

User Guide

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Security Declaration

Vulnerability

Huawei's regulations on product vulnerability management are subject to the *Vul. Response Process*. For details about this process, visit the following web page:

<https://www.huawei.com/en/psirt/vul-response-process>

For vulnerability information, enterprise customers can visit the following web page:

<https://securitybulletin.huawei.com/enterprise/en/security-advisory>

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1 Product Purchase

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1.1 Placing an Order

You can quickly purchase application products (including the complete environment for running the application software) on KooGallery, and use the purchased application software and related services to release your own products. The following section describes how to purchase products on KooGallery.

Prerequisite

1. You have [signed up for a HUAWEI ID](#).
2. You have [added a credit card](#) to purchase and use cloud services.

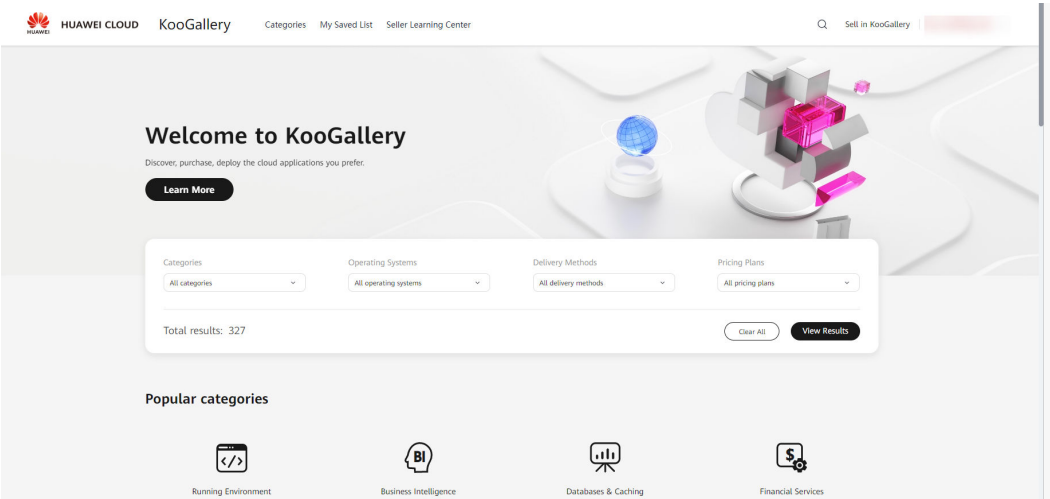
Procedure

The process of purchasing an image application is used as an example.

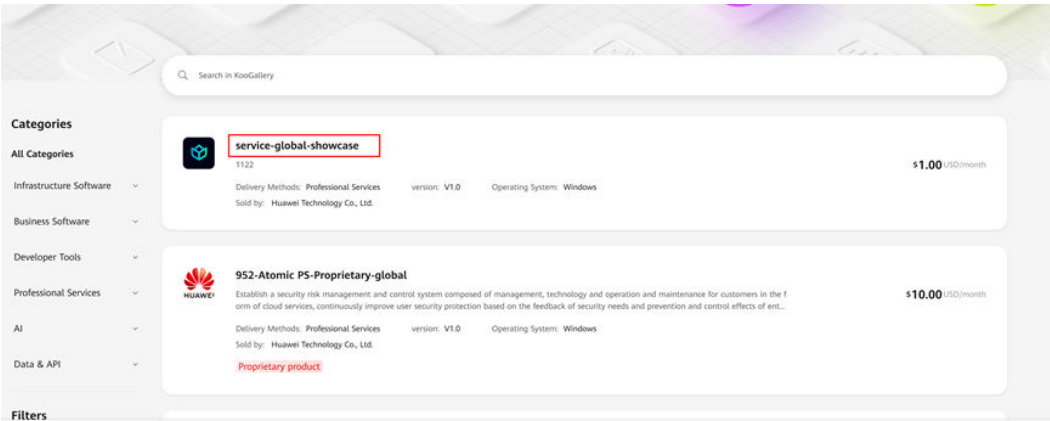
Step 1 Log in to [Huawei Cloud KooGallery](#).

Step 2 Select a product.

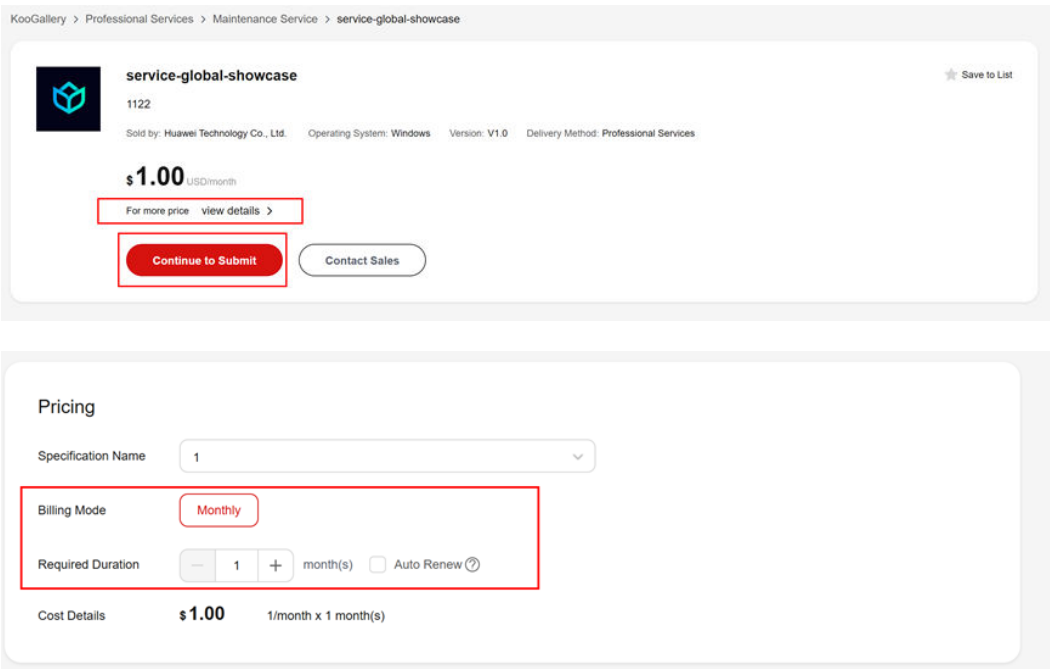
- Search for the desired product in the search bar at the top of the page.
- Select a category from the drop-down list in the upper left corner of the page, and use the filters on the displayed category-specific product list page to quickly find products.
- Select the desired product on the **Popular Applications** module.



Step 3 Click a product name to view product details.



Step 4 View the product information, configure product specifications, and click **Continue to Submit**.

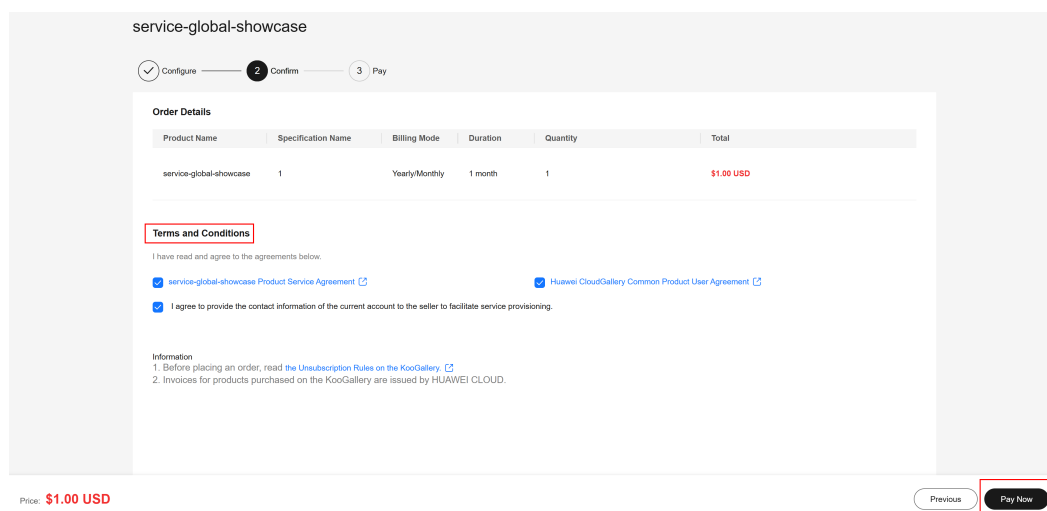


 NOTE

- (Optional) Click **Save to List** to add a product to your saved list. In the navigation pane of **My KooGallery**, choose **My Favorites**. To buy a product in the list, click **Buy** in the **Operation** column in the same row as the product. Then you will be redirected to the product purchase page to continue with the purchase.
- **To purchase an image application,**
 1. If no Virtual Private Clouds (VPCs) are available, click **Create VPC** to create a VPC as instructed before you purchase the image application.
 2. Note that image application fees include fees for images and ECSs.
 3. Remember the ECS login account and password.
- **To purchase a Software as a Service (SaaS) application,**

If the **I authorize the seller to use the contact information (xxx) of the current account to create an application management account for product provisioning and use.** option is displayed on the product purchase page, you need to select the option before making the payment. xxx is your mobile number, email address, or IAM user name of the current account.

Step 5 Check the order details, select **Terms and Conditions**, and click **Pay Now**.



service-global-showcase

✓ Configure — 2 Confirm — 3 Pay

Order Details

Product Name	Specification Name	Billing Mode	Duration	Quantity	Total
service-global-showcase	1	Yearly/Monthly	1 month	1	\$1.00 USD

Terms and Conditions

I have read and agree to the agreements below.

☒ service-global-showcase Product Service Agreement [↗](#) ☒ Huawei CloudGallery Common Product User Agreement [↗](#)

☒ I agree to provide the contact information of the current account to the seller to facilitate service provisioning.

Information

1. Before placing an order, read the [Unsubscription Rules on the KooGallery](#). [↗](#)

2. Invoices for products purchased on the KooGallery are issued by HUAWEI CLOUD.

Price: \$1.00 USD

Previous Pay Now

Step 6 Select a payment method and click **Confirm** to complete the payment.

NOTE

- If you are a reseller customer (an associated user of the reseller), you do not need to select a payment method or pay for the order. The displayed amount due is for reference only. Confirm the amount with the reseller before placing the order.

The screenshot shows a web interface for 'Cloud Service Orders'. At the top, there are two blue information banners. The first banner states: 'Confirm the orders in Dec 26, 2023 17:59:59 GMT+02:00. Otherwise, the order will be automatically canceled.' The second banner, highlighted with a red rectangle, states: 'The order amount is for reference only. Confirm the actual amount with your reseller partner.' Below the banners is a table titled 'Cloud Service Orders' with columns: Order No., Product Name, Service Provider, Order Amount, and Total. The table contains one row of data. Below the table is a 'Payment Method' section. It has a 'Payable:' label on the right. Under the 'Payment Method' heading, there is a red-bordered box containing the text: 'Monthly Settlement' followed by 'Your expenditure will be included in the monthly bill for your partner. Please contact your partner to obtain the actual expenditure. If your budget is insufficient for this payment, contact your partner to increase your monthly budget.' To the right of this box, there is a 'Monthly Settlement' label and a red 'Confirm' button.

- You can view the purchased products on the [Purchased Apps](#) page.
- To enable credit payment, [submit a service ticket](#).
- For the pre-payment purchase process, see [Topping Up an Account \(Prepaid Direct Customers\)](#).
- For the post-payment purchase process, see [Making Payments \(Postpaid Direct Customers\)](#).

----End

Placing an Order via a Private Offer

Sellers can negotiate with you about discounts and create private offers for you. After receiving the offers, you can use the discounts to place orders.

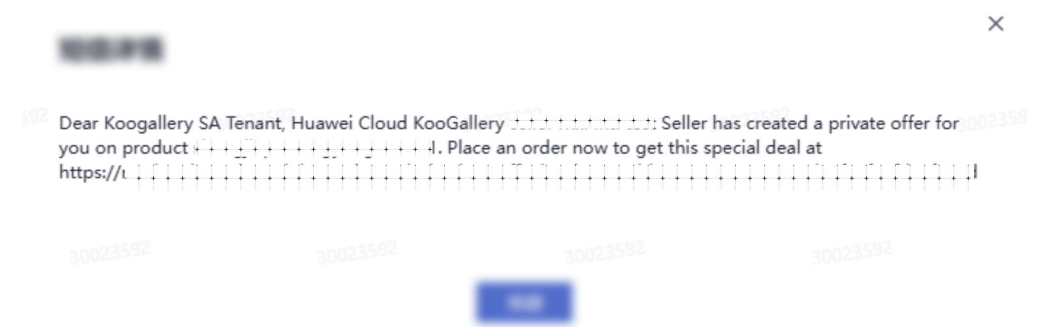
1. Method 1 (recommended)

After receiving a private offer link from a seller, click the link to place an order without the need to configure specifications.

2. Method 2

After a seller creates a private offer, you will receive an SMS message (including the order placement link) and an email (including the order placement link and QR code). Place an order through the link or QR code.

- SMS message



● Email content

Dear [redacted], Huawei Cloud KooGallery seller [redacted] has created a private offer for you on product [redacted]. Place an order now to get this special deal.
Seller: [redacted]
Private offer details:

Product	Specification	SKU	Billing Mode	List Price (\$)	Customer Discount	Link	QR Code
[redacted]	[redacted]	[redacted]	[redacted]	10.0	50.00% off	Order Now	

3. Method 3

After a private offer takes effect, check the discount under **My KooGallery > Discounts > Exclusive Offers** and use it to place an order.

My KooGallery

Purchased Apps
Service Supervision

My Orders
Discounts
Exclusive Offers
Business Discount
My Favorites
My Agreements
Elastic Cloud Servers

Exclusive Offers

Exclusive offers are discounts that sellers requested for you. They are presented as partner discounts on the order placement and payment pages.

All statuses: All Enter a discount ID

Discount Type	Discount ID	Seller Name	Product Type	Discount Status	Effective Time	Expiration Time
Seller Offers	88f8e8d4c2c1b6142525358410aa	[redacted]	Common product	To be effective	Apr 05, 2025 20:54:45 GMT+08:00	Apr 05, 2025 20:54:52 GMT+08:00
Seller Offers	48f8e8d4c2c1b6142525358410aa	[redacted]	Common product	Effective	Mar 14, 2025 17:06:38 GMT+08:00	Mar 31, 2025 17:07:43 GMT+08:00
Seller Offers	128f8e8d4c2c1b6142525358410aa	[redacted]	Common product	Expired	Mar 14, 2025 17:06:38 GMT+08:00	Mar 16, 2025 17:07:43 GMT+08:00
Seller Offers	98f8e8d4c2c1b6142525358410aa	[redacted]	Common product	Effective	Mar 14, 2025 16:44:44 GMT+08:00	Mar 31, 2025 16:38:39 GMT+08:00

Customer Name	Specification Name	SKU Name	Product ID	Offer Type	Billing Mode	Discounts	Operations
[redacted]	[redacted]	[redacted]	OFF110039-183252628	Product discount	Month	44.45% off	Use Now
[redacted]	[redacted]	[redacted]	OFF110039-174958894	Product discount	1 Year	44.45% off	Use Now
[redacted]	[redacted]	[redacted]	OFF110039-763268139	Product discount	Pay per use	44.45% off	Use Now
[redacted]	[redacted]	[redacted]	OFF110039-171023072	Product discount	One time	44.45% off	Use Now
[redacted]	[redacted]	[redacted]	OFF110039-738836036	Product discount	One time	33.34% off	Use Now
[redacted]	[redacted]	[redacted]	OFF110039-185713889	Product discount	One time	44.45% off	Use Now
[redacted]	[redacted]	[redacted]	OFF110039-176710844	Product discount	Month	33.34% off	Use Now
[redacted]	[redacted]	[redacted]	OFF110039-174958894	Product discount	Month	44.45% off	Use Now
[redacted]	[redacted]	[redacted]	OFF110039-173923512	Product discount	Pay per use package	44.45% off	Use Now
[redacted]	[redacted]	[redacted]	OFF110039-733881344	Product discount	1 Year	44.45% off	Use Now

Using a Seller Offer for Milestone-based Payment

NOTE

KooGallery provides milestone-based payment to ease customer payment burdens and speed up settlements. You can pay in stages according to agreed proportions. Sellers receive payments based on your payment status and their own delivery progress.

For details about how to query private offers, see [Placing an Order via a Private Offer](#).

NOTE

You can place an order directly on the official website. For details, see [steps 1 to 5](#).
When placing an order via a private offer link, you cannot change the specifications and required quantity or capacity. You can click **Pay Now** to confirm and pay the order. For details, see [steps 3 to 5](#).

Step 1 Go to the **My KooGallery > Discounts > Exclusive Offers** page, check details about a private offer, and click **Use Now**.

Step 2 On the product details page, click the **Pricing** tab and select the configuration and required quantity or capacity specified in the private offer. The system links the private offer discount for milestone-based payment with your selection. Then click **Continue to Submit**.

showcase-license-ty-002

1 Continue to Submit

Description Pricing 1 Support Customer Case

Sales Regions

Hong Kong (China), Eswatini, Ireland, Guinea, United Arab Emirates, Argentina, Bahrain, Botswana, Colombia, Costa Rica, Dominican Republic, Algeria, Ecuador, Egypt, Ethiopia, Guatemala, Honduras, Indonesia, Iraq, Jamaica, Jordan, Japan, Kenya, Cambodia, Korea, Kuwait, Laos, Lebanon, Sri Lanka, Morocco, Myanmar (Burma), Mongolia, Mauritius, Maldives, Malawi, Malaysia, Mozambique, Nigeria, Nepal, Panama, Papua New Guinea, Philippines, Pakistan, Qatar, Singapore, El Salvador, Tunisia, Tonga, Türkiye, Trinidad and Tobago, Tanzania, Uganda, Uruguay, Vietnam, Zambia, Zimbabwe, Uzbekistan

Pricing

Specification Name spec 2

Billing Mode One-time

Cost Details \$0.20 Was \$4.00 spec

Discount Discount Set by Partner 80.00% off

NOTE

To link the private offer discount, you must select the configuration and required quantity or capacity specified in the private offer. Then, the discount is displayed.

Otherwise, the discount is not linked and not displayed on the page.

Step 3 Check and confirm the payment amount, discount information, and milestone information. Read and agree to the agreements, assign required permissions, and click **Pay Now**.

showcase-license-ty-002

Configure 1 Confirm 2 Pay

Order Details

When buying products billed by users or packages with resources billed by users, specify an enterprise project and tags. You cannot modify them after placing the order.

