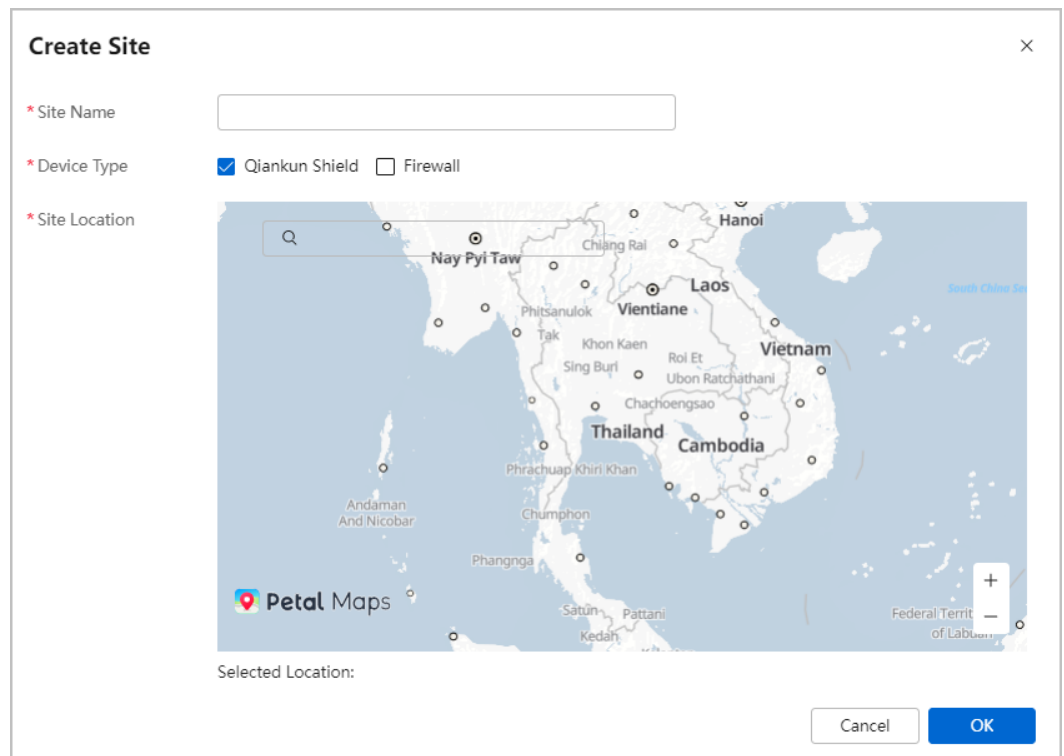
When a new tenant account is created, the system automatically creates a default site named **default-site-First eight characters of the device UUID**. This site supports Qiankun Shield devices and firewalls, and can be edited and deleted.

Procedure

Step 1 Create a site.

1. Choose **Resources Center > Site Management** in the menu bar, and click **Create**. Alternatively, click **+ Create Site** on the console homepage. The **Create Site** dialog box is displayed.
2. Set a site name, device types, and site location, and click **OK**.

Figure 6-23 Creating a site



Create Site

* Site Name

* Device Type Qiankun Shield Firewall

* Site Location





Selected Location:

Cancel OK

Step 2 Manage sites.

You can search for, modify, and delete sites, as described in [Table 6-7](#). For a site in the cloud managed network scenario, you can also view network devices at this site and configure services for it.

Table 6-7 Operations that can be performed on sites

Operation	Description
Search	<ul style="list-style-type: none"> Search by keyword: Enter a site name in the search box, and click  or press Enter. Search by device type: Select one or more device types from the device type drop-down list box. Search by site state: Select a site status from the site status drop-down list box to filter normal or abnormal sites.
Modify	<p>Select a site, click  in the Operation column, and modify the site name, device type or site location.</p> <p>NOTE You can only add device types, but cannot delete a device type.</p>
Delete	<p>Deleting a single site: Select a site, and click  in the Operation column or Delete in the upper right corner of the site list.</p> <p>Deleting sites in batches: Select multiple sites and click Delete in the upper right corner of the site list.</p> <p>NOTE</p> <ul style="list-style-type: none"> If a site contains devices, it cannot be deleted. When a site is deleted, its data will also be deleted and cannot be restored. Exercise caution when performing this operation.
Configure services	<p>Select a site and click  in the Operation column. The site service configuration page is displayed.</p>

----End

Follow-up Procedure

- View sites. On the console homepage, you can view the created sites on the map. A gray site icon indicates that the current site has no device and no pending event. A green site icon indicates that devices at the current site are normal and have no pending event. A red site icon indicates that the current site has abnormal devices or pending events.
- Change the site location. On console homepage, hover the mouse pointer over a site icon in the map and click **Change Location**. In the **Change Site Location** dialog box, click the new site location and click **OK**.

6.4.2 Configuring a Site

Prerequisites

You have logged in to the Huawei Qiankun console and created a site, and have the site management permission of the device lifecycle management service.

Context

After creating a site, you can add devices to the site, adjust the network topology, and configure services to ensure proper running of the site.

Procedure

- Step 1** On the console homepage, click a site icon on the map. The site homepage is displayed.

The following uses a security site (Qiankun Shield/firewall) as an example. If you have purchased and enabled the Border Protection and Response Service, the site homepage displays information about external attack sources and compromised hosts. For details, see [Table 6-8](#).

Figure 6-24 Site homepage

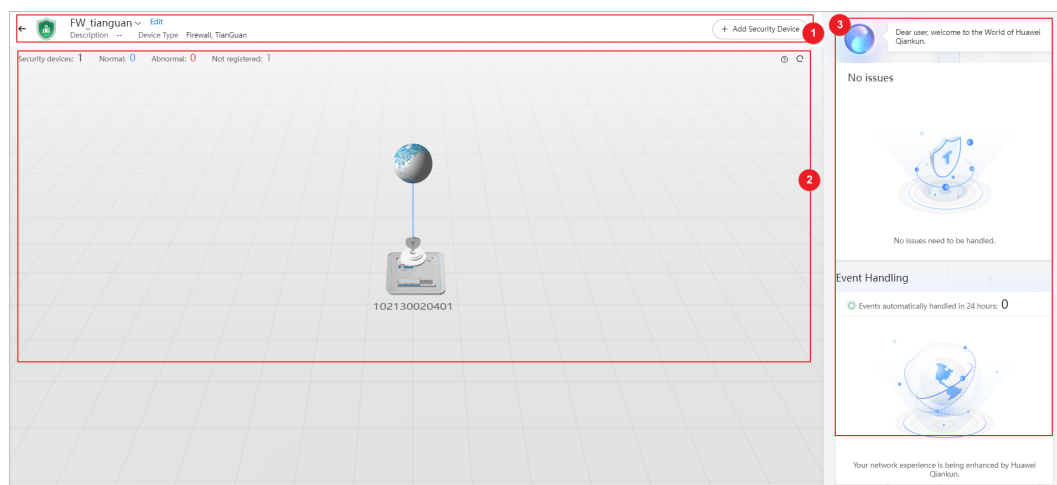



Table 6-8 Introduction to the site homepage

No.	Module	Description
1	Site information overview	<p>Displays site information such as the site name, and allows you to switch to the homepage of another site, edit the current site, and use shortcut menus to perform other related operations.</p> <ul style="list-style-type: none"> Switching to the homepage of another site: Click the current site name, and select another site to access its homepage. Edit the current site: Click  next to the site name to modify site information. Shortcut menus: On the right of the module, shortcut menus are provided for you to add devices to the site, configure the site, search for attack sources or asset IP addresses, and modify time.
2	Site topology	Displays all devices at the current site.
3	Smart Assistant	<p>Helps you monitor and manage sites in real time.</p> <ul style="list-style-type: none"> To-dos related to the site: Exception events at the current site are displayed here, allowing you to handle them quickly. Automatic event handling: Exception events at each site can be automatically handled, ensuring proper running of the sites. The events automatically handled for the current site in the last 24 hours are displayed here.

Step 2 Perform operations on the site topology.

A site topology typically consists of devices and links. If no device is available at the site, add one or more devices to the site by referring to step 3.

- **Security site**
 - View the topology. You can right-click and drag on the background to adjust the view, and left-click and drag on the background to rotate the view.

Step 3 (Optional) Add devices to the site.

- **Security site**
 - Click **+ Add Device**.
 - On the **Add Device** page, click **Add**. In the **Add Device** dialog box, set **Add By** and other relevant parameters, and click **OK**. For details, see [Add a security device](#).

Figure 6-25 Add Device dialog box

Add Device

Add By SN Device Type

After you click OK, the device type and model may not be automatically identified. In this case, you will need to manually set them in the list of devices to be added.

* SN

Separate multiple SNs by line breaks.

Cancel OK

- c. Click **Confirm**.

----End

Follow-up Procedure

- Quickly check the site overview.
On the console homepage, hover the mouse pointer over a site icon in the map to view the number of devices of each type at the site.
- Check the site status.
On the console homepage, sites in different states are displayed in different colors on the map. A gray site icon indicates that the current site has no device and no pending event. A green site icon indicates that devices at the current site are normal and have no pending event. A red site icon indicates that the current site has abnormal devices or pending events.

6.5 Device Management

Prerequisites

You have logged in to the Huawei Qiankun console and have the device-related permissions of the device lifecycle management service.

Context

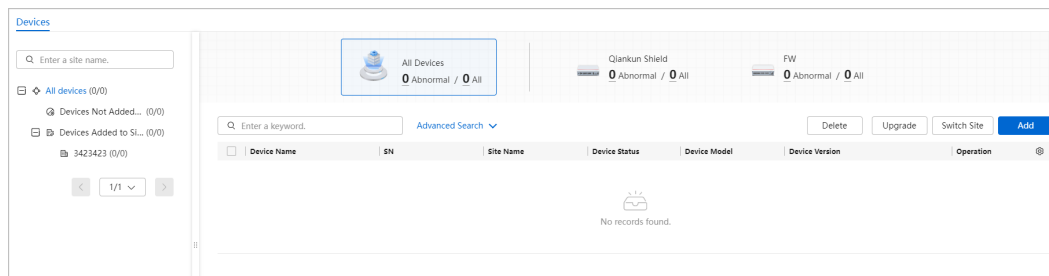
Device management is a function provided by Huawei Qiankun for remote monitoring and routine management of devices.

With this function, you can quickly gain insight into the status of security devices and packages, as well as handle exception events on devices.

Procedure

1. Choose **Resource Center > Device Management** in the menu bar. The device management page is displayed.

Figure 6-26 Security device management page




- The site device list is displayed on the left of the page.
 - Quick site search: Enter a keyword, and click  or press **Enter** to search for sites that meet the search criteria.
 - Viewing devices at a site: Select a site. Information about all devices at the site is displayed on the right.
- The upper part of the page displays device statistics, including the total number of devices of the current tenant, the number of devices of each type, and the number of abnormal devices.
- The lower part of the page displays the security device list, including the name, SN, site name, state, IP address, MAC address, and model of each device. [Table 6-9](#) describes the device states.

