Common FAQs

Issue 01

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1 Quotas

What Is Quota?

Quotas can limit the number or amount of resources available to users, such as the maximum number of ECSs or EVS disks that can be created.

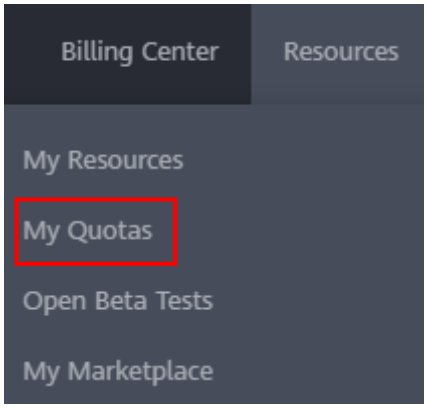
If the existing resource quota cannot meet your service requirements, you can apply for a higher quota.

How Do I View My Quotas?

1. Log in to the management console.
2. Click in the upper left corner and select the desired region and project.
3. In the upper right corner of the page, choose **Resources** > **My Quotas**.

   The **Service Quota** page is displayed.

   Figure 1-1 My Quotas

4. View the used and total quota of each type of resources on the displayed page.

   If a quota cannot meet service requirements, apply for a higher quota.

How Do I Apply for a Higher Quota?

1. Log in to the management console.

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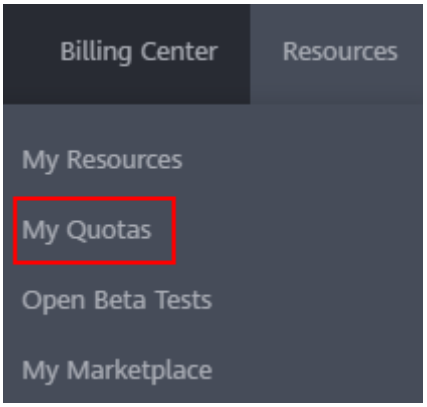
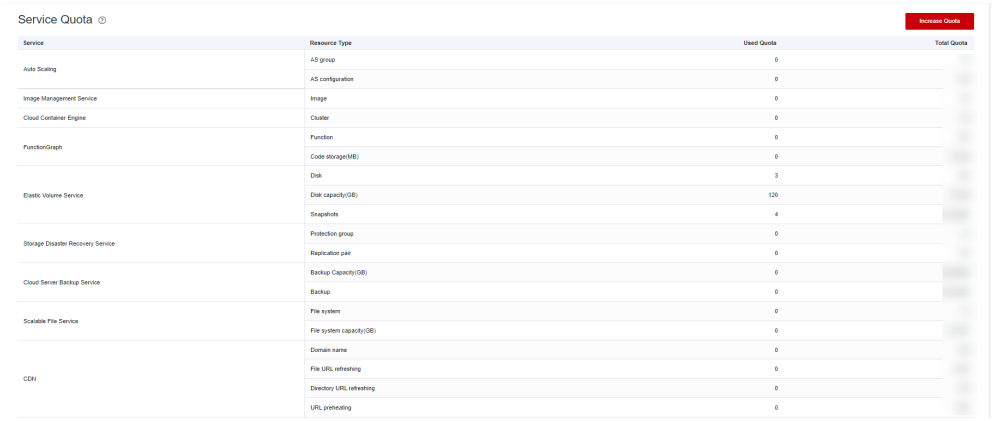
2. In the upper right corner of the page, choose **Resources** > **My Quotas**.
   The **Service Quota** page is displayed.

   Figure 1-2 My Quotas



3. Click **Increase Quota** in the upper right corner of the page.

   Figure 1-3 Increasing quota



4. On the **Create Service Ticket** page, configure parameters as required.
   In the **Problem Description** area, fill in the content and reason for adjustment.
5. After all necessary parameters are configured, select **I have read and agree to the Ticket Service Protocol and Privacy Statement** and click **Submit**.

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2 Region and AZ

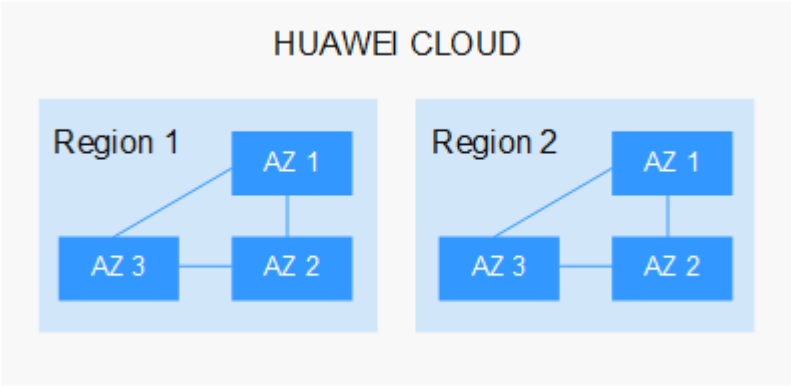
Concept

A region and availability zone (AZ) identify the location of a data center. You can create resources in a specific region and AZ.