Product Name	Specification	Billing Mode	Duration	Quantity	Available Discounts	Discount Amount	Enterprise Project	Total
showcase-lic...	spec	By User	By User	1	Discount Set by Pa...	-\$0.80 USD	Create	\$0.20 USD

Milestone Info

You acknowledge and agree that payment and delivery for this order follow these milestones. These milestones shall prevail if they conflict with Service Support Terms or other agreements.

No.	Milestone Name	Payment Proportion	Delivery Proportion	Price	Bill Rule
1	Upfront payment	30.00%	30.00%	\$0.06 USD	Seller Delivery Milestone 1
2	Preliminary acceptance p...	30.00%	30.00%	\$0.06 USD	Seller Delivery Milestone 2
3	Final acceptance payment	40.00%	40.00%	\$0.08 USD	Seller Delivery Milestone 3

Terms and Conditions

I have read and agree to the agreements below.

☒ Huawei CloudGallery Common Product User Agreement

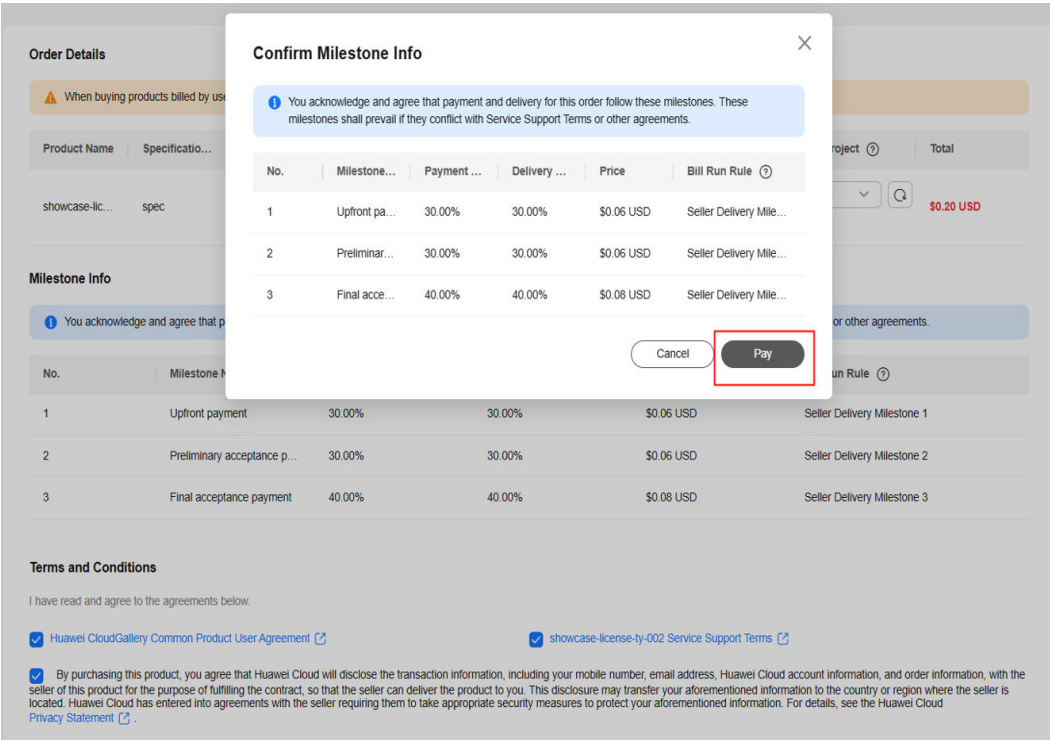
☒ showcase-license-ty-002 Service Support Terms

By purchasing this product, you agree that Huawei Cloud will disclose the transaction information, including your mobile number, email address, Huawei Cloud account information, and order information, with the seller of this product for the purpose of fulfilling the contract, so that the seller can deliver the product to you. This disclosure may transfer your abovementioned information to the country or region where the seller is located. Huawei Cloud has entered into agreements with the seller requiring them to take appropriate security measures to protect your abovementioned information. For details, see the Huawei Cloud Privacy Statement.

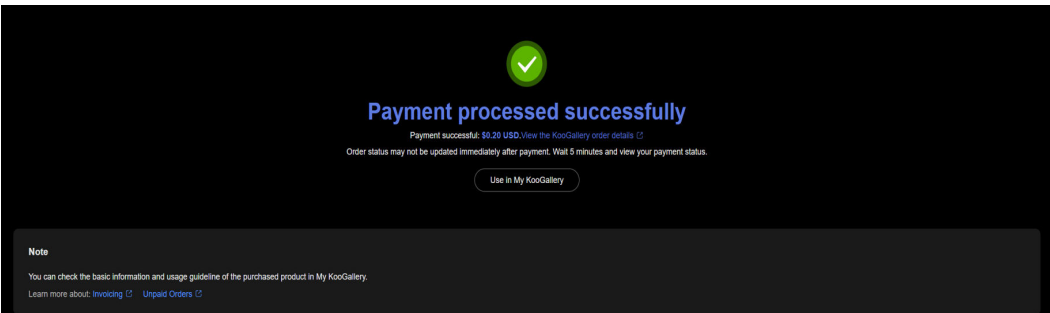
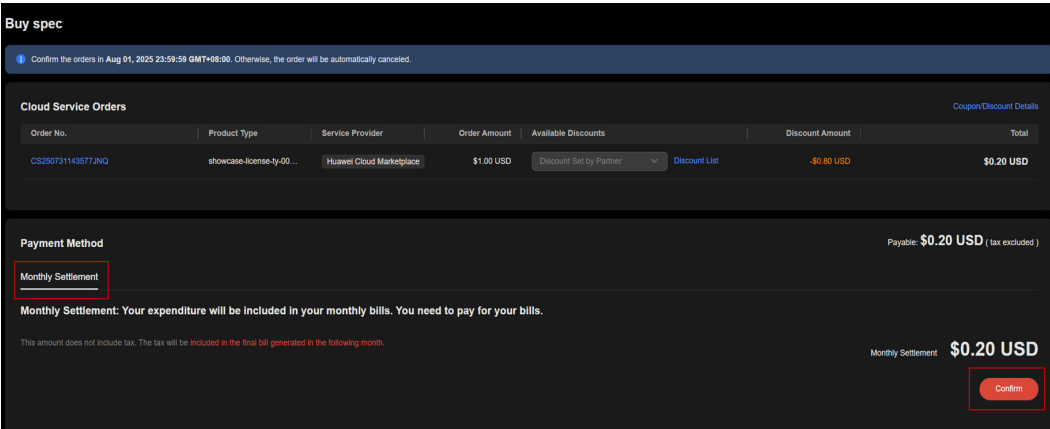
Price \$0.20 USD

Pay Now

Step 4 Confirm the milestone information again and click **Pay**.



Step 5 Click **Confirm**. The order is paid.



 NOTE

1. The default payment method is monthly settlement.
2. Private offer discounts for milestone-based payment are available only for postpaid customers with a credit balance. The credit balance is separated from that granted by Huawei.
3. After you place an order:
In milestone 1, a bill is generated. Repay it within 30 days of generation.
Once you accept items delivered in milestone 1, a bill for milestone 2 is generated. Repay the bill within 30 days of generation.
...
This process repeats for each milestone until the final one. Once the last milestone is done, all payments and deliveries for the project are complete.
4. You can download generated bills in **My KooGallery > Discounts**.

----End

1.2 Changing SaaS Specifications and Calculating Fees

- After purchasing yearly/monthly SaaS, you can upgrade its specification or scale out its capacity when the order is in effective. When renewing your subscription, you can adjust the specifications up or down or scale the capacity in or out.
- You can change SaaS specifications only when they support changes.

Prerequisites and Rules

Scenario	Supported Change Type	Supported Product and Billing Mode	Trigger Time	Order Status
For effective orders	Upgrade and scale-out	Yearly/Monthly SaaS	Triggered in real time within the validity period	Only completed orders can be changed.
For renewal orders	Downgrade, scale-in, upgrade, and scale-out	Yearly/Monthly SaaS	30 days before the expiration	

Rules for Calculating Change Fees

1. Upgrade fee = Price of new configuration x Remaining days x Discount – Price of original configuration x Remaining days x Discount

(1) Price of new configuration: price of the new product calculated based on the remaining duration.

(2) Price of original configuration: price of the original product calculated based on the purchased duration.

2. Scale-out fee

Original billing rule (before June 12, 2023):

Linear pricing, tiered pricing, and volume pricing: Scale-out fee = Unit price of the volume to which the total number of users belongs after scale-out x Total number of users after scale-out x Remaining period x Discount – Original price before scale-out x Remaining period x Discount

New billing rule (after June 12, 2023):

(1) Linear pricing and tiered pricing: Scale-out fee = Unit price of the volume to which the total number of users belongs after scale-out x Total number of users after scale-out x Remaining period x Discount – Original price before scale-out x Remaining period x Discount

(2) Volume pricing: Scale-out fee = Unit price of the volume to which the total number of users belongs after scale-out x Number of added users x Remaining days x Discount

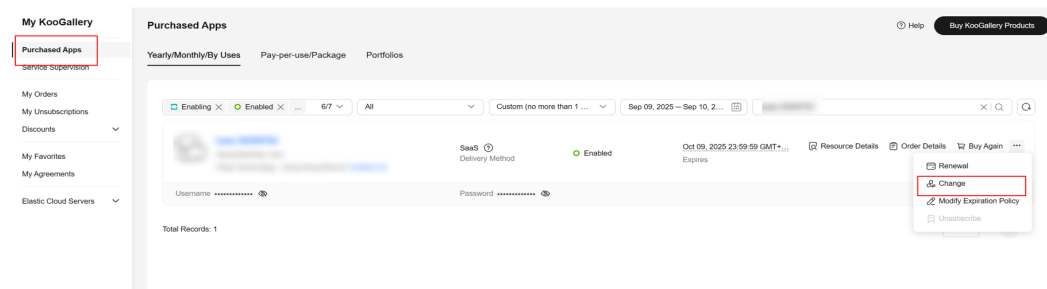
Procedure

For effective orders

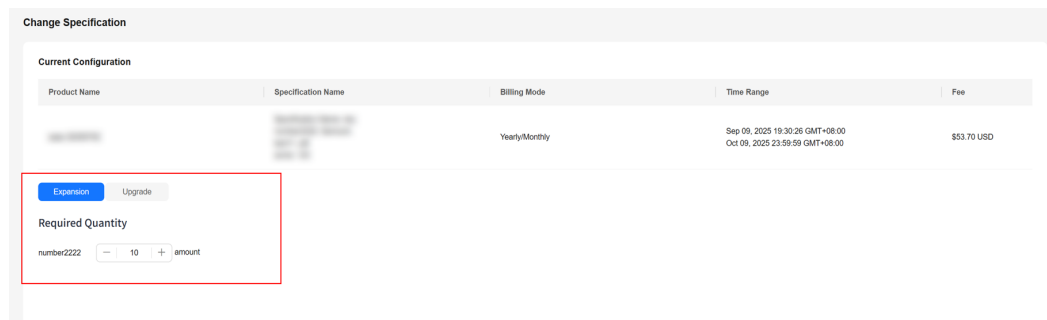
Step 1 Go to [My KooGallery](#).

Step 2 In the navigation pane, choose [Purchased Apps](#).

Step 3 Click **More > Change** on the right of a product.



On the displayed page, select **Upgrade** or **Expansion**.



Step 4 Confirm the information and click **Pay Now** in the lower right corner.

Change Specification

Current Configuration

Product Name	Specification Name	Billing Mode	Time Range	Fee
		Yearly/Monthly	Sep 09, 2025 19:30:26 GMT+08:00 Oct 09, 2025 23:59:59 GMT+08:00	\$53.70 USD

Expansion Upgrade

Required Quantity

number2222 10 amount

Upgrade cost: **\$53.70 USD**

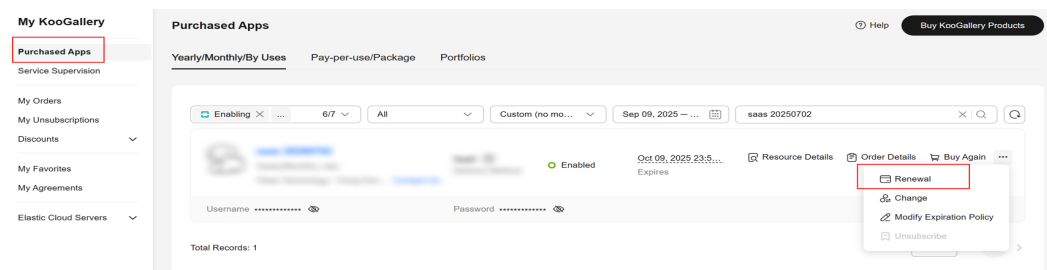
----End

For renewal orders

Step 1 Go to **My KooGallery**.

Step 2 In the navigation pane, choose **Purchased Apps**.

Step 3 Click **More > Renewal** on the right of a product.



On the displayed page, enable **Change upon Renewal**.

My KooGallery

Purchased Apps

Service Supervision

My Orders

My Unsubscriptions

Discounts

My Favorites

My Agreements

Elastic Cloud Servers

Purchased Apps / Renew

About Renewal

- If the renewal period is changed before the renewal period takes effect, only instances can be unsubscribed from
- Renewed resources cannot be unsubscribed for five days without reason
- pay-per-use package is not bound to on-demand resources. If a pay-per-use package expires and is not renewed, pay-per-use resources will not be released. Resources will continue to be charged until they are manually released
- Changes upon renewal
 - You can change yearly/monthly specifications when renewing the specifications. You can scale out or in resources, upgrade or downgrade SKUs, or adjust the renewal period.
 - Changes apply at the beginning of the next billing cycle.
 - After a change upon renewal, you cannot make any more changes in the current billing cycle.
 - Decreasing the resource capacity may cause service data loss. Check the impact on services before change.

Product Name/ID	Configuration	Stat...	Del...	Auto-Renew	Expires	Renewal Duration	Renewal Date	Fee
			SaaS	None	2025/10/09 23:59:59 Expires in 30 days	1 month	2025/11/09 23:59:59 C	\$55.00 USD

Change upon Renewal

☐ **Renewal Period**

☐ 1 month ☐ 2 months ☐ 3 months ☐ 4 months ☐ 5 months ☐ 6 months ☐ 7 months ☐ 8 months ☐ 9 months ☐ 10 months ☐ 11 months ☐ 1 year ☐ 2 years ☐ 3 years ☐ 4 years ☐ 5 years

☐ **Renew on the standard renewal date, the 1st of every month 23:59:59**

The new renewal date may result in slightly different subscription lengths for different resources. Where relevant, this difference is highlighted in red.

Step 4 Select the SKUs to adjust or expand or reduce its capacity.

Change upon Renewal

test11

sdf

cvb

some

123

456

number2222

-

5

+

amount

Renewal Period

1 month

2 months

3 months

4 months

5 months

6 months

7 months

8 months

9 months

10 months

11 months

1 year

2 years

3 years

4 years

5 years

Step 5 Confirm the information and click **Pay Now** in the lower right corner.

Product Name/ID	Configuration	Sta...	Dell...	Auto-Renew	Expires	Renewal Durati...	Renewal Date	Fee
			SaaS	None	2025/10/09 23.5... Expires in 30 days	1 month	2025/11/09 23:59:59 C	\$55.00 USD

Change upon Renewal

test11

sdf

cvb

some

123

456

number2222

-

5

+

amount

Renewal Period

1 month

2 months

3 months

4 months

5 months

6 months

7 months

8 months

9 months

10 months

11 months

1 year

2 years

3 years

4 years

5 years

Price: \$55.00 USD

You will be charged based on the bill.

Pay Now

CAUTION

- After placing the order, you cannot renew or change the resource or modify its expiration policy before the renewal takes effect.
- When you place the order, you cannot set a fixed renewal date.
- For unsubscription, you can **cancel the renewal** before it takes effect. Once it takes effect, you can only unsubscribe from the entire resource.

-----End

1.3 Renewing a Product

1.3.1 Manually Renewing a Product

1.3.1.1 Rules

You can renew your yearly/monthly subscribed resources. If a resource has entered the grace period or retention period, the renewed period starts from the original expiration time (excluding the grace period or retention period).

For details, see [Renewal Rules](#).

1.3.1.2 Manually Renewing a Product

You can manually renew a yearly/monthly product when it is about to expire on the **Renewals** page in the Billing Center. For details, see [Renewal Rules](#).

NOTE

For details about how to set a renewal date, see [Setting a Renewal Date](#).

1.3.2 Auto-Renewal

1.3.2.1 Rules

To prevent resource data from being deleted when a KooGallery product expires, you can enable auto-renewal for yearly/monthly subscriptions. With auto-renewal, the system automatically renews your product before the product expires.

Renewal rules. For details, see [Auto-Renewal Rules](#).

Application Scope

Auto-renewal applies to yearly/monthly subscriptions to the following KooGallery products:

- Images
- SaaS products
- Licenses
- Professional services

NOTE

If you renew a professional service product or a license, there will be no service flow generated.

1.3.2.2 Automatically Renewing a Product

Auto-renewal is supported for certain yearly/monthly products. To enable it, perform the following steps:

Log in to the **Billing Center**, go to the **Renewals** page, and enable auto-renewal for the purchased products. For details about how to set auto-renewal, see [Automatically Renewing a Resource](#).

NOTE

- For details about how to modify auto-renewal, see [Modifying Auto-Renewal](#).
- For details about how to disable auto-renewal, see [Disabling Auto-Renewal](#).

1.4 Enterprise Project and Tag Management

1.4.1 Project Management

Overview

Enterprise Project Management Service (EPS) provides a cloud governance platform that matches the organizational structure and service management model of your enterprise.