Table 6-9 Description of security device states

Device State	Description	Possible Cause
Normal	A device is online.	N/A
Offline	A device is offline.	The network connectivity 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.

Device State	Description	Possible Cause
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.

 NOTE


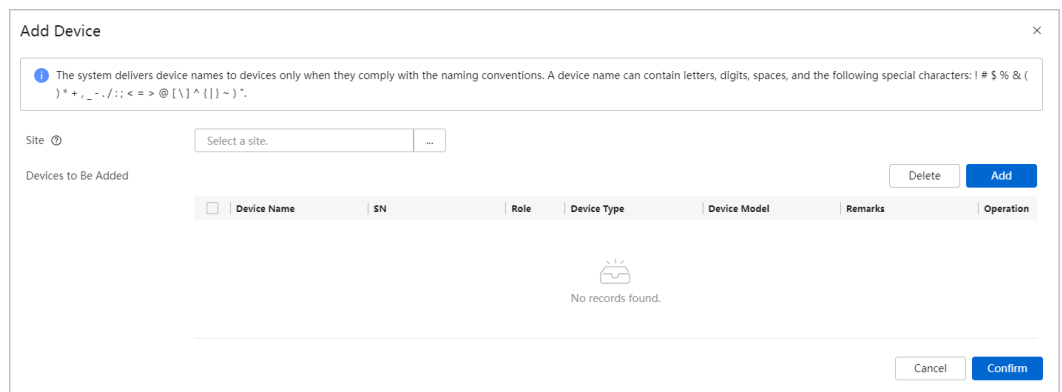
- If a device is invalid, delete the device and add it again.
 - If the state of a device is **Not registered**, click  to view the online guide.
2. Add a security device.
 - a. Click **Add** in the upper right corner of the device list. The **Add Device** page is displayed.

Figure 6-27 Add Device dialog box



- b. Click **Add**, and add devices by SN or device type. Then, click **OK**.


Figure 6-28 Add Device dialog box

- c. Confirm the devices to be added and click **Confirm**.


Figure 6-29 Confirming devices to be added

Table 6-10 Parameters for adding a device

Parameter	Description
Site	Site to which a device is to be added. If no site is selected, security devices are automatically added to the default site.


Parameter	Description
Add By	<p>Devices can be added by device model or SN.</p> <ul style="list-style-type: none"> • (Recommended) By device model: You need to enter the device type, device model, and quantity. After devices are added, click  in the Operation column of each device to add the SN. • Add by SN: You need to enter the device SN. <p>NOTE</p> <ul style="list-style-type: none"> • An SN contains 10 to 40 characters that can contain only digits and letters. • If a device fails to be added by SN, try to add it by device model. • Separate multiple SNs by line breaks. • If a device cannot be added because its SN has been entered on the platform, contact Huawei Qiankun operations personnel or the corresponding MSP to delete this SN.
Devices to Be Added	<p>List of devices to be added. You can edit or delete security device information (including the device role, SN, and working mode).</p> <p>NOTE</p> <ul style="list-style-type: none"> • If the type or model of a device added by SN is accurately identified, you can select the device type or model here. • After the SN of a device is changed, the system automatically matches the role and device type. Ensure that the entered SN is correct.

3. Search for devices.


- Search by keyword: Enter a keyword in the search box, and click  or press **Enter**.
- Advanced search: Click **Advanced Search**, and select search criteria such as the device state, registration time, and creation time.

4. Delete a device.

After a device is deleted, you cannot handle the events detected by it. Exercise caution when performing this operation.

- To delete a single device, click  in the **Operation** column of the device.
- To delete devices in batches, select the devices in the device list and click **Delete**.

5. Edit device information.

Select a device, click  in the **Operation** column, and modify device information, such as the device name, SN, role, and remarks.

 **NOTE**

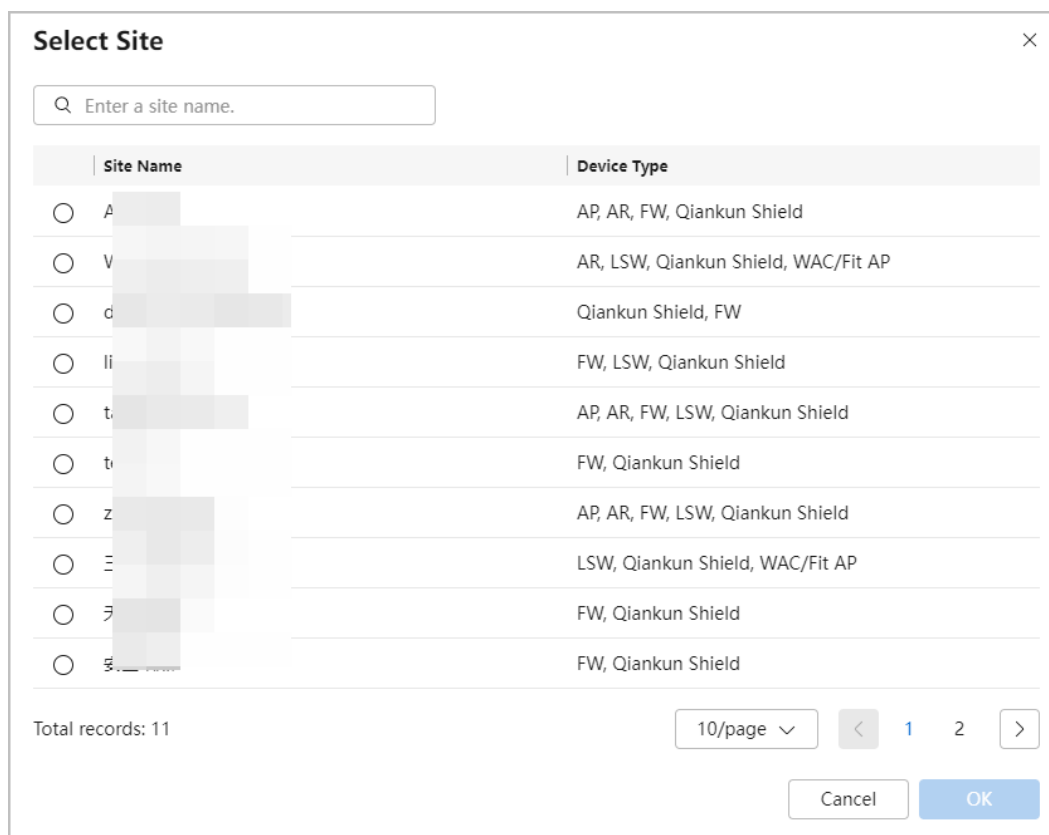
Before changing the working mode of a security device on the console, change it on the device. Ensure that the selected working mode matches the actual working mode of the device. Otherwise, device or network exceptions will occur.

Commands for checking and setting the working mode on a security device:

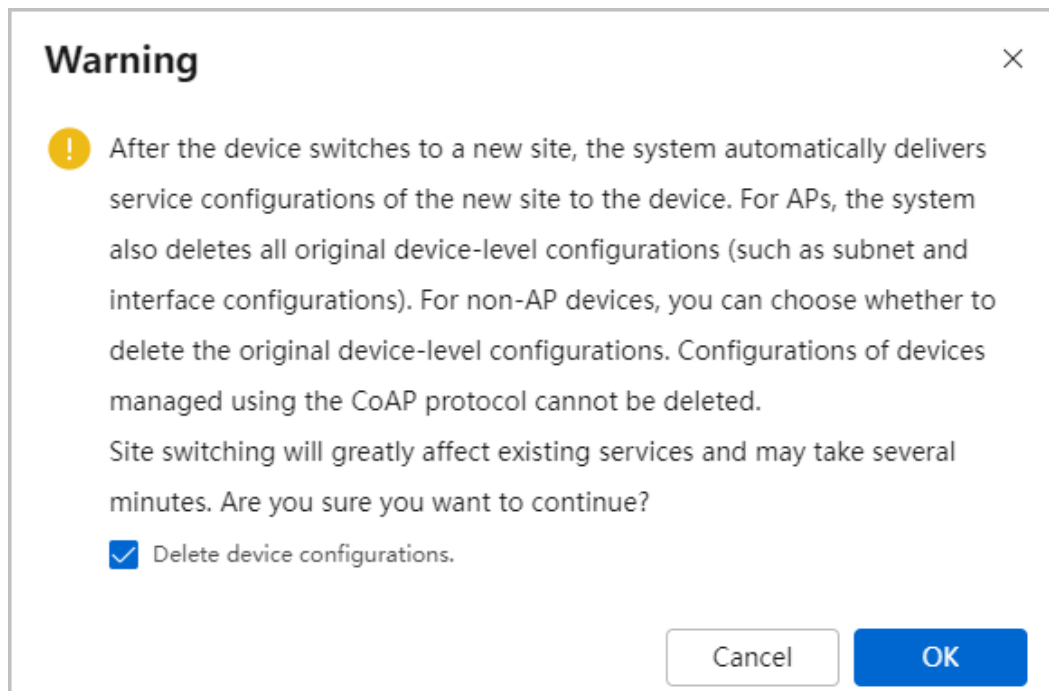
- **display firewall run-mode:** checks the working mode.
- **firewall run-mode cloud-manage:** sets the cloud management mode.
- **undo firewall run-mode cloud-manage:** sets the traditional mode.

6. Change the site to which a device belongs.

Select a device, and click **Change Site**. In the dialog box that is displayed, select a new site and click **OK**.



Site Name	Device Type
<input type="radio"/> A	AP, AR, FW, Qiankun Shield
<input type="radio"/> V	AR, LSW, Qiankun Shield, WAC/Fit AP
<input type="radio"/> d	Qiankun Shield, FW
<input type="radio"/> li	FW, LSW, Qiankun Shield
<input type="radio"/> t	AP, AR, FW, LSW, Qiankun Shield
<input type="radio"/> t	FW, Qiankun Shield
<input type="radio"/> z	AP, AR, FW, LSW, Qiankun Shield
<input type="radio"/> 三	LSW, Qiankun Shield, WAC/Fit AP
<input type="radio"/> 天	FW, Qiankun Shield
<input type="radio"/> 天	FW, Qiankun Shield



NOTE

- After a device is switched to a new site, the system delivers the service configurations of the new site to the device. You can determine whether to clear the original configurations (such as subnet and interface configurations) from the device. This function does not apply to CoAP-managed devices, such as S210 series devices.
- If a device restarts and goes online, the system delivers all site service configurations to the device again.

7. Upgrade a security device.

Click **Upgrade** in the upper right corner of the device list, or click **New** next to a device version. On the page that is displayed, click **Add**, select the device to be upgraded, and click **OK**. On the **Upgrade Settings** page, select an upgrade type and click **Confirm**.