- Regions are divided based on geographical location and network latency. Public services, such as Elastic Cloud Server (ECS), Elastic Volume Service (EVS), Object Storage Service (OBS), Virtual Private Cloud (VPC), Elastic IP (EIP), and Image Management Service (IMS), are shared within the same region. Regions are classified into universal regions and dedicated regions. A universal region provides universal cloud services for common tenants. A dedicated region provides specific services for specific tenants.
- An AZ contains one or more physical data centers. Each AZ has independent cooling, fire extinguishing, moisture-proof, and electricity facilities. Within an AZ, computing, network, storage, and other resources are logically divided into multiple clusters. AZs within a region are interconnected using high-speed optical fibers, to support cross-AZ high-availability systems.

Figure 2-1 shows the relationship between regions and AZs.

Figure 2-1 Regions and AZs



HUAWEI CLOUD provides services in many regions around the world. Select a region and AZ based on requirements. For more information, see **Huawei Cloud Global Regions**.

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Selecting a Region

When selecting a region, consider the following factors:

- Location

  It is recommended that you select the closest region for lower network latency and quick access.

  - If your target users are in Asia Pacific (excluding the Chinese mainland), select the **CN-Hong Kong**, **AP-Bangkok**, or **AP-Singapore** region.
  - If your target users are in Africa, select the **AF-Johannesburg** region.
  - If your target users are in Latin America, select the **LA-Santiago** region.

    NOTE

    The **LA-Santiago** region is located in Chile.

- Resource price

  Resource prices may vary in different regions. For details, see **Product Pricing Details**.

Selecting an AZ

When deploying resources, consider your applications' requirements on disaster recovery (DR) and network latency.

- For high DR capability, deploy resources in different AZs within the same region.
- For lower network latency, deploy resources in the same AZ.

Regions and Endpoints

Before you use an API to call resources, specify its region and endpoint. For more details, see **Regions and Endpoints**.

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3 Which Browsers Are Supported?

Table 3-1 and Table 3-2 list the compatibility between services or components and browsers.

- L indicates the latest version. L3 indicates the latest three browser versions when the product is released.
- If your browser is of an earlier version, the page display will be adversely affected. In this case, upgrade your browser.
- If your browser is not compatible with the management console, upgrade your browser or install a desired browser.

Table 3-1 Compatibility with PC browsers

Browser	Version	OS	Compatibility
Microsoft Edge	L3	Windows 10	Fully compatible
Mozilla Firefox	L2	Windows 10	Partially compatible You can use this version to perform basic interactive operations, but visual and interactive effects may be affected.
Google Chrome	L3	Windows 10	Fully compatible
	L3	CentOS 7+	Partially compatible You can use this version to perform basic interactive operations, but visual and interactive effects may be affected.

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Browser	Version	OS	Compatibility
	L3	Ubuntu 14.04 LTS+	Partially compatible You can use this version to perform basic interactive operations, but visual and interactive effects may be affected.
	L3	MAC OS 10+	Partially compatible You can use this version to perform basic interactive operations, but visual and interactive effects may be affected.
Safari	L2	MAC OS 10+	Partially compatible You can use this version to perform basic interactive operations, but visual and interactive effects may be affected.

Table 3-2 Compatibility with mobile browsers

Browser	Version	OS	Compatibility
Google Chrome	L3	Android	Fully compatible
Safari	L3	iOS	Fully compatible
UC Browser	L3	Android	Fully compatible
QQ Browser	L3	Android	Fully compatible
360 Browser	L3	Android	Fully compatible
Baidu Browser	L3	Android	Fully compatible
HUAWEI Browser	L3	Android	Fully compatible

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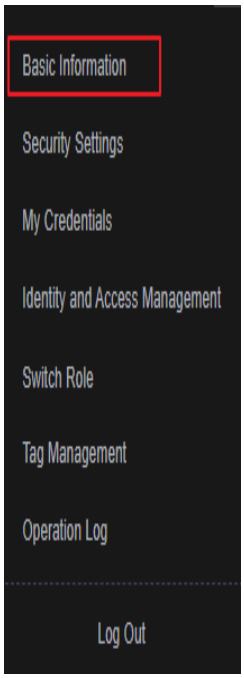
4 How Do I View the Free Packages that I Have Obtained?

1. Log in to the management console.
2. Click the username in the upper right corner of the console and then **Basic Information** in the drop-down list.

   Figure 4-1 Basic Information

3. In the navigation pane on the left, choose **My Privileges** to switch to the **My Privileges** page and view the obtained free packages.

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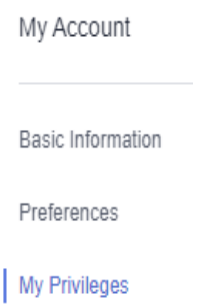
Figure 4-2 My Privileges



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