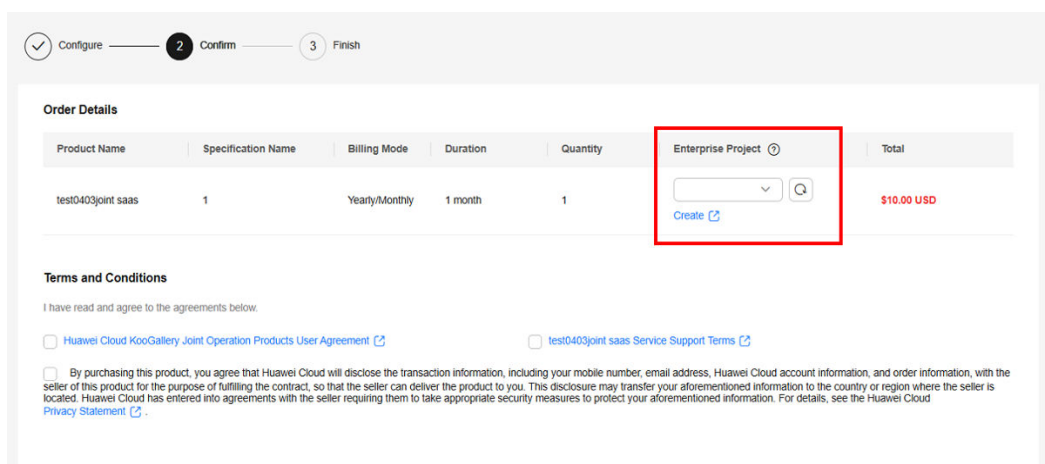
EPS provides enterprise project, resource, personnel, and finance management. With it, you can manage personnel, accounting, resources, permissions, and services on the cloud at the organizational, department, and project level. For details, see [EPS User Guide](#).

NOTE

- For resources in KooGallery orders, EPS provides only accounting management (cost management).
- EPS is free of charge.

Configuring Project Management

- Step 1** Log in to [Huawei Cloud homepage](#) and enable EPS by referring to [Enabling the Enterprise Project Function](#).
- Step 2** Create an enterprise project by referring to [Creating an Enterprise Project](#)
- Step 3** Purchase a KooGallery product. On the order confirmation page, select the created enterprise project.



Product Name	Specification Name	Billing Mode	Duration	Quantity	Enterprise Project	Total
test0403joint saas	1	Yearly/Monthly	1 month	1	Enterprise Project   Create 	\$10.00 USD

Terms and Conditions

I have read and agree to the agreements below.

☐ [Huawei Cloud KooGallery Joint Operation Products User Agreement](#) 

☐ [test0403joint saas Service Support Terms](#) 

☐ By purchasing this product, you agree that Huawei Cloud will disclose the transaction information, including your mobile number, email address, Huawei Cloud account information, and order information, with the seller of this product for the purpose of fulfilling the contract, so that the seller can deliver the product to you. This disclosure may transfer your aforementioned information to the country or region where the seller is located. Huawei Cloud has entered into agreements with the seller requiring them to take appropriate security measures to protect your aforementioned information. For details, see the Huawei Cloud [Privacy Statement](#) .

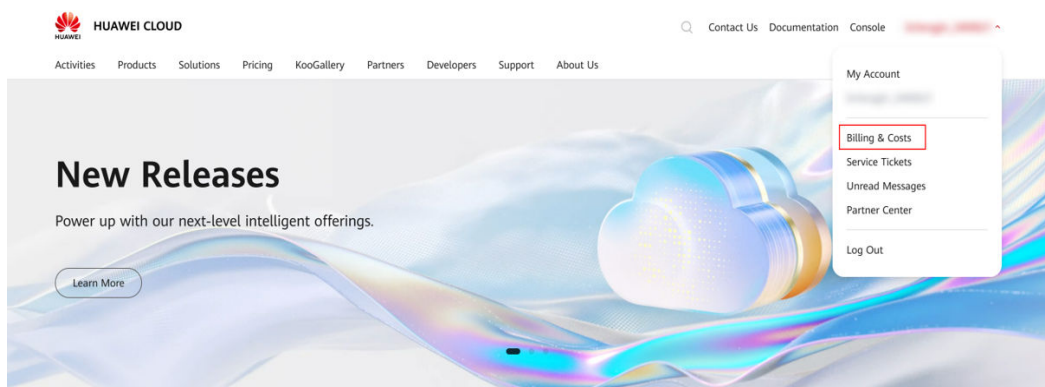
NOTICE

- EPS does not support pay-per-use package orders of KooGallery.
- If you do not need to manage resources by enterprise project, select **default** (the default project) when placing an order.

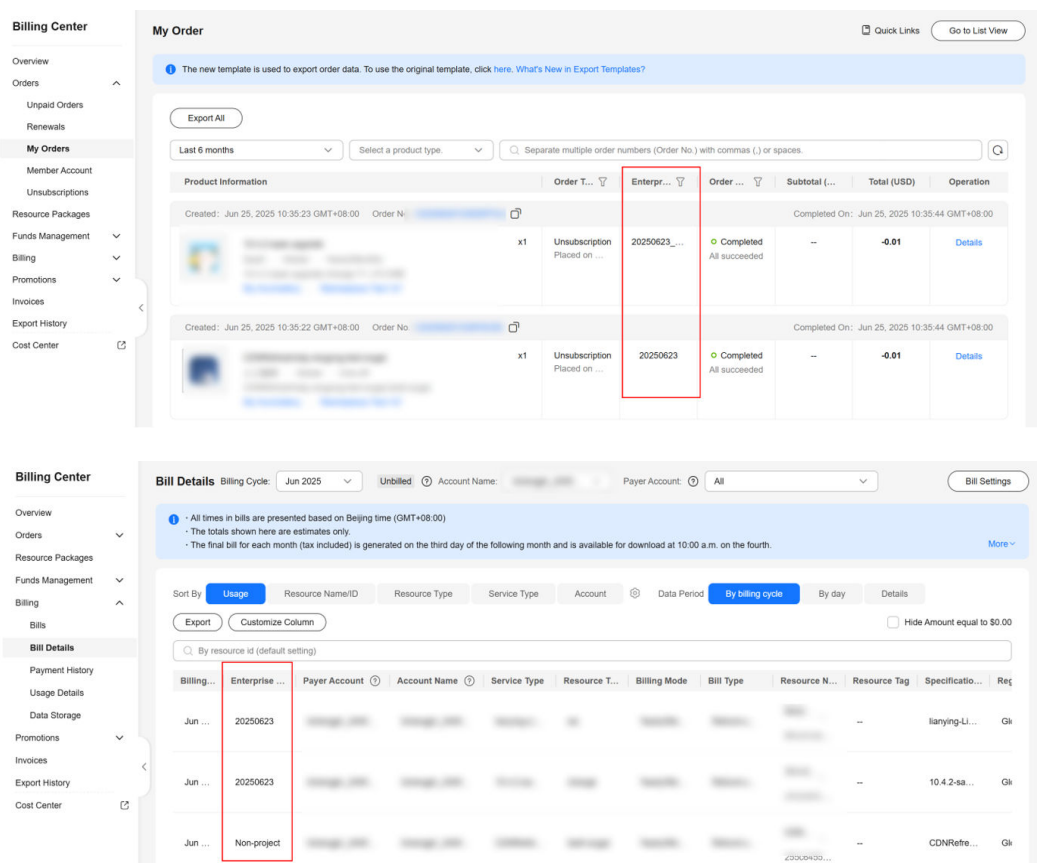
----End

Viewing the Enterprise Project of a Resource

Step 1 Log in to [Huawei Cloud homepage](#), point to your account name in the upper right corner, and click **Billing & Costs**.



Step 2 On the **Unpaid Orders**, **My Orders**, or **Bills** page in the Billing Center, view the enterprise project configured for resources of an order.



NOTE

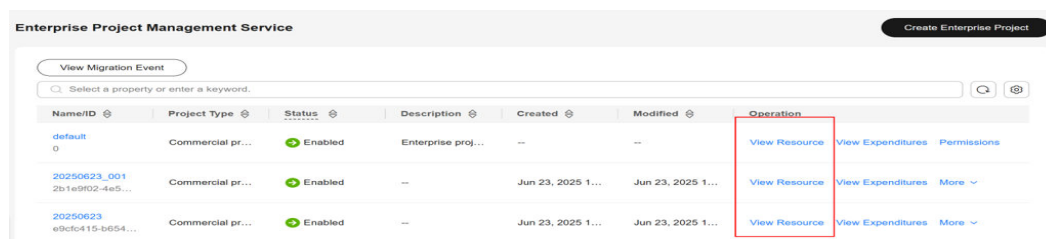
For details about how to view cost analyses by enterprise project, see [Viewing Cost Analyses](#).

----End

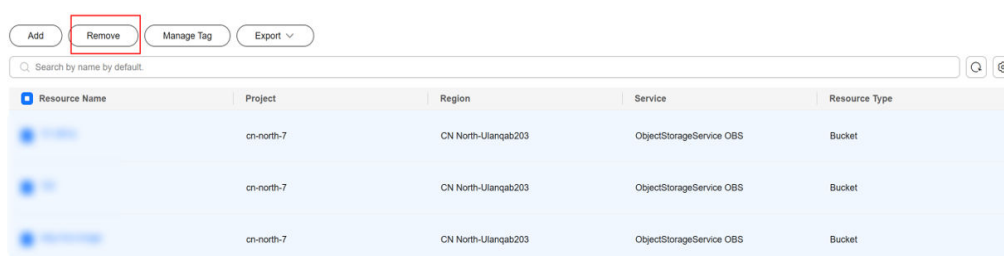
Changing the Enterprise Project of a Resource

Step 1 Log in to the [EPS console](#).

Step 2 On the **Enterprise Project Management Service** page, click **View Resource** in the **Operation** column of the row containing the target enterprise project.



Step 3 Select the resources to be removed and click **Remove**.



Step 4 Set **Mode** to **Independent resources**.

Remove Resource

Note

1. Removing independent resources allows you to remove multiple types of resources from an enterprise project at the same time. To ensure correct consumption record of an enterprise project, remove EVS disks and EIPs from the enterprise project that contains their associated ECSs. EVS disks and EIPs will only be removed from a project together with the associated ECSs when they are in the same enterprise project as the ECSs.
2. The packages of some cloud services are associated with enterprise projects. Fees are deducted for only the packages purchased when the cloud service resources and packages belong to the same enterprise project.
3. If you migrate cloud service resources to another enterprise project, namely, the cloud service resources and packages do not belong to the same enterprise project, fees are deducted for packages and resources separately.

Mode

Independent resources

ECSs and ECS associated resources

Destination Enterprise Project

showcase

3 of the 3 selected resources can be removed.

Resource Name	Project	Region	Service	Resource Type
	cn-north-7	CN North-Ulanqab203	ObjectStorageService OBS	Bucket
	cn-north-7	CN North-Ulanqab203	ObjectStorageService OBS	Bucket
	cn-north-7	CN North-Ulanqab203	ObjectStorageService OBS	Bucket

Cancel

OK

Step 5 Select the destination enterprise project and click **OK**.

- Select a custom enterprise project to manage the resources.
- Select the **default** enterprise project if you no longer manage the resources in a specific enterprise project.
- The drop-down list excludes disabled enterprise projects and those of other types.
- After the migration, the resources appear in the resource list of the destination enterprise project.

CAUTION

1. Currently, resources can be migrated only from a commercial project to another commercial project or from a test project to another test project.
2. You cannot change enterprise projects for one-time payment resources.

----End

1.4.2 Tag Management

Overview

Tag Management Service (TMS) is a visualized service that allows you to efficiently and centrally manage tags and categorize cloud resources across regions and services.

Tags help you identify cloud resources. When you have many cloud resources of the same type, you can use tags to classify them by dimension (for example, by usage, owner, or environment). For details, see [TMS User Guide](#).

NOTE

- For resources in KooGallery orders, TMS provides only accounting management (cost management).
- TMS is free of charge.

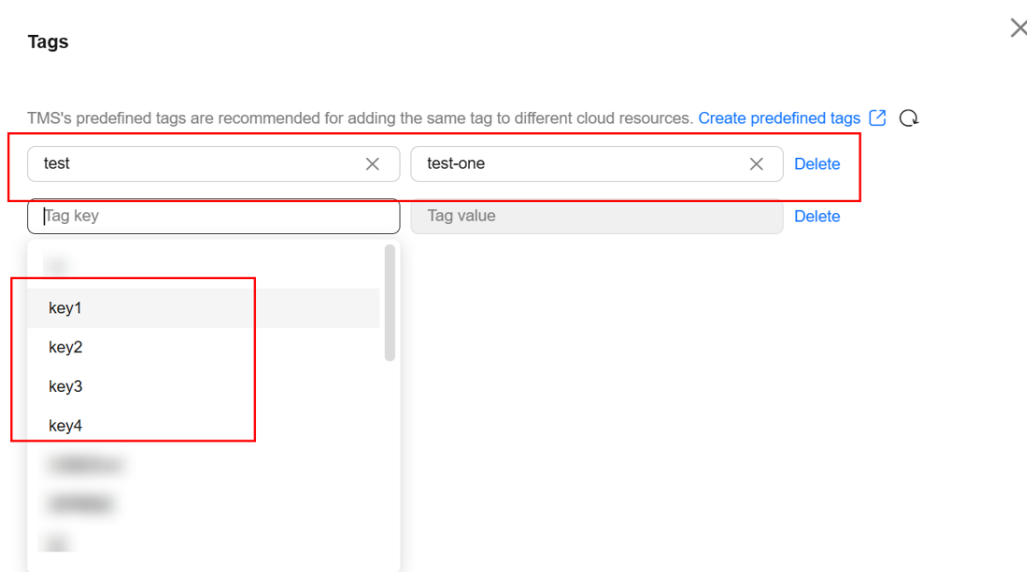
Configuring Tags

Step 1 Purchase a KooGallery product. On the order confirmation page, click **Add** in the **Tags** column.

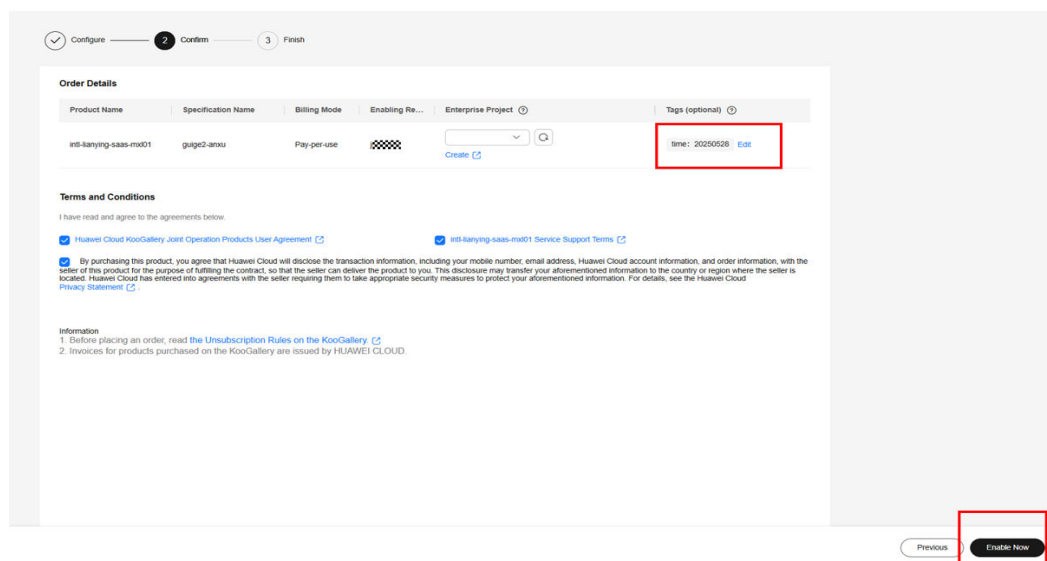
The screenshot shows the 'Order Details' section of a KooGallery order confirmation page. At the top, there is a progress bar with three steps: 'Configure' (completed), '2 Confirm' (current step), and '3 Finish'. Below the progress bar, the 'Order Details' section contains a table with the following columns: 'Product Name', 'Specification Name', 'Billing Mode', 'Enabling Re...', 'Enterprise Project', and 'Tags (optional)'. The 'Tags (optional)' column has a red box around the '+ Add' button. Below the table, there is a 'Terms and Conditions' section with two checkboxes: 'I have read and agree to the agreements below.' (checked) and 'I agree to provide the contact information of the current account to the seller to facilitate service provisioning.' (unchecked).

Step 2 On the **Tag** page, configure a tag key and tag value.

- You can enter the tag key and value.
- You can also select an existing tag key and value.



Step 3 After configuring a tag, click **Enable Now**. The tag takes effect when the resource is enabled.



NOTICE

- TMS supports only pay-per-use resources of KooGallery, such as pay-per-use APIs and SaaS.
- You can configure tags for purchased resources on the [TMS console](#). For details, see [TMS User Guide](#).
- For details about how to view cost analyses by tag, see [Viewing Cost Analyses](#).

----End

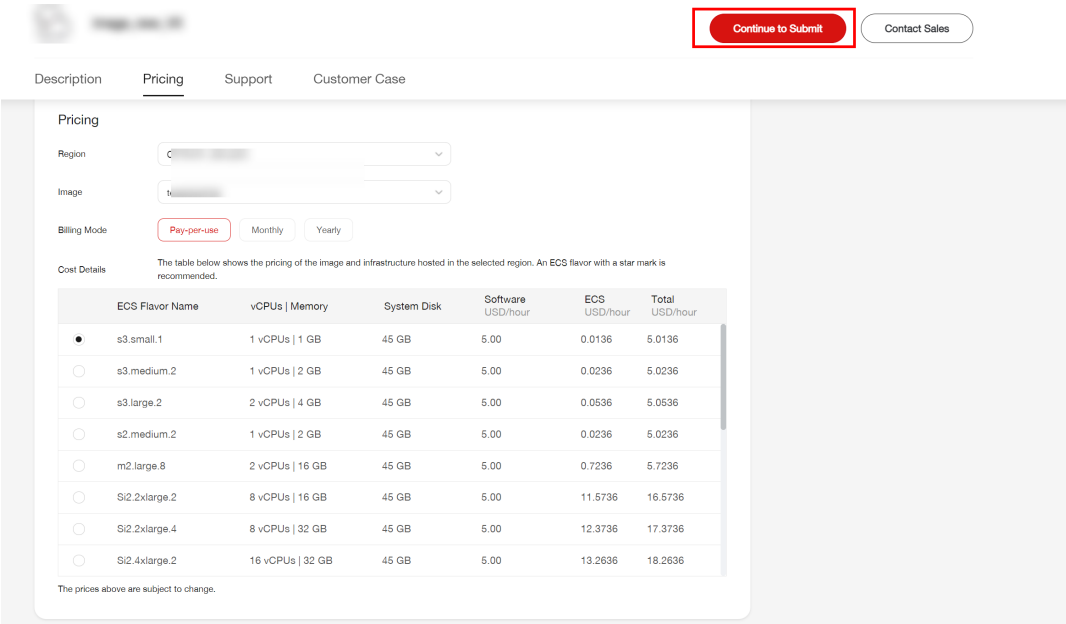
2 Product Use

- 2.1 Purchasing and Using an Image
- 2.2 Using a SaaS Product
- 2.3 Using a License
- 2.4 Using a Professional Service Product
- 2.5 Service Supervision

2.1 Purchasing and Using an Image

KooGallery images can be deployed in quick or customized provisioning mode. The purchase and usage modes vary depending on the deployment mode.