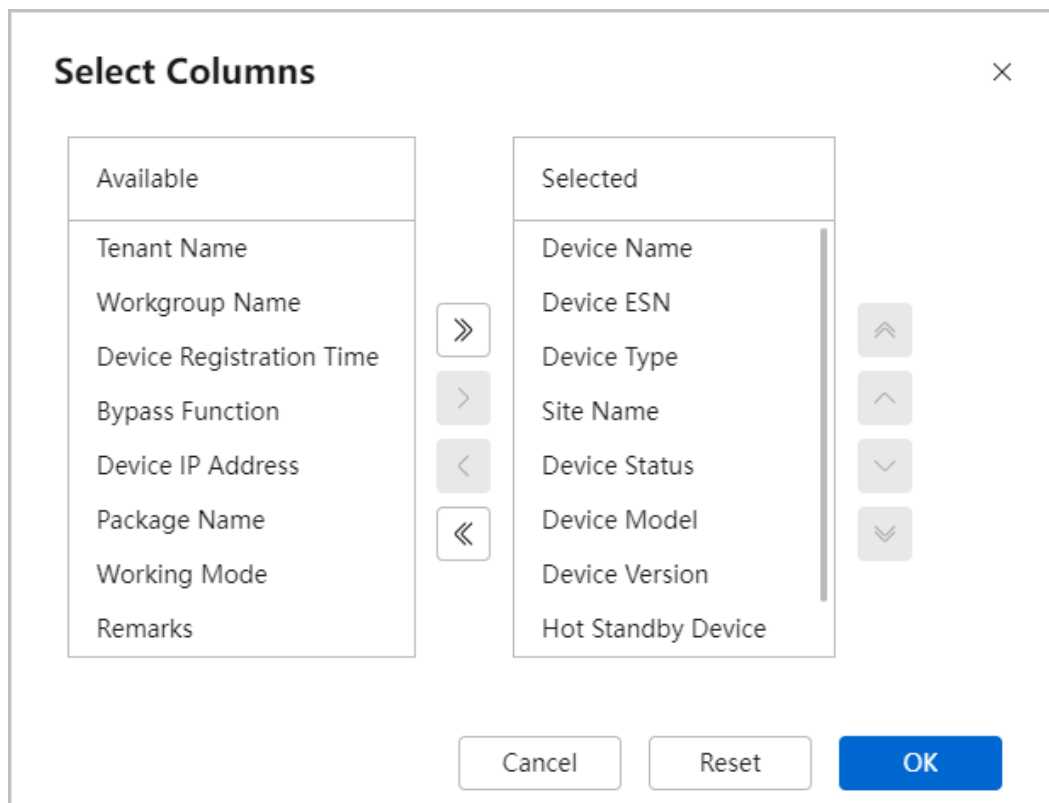
NOTE

- Currently, device upgrade refers to upgrading the device version.
- If you select **Scheduled upgrade**, there may be a delay.
- If a device has been bound to a hot standby device, unbind the hot standby device before performing the upgrade.
- Currently, the following device models can be upgraded: USG6000E-E03, USG6000E-E07, USG6301E-C, USG6302E-C, USG6303E-C, USG6308E-B, USG6318E-B, USG6338E-B, USG6358E-B, USG6378E-B, USG6398E-B, USG6501E-C, USG6502E-C, USG6503E-C, USG6520E-K, USG6560E-K, USG6590E-K, and USG6603F-C.

8. Adjust the fields displayed in the device list.

Click on the right of the device list. In the **Select Columns** dialog box, select the fields to be displayed in the device list, click , and click **OK**.

Figure 6-30 Selecting fields to be displayed



NOTE

Device Registration Time: indicates the time when a device is registered and goes online for the first time. The value remains unchanged after the device is deleted and registered again.

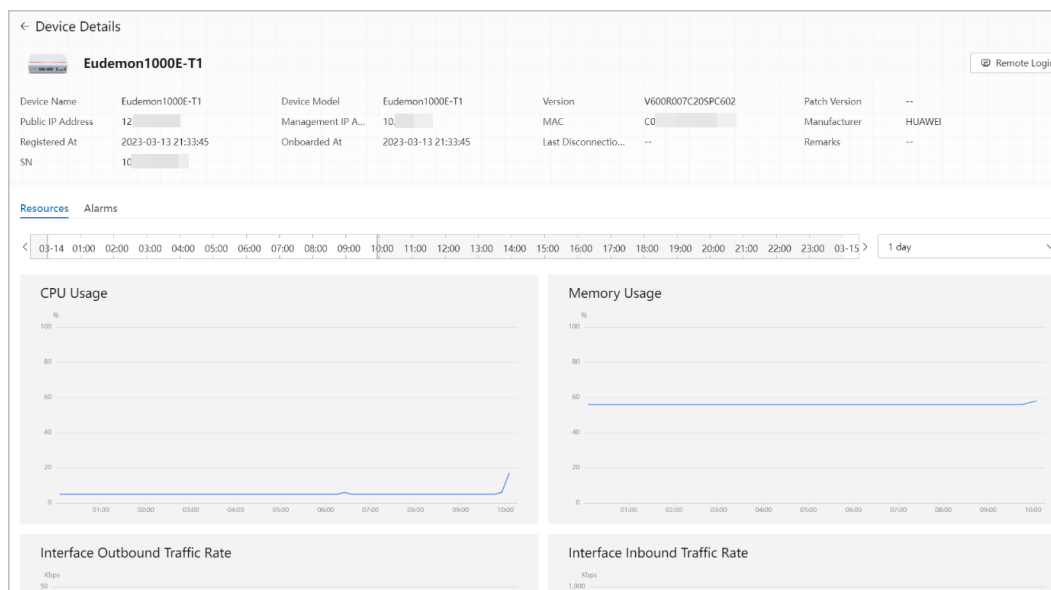
Device Status: The value consists of the device state and the duration during which the device remains in this state. The duration will be reset upon a device state change.

9. View security device details.

Click a security device name. The **Security Device Details** page is displayed on the right, showing device information such as the device name, key events, CPU and memory usage, interface outbound rate, and interface inbound rate.

- You can view the CPU and memory usage, interface outbound rate, and interface inbound rate within one day, one week, or one month.
- You can click **Remote Login** to redirect to the web system login page of the security device.

Figure 6-31 Security device details



6.6 Order Management

Prerequisites

You have logged in to the Huawei Qiankun console, and purchased and activated services.

- For details about how to purchase services, see [4 Service Purchase](#).
- For details about how to activate services, see [5 Service Activation](#).

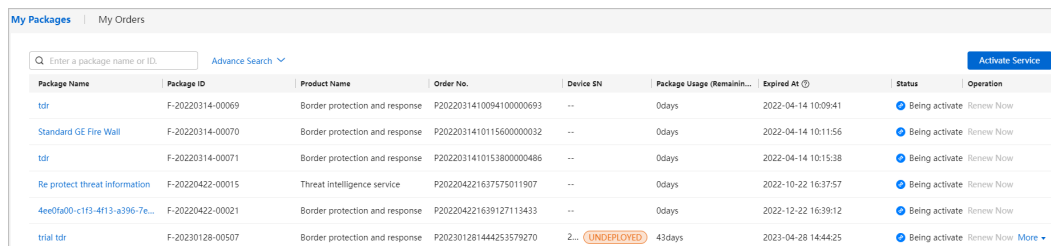
Context

Huawei Qiankun allows you to view order and package information on the order management page.

Procedure

1. Click your account in the upper right corner of the console, and choose **Order Center > My Packages**.

Figure 6-32 My Packages page




 **NOTE**

- Currently, only the Border Protection and Response Service supports the device deployment status.
 - Deployed: Configurations have been successfully delivered to a device.
 - Not deployed: Configurations have not been delivered to a device or fail to be delivered.
 - You can choose **More > Activate** in the **Operation** column to deploy security policies on devices. Generally, security policies are automatically deployed after devices go online.
 - If there is a Border Protection and Response Service package that has no device bound, the system prompts you to bind devices when you access the package management page.
2. Click the name of a package to view its details. The following uses the Border Protection and Response Service as an example.

Figure 6-33 Package details

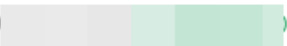
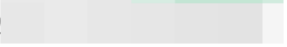
Package Detail



Standard GE Fire Wall

Status	Expired At	Package Usage (Remaining)
Normal	2023-11-28 23:59:59	258days

Basic Information

Product Name	Border protection and response
Device Name	SZ2-FW-10014
Device SN	10 
Order No.	P2 

Configuration/Specifications

Version	Standard FW
Threat Prevention Da...	Supported
Device Bandwidth	Srandard GE FW 0-5 Gbps

6.7 Agency Management

Prerequisites

You have logged in to the Huawei Qiankun console and have the authorization management permission of the user and tenant service.

Context

You can entrust your services to a desired MSP to reduce the OPEX of your enterprise.

Procedure

- Step 1** Click your account in the upper right corner of the console, and click **Agencies**.
- Step 2** Click **Create** and set parameters based on [Table 6-11](#).

Table 6-11 Agency parameters

Parameter	Description
Delegated Party ID	<ul style="list-style-type: none"> If the current tenant account is created by an MSP, the MSP ID is displayed by default. If the current tenant account is self-registered, obtain the unique MSP ID from the delegated MSP.
Delegated Services	List of services and operation permissions to be entrusted to the MSP. Select a service and click Custom Role to select the roles to be assigned to the MSP.
Agency Expiration Time	Time when the agency automatically expires.
Description	Agency description, which will be displayed when the MSP approves the agency request.


NOTE

If not all common service roles are selected, managed services of the delegated party may be affected. Exercise caution when selecting roles.

- Step 3** Click **OK**.
- Step 4** In the **Confirm Agency Information** dialog box, read the risks, select **I have read and agree to Agency Authorization Agreement and understand the risks of performing this operation**, and click **OK**.

After the MSP approves the agency request, an agency relationship is established between the tenant and MSP.

- Step 5** Modify an agency.

Click  in the **Operation** column of the agency, and modify agency information. The modification application is then submitted to the MSP.


- Step 6** Delete an agency.

 **CAUTION**

Deleting an agency will terminate the agency relationship immediately, after which the delegated party will no longer have permissions to maintain or operate your data. You are advised to reach a consensus with the delegated party before deleting the agency.

Click  in the **Operation** column of the agency to delete it.