Log in to [KooGallery homepage](#) using your Huawei Cloud account and search for the image product you want. Click the product to go to the details page, view the product information, select the desired specification, and click **Continue to Submit**. On the displayed page, purchase the product based on either of the following provisioning modes.



Quick Provisioning

Step 1 Click **Buy**.

Step 2 On the displayed page, perform the following operations:

1. Confirm the selected ECS instance.

ECS Configuration
Select a flavor.

ECS Type General computing vCPUs Select vCPUs Memory Select Memory Enter Flavor Name

	ECS Type	Flavor Name	vCPUs	Memory(GiB)	CPU	Assured / Maximum Bandwidth(Gbit/s)	Packets Per Second(PPS)
☐	General computing	s2m.8u.6g	8	6	Intel SkyLake 6161...	0.8 / 3	200,000
☒	General computing	s3.small.1	1	1	Intel SkyLake 6161...	0.1 / 0.5	50,000
☐	General computing	s3.medium.2	1	2	Intel SkyLake 6161...	0.1 / 0.5	50,000
☐	General computing	s3.large.2	2	4	Intel SkyLake 6161...	0.2 / 0.8	100,000
☐	General computing	s6.small.1	1	1	Intel Cascade Lake...	0.1 / 0.8	100,000
☐	General computing	s6.medium.2	1	2	Intel Cascade Lake...	0.1 / 0.8	100,000
☐	General computing	s6.medium.4	1	4	Intel Cascade Lake...	0.1 / 0.8	100,000
☐	General computing	s6.large.05	2	1	Intel Cascade Lake...	0.2 / 1.5	150,000
☐	General computing	s6.large.1	2	2	Intel Cascade Lake...	0.2 / 1.5	150,000
☐	General computing	s6.large.2	2	4	Intel Cascade Lake...	0.2 / 1.5	150,000

10 Total Records: 54 < 1 2 3 4 5 6 >

Selected specifications General computing s3.small.1 1vCPUs 1GiB

2. Select a network and security group.

Configure Network

* Network Select VPC [Create VPC](#)

Select subnet

* Security Group de... [Create Security Group](#)

Similar to a firewall, a security group logically controls network access.
Ensure that the selected security group allows access to port 22 (SSH-based Linux login), 3389 (Windows login), and ICMP (ping operation).

Security Group Rules

NOTE

You can select a security group recommended by the seller from the drop-down list or click **Create Security Group** to create one.

3. Set a login credential, that is, the ECS login password.

Login Mode

* Password Enter a password

Keep the password secure. If you forget the password, you can log in to the ECS console and change it.

* Confirm Password Enter the password again

4. Read and agree to the agreements.

* **Terms and Conditions**

I have read and agree to the agreements below.

☐ Image Disclaimer, Huawei Cloud KooGallery Joint Operation Products User Agreement, image_showcase Terms of Service Support

NOTE

- You can view the fees of the cloud resources and image at the bottom of the page.
- If you select yearly or monthly billing, fees will be automatically deducted when the resources are created.

Step 3 Click **Quickly Enable** to deploy the image. The ECS console is displayed. You can view the created ECS.

----End

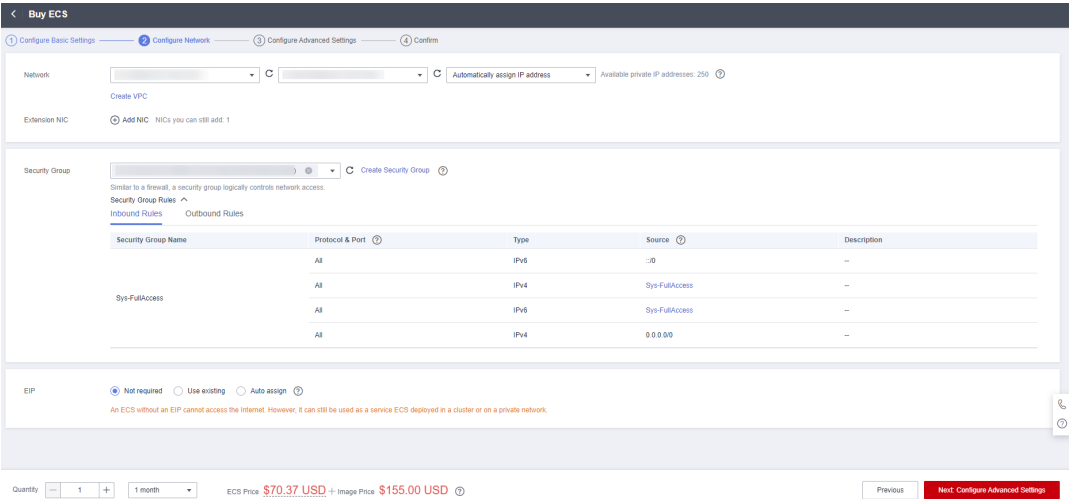
Customized Provisioning

Step 1 On the displayed page, click **Customize Config**.

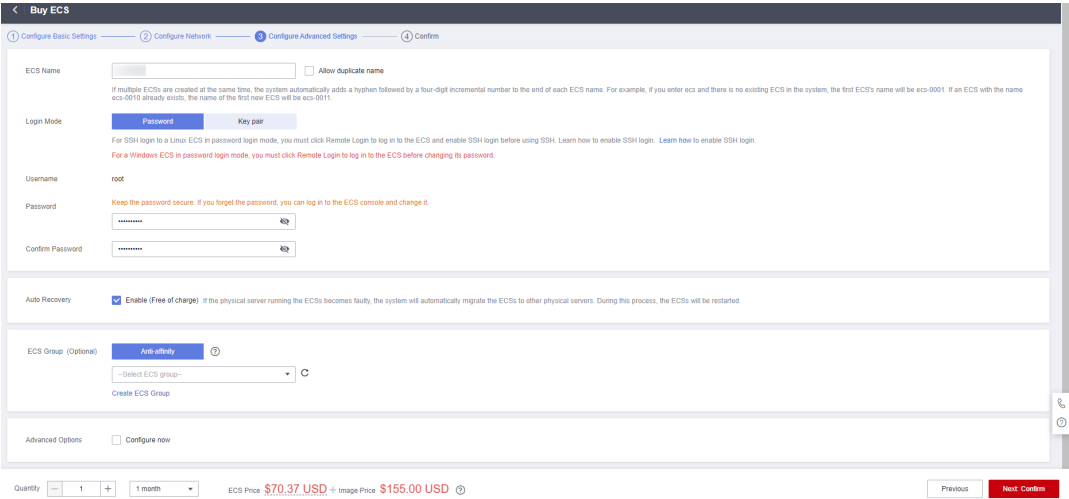
Step 2 On the **Buy ECS** page, select a billing mode, confirm the selected specification and image, and click **Next**.

ECS Type	Flavor Name	vCPUs	Memory	CPU	Assured / Maximum Bandwidth	Packets Per Second
General computing s6	s6.medium.4	1 vCPU	4 GiB	Intel Cascade Lake 2.6GHz	0.1 / 0.8 Gbit/s	100,000 PPS
General computing s6	s6.large.2	2 vCPUs	4 GiB	Intel Cascade Lake 2.6GHz	0.2 / 1.5 Gbit/s	150,000 PPS
General computing s6	s6.large.2	2 vCPUs	8 GiB	Intel Cascade Lake 2.6GHz	0.2 / 1.5 Gbit/s	150,000 PPS
General computing s6	s6.xlarge.2	4 vCPUs	8 GiB	Intel Cascade Lake 2.6GHz	0.35 / 2 Gbit/s	250,000 PPS
General computing s6	s6.xlarge.4	4 vCPUs	16 GiB	Intel Cascade Lake 2.6GHz	0.35 / 2 Gbit/s	250,000 PPS
General computing s6	s6.2xlarge.2	8 vCPUs	16 GiB	Intel Cascade Lake 2.6GHz	0.75 / 3 Gbit/s	500,000 PPS
General computing s6	s6.2xlarge.4	8 vCPUs	32 GiB	Intel Cascade Lake 2.6GHz	0.75 / 3 Gbit/s	500,000 PPS

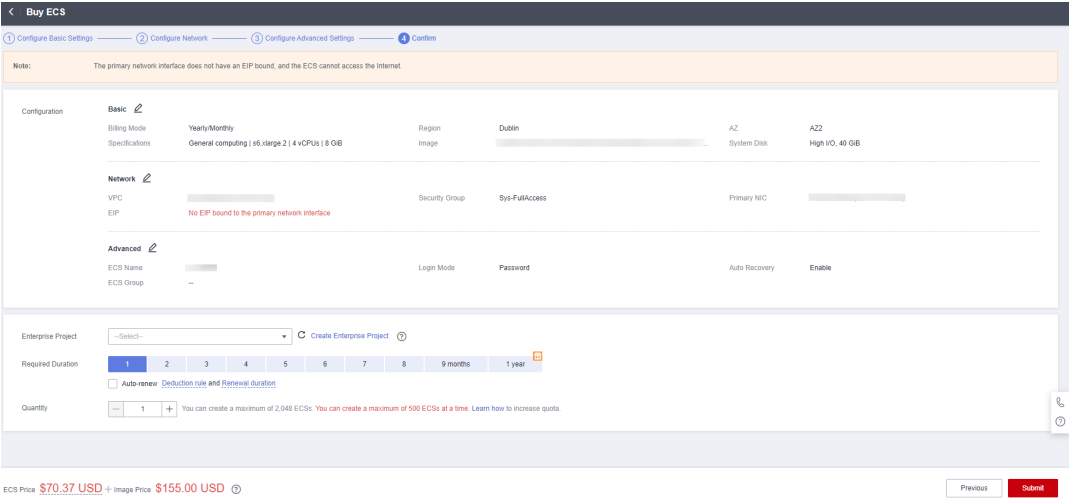
Step 3 On the **Configure Network** page, select a network, security group, and Elastic IP (EIP), and click **Next**.



Step 4 On the **Configure Advanced Settings** page, set the ECS name and password, and click **Next**.



Step 5 On the **Confirm** page, confirm the configuration, set the required duration and quantity, read and agree to the agreements, and click **Submit**.

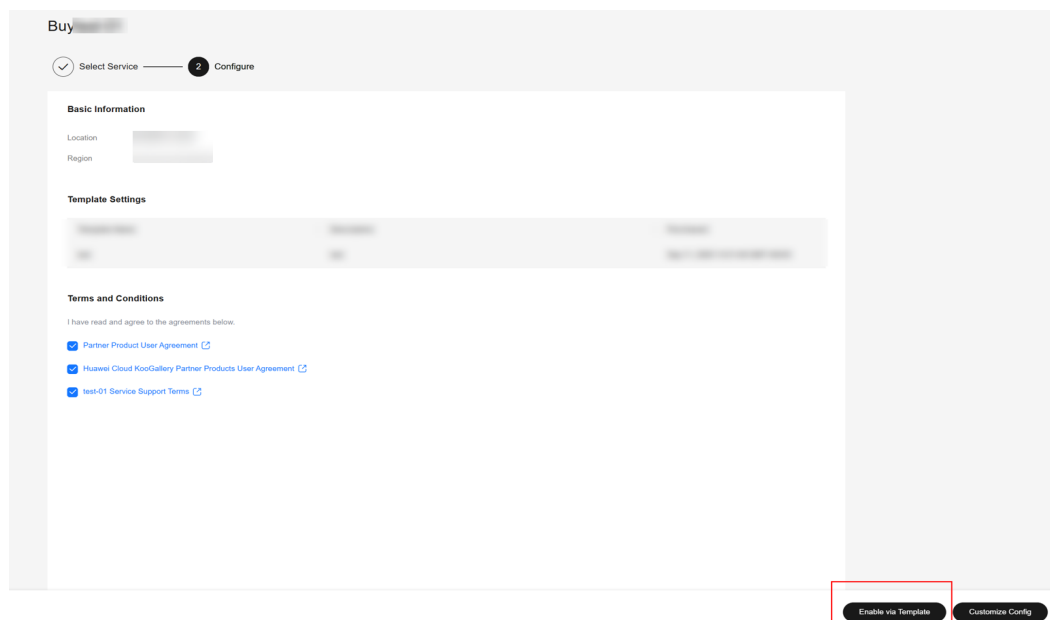


Step 6 On the displayed page, select a payment method and click **Pay Now**.

----End

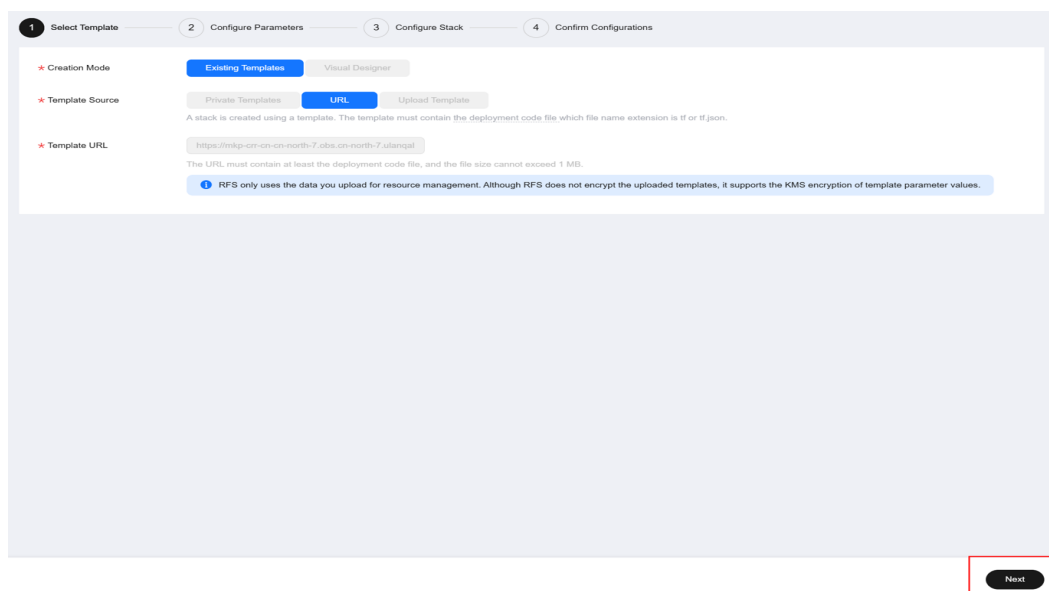
Template-based Provisioning

Step 1 Read and agree to related agreements and click **Enable via Template**.



Step 2 On the deployment page, configure resource information.

1. Confirm the template information and click **Next**.



2. Set cloud service passwords and modify settings as required. After the configuration is complete, click **Next**. A dialog box is displayed, asking you to enable encryption. Click **OK**.

Stack Name

Description

Configure Parameters

Parameter	Value	Type	Description
* admin_password		string	the admin password of ecs.
* flavor_name	8U32G	string	flavor for ECS
vpc_cidr	192.168.0.0/16	string	Specifies the range of available subnets in the VPC. The value ranges from 10.0.0.0/8 to 10.255.255.0/24...
vpc_subnet_cidr	192.168.10.0/24	string	Specifies the network segment on which the subnet resides. The value must be in CIDR format and with...
vpc_subnet_gateway_ip	192.168.10.1	string	Specifies the gateway of the subnet. The value must be a valid IP address in the subnet segment. Chang...
* charging_mode	postPaid	string	Specifies the charging mode of the disk. The valid values are as follows:prePaid: the yearly/monthly billin...
period_unit	month	string	The period unit of the pre-paid purchase.Valid values are month and year. This parameter is mandatory if...
period	1	number	The period number of the pre-paid purchase. If period_unit is set to month , the value ranges from 1 to 9...

Previous Next

3. On the **Configure Stack** page, configure an IAM agency and click **Next**.

Agency

mkp_rfs_agency_trust Agency

Auto-Rollback

Deletion Protection

NOTE

You can skip agency configuration and click **Next** to deploy resources using your account permissions.

4. On the **Confirm Configurations** page, check the configured parameters. If the parameters are correct, click **Create Execution Plan**. In the displayed dialog box, click **OK**.

✓ Select Template

✓ Configure Parameters

✓ Configure Stack

4 Confirm Configurations

RFS is free of charge, but the resources in the stack are not. Currently, you need to create an execution plan (free of charge) to obtain the estimated price.

Template Info

Stack Name

mkp_stack_20250911_180...

Description

--

Parameters

Parameter Name	Value	Type	Description
Subnet	*****	string	Subnet in the VPC. The value ranges from 10.0.0.0/8 to 10.255.255.0/24, 172.16.0.0/...
Subnet	8U32G	string	Subnet
Subnet	192.168.0.0/16	string	Subnets in the VPC. The value ranges from 10.0.0.0/8 to 10.255.255.0/24, 172.16.0.0/...
Subnet	192.168.10.0/24	string	Subnet in the VPC. The value ranges from 10.0.0.0/8 to 10.255.255.0/24, 172.16.0.0/...
Subnet	way_ip	string	Subnet. The value must be a valid IP address in the subnet segment. Changing this create...
Subnet	postPaid	string	Subnet. The valid values are as follows:prePaid: the yearly/monthly billing mode,postP...
Subnet	month	string	Subnet. Valid values are month and year. This parameter is mandatory if charging_mo...
Subnet	1	number	Subnet. If period_unit is set to month, the value ranges from 1 to 9. If period_unit ...

Stack Settings

IAM Permission

(Provider) huaweicloud, (Agency) mkp_rfs_agency_trust

Auto-Rollback

Disabled

Deletion Protection

Disabled

Estimated fee: You can obtain the estimated fee after creating an execution plan (free of charge).

Previous

Create Execution Plan

Create Execution Plan

To preview your resource billing information, you can create an execution plan.

* Execution Plan Name

Description

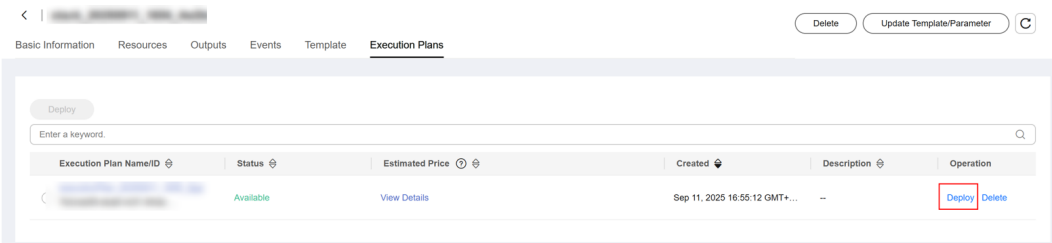
Enter a description of the execution plan.

0/255

OK

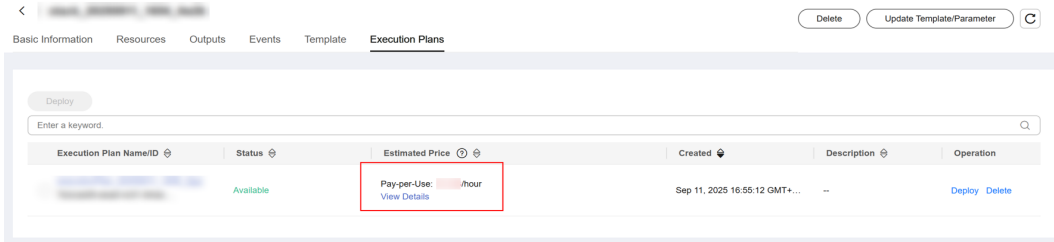
Cancel

Step 3 On the **Execution Plans** tab, ensure that the account balance is sufficient and click **Deploy**.



NOTE

Click **View Details** under **Estimated Price** to check resource fee details. For yearly/monthly resources, the system deducts fees after they are created. (Ensure that your account balance is sufficient. Otherwise, resource creation will fail.)



Price Details

This price is an estimate and may differ from the final price. [Pricing Details](#). Price inquiry is not supported for some resources. Go to [Price Calculator](#) to calculate the fees.

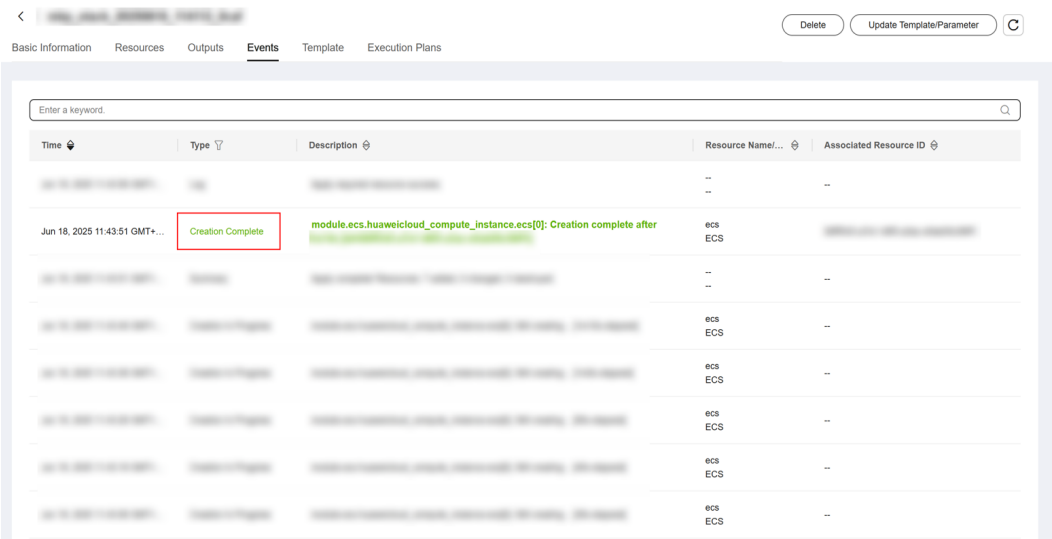
Total price Estimate

Pay-per-Use [Export Price List](#)

Cloud Prod...	Logical Name	Region	Q...	Original Price	Discount Details	Estimated Sale Price
Elastic Cloud Serv	ecs	CN North-Be...	1			
Elastic IP	eip	CN North-Be...	1			

Close

Step 4 After the deployment is successful, check the **Events** and **Resources** tabs. If the software package is used for website development, a website address is generated.



Cloud Product Name	Physical Resource Name/ID	Logical Name	Resource Type	Resource Status
Elastic Cloud Server	...	ecs	huaweicloud_compute_instance	Creation Complete
...	...	...	...	...
...	...	...	...	...
...	...	...	...	...
...	...	...	...	...
...	...	...	...	...
...	...	...	...	...

NOTE

- After the deployment is successful, if the server no longer needs to access the Internet, you can disable the bound EIP on the resource service console.
- If the deployment fails, contact the seller.
- After the deployment is successful, use the product according to the user guide provided by the seller.

Step 5 Use the product according to the user guide provided by the seller.

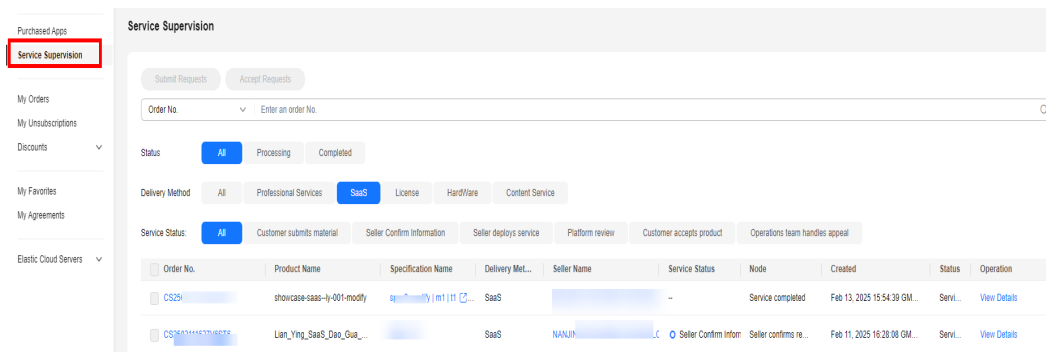
----End

2.2 Using a SaaS Product

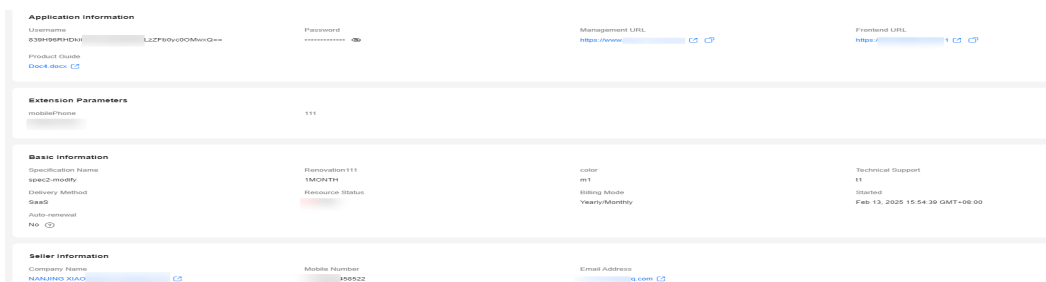
- If a SaaS product you purchased involves service supervision, go to the [My KooGallery > Service Supervision](#) page and view the application information of the product before the service flow is complete. Complete service supervision by following the instructions provided in [2.5.2 Supervising SaaS Products](#). After the service flow is complete, go to the [My KooGallery > Purchased Apps](#) page and use the application based on the information displayed on the product details page. For details, see [Using a SaaS Product That Involves Service Supervision](#).
- If a SaaS product you purchased does not involve service supervision, go to the [My KooGallery > Purchased Apps](#) page and use the application based on the information displayed on the product details page. For details, see [Using a SaaS Product That Does Not Involve Service Supervision](#).

Using a SaaS Product That Involves Service Supervision

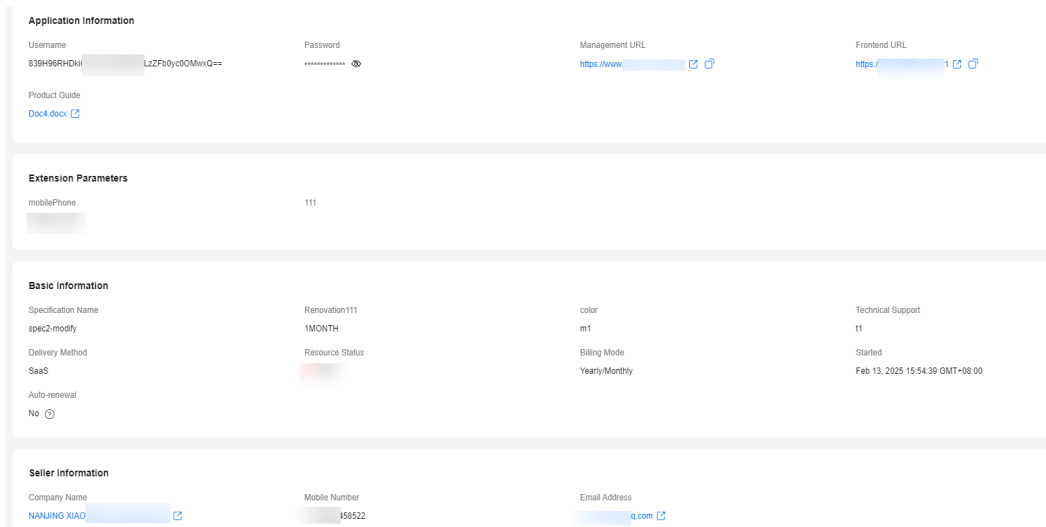
Step 1 After you successfully pay the order of a SaaS product that involves service supervision, go to the [My KooGallery > Service Supervision](#) page.



Step 2 Click **View Details** in the **Operation** column of the row containing the target order. On the details page that is displayed, view the application information.



Step 3 Alternatively, go to the [My KooGallery > Purchased Apps](#) page, click **Resource Details** on the right of the purchased product, and view its application information, basic information, and seller information on the details page.



Step 4 In the **Application Information** area, click the eye icon under **Password** to view and copy the initial password. Use the username and initial password to log in to the management URL and frontend URL. Then use the product by following the instructions provided in the product guide. If login fails or the product guide is unclear, contact the seller using the contact information displayed in the **Seller Information** area.

Figure 2-1 Application information

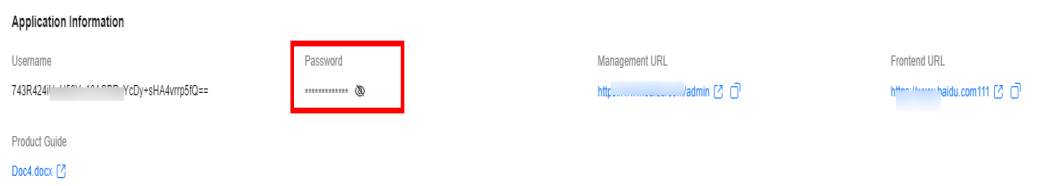


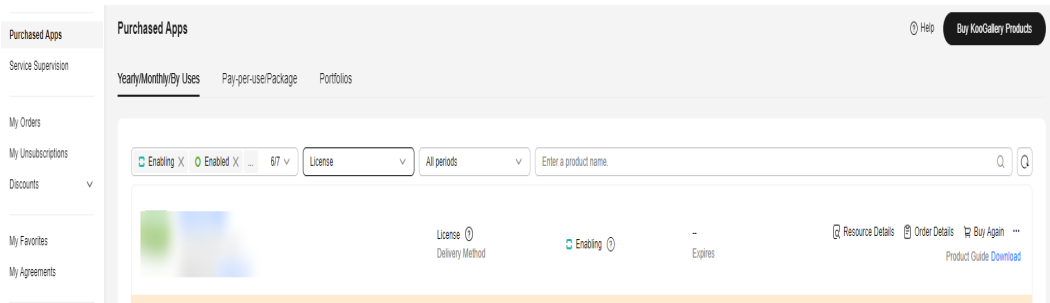
Figure 2-2 Seller information



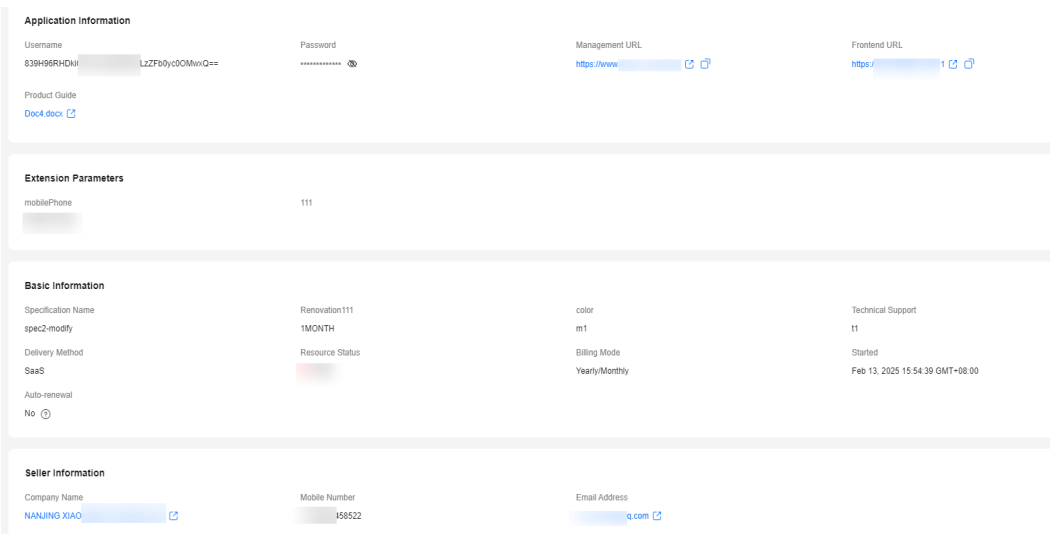
-----End

Using a SaaS Product That Does Not Involve Service Supervision

Step 1 After you successfully pay the order of a SaaS product that does not involve service supervision, click **Back to KooGallery Console**, or go to the KooGallery homepage, point to the username in the upper right corner, and choose **My KooGallery Apps** from the drop-down list. The **Purchased Apps** page is displayed.



Step 2 Click **Resource Details** on the right of the purchased product. On the details page, view its application information, basic information, and seller information.

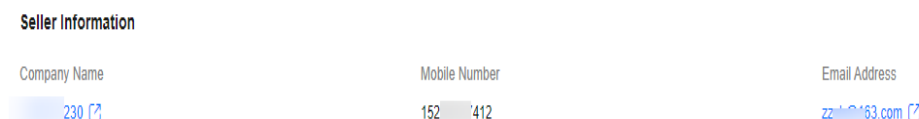


Step 3 In the **Application Information** area, click the eye icon under **Password** to view and copy the initial password. Use the username and initial password to log in to the management URL and frontend URL. Then use the product by following the instructions provided in the product guide. If login fails or the product guide is unclear, contact the seller using the contact information displayed in the **Seller Information** area.

Figure 2-3 Application information



Figure 2-4 Seller information



----End

NOTE

- If you cannot find the order on the **My KooGallery > Purchased Apps** page after purchasing a SaaS product, go to the **Orders > My Orders** page in the Billing Center and check whether the product has been successfully purchased. If the purchase failed, the order will be automatically canceled. Contact the seller using the seller information provided on the product details page.
- If a SaaS product involves service supervision, the order of the product will be displayed on the **My KooGallery > Purchased Apps** page only after the service flow is complete.

2.3 Using a License

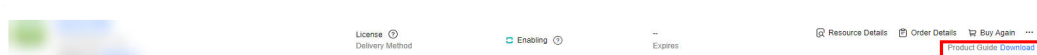
After you purchase a license application, the seller delivers the license and provides software package and application deployment. Go to **My KooGallery > Service Supervision** to view the delivery progress. After obtaining the license, perform operations by referring to the product guide. If you need technical support, contact the seller. If the seller has completed the service, accept the service on the **Service Supervision** page in time.

- **Viewing the delivery progress**

After purchasing a license, view the delivery progress of the license and accept the license on the **My KooGallery > Service Supervision** page. For details about the service supervision process, see **2.5.1 Supervising License Products**.

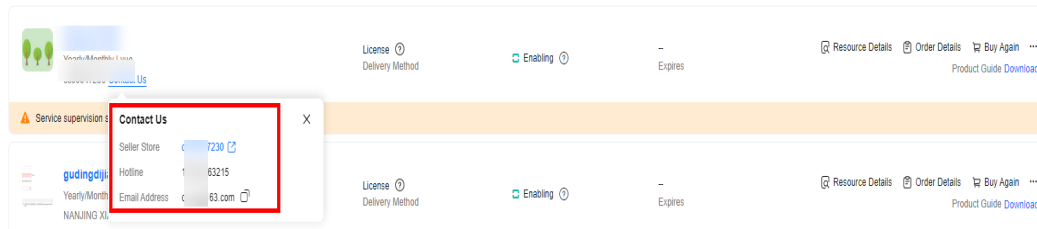
- **Downloading the product guide**

Navigate to [My KooGallery > Purchased Apps](#) and download the user guide of the product. Deploy and use the software by referring to this guide.



- **Contacting the seller**

Click **Contact Us** to obtain the contact information of the seller for more support.



2.4 Using a Professional Service Product

- **Submitting requests and accepting the service**

After purchasing a professional service product, submit a request for it and view the service flow progress of the transaction on the [My KooGallery > Service Supervision](#) page. For details about the service supervision process, see [2.5.3 Supervising Professional Service Products](#).

- **Contacting the seller**

To contact the seller, click the product name to go to the product details page and obtain the seller's contact information.