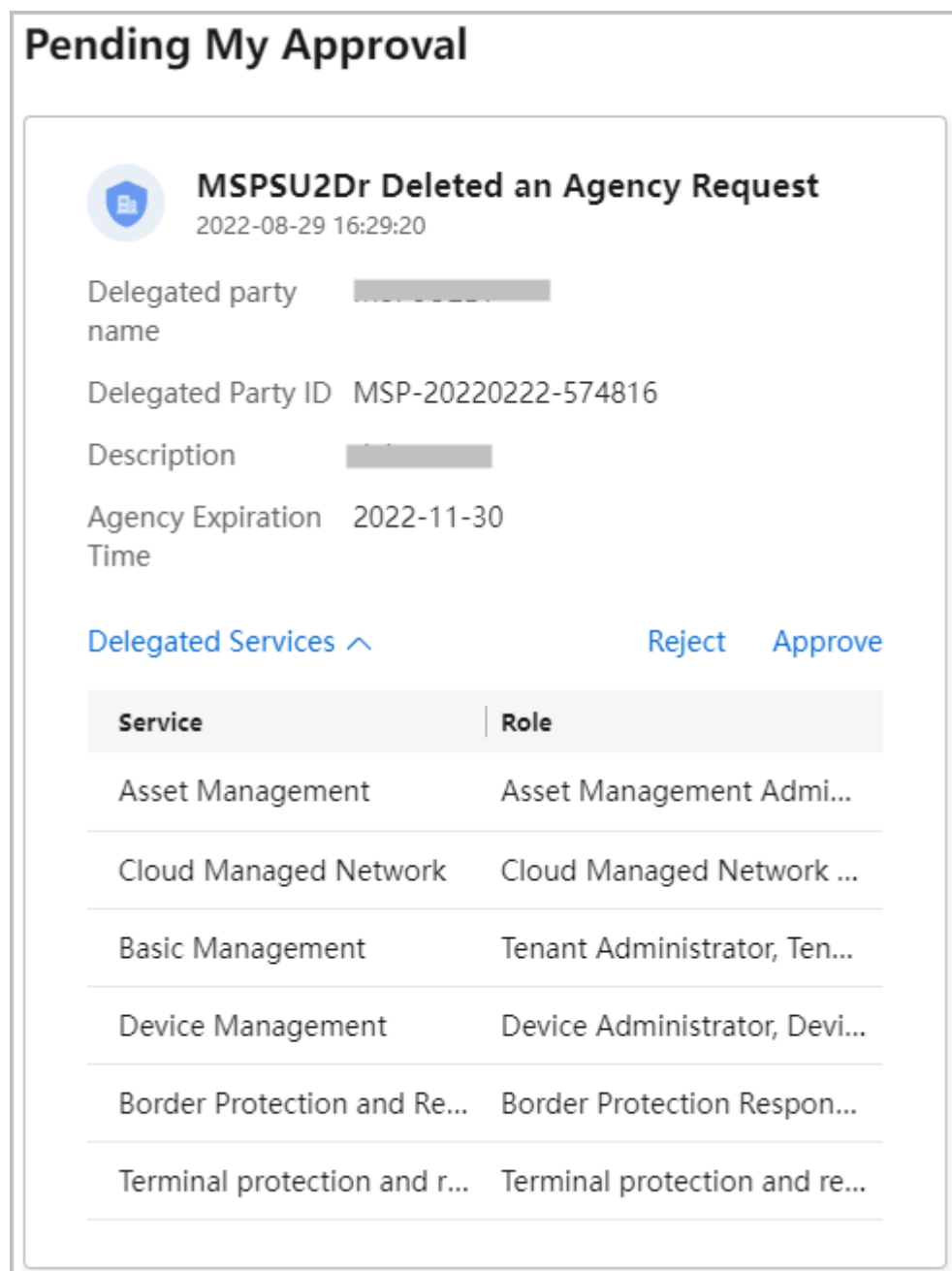
Step 7 View agencies.

On the **Agency** page, click **Agency Records** to view the initiated and approved applications. You can click  to cancel an agency request in **Pending approval** state.

Step 8 Handle an agency deletion request.

If an MSP requests to delete an agency, the agency is deleted only after you approve the request.

Figure 6-34 Agency deletion request submitted by an MSP



----End

6.8 Service Ticket Management

Prerequisites

You have logged in to the Huawei Qiankun console and have the permission to manage service tickets.

Context

Huawei Qiankun provides the service ticket function for issue handling and tracking.

When using Huawei Qiankun, you can create service tickets if you encounter any problems. After receiving your service tickets, Huawei Qiankun engineers will quickly analyze, locate, and resolve the problems. You can easily learn about the service ticket processing progress based on the service ticket states.

Procedure

Step 1 Click your account in the upper right corner of the console, and choose **My Service Tickets > My Service Tickets**.

Step 2 Create a service ticket.

Click **Create**, and set parameters based on [Table 6-12](#).

Figure 6-35 Creating a service ticket

The screenshot shows the 'Create Service Ticket' form with the following sections:

- Issue Description:** A text area with a warning: "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:** A button labeled '+ Add' with a note: "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:** A section with a phone icon and a note: "This phone number is used to receive service ticket notifications. If necessary, Huawei Qiankun CloudService engineers will contact you by phone." It includes a dropdown for 'China +86', a text input for '158****226', and radio buttons for 'Any time' and 'Specified Time'.
 - Email:** A section with an email icon and a note: "Only service ticket notifications will be sent to this email address."
- Service:** A row of radio buttons for 'Cloud log audit', 'Vulnerability scan service', 'zhong duan fang hu', 'Cloud Network management', and 'Other'.
- Customer Agreement:** A checkbox labeled "I have read and agree to the Customer Agreement".

Buttons for 'Cancel' and 'OK' are located at the bottom right.

Table 6-12 Parameters for creating a service ticket

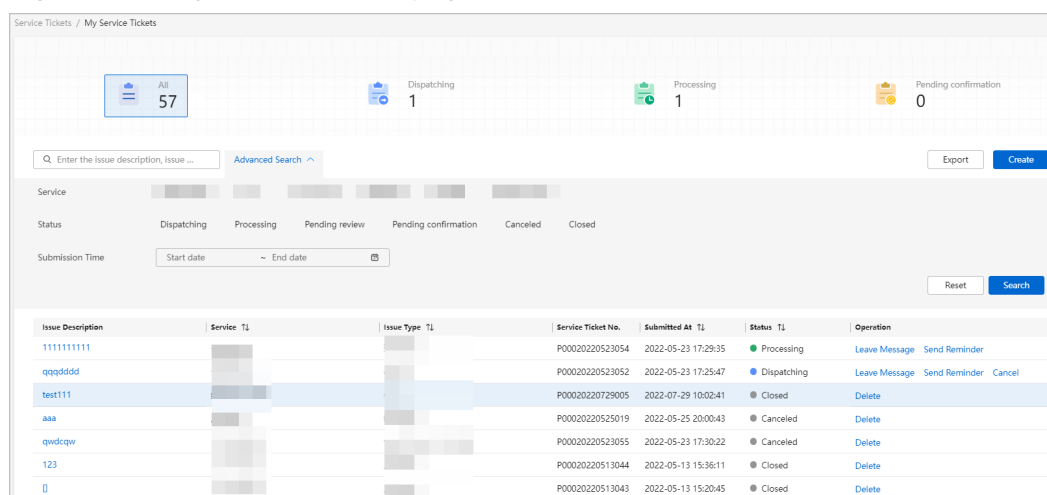
Parameter	Description
Service	Service for which a service ticket is to be submitted. If the desired service is not found in the service list, contact Huawei Qiankun engineers at sa@huawei.com.
Issue Type	Type of the issue you want to report in the service ticket.
Issue Description	Issue description in 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.

Parameter	Description
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.
Contact Method	By default, In-ticket messages is used to track service ticket processing. You can also select Phone or Email , or both of them. If you select Phone , you can set Contact Time to a specified period of time.


Step 3 View service ticket details.

The **My Service Tickets** page consists of three major parts: service ticket overview, service ticket search, and service ticket list.

Figure 6-36 My Service Tickets page



- Service ticket overview
Click **All**, **Dispatching**, **Processing**, or **Pending Confirmation** in the upper part of the page to filter the service tickets in the respective states.
- Service ticket search

- Search by keyword: Enter a keyword, and click  or press **Enter**.
- Advanced search: Click **Advanced Search**, select search criteria, and click **Search**.

The search criteria change according to your selection in the service ticket overview area, as described in [Table 6-13](#). [Table 6-14](#) describes the service ticket states.

Table 6-13 Search criteria

Selection in the Service Ticket Overview Area	Search Criteria
All	Service, service ticket state, and submission time
Dispatching, Processing, or Pending Confirmation	Service and submission time

Table 6-14 Service ticket states

Service Ticket State	Description
Dispatching	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 confirmation	A Huawei Qiankun engineer has handled the service ticket and waits for your confirmation and evaluation.
Canceled	You have canceled a service ticket in dispatching state. Canceled service tickets do not need to be processed by Huawei Qiankun engineers.
Closed	A service ticket has been closed. If you have any other problems, you need to create another service ticket.

- Service ticket list

The list records service ticket information such as the service, issue type, No., time, and state. You can perform various operations on service tickets, as described in [Table 6-15](#).

Table 6-15 Operations that can be performed on service tickets

Operation	Description
Send a reminder	Click Send Reminder in the Operation column. When receiving your reminder, the corresponding Huawei Qiankun engineer will process the service ticket as soon as possible.
Cancel	For a service ticket in dispatching state, you can click Cancel in the Operation column to cancel it.

Operation	Description
Leave messages	<ul style="list-style-type: none"> - You can directly communicate with Huawei Qiankun engineers by leaving text messages or images. Within 2 minutes after a message is sent, you can withdraw the message and edit it again. - On the message leaving page, you can send a reminder, and cancel or close the service ticket. - On the message leaving page, you can view service ticket processing logs about the create, process, close, and other operations.
Review	Give your review and rating after the engineer completes processing your service ticket.
Delete	<p>For a service ticket in canceled or closed state, you can click Delete in the Operation column to delete it.</p> <p>CAUTION Exercise caution when performing this operation because a service ticket cannot be restored after being restored.</p>
Export	<p>Click Export, read the message in the displayed dialog box, and click OK.</p> <p>NOTE The exported Excel file contains the issue type, service name, service ticket state, and phone number or email address. Keep the file safe as it involves personal data.</p>

- Service ticket authorization

When Huawei Qiankun engineers process service tickets, they may require some information from you for fault locating. To obtain such information, Huawei Qiankun engineers must obtain formal authorization from you. Authorization information includes:

- Confidential information, such as usernames and passwords for logging in to devices.
- Statement of commitment, which needs to be signed by you.

 **NOTE**

Carefully check the authorization information to be provided. If you have any questions, contact Huawei Qiankun engineers by leaving messages.

You can process authorization requests using either of the following methods:

- In the chat window, click **Authorize** as prompted. For details, see [Table 6-16](#).