2.5 Service Supervision

2.5.1 Supervising License Products

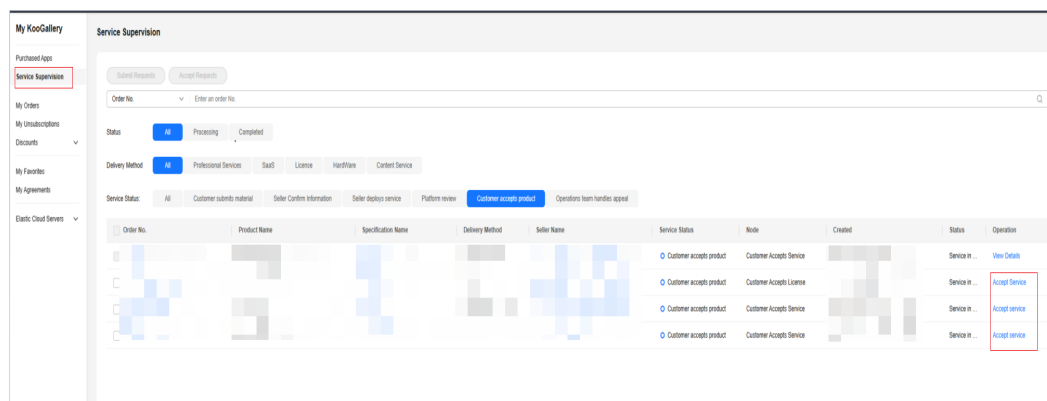
After purchasing a product, check order details and seller information under [My KooGallery > Service Supervision](#). This section describes the acceptance procedure.

Overall Process

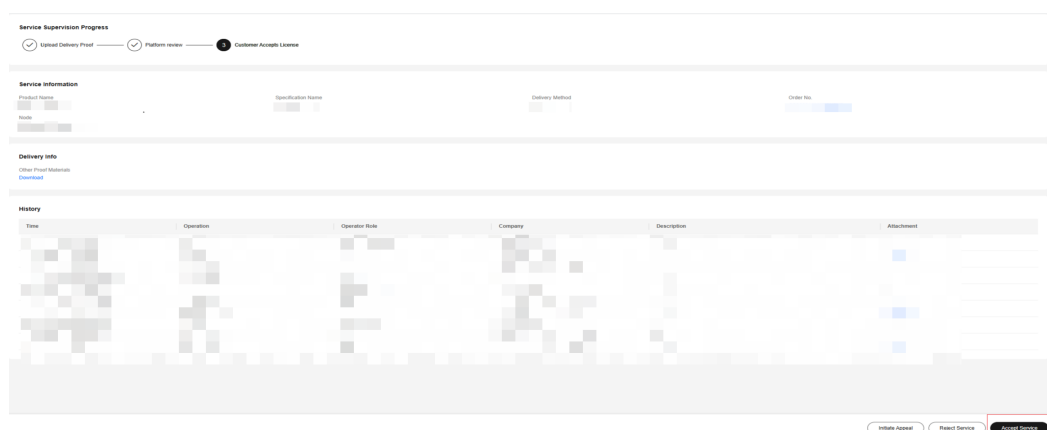


Accepting a Product

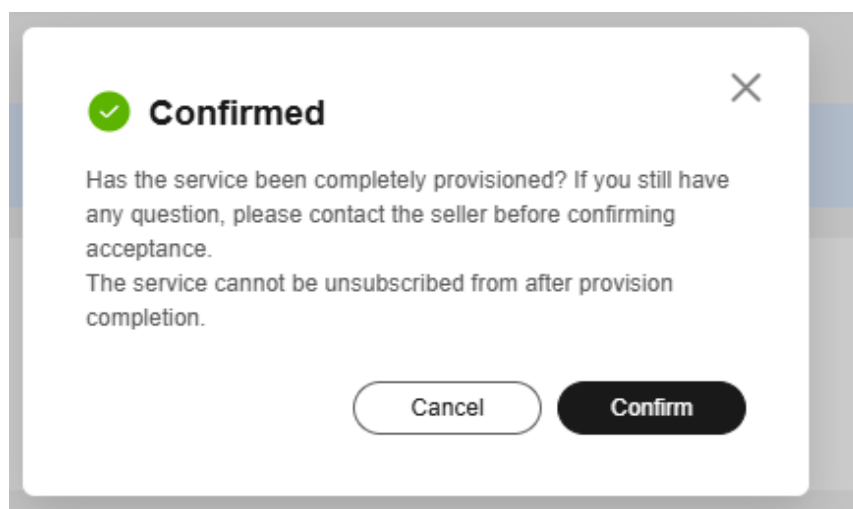
- Step 1** Log in to Huawei Cloud KooGallery and go to the [My KooGallery > Service Supervision](#) page.
- Step 2** Set search criteria and click **Accept Service** in the **Operation** column of the row containing the target transaction record.



- Step 3** If you are satisfied with the product, click **Accept Service**.



- Step 4** In the displayed dialog box, click **OK**.



----End

NOTICE

If the seller delays processing your order, go to **My KooGallery > Purchased Apps**, click **Resource Details** next to the target product, obtain the seller's contact information, and communicate with the seller about the delivery issue or submit an appeal to KooGallery. For details, see [2.5.4 Initiating an Appeal](#).

2.5.2 Supervising SaaS Products

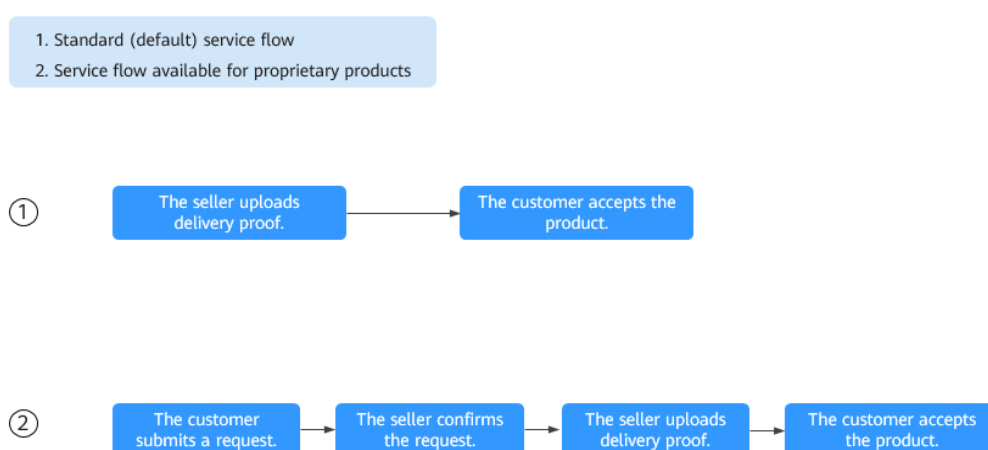
After purchasing a product, check order details and seller information under [My KooGallery > Service Supervision](#). This section describes how to submit a request and accept a product.

Overall Process

This diagram shows the process for orders placed before March 26, 2025.

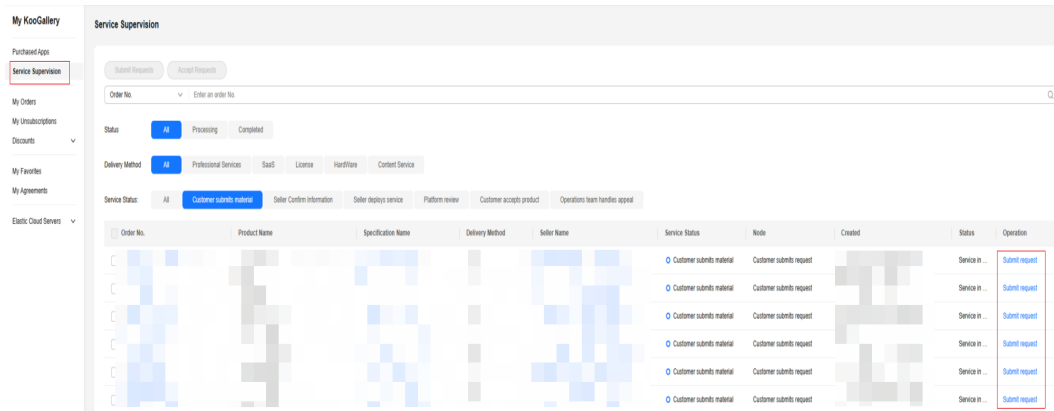


This diagram shows the process for orders placed after March 26, 2025.



Submitting a Request

- Step 1** Log in to Huawei Cloud KooGallery and go to the [My KooGallery > Service Supervision](#) page.
- Step 2** Set search criteria and click **Submit Request** in the **Operation** column of the row containing the target transaction record.

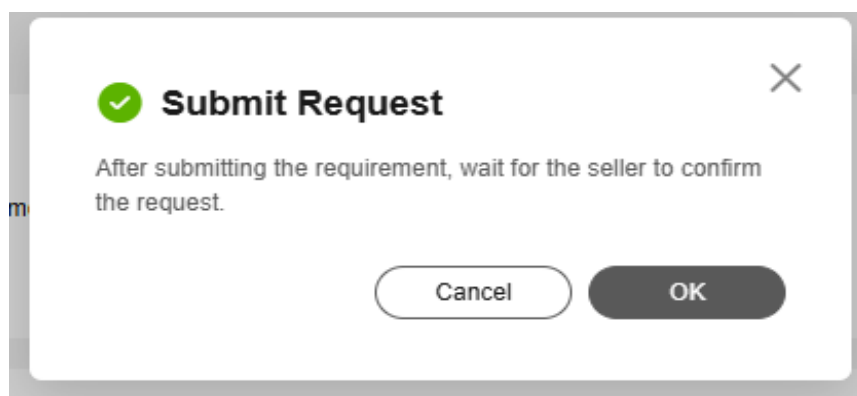


Step 3 Enter the request information and click **Submit request**.

NOTE

- You can submit a request based on the request template provided by the seller.
- After submitting the request, you can view the service flow status and operation records on the **Service Supervision** page.

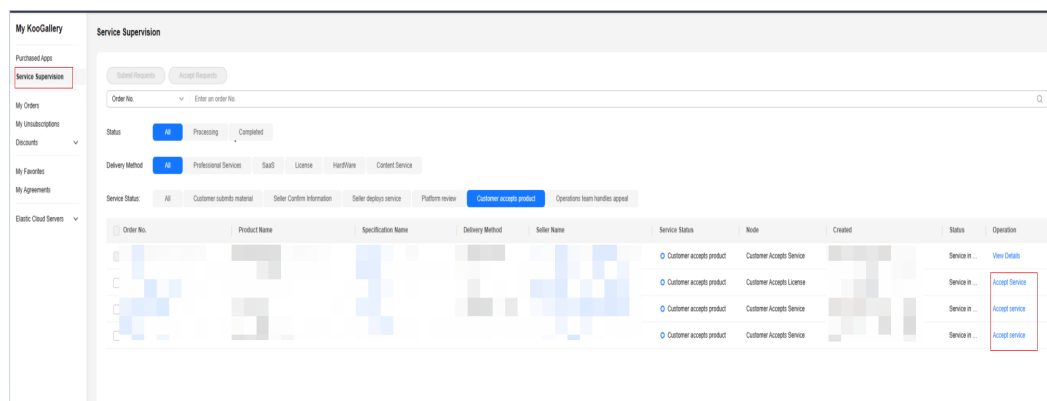
Step 4 In the displayed dialog box, click **OK**.



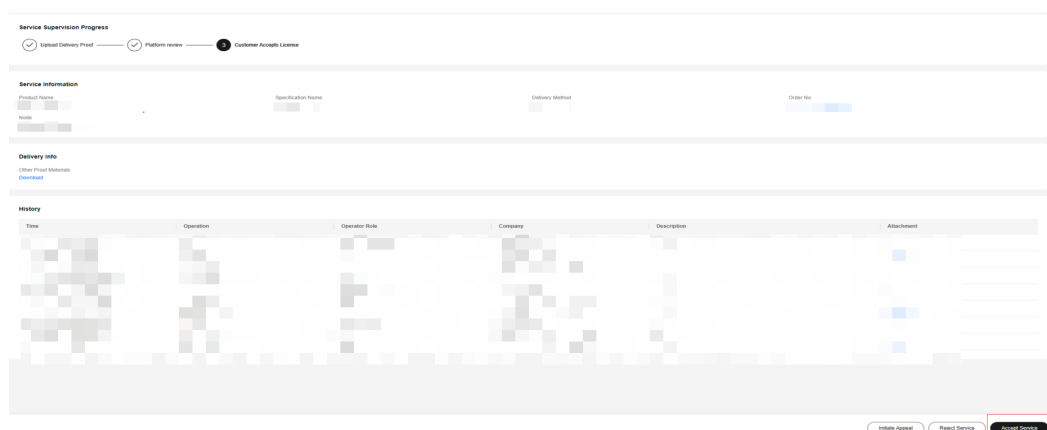
-----End

Accepting a Product

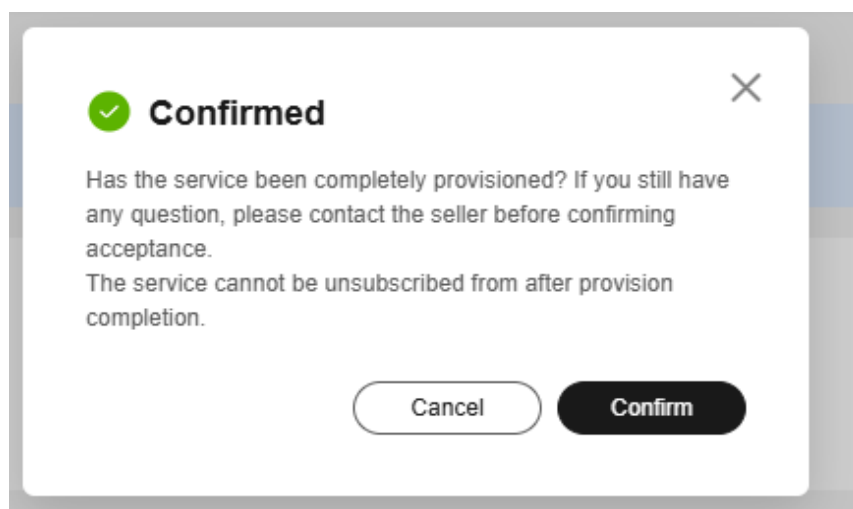
- Step 1** Log in to Huawei Cloud KooGallery and go to the [My KooGallery > Service Supervision](#) page.
- Step 2** Set search criteria and click **Accept Service** in the **Operation** column of the row containing the target transaction record.



- Step 3** If you are satisfied with the product, click **Accept Service**.



- Step 4** In the displayed dialog box, click **OK**.



----End

NOTICE

If the seller delays processing your order, go to **My KooGallery > Purchased Apps**, click **Resource Details** next to the target product, obtain the seller's contact information, and communicate with the seller about the delivery issue or submit an appeal to KooGallery. For details, see [2.5.4 Initiating an Appeal](#).

2.5.3 Supervising Professional Service Products

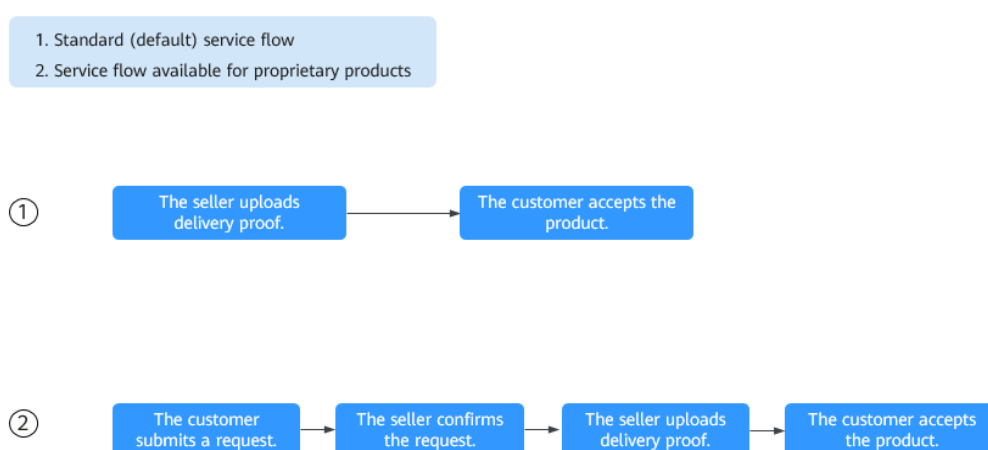
After purchasing a product, check order details and seller information under [My KooGallery > Service Supervision](#). This section describes how to submit a request and accept a product.

Overall Process

This diagram shows the process for orders placed before March 26, 2025.

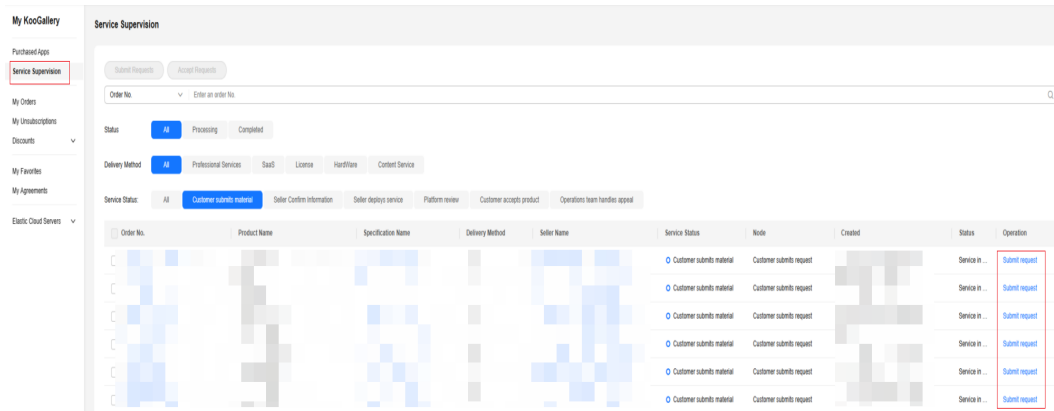


This diagram shows the process for orders placed after March 26, 2025.



Submitting a Request

- Step 1** Log in to Huawei Cloud KooGallery and go to the [My KooGallery > Service Supervision](#) page.
- Step 2** Set search criteria and click **Submit Request** in the **Operation** column of the row containing the target transaction record.

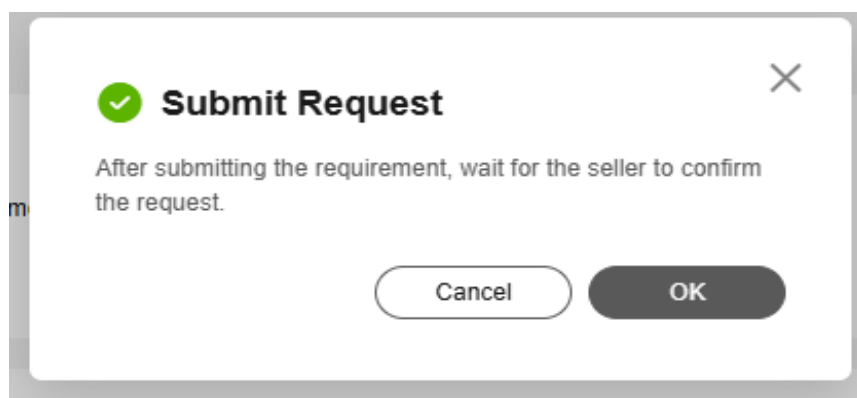


Step 3 Enter the request information and click **Submit request**.