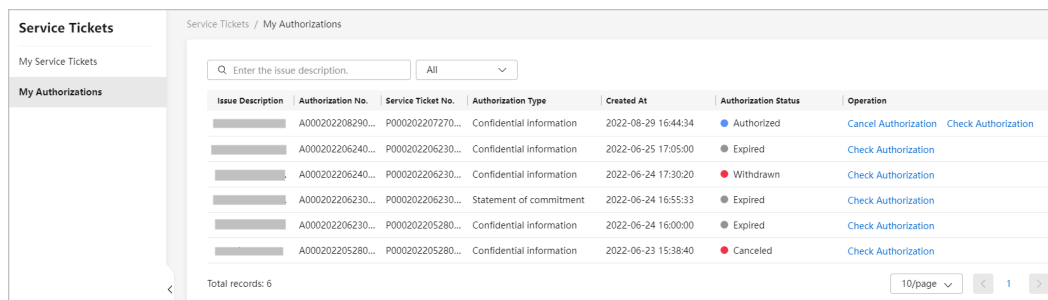
Figure 6-37 Service ticket authorization

Table 6-16 Operations related to service ticket authorization

Operation	Description
Reply	<ul style="list-style-type: none"> For confidential information, provide it in the text box. For statement of commitment, read it carefully. No reply is required.
Set an authorization period	When the authorization period expires, the system automatically clears the authorized information, and Huawei Qiankun engineers can no longer view the information. In this case, you are advised to modify the authorized information right away.
Sign the Customer Agreement	Read and sign the Customer Agreement before authorizing the required information.
Accept or reject the authorization request	<ul style="list-style-type: none"> To accept the authorization request, click Authorize. To reject the authorization request, click Reject. <p>NOTE To cancel the authorization, click Cancel Authorization.</p>

- On the **Service Tickets** page, choose **My Authorizations** from the navigation tree. Select the target service ticket, click **Authorize** in the **Operation** column, and perform operations by referring to [Table 6-16](#).

Figure 6-38 My Authorizations page



Issue Description	Authorization No.	Service Ticket No.	Authorization Type	Created At	Authorization Status	Operation
	A000202208290...	P000202207270...	Confidential Information	2022-08-29 16:44:34	Authorized	Cancel Authorization Check Authorization
	A000202206240...	P000202205230...	Confidential Information	2022-06-25 17:05:00	Expired	Check Authorization
	A000202206240...	P000202206230...	Confidential Information	2022-06-24 17:30:20	Withdrawn	Check Authorization
	A000202206230...	P000202206230...	Statement of commitment	2022-06-24 16:55:33	Expired	Check Authorization
	A000202206230...	P000202205280...	Confidential Information	2022-06-24 16:00:00	Expired	Check Authorization
	A000202205280...	P000202205280...	Confidential Information	2022-06-23 15:38:40	Canceled	Check Authorization

You can also view historical authorization records on the **My Authorizations** page.

----End

6.9 Subscription Management

Huawei Qiankun allows you to subscribe to diverse service topics to quickly learn about the service running status, security reports, and alarms.

Using the Border Protection and Response Service as an example, you can subscribe to the security analysis topic to receive security analysis reports periodically.

Two subscription modes are supported:

- By subscriber: You can create, query, and export subscriptions by subscriber.
- By topic: You can view all subscription topics and create subscriptions by topic.

NOTE

If no subscriber is available, create one before creating subscriptions.

6.9.1 Managing Subscriptions by Subscriber

Prerequisites

You have logged in to the Huawei Qiankun console and have the topic subscription permission.

Procedure

Step 1 Click your account in the upper right corner of the console, and choose **Subscriptions > Subscriber**.

Step 2 Create a subscriber.

NOTE

If you have created a subscriber, go to **Step 3**.

Click **Create Subscriber**, enter subscriber information, and click **OK**.

Figure 6-39 Creating a subscriber

Create Subscriber [X]

* Subscriber Name [Input Field]

Phone Number [China +86 v] [Input Field]

Email Address [Input Field]

[Cancel] [OK]

NOTE

- You can enter a phone number or email address to receive subscribed topic information, such as weekly alarm reports.
- Some topics support both Short Message Service (SMS) and email subscriptions, whereas some topics support only SMS or email subscriptions. For example, weekly blacklist reports of the Border Protection and Response Service support only email subscriptions.
- Enter at least one of a phone number and email address. Otherwise, the subscriber cannot be created.

Step 3 Create a subscription.

1. Click **>** on the left of a subscriber name, and click **Add Subscription**.
2. Select the topics you want to subscribe to, and click **OK**.

Figure 6-40 Adding a subscription

Add Subscription [X]

Available (6)

Search [Input Field]

Subscription Topic
<input type="checkbox"/> topicdisplayRmZhG
<input checked="" type="checkbox"/> topicdisplay0Oadf
<input type="checkbox"/> topicdisplayVe7eZ
<input type="checkbox"/> topicdisplay24zeE
<input type="checkbox"/> topicdisplayvXDJK
<input type="checkbox"/> topicdisplaykWxFK

Total records: 6 [Navigation Buttons]


Selected (2)

Subscription Topic	SMS Subscription	Email Subscription
<input type="checkbox"/> topicdisplayRmZhG	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> topicdisplay0Oadf	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Total records: 2 [Navigation Buttons]

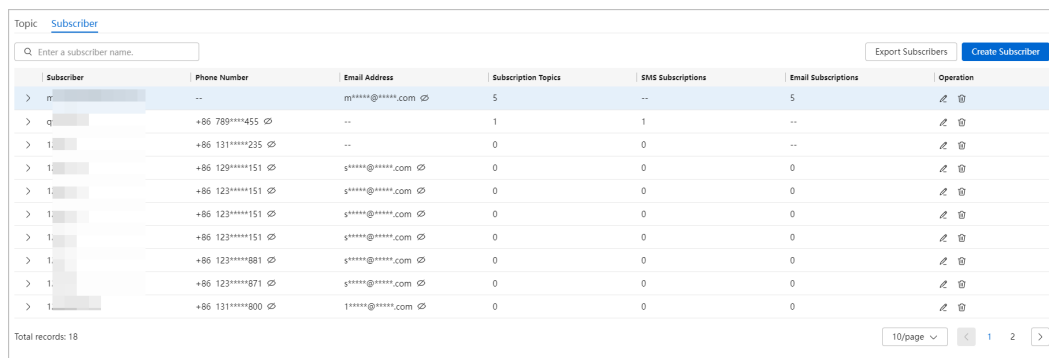
[Cancel] [OK]

Step 4 View subscription details by subscriber.

1. On the **Subscriber** tab page, enter a subscriber name in the search box, and click  or press **Enter**.

Then, you can view basic information about the subscriber, topics subscribed to by the subscriber, and the number of SMS or email subscriptions.

Figure 6-41 Subscriber tab page




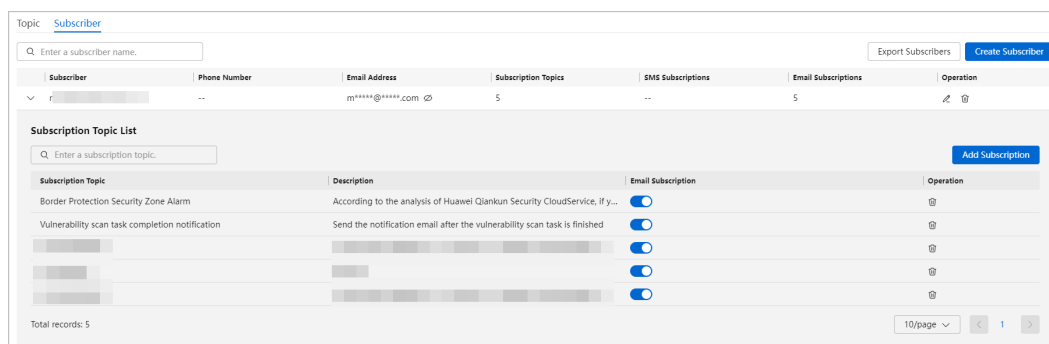
2. Click  on the left of a subscriber name to view subscription records, including the topic name, topic description, and subscription mode.

Figure 6-42 Subscription details by subscriber





----End

Follow-up Procedure

You can edit, delete, or export subscriber information.

Table 6-17 Operations that can be performed on subscriber information

Operation	Description
Edit	Click  in the Operation column of a subscriber to modify the subscriber name and the phone number or email address.

Operation	Description
Delete	Click  in the Operation column of a subscriber to delete it. CAUTION When a subscriber is deleted, all subscription records and data of the subscriber will also be deleted and cannot be restored. Exercise caution when performing this operation.
Export	Click Export Subscribers , confirm the risk message, and click OK . NOTE The exported Excel file contains information about all subscribers and all subscription data and records of these subscribers. Keep the file safe as it involves personal information.

6.9.2 Managing Subscriptions by Topic

Prerequisites

You have logged in to the Huawei Qiankun console and have the topic subscription permission.

Procedure

Step 1 Create a subscriber. For details, see [Managing Subscriptions by Subscriber](#).

 **NOTE**

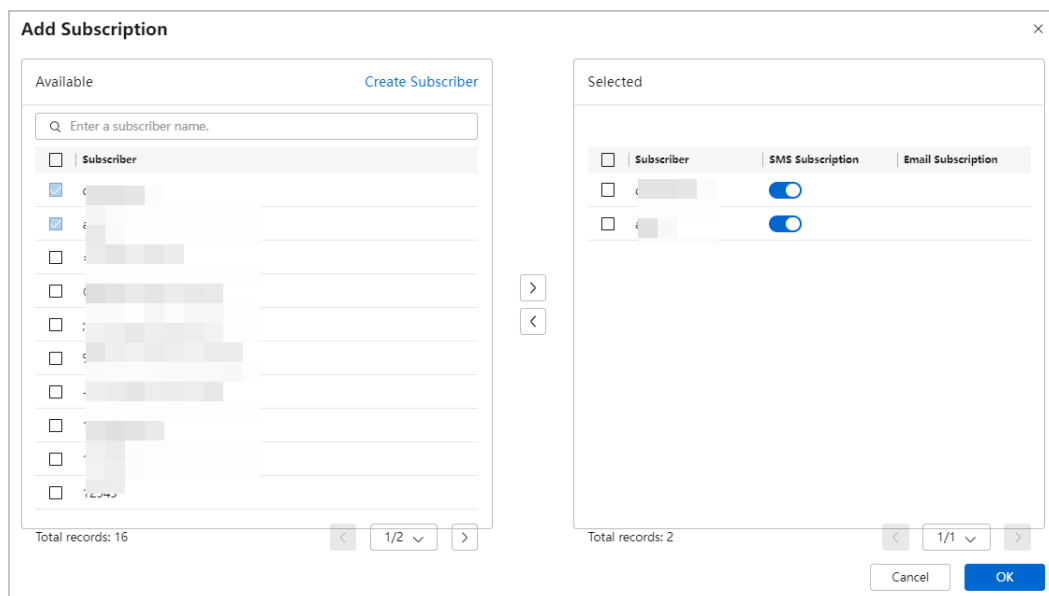
If you have created a subscriber, go to [Step 3](#).

Step 2 Click your account in the upper right corner of the console, and choose **Subscriptions > Topic**.


Step 3 Create a subscription.

1. Click > on the left of a desired topic name, and click **Add Subscription**.
2. Select one or more subscribers, and click **OK**.