NOTE

- You can submit a request based on the request template provided by the seller.
- After submitting the request, you can view the service flow status and operation records on the **Service Supervision** page.

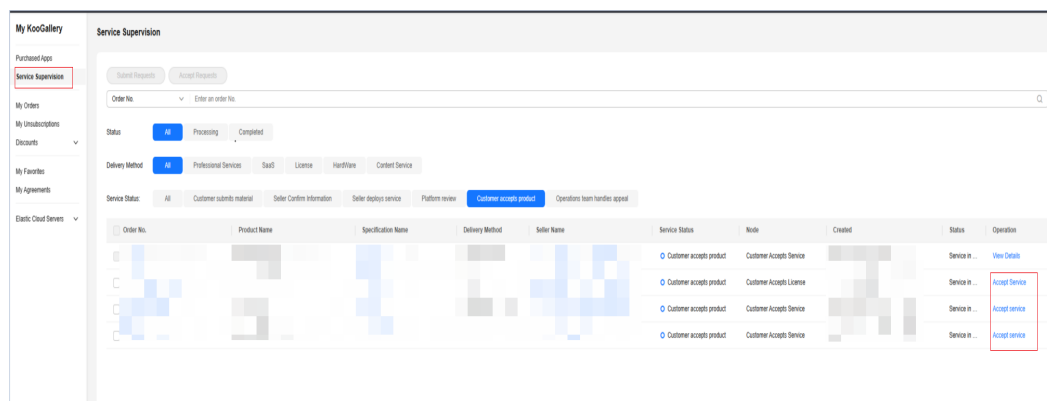
Step 4 In the displayed dialog box, click **OK**.



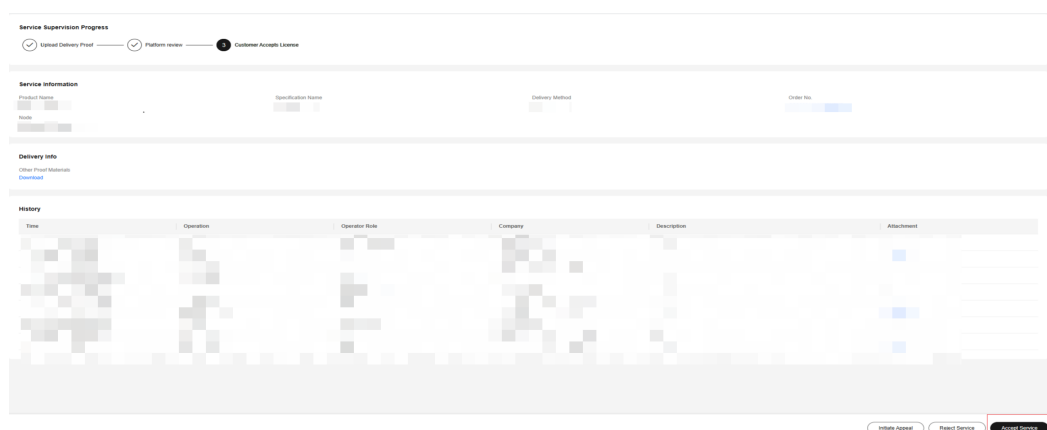
-----End

Accepting a Product

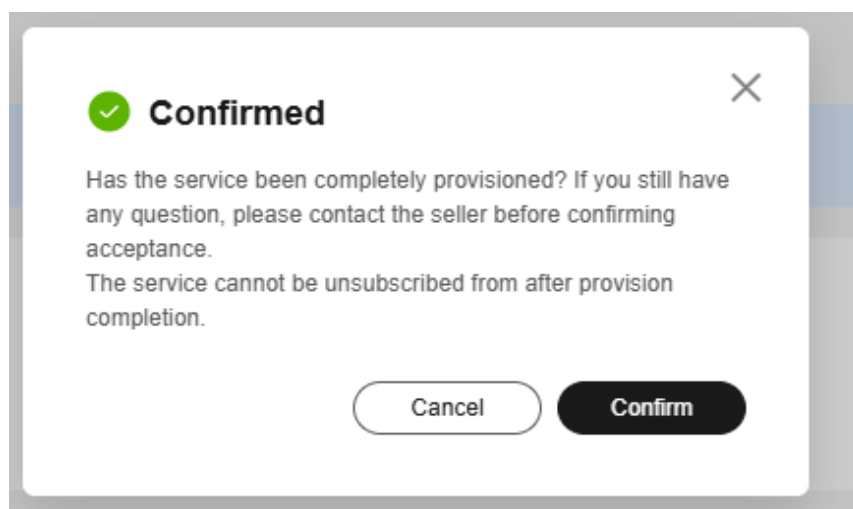
- Step 1** Log in to Huawei Cloud KooGallery and go to the [My KooGallery > Service Supervision](#) page.
- Step 2** Set search criteria and click **Accept Service** in the **Operation** column of the row containing the target transaction record.



- Step 3** If you are satisfied with the product, click **Accept Service**.



- Step 4** In the displayed dialog box, click **OK**.



----End

NOTICE

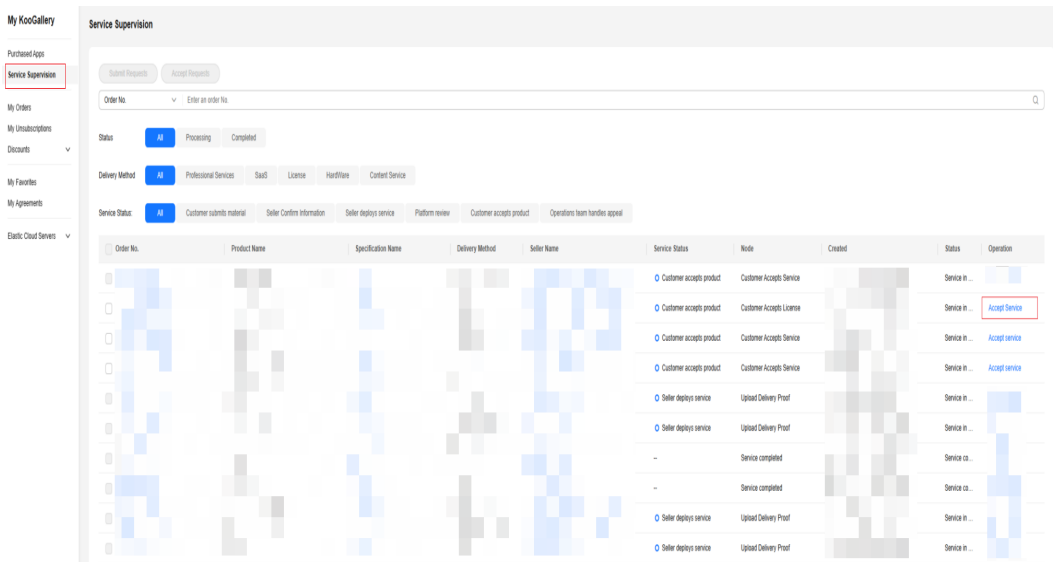
If the seller delays processing your order, go to **My KooGallery > Purchased Apps**, click **Resource Details** next to the target product, obtain the seller's contact information, and communicate with the seller about the delivery issue or submit an appeal to KooGallery. For details, see [2.5.4 Initiating an Appeal](#).

2.5.4 Initiating an Appeal

You can initiate appeals at any time in the service supervision process. This section describes how to initiate an appeal.

Procedure

Step 1 In the navigation pane of **My KooGallery**, choose **Service Supervision**. Locate the target order and click the button on the **Operation** column to go to the service monitoring details page.



Step 2 On the displayed page, click **Initiate Appeal**.

Service Supervision / CS2

Has the service been completely provisioned? If you still have any question, please contact the seller before confirming acceptance.
The service cannot be unsubscribed from after provision completion.

Service Supervision Progress

Upload Delivery Proof — Platform review — **Customer Accepts License**

Service Information

Product Name: [Redacted] Specification Name: [Redacted] Delivery Method: [Redacted] Order No.: [Redacted]

Note: [Redacted]

Delivery Info

Other Proof Materials
[Download](#)

History

Time	Operation	Operator Role	Company	Description	Attachment
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

[Initiate Appeal](#) [Reject Service](#) [Accept Service](#)

Step 3 Enter the reason for appeal, upload any proof as attachments, and click **OK**.

The operations manager will handle the appeal within three working days and notify you of the result via direct message.

Appeal [Close]

Info The KooGallery platform operations personnel will handle the dispute.

*** Reason** State the reason with a maximum of 1,000 characters.
[Text Area]
0/1,000

Attachment [Upload](#)

Supported formats: BMP, JPG, JPEG, PNG, GIF, DOCX, XLSX, PPTX, PDF, and ZIP. Max. file size: 50.0 MB

[Cancel](#) [Confirm](#)

-----End

3 After-Sales Services

[3.1 Invoicing](#)

[3.2 After-Sales Support](#)

[3.3 Product Unsubscription](#)

3.1 Invoicing

You can issue invoices in Billing Center after you purchase products.

Procedure

- Step 1** Log in to Huawei Cloud and go to the [Billing Center](#).
- Step 2** Choose **Invoices** in the navigation pane to access the [Invoices](#) page.
- Step 3** Submit an invoice application and view the application status. For details, see [Issuing an Invoice](#).

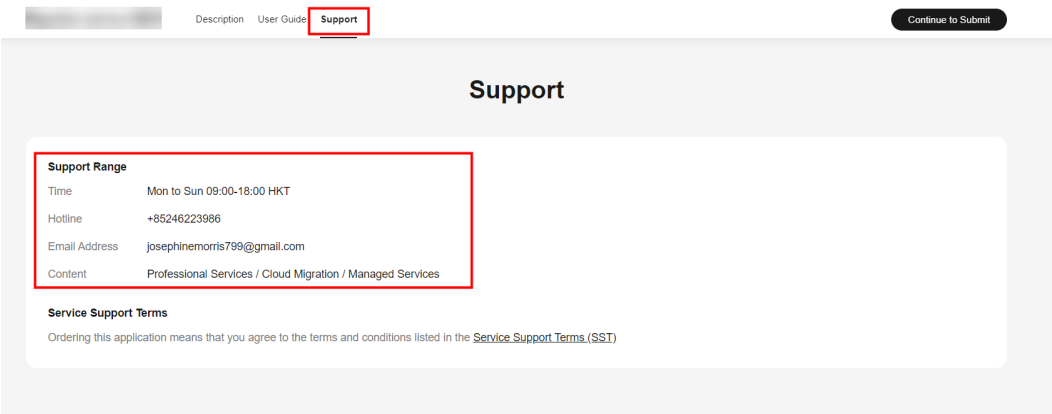
NOTE

- For details about how to reissue an invoice, see [Returning an Invoice](#).
- To return an invoice, [submit a service ticket](#).

----End

3.2 After-Sales Support

The after-sales support for KooGallery products and services is provided by sellers. If you need after-sales support, find the seller contact information in the **Support Range** area on the product details page, and contact the seller.



3.3 Product Unsubscription

3.3.1 Unsubscription Rules

NOTICE

- The transaction guarantee period ends when service supervision is complete (that is, when the order status changes to **Completed**).
- In the case of special products or orders, the specific agreements between you and sellers shall prevail.

Table 3-1 Unsubscription rules

Delivery Method	Service Supervision Involved	Unsubscription Rule	(Customer) How to Request	(Seller) How to Review
Image	No	• Unsubscription rules for images on KooGallery are the same as those for products and services on Huawei Cloud. For details, see Unsubscriptions. • Pay-per-use resources cannot be unsubscribed from.	Unsubscription Procedure	/
SaaS	Yes	During the transaction guarantee period, you can negotiate with sellers for unsubscriptions.	3.3.2 Requesting a Negotiated Unsubscription	Navigate to Seller Console > Orders > Unsubscriptions .

Delivery Method	Service Supervision Involved	Unsubscription Rule	(Customer) How to Request	(Seller) How to Review
	No	Unsubscription is not supported.	/	/
License	Yes	During the transaction guarantee period, you can negotiate with sellers for unsubscriptions.	3.3.2 Requesting a Negotiated Unsubscription	Navigate to Seller Console > Orders > Unsubscriptions .
Professional service	Yes			
Hardware	Yes			
Content service, consulting service, and cloud host	No	Unsubscription is not supported.	/	/

3.3.2 Requesting a Negotiated Unsubscription

Licenses, professional services, hardware, and SaaS involving service supervision can be unsubscribed from through negotiation within the transaction guarantee period (before service supervision is completed).

Figure 3-1 Unsubscription process



Procedure

- Step 1** Go to the [My KooGallery > My Unsubscriptions](#) page and view the list of products that can be unsubscribed from.
- Step 2** Locate the target product and click **Unsubscribe** in the **Operation** column.

[illegible]

Step 3 Enter the negotiated refund amount ($0 < \text{Negotiated refund amount} \leq \text{Actual payment}$), select the unsubscription reason, and click **Unsubscribe** in the lower right corner.

My Unsubscriptions / Unsubscription Request

1. Before proceeding, negotiate with the seller for a refund amount. Use this amount in your request.

2. The entered refund amount must only include the money that can be refunded for initial subscription orders and do not contain the refund amount for renewal orders.

Product Name	Specification Name	Quantity	Refund Type	Created	Max. Refundable (\$)	Refund (\$)
9122-saas-zidngji	9122-saas-zidngji.guide11.C1 ...	1	Negotiated Amount	Dec 04, 2024 15:50:49 GMT+08:00	2.00	2.00

State the reason for unsubscription.

Your feedback will help us serve you better.

☐ Incorrect parameter setting during purchase

☒ Cloud services redundant after deployment

☐ Service tests completed

☐ Low level of usability of cloud services

☐ Service deployment requirements unsatisfied

☐ Unrectifiable service faults

☐ Other

Negotiated Amount: \$2.00

The refund amount is for reference. For details, see the bill.

Unsubscribe

Step 4 In the displayed dialog box, confirm the unsubscription information and click **Refund**.

Unsubscribe from Following Resources?

Product Na...	Specificatio...	Quantity	Refund Type	Created	Max. ...	Refund (\$)
9122-saas-zl...	9122-saas-zl...	1	Negotiated A...	Dec 04, 2024 1...	2.00	2.00

Contact the seller for the refund.

☐ Provide your contact information in your account to the seller so they can contact you for any unsubscription problems.

NoRefund

NOTE

- You can select **Provide your contact information in your account to the seller so they can contact you for any unsubscription problems**, so that the seller can quickly reach out to you.
- After submitting the request, you can view the refund status on the **My Unsubscriptions** page.
- If the seller approves the request, the system will refund the fee within three hours.

----End

4 Agencies

KooGallery sends an authorization request to you when you use a service listed in [Table 4-1](#). Once you agree, you authorize KooGallery to provide you with the service as a delegate. If the policy of an agency is updated, KooGallery will request authorization again when you use the related service. For details about the agency policies, see [Agency Policy Permission Details](#).

 **CAUTION**

Do not modify KooGallery agencies and their policies, or reuse their policies on other agencies. Otherwise, the services will be affected.

Table 4-1 Services

Dele gato r	Scenar io	Service	Agency	Delegat e	Agency Policy
Cust ome r	Produc t use	Quick image provisioning	mkp_agenc y_trust	KooGall ery system account	mkp_deployment_pol icy
			mkp_rfs_ag ency_trust	Resourc e Formati on Service (RFS)	mkp_rfs_deployment _polic...
		Image deployment via templates	mkp_agenc y_trust	KooGall ery system account	mkp_deployment_pol icy

 NOTE

KooGallery no longer uses the `mkp_ims_trust`, `mkp_admin_trust`, `mkp_rf_admin_trust`, and `mkp_obs_trust` agencies. If you have created these agencies, delete them by referring to [Canceling Agency Authorization](#).

Agency Policy Permission Details

- **mkp_deployment_policy**

```
{
  "Version": "1.1",
  "Statement": [
    {
      "Effect": "Allow",
      "Action": [
        "kms:cmk:create",
        "kms:cmk:get",
        "kms:dek:create"
      ]
    },
    {
      "Effect": "Allow",
      "Action": [
        "rf:stack:listStacks",
        "rf:stack:listStackResources",
        "rf:stack:listStackOutputs",
        "rf:stack:createStack",
        "rf:stack:getStackMetadata",
        "rf:stack:updateStack"
      ]
    }
  ]
}
```

- **mkp_rfs_deployment_policy**

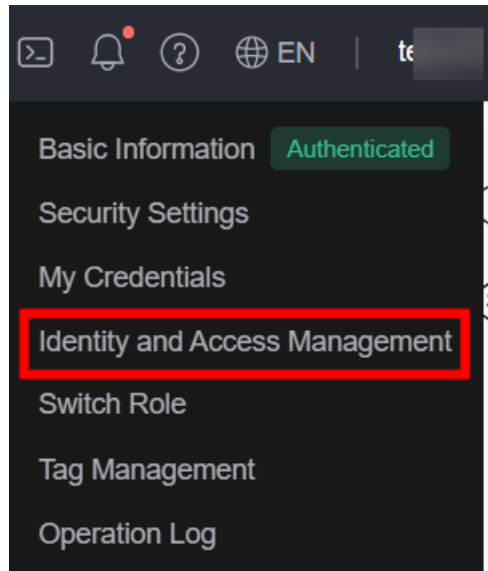
```
{
  "Version": "1.1",
  "Statement": [
    {
      "Effect": "Allow",
      "Action": [
        "kms:cmk:get",
        "kms:dek:decrypt"
      ]
    },
    {
      "Effect": "Allow",
      "Action": [
        "ecs:diskConfigs:use",
        "ecs:servers:create",
        "ecs:cloudServers:showServer",
        "ecs:cloudServers:get",
        "ecs:serverInterfaces:get",
        "ecs:serverKeypairs:get",
        "ecs:flavors:get",
        "ecs:serverVolumes:use",
        "ecs:cloudServers:createServers",
        "ecs:cloudServers:create",
        "ecs:cloudServers:deleteServers",
        "ecs:cloudServers:delete",
        "ecs:servers:get",
        "ecs:serverInterfaces:use",
        "ecs:securityGroups:use"
      ]
    },
    {
      "Effect": "Allow",
      "Action": [

```

```
        "evs:volumes:list",
        "evs:volumes:create",
        "evs:volumes:manage",
        "evs:backups:get",
        "evs:volumes:attach",
        "evs:volumes:get",
        "evs:snapshots:get"
    ]
},
{
    "Effect": "Allow",
    "Action": [
        "ims:images:get",
        "ims:images:list"
    ]
},
{
    "Effect": "Allow",
    "Action": [
        "vpc:securityGroups:create",
        "vpc:subnets:update",
        "vpc:routers:update",
        "vpc:networks:get",
        "vpc:ports:get",
        "vpc:ports:update",
        "vpc:ports:create",
        "vpc:securityGroupRules:get",
        "vpc:subnets:create",
        "vpc:subnets:get",
        "vpc:securityGroups:update",
        "vpc:routers:get",
        "vpc:securityGroups:get",
        "vpc:networks:create",
        "vpc:networks:update"
    ]
}
]
```

Canceling Agency Authorization

You can cancel authorization by deleting an agency. To do so, point to your account name in the upper right corner of Huawei Cloud console, select **Identity and Access Management** from the drop-down list, and choose **Agencies** in the navigation pane. Deleting an agency will instantly invalidate the corresponding service.



5 Cloud Trace Service

5.1 Operations Supported by Cloud Trace Service

5.2 Viewing Traces

5.1 Operations Supported by Cloud Trace Service

Overview

- Cloud Trace Service (CTS) records operations performed in **My KooGallery**. A record contains information such as the user who performed the operation, IP address, operation content, and returned response message. These records facilitate security auditing, issue tracking, and resource locating. They also help you plan and use resources, and identify high-risk or non-compliant operations.
- CTS tracks and stores operations on a cloud service resource in traces. Traces record operations such as adding, modifying, or deleting cloud service resources. You can view them to identify who performed operations and when for detailed tracking.

Prerequisites

You have enabled CTS.

Operations Supported by CTS

Operation	Resource Type	Trace Name
Creating an order	Order	createOrder
Canceling an order	Order	cancelOrder
Listing orders	Order	queryOrderList
Querying order details	Order	queryOrderDetail
Negotiating unsubscription	Subscription	unSubscribeByNegotiation

Operation	Resource Type	Trace Name
Querying resource details	Resource	queryResourceDetail
Changing an expiration policy	Resource	setResourceStrategy
Renewing a resource	Order	renewOrder
Modifying a resource	Order	changeOrder
Disabling a resource	Resource	closeResource
Querying a SaaS instance	Resource	querySaasResourceInstance
Submitting a request	Supervision	submitRequirement
Accepting a product	Supervision	confirmAcceptance
Querying the delivery progress	Supervision	queryDeliveryProcess
Listing private offers	PrivateOffer	queryPrivateOfferList
Querying private offer details	PrivateOffer	queryPrivateOfferDetail
Adding a product to favorites	Favorites	addFavorites
Removing a product from favorites	Favorites	deleteFavorites
Listing products in favorites	Favorites	queryFavorites
Listing signed agreements	AgreementSignRecord	queryAgreementSignList
Querying agreement details	AgreementSignRecord	queryAgreementSignDetail

5.2 Viewing Traces

Overview

After you enable CTS, it starts to record your operations in **My KooGallery** in traces. You can check the traces generated over the last seven days on the CTS console.

This section describes how to view the traces on the CTS console.

Procedure

Step 1 Log in to the [CTS console](#).

Step 2 Click  in the upper left corner and select **AP-Singapore**.

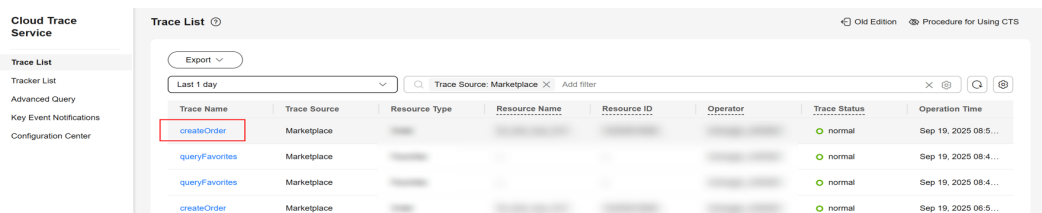
Step 3 In the navigation pane, choose **Trace List**.

Step 4 On the **Trace List** page, use filters to query traces. You can combine one or more filters.

Filter	Description
Trace Name	Name of a trace. The entered value is case-sensitive and requires an exact match. Fuzzy matching is not supported. For details about the operations that can be audited for KooGallery, see Operations Supported by CTS . Example: updateAlarm
Trace Source	Cloud service name abbreviation. The entered value is case-sensitive and requires an exact match. Fuzzy matching is not supported. Example: marketplace
Resource Name	Name of a cloud resource involved in a trace. The entered value is case-sensitive and requires an exact match. Fuzzy matching is not supported. If the cloud resource involved in the trace does not have a resource name or the corresponding API operation does not involve the resource name parameter, leave this field empty. Example: ecs-name
Resource ID	ID of a cloud resource involved in a trace. The entered value is case-sensitive and requires an exact match. Fuzzy matching is not supported. Leave this field empty if the resource has no resource ID or if resource creation failed. Example: {VM ID}
Trace ID	Value of the trace_id parameter for a trace reported to CTS. The entered value requires an exact match. Fuzzy matching is not supported. Example: 01d18a1b-56ee-11f0-ac81-*****1e229

Filter	Description
Resource Type	Type of a resource involved in a trace. The entered value is case-sensitive and requires an exact match. Fuzzy matching is not supported. For details about the resource types of KooGallery, see Operations Supported by CTS. Example: user
Operator	User who triggers a trace. Select one or more operators from the drop-down list. If the value of trace_type in a trace is SystemAction, the operation is triggered by the service and the trace's operator may be empty. For details about the relationship between IAM identities and operators and the operator username format, see Relationship Between IAM Identities and Operators.
Trace Status	Select one of the following options from the drop-down list: ● normal: The operation succeeded. ● warning: The operation failed. ● incident: The operation caused a fault that is more serious than a normal failure, for example, causing other faults.
Enterprise Project ID	ID of the enterprise project to which a resource belongs. To check enterprise project IDs, go to the Enterprise Project Management Service (EPS) console and choose Project Management in the navigation pane. Example: b305ea24-c930-4922-b4b9-*****1eb2
Access Key	Temporary or permanent access key ID. To check access key IDs, hover over your username in the upper right corner of the console and select My Credentials from the pop-up list. On the displayed page, choose Access Keys in the navigation pane. Example: HSTAB47V9V*****TLN9

Step 5 Click the name of a trace to view its details.



Trace Overview

Basic Information

Trace ID

Trace Source

Trace Time

Resource Type

Operator

Resource Name

Return Code

Source IP Address

Learn about trace structure

1 {

2 "code": "

3 "domain_i

4 "event_ty

5 "operatio

6 "project_

7 "read_onl

8 "request_

9 "resource

10 "resource

11 "resource

12 "resource

13 "service_

14 "source_i

15 "trace_id

16 "trace_na

17 "trace_ra

18 "trace_ty

19 "tracker_

20 "user_age

21 "user": {

22 "access

23 "accoun

24 "domain

25 "id": "

26 "name

27 },

28 "id": "

29 "invoke

30 "serv

31 },

32 "name":

33 "princi

34 "princi

35 "princi

36 "sessio

37 "attributes": {

For more information about CTS, see the [CTS User Guide](#).

-----End

6 IAM User Permission Management

Overview

- IAM users are created on **Identity and Access Management (IAM)** to use cloud services based on assigned permissions. Each IAM user has their own identity credentials (passwords and access keys).
- By default, IAM users have the permissions to purchase KooGallery products (generate and cancel orders), view KooGallery orders, and view details about SaaS instances in KooGallery. You can add a policy to deny these permissions to limit their actions.

NOTE

IAM is a free basic Huawei Cloud service for permission management. For more information about IAM, see [IAM Service Overview](#).

Procedure

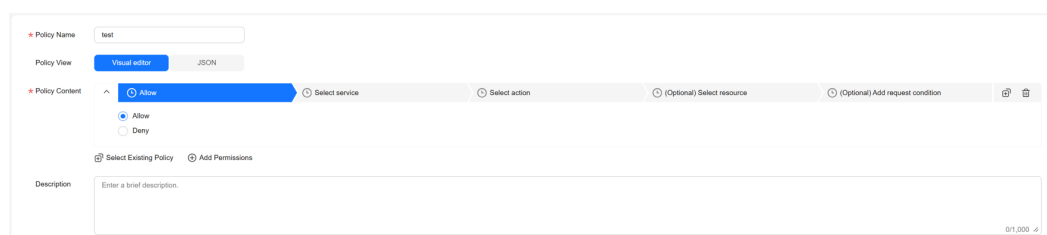
Step 1 Log in to the **IAM console**.

Step 2 Choose **Identity Policies** in the navigation pane and click **Create Identity Policy**.



Step 3 Enter a policy name.

Step 4 Select **Visual editor** for Policy View.

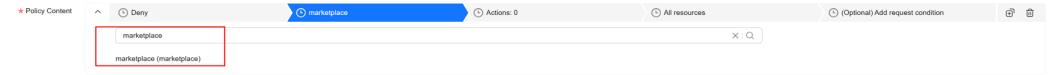


Step 5 Configure a policy in **Policy Content**.

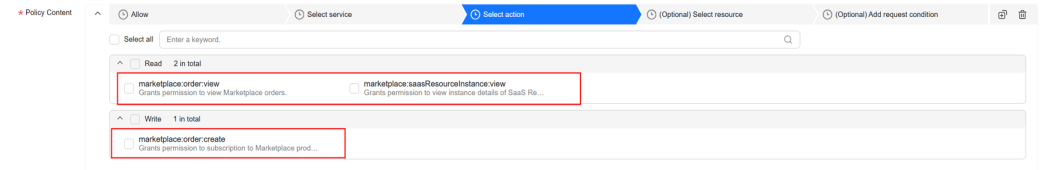
1. Select **Deny**.



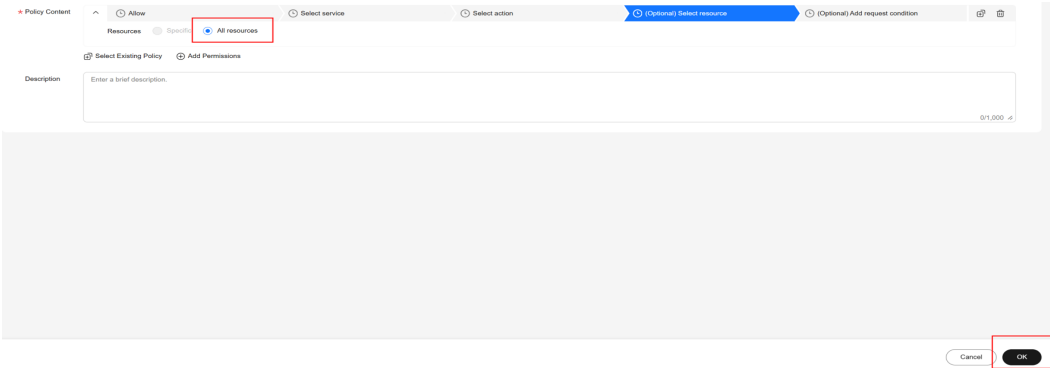
2. Search for and select **marketplace**.



3. Select actions.

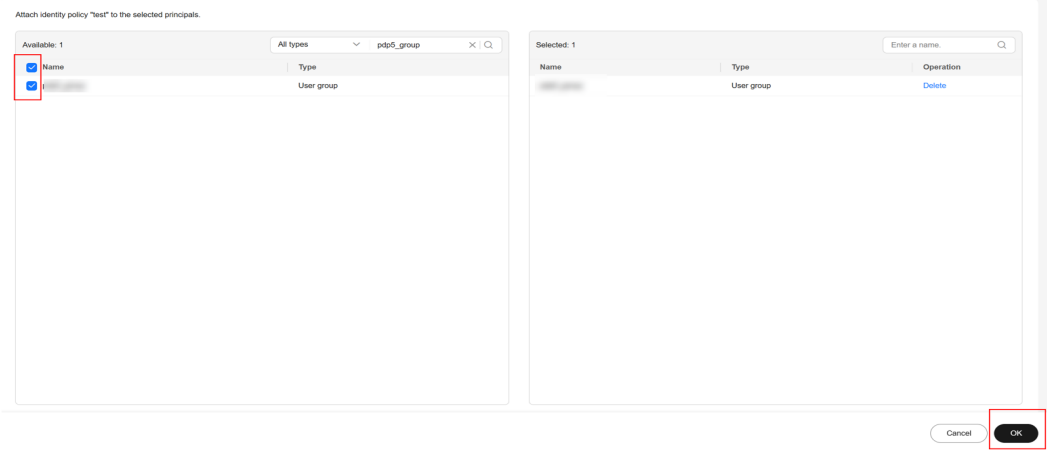


4. Select **All resources** and click **OK**.



Step 6 Assign the created identity policy to a user group or user. Users in the group or the user will gain the permissions defined in the policy.





-----End

7 FAQs

- [7.1 What Is Huawei Cloud KooGallery?](#)
- [7.2 What Software and Services Are Provided on KooGallery?](#)
- [7.3 How Do I Purchase Cloud Applications on KooGallery?](#)
- [7.4 Why Can't I Use the Pay-per-Use or Yearly/Monthly Billing Mode for Certain Products?](#)
- [7.5 How Do I View Purchased Applications?](#)
- [7.6 How Do I Request Invoices After Purchasing Products from KooGallery?](#)
- [7.7 What Do I Do If I Encounter a Problem When Using a Product?](#)
- [7.8 How Do I Renew Purchased Applications?](#)
- [7.9 What Do I Do If No Applications or Services Meet My Requirements?](#)
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7.1 What Is Huawei Cloud KooGallery?

Huawei Cloud KooGallery is an online store. Huawei Cloud cooperates with independent service vendors (ISVs) to provide users with abundant application products, including applications, operating environment, bandwidth, and ECS resources. You can quickly purchase suitable application products on KooGallery (including the complete environment for running the application software), and use the purchased application software and services to release your own products.

Huawei Cloud KooGallery consolidates upstream application services in the cloud service ecosystem to provide you with high-quality and convenient application solutions, thereby promoting healthy development of the ecosystem.

You can obtain a set of ECS resources and preconfigured application software on KooGallery in a few clicks to meet your requirements. The system automatically starts the preconfigured software. You only need to focus on your own business to save time, energy, and costs on resource procurement and software deployment. The only thing you need to do for software usage is to pay for the orders. You can choose hourly, monthly, or yearly billing mode to reduce your costs.

7.2 What Software and Services Are Provided on KooGallery?

KooGallery provides images, consulting services, SaaS products, licenses, and professional services that are released collaboratively by Huawei Cloud and sellers. These products include but are not limited to:

- Infrastructure software (running environment, databases and cache memory, content management, system administration, big data analytics, and storage and backup)
- Business software (business intelligence, financial services, enterprise application, customer relationship management (CRM), e-commerce, and project management)
- Developer tools (internet middleware, application development, issue and bug tracking, log analysis, source control, and testing)
- Professional services (data transfer, consulting and training, environment configuration, and maintenance)

7.3 How Do I Purchase Cloud Applications on KooGallery?

For details on how to purchase cloud applications on KooGallery, see [1.1 Placing an Order](#).

7.4 Why Can't I Use the Pay-per-Use or Yearly/Monthly Billing Mode for Certain Products?

Sellers decide how their products are billed. Huawei Cloud KooGallery advises sellers to provide a wide range of billing options. However, some products can use only a certain billing mode due to their specific attributes.

7.5 How Do I View Purchased Applications?

1. Log in to [Huawei Cloud KooGallery](#).
2. Point to the username in the upper right corner of the page and click **My KooGallery Apps** from the drop-down list.

- The **Purchased Apps** page is displayed.
3. View the purchased apps.

7.6 How Do I Request Invoices After Purchasing Products from KooGallery?

Log in to **Billing Center**. In the navigation pane, choose **Contracts and Invoices** > **Invoices** to submit your invoice requests. For details, see [Issuing an Invoice](#).

7.7 What Do I Do If I Encounter a Problem When Using a Product?

Contact the seller for after-sales technical support.

If the seller cannot solve the problem or is not available, [submit a service ticket](#) on the Huawei Cloud official website.

7.8 How Do I Renew Purchased Applications?

Step 1 Log in to the **Billing Center**.

Step 2 Click **Renewals** in the navigation pane, and then renew purchased cloud applications on the displayed page.

For details about the renewal process, see [Manually Renewing a Resource](#).

----End

7.9 What Do I Do If No Applications or Services Meet My Requirements?

We apologize for not being able to provide the applications or services you need. Send an email to partner@huaweicloud.com to describe your application requirements. We will come up with the corresponding products as soon as possible.

Email subject: **[KooGallery][Requirements][Contact]**

Body: application requirements, company name, contact person, phone number, and email address.

7.10 How Do I Contact a Seller?

Click the seller name on the product details page and find the customer service email address on the displayed seller information page. You can contact the seller by email.

7.11 What Do I Do If I Cannot Contact a Seller?

[Submit a service ticket](#) on the Huawei Cloud official website.

7.12 Does Huawei Cloud Support Login Through Third-Party Website?

Huawei Cloud does not support login through third-party website.

7.13 Common Problems About Yearly/Monthly Images

What Are the Pricing Plans for Yearly/Monthly Images?

Yearly/Monthly images can be billed in yearly or monthly mode depending on the image features and market demands.

Yearly/Monthly images are charged a one-time payment and take effect immediately upon purchase. You do not have the option to specify the start date of the images.

7.14 Common Problems About Pay-per-Use Images

What Are the Differences Between Pay-per-Use and Yearly/Monthly Images?

For pay-per-use images, you do not need to make payments when purchasing them. The system generates bills every hour based on the actual usage and deducts fees from your account balance.

For yearly/monthly images, you need to make payments when purchasing them.

Pay-per-use images can only be purchased along with ECSs.

How Are Pay-per-Use Images Billed?

Pay-per-use images are billed only when they are used on yearly/monthly ECSs that have not expired or pay-per-use ECSs that are not suspended.

You pay for the duration you use the images. Prices are calculated by hour, and no minimum fee is required.

What Are the Circumstances in Which Billing for Pay-per-Use Images Will Be