Figure 6-43 Adding a subscription

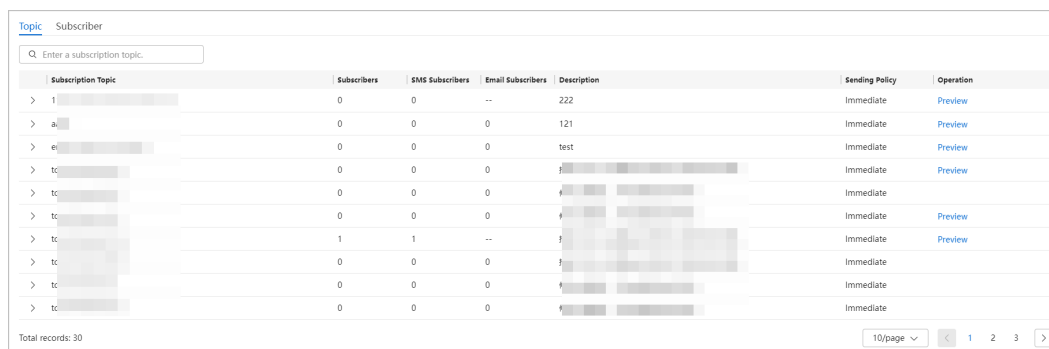


Step 4 Search for subscriptions by topic.

1. On the **Topic** tab page, enter a topic name in the search box, and click  or press **Enter**.

Then, you can view basic information about the topic, including the subscribers who subscribe to the topic and the subscription mode (SMS or email).

Figure 6-44 Topic tab page




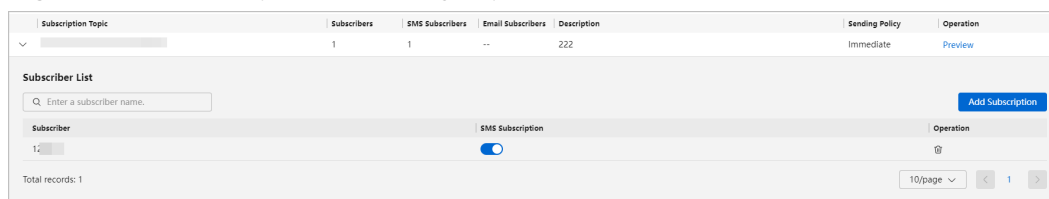
2. Click  on the left of a subscription topic to view subscription records, including subscribers and subscription modes.

Figure 6-45 Subscription details by topic





----End

Follow-up Procedure

In the subscriber list, you can search for subscribers, and cancel or delete subscriptions.

In the subscription topic list, you can search for topics, and cancel or delete subscriptions.

Table 6-18 Operations that can be performed in the subscription topic list

Operation	Description
Search for topics	Enter a subscription topic name in the search box, and click  or press Enter .
Cancel a subscription	Expand a subscription topic, toggle off SMS Subscription or Email Subscription to cancel SMS or email subscription. NOTE In addition to canceling a subscription on the console, you can also cancel a subscription by clicking the unsubscription link in an SMS message or email. To resume the subscription, log in to the console and subscribe to the topic again.
Delete	Click  in the Operation column of a subscription to delete the subscription. CAUTION Exercise caution when performing this operation because a subscription cannot be restored after being restored.
Modify the sending policy	The sending policy of subscription topics can be modified to meet different requirements of subscribers. NOTE This operation can be performed only on the topics that support scheduled sending. Click Modify Sending Policy in the Operation column and select a sending policy: <ul style="list-style-type: none"> • Immediate • Once every 5 minutes • Once a day (9 a.m.) • Twice a day (9 a.m. and 5 p.m.)
Preview	Preview the email or SMS notifications of subscription topics. This function is supported only for some topics.

6.10 Viewing Logs

Prerequisites

You have logged in to the Huawei Qiankun console and have the log audit service permission.

Context

Huawei Qiankun provides logs to help you quickly learn about the service running status and historical operations.

Currently, the console supports operation logs and security logs.

- Operation logs record operations performed by users, such as handling compromised hosts, handling threat events, and managing devices.
- Security logs record security-related operations, such as user login and lower-level workgroup account creation.

You can view logs generated in the last six months on the console. To view logs generated in the past 6–12 months, download them to your local PC.

A log contains information such as the operation name, operation object, operation result, and severity.

Procedure

Step 1 Click your account in the upper right corner, and click **Logs**.

Step 2 View, search for, and download logs. The following uses operation logs as an example. The operations that can be performed on security logs are similar.

1. View the log list.

On the **Operation Logs** page, view log information such as the name, object, and result of each operation.

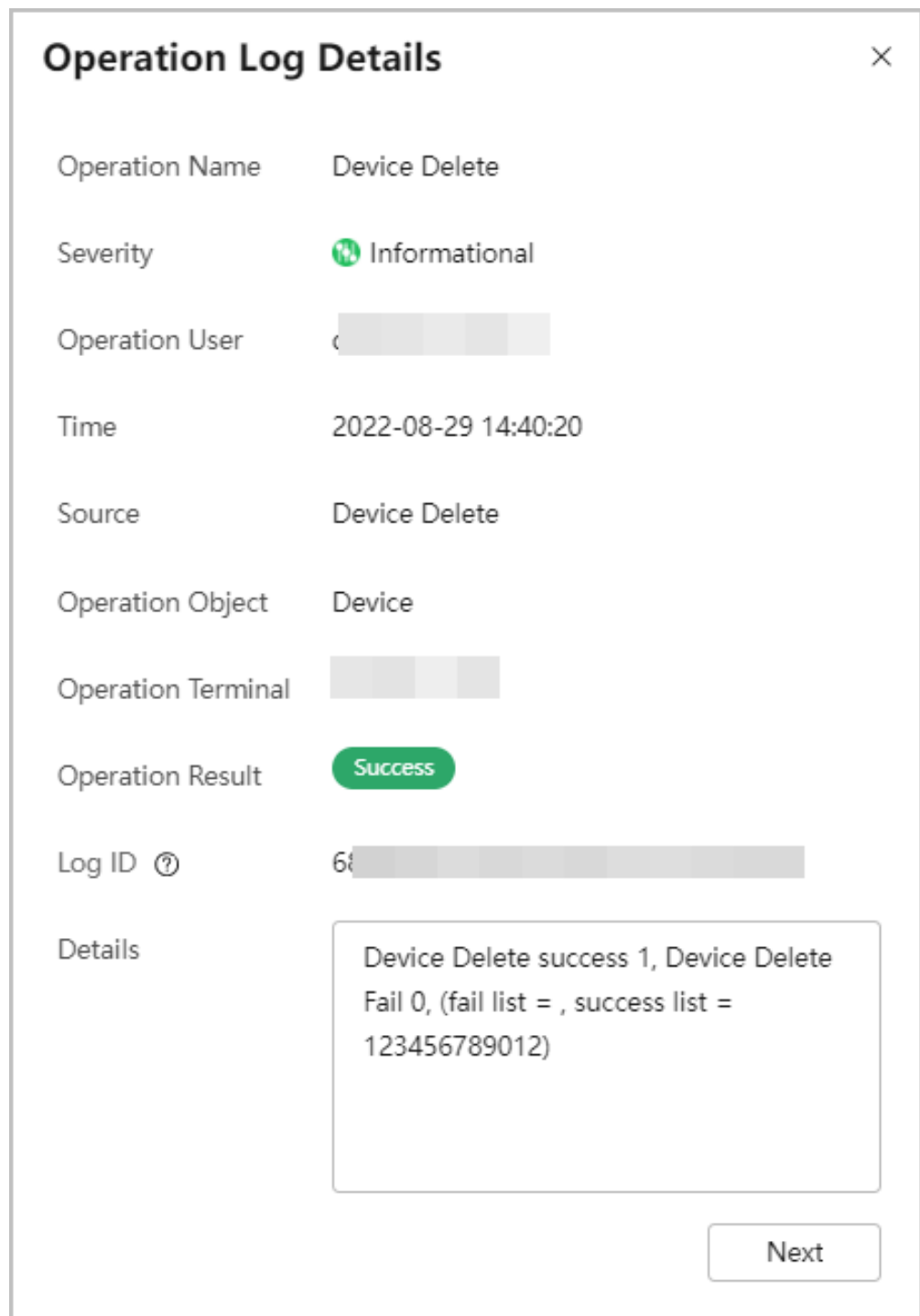
Figure 6-46 Log list

Operation Name	Severity	Operation User	Time	Source	Terminal	Object	Result	Details
Device Delete	Informational	c	2022-08-29 14:40:20	Device Delete	1	Device	Success	Device Delete success 1, Device Delet...
Device Create	Informational	c	2022-08-29 14:40:19	Device Create	1	Device	Success	Device Create(device name = 587464...
Device Delete	Informational	c	2022-08-29 14:40:18	Device Delete	1	Device	Success	Device Delete success 1, Device Delet...
Device Create	Informational	c	2022-08-29 14:40:18	Device Create	1	Device	Success	Device Create(device name = 152200...

2. View log details.

Click the link in the **Details** column of a log to view log details.

Figure 6-47 Log details



3. Search for logs.

Click **Advanced Search**, set search criteria based on [Table 6-19](#), and click **Search**.

Table 6-19 Search criteria

Parameter	Description
Time	Set the start time and end time to display logs generated in the specified period.
Operation Name	Enter the name of an operation.
Severity	Select log severity levels. The options include: Emergency, Alert, Critical, Error, Warning, Notice, Informational , and Debug , which are listed in descending order of severity.
Operation User	Enter an account used to perform operations.
Details	Enter description of an operation.
Operation Object	Enter a specific object, such as device, package, or site, on which operations are performed.
Operation Result	The options include Success, Failure , and Partial Success .

 **NOTE**

You can click **Reset** to restore the search criteria to the default settings:

- Records in the last 48 hours
- All log severity levels
- All operation results

4. Download logs.

You can view logs generated in the last six months on the console. To view logs generated in the past 6–12 months, click **click here** in the upper right corner to download the logs.

----End

6.11 Message Center

Prerequisites

You have logged in to the Huawei Qiankun console.

Context

Huawei Qiankun provides a message center to help you centrally manage messages.

 **NOTE**

Currently, only the **admin** user can configure message types, including the message type name and whether to support emails, SMS messages, and system messages.

Procedure

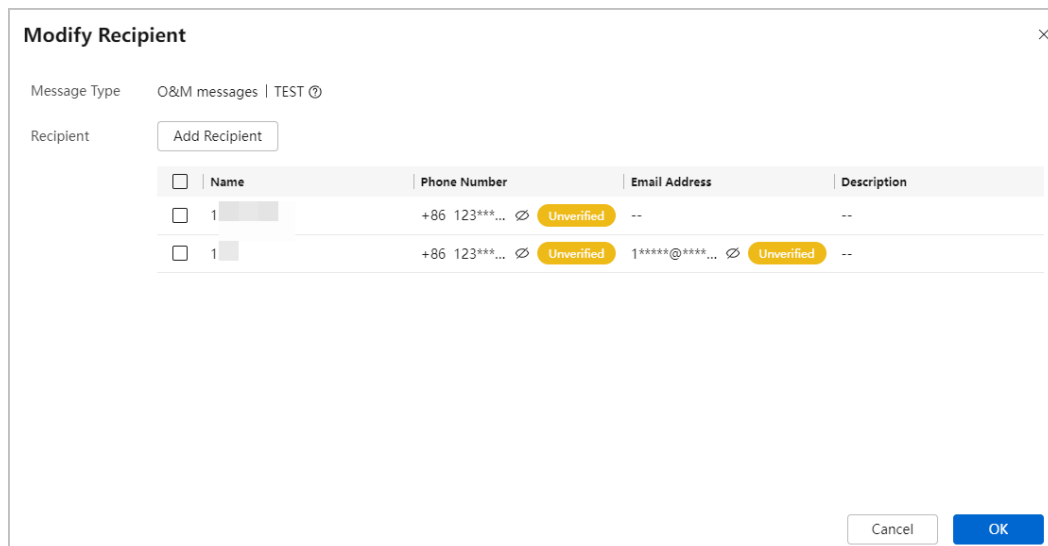
1. Click your account in the upper right corner of the console, and click **Message Center**.
2. View system messages.
 - a. Choose **System Messages** on the left and view all messages or unread messages.
 - b. On the **System Messages** page, you can filter messages by message type or by entering a message name in the search box.
 - c. Select a message, and click **Operation** to mark the message as read or delete the message.
3. Configure message receiving.

Choose **Message Receiving Management > SMS & Email Settings** from the navigation tree.

 - a. Set message receiving modes. Currently, messages can be received via system message, email, and SMS. You can select or deselect the check box of a message receiving mode to configure it.
 - b. Preview the message template. Click **Preview** in the **Operation** column to view the current message template.
 - c. Modify a recipient. Click **Modify Recipient** in the **Operation** column to add a recipient for the current message or modify the recipient information.

If there is no recipient, you can click **Add Recipient** to add one.

Figure 6-48 Modify a recipient



4. Manage recipients.
 - a. Choose **Message Receiving Management > Recipient Management**. On the **Recipient Management** page, click **Create**.
 - b. Enter the name, phone number, and email address of a recipient, and click **OK**.

Figure 6-49 Creating a recipient

Create Receiver ×

i At least one mobile phone number and email address must be filled in.

* Name

Phone

Email

Remark

Cancel **OK**

NOTE

Enter a phone number, email address, or both.

- c. After the recipient is created, hover the mouse pointer over **Unverified** next to the phone number or email address, and click **Send Verification Link**. Only after being verified, the phone or email address can receive notifications.

NOTE

- Ensure that **SMS** or **Email** is selected for a recipient so that the recipient can receive SMS or email notifications.
- A login account can create a maximum of 20 recipients.

Follow-up Procedure

Manage recipients.

- Search: Enter a recipient name in the search box, and click or press **Enter** to search for the recipient.
- Configure message receiving: Click **Configure Message Receiving** in the **Operation** column to set the type of messages that the current recipient can receive.

- Modify recipient information: Click **Modify** in the recipient list to modify recipient information, including the name, phone number, and email address.
- Delete a recipient.
 - To delete a single recipient, click **Delete** in the **Operation** column of the recipient to delete.
 - To delete recipients in batches, select the recipients and click **Delete** in the upper right corner of the recipient list.

7 Service Renewal

7.1 Renewing a Service Purchased Offline

7.1 Renewing a Service Purchased Offline

Prerequisites

A Huawei Qiankun package you purchased offline is about to expire and you want to continue using the service. For details about how to purchase a service package offline, see [4.1 Purchasing a Service Offline](#).

Context

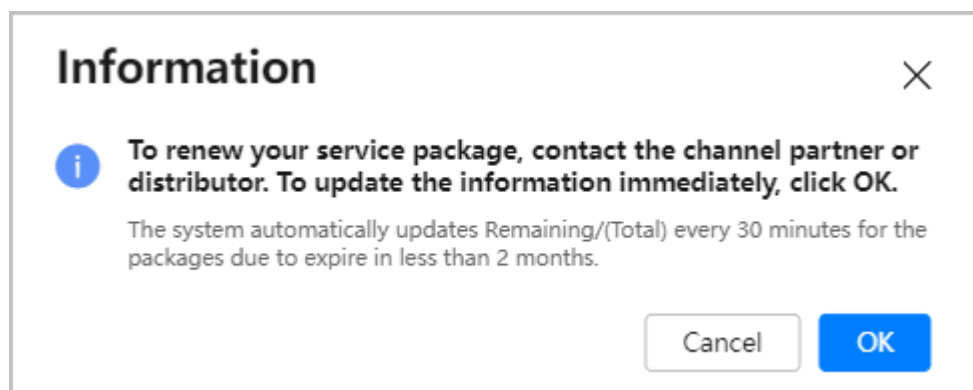
When a service of Huawei Qiankun is about to expire, you can renew the service.

Currently, only the Border Protection and Response Service supports package renewal.

Procedure

- Step 1** Log in to the Huawei Qiankun console, click your account in the upper right corner, and choose **Order Center > My Packages**.
- Step 2** Locate the package to renew, and click **Renew Now** in the **Operation** column.

Figure 7-1 Renewing a package

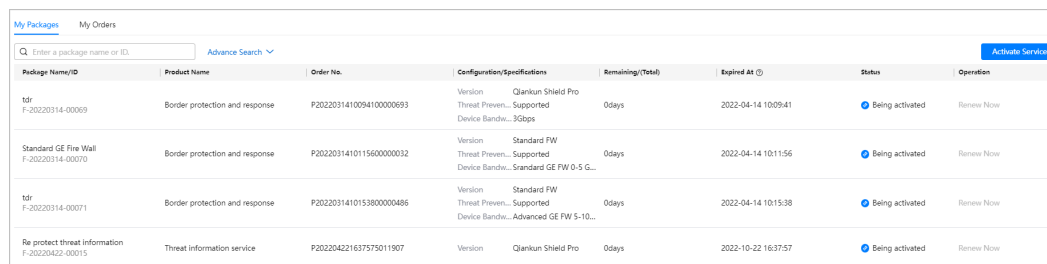


 **NOTE**

The system automatically updates **Remaining/(Total)** every 30 minutes for the packages due to expire in less than 2 months. To update the information immediately, click **OK**.

Step 3 Click **OK**. The value of **Remaining/(Total)** is updated immediately.

Figure 7-2 My Packages tab page



Package Name/ID	Product Name	Order No.	Configuration/Specifications	Remaining/(Total)	Expired At	Status	Operation
tdr F-20220314-00069	Border protection and response	F2022031410094100000693	Version: Qiankun Shield Pro Threat Preven... Supported Device Bandw... 3Gbps	0days	2022-04-14 10:09:41	Being activated	Renew Now
Standard GE Fire Wall F-20220314-00070	Border protection and response	F2022031410115600000032	Version: Standard FW Threat Preven... Supported Device Bandw... Standard GE FW 0-5 G...	0days	2022-04-14 10:11:56	Being activated	Renew Now
tdr F-20220314-00071	Border protection and response	F2022031410153800000486	Version: Standard FW Threat Preven... Supported Device Bandw... Advanced GE FW 5-10...	0days	2022-04-14 10:15:38	Being activated	Renew Now
Re protect threat information F-20220422-00015	Threat information service	F202204221637575011907	Version: Qiankun Shield Pro	0days	2022-10-22 16:37:57	Being activated	Renew Now

----End

8 FAQs

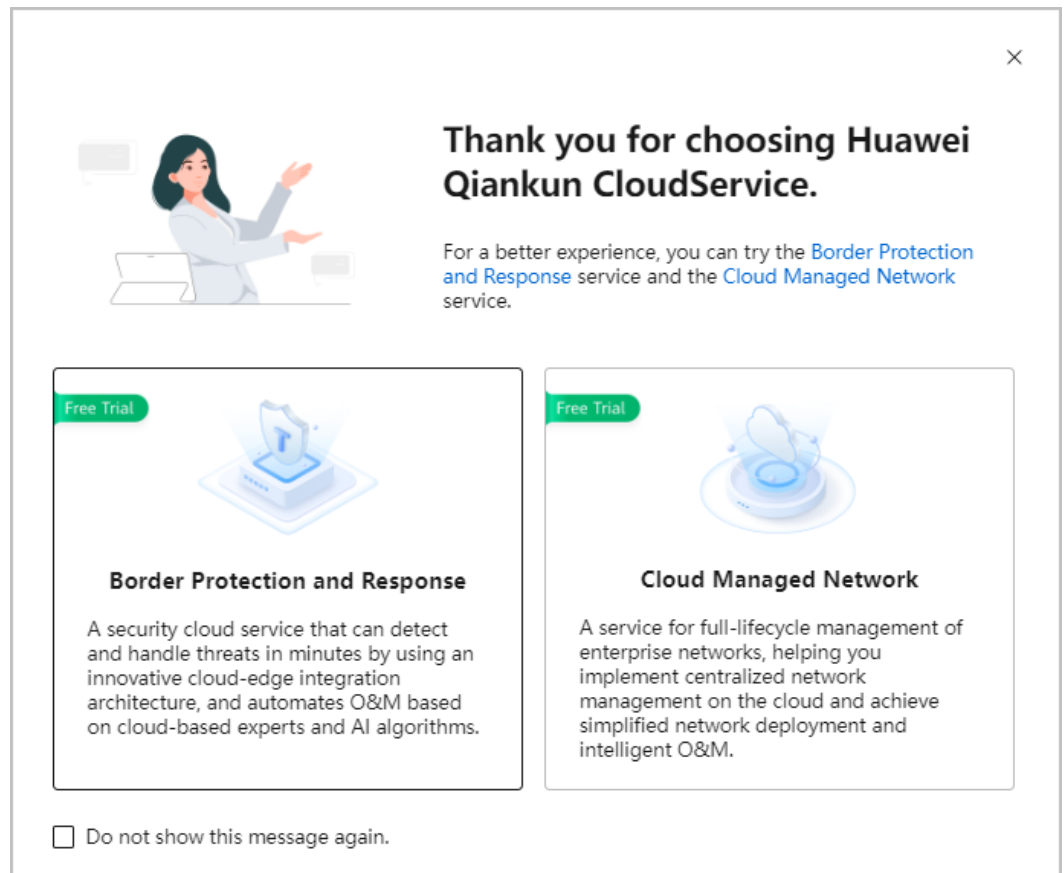
- [8.1 Is There Any Service Guide Available?](#)
- [8.2 What Do I Do If I Forget the Console Login Password?](#)
- [8.3 Do I Need to Change My Password Periodically?](#)
- [8.4 How Do I View the Login Time on the Console?](#)
- [8.5 How Do I View the Cloud Service Product Documentation on the Console?](#)
- [8.6 What Is Smart Assistant?](#)
- [8.7 How Do I View the Latest Service Notices?](#)
- [8.8 Where Can I Download the Huawei Qiankun App?](#)
- [8.9 How Do I Use the Huawei Qiankun App to Add a Site?](#)
- [8.10 How Do I View Purchased Services?](#)
- [8.11 How Do I Unsubscribe from a Purchased Service?](#)

8.1 Is There Any Service Guide Available?

When you log in to the Huawei Qiankun console using a new tenant account, the system prompts you to try services for a better experience.

1. Click a service to try. On the displayed page, enter information as prompted to apply for trial use of the service.

Figure 8-1 Service guide page



2. After your service trial application is approved, activate and use the service as prompted.

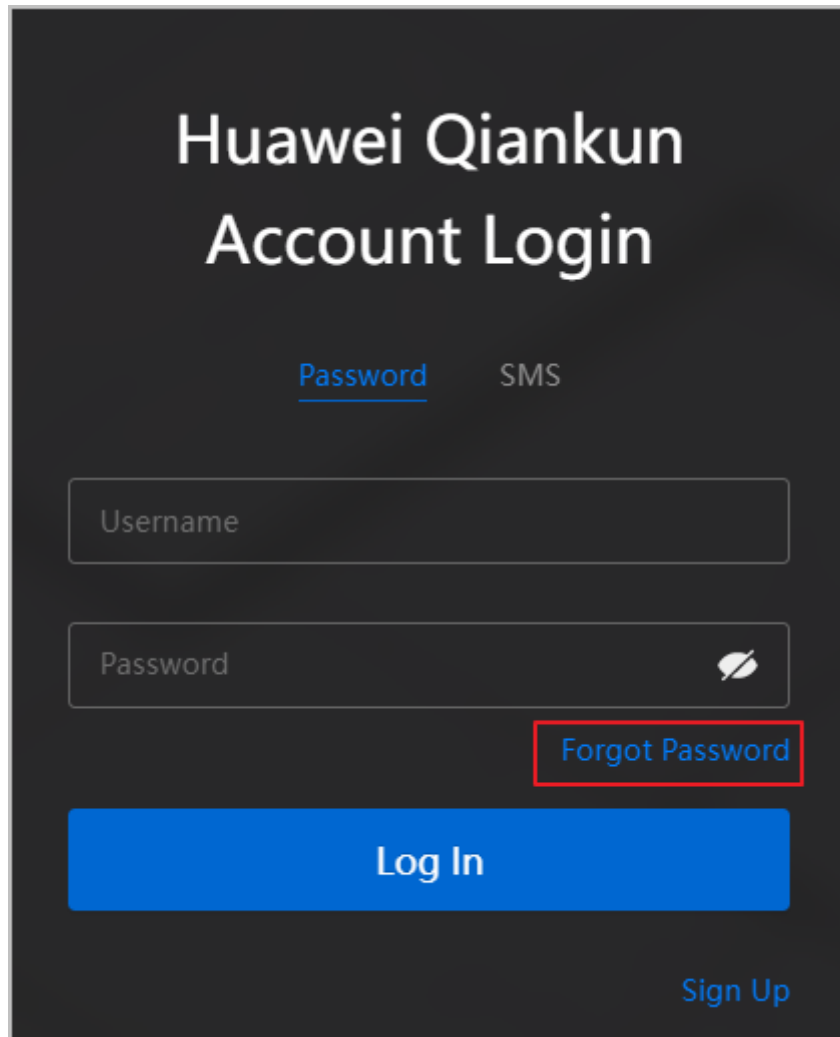
8.2 What Do I Do If I Forget the Console Login Password?

You can retrieve your password of your Huawei Qiankun account only if you have linked a phone number or email address to your account.

To retrieve your password, perform the following operations:

1. Access the Huawei Qiankun console.
2. Click **Forgot Password**.

Figure 8-2 Console login page



3. Enter your username and complete security verification.
4. Enter the linked phone number or email address for identity authentication.
5. After successful verification, reset the password. The new password must meet the [password requirements](#).

8.3 Do I Need to Change My Password Periodically?


For your account security purposes, you are advised to change your password periodically, regardless of whether your account is created by yourself or another user.

By default, the validity period of a password is 90 days. Ten, seven, three, two, and one day before a password expires, the system prompts you to change the password upon your login. If you have linked an email address to your account, the system also sends a password expiration notification email to you until you change the password. For details, see [Changing User Passwords](#).

8.4 How Do I View the Login Time on the Console?

After logging in to the console, you can hover the mouse pointer over your account name in the upper right corner to view the login time.

8.5 How Do I View the Cloud Service Product Documentation on the Console?

To view the service introduction and user guide of Huawei Qiankun CloudService, click the online help icon  in the menu bar.

8.6 What Is Smart Assistant?

The Huawei Qiankun console provides a Smart Assistant to simplify O&M and improve efficiency.

It can detect the service health status in real time, and automatically monitor and handle unexpected events.

You can seek help from the Smart Assistant if you encounter any problem.



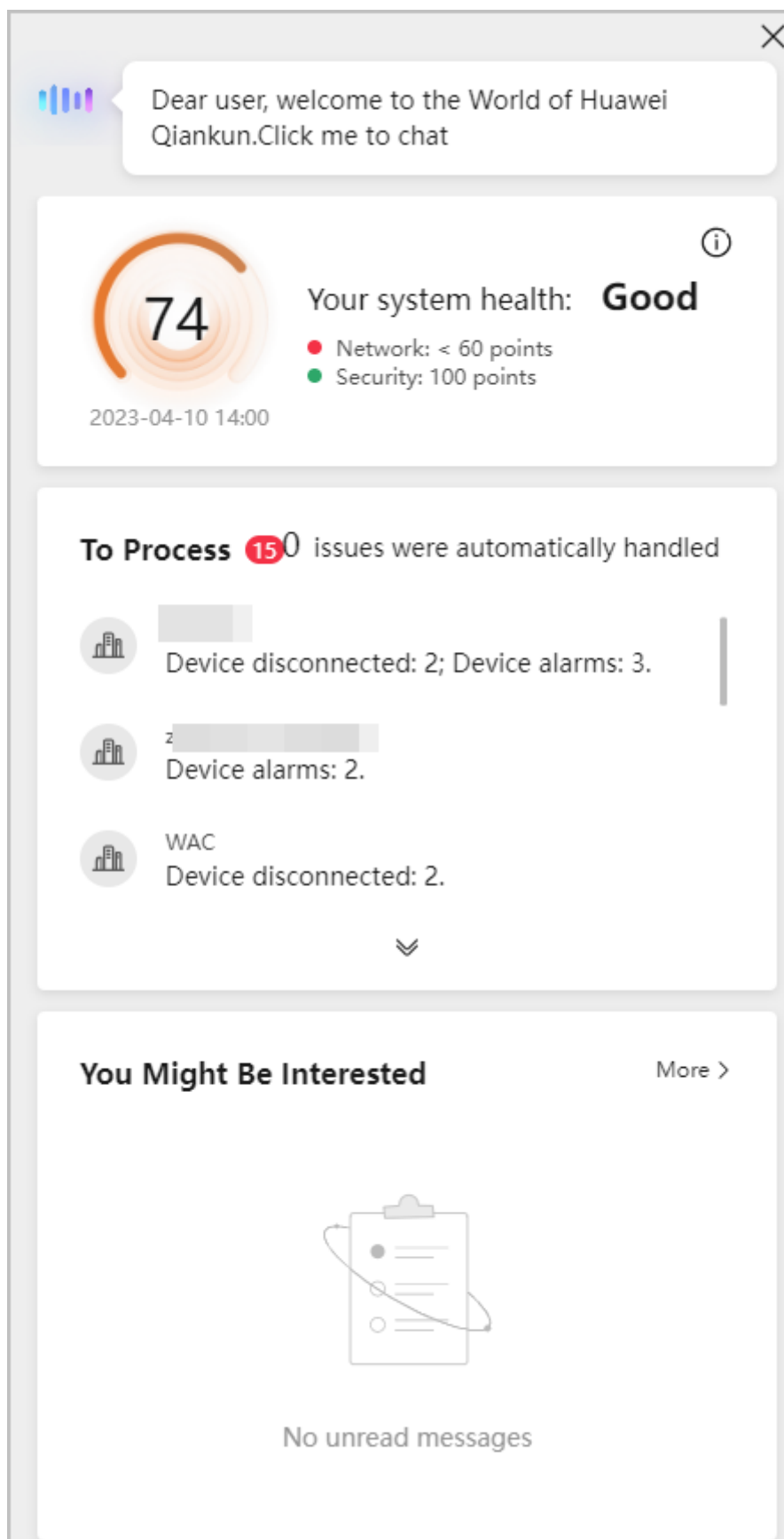
1. Access the login page of the Huawei Qiankun console.
2. Click  in the upper right corner. The Smart Assistant page is displayed.
 - **System health status**: displays the health scores of the current system, including the network score and security score.
 - **To Process** area: displays the number of events that have been automatically handled and the events to be handled. You can click a link to access the page for handling the events.
 - **You Might Be Interested** area: supports unified message management.
 - **Quick entry**: You can click  to access the page for chatting with the Smart Assistant. This page also provides buttons for you to create sites, security devices, and service tickets.

Figure 8-3 Smart Assistant page



8.7 How Do I View the Latest Service Notices?

Notices on the console are classified into product notices, security notices, upgrade notices, and other notices. To view them, click your account in the upper right corner of the console, and click **Notices**.

8.8 Where Can I Download the Huawei Qiankun App?

To learn about or use the Huawei Qiankun app, hover the mouse pointer over **APP** in the upper right corner of the homepage.

Scan the QR code to download the Huawei Qiankun app.

Figure 8-4 App download



8.9 How Do I Use the Huawei Qiankun App to Add a Site?

The Huawei Qiankun app allows you to add, modify, and delete sites, facilitating site maintenance in mobile scenarios.

NOTE

The Huawei Qiankun app provides only some functions to facilitate your maintenance in mobile scenarios. For more operations on sites, see [6.4.1 Creating a Site](#).

Creating a Site


1. Log in to the Huawei Qiankun app.
2. On the **Overview** tab page, tap **Sites** to enter the site list page.
3. Tap **Create Site** in the upper right corner.
4. Enter the following site information and tap **Save**:
 - Site name
 - Device type
 - Description

Managing Sites

- View the site status in the site list.
- Swipe left on a site to edit or delete it.

8.10 How Do I View Purchased Services?

Purchased services are available on the console only after you enable them by referring to [5 Service Activation](#). You can view the services using one of the following methods:

- Click  in the upper left corner of the console to expand the service list.
- On the console homepage, click **My Service** on the map.

8.11 How Do I Unsubscribe from a Purchased Service?

- **Unsubscribing from a service purchased offline**
Currently, services purchased offline cannot be unsubscribed from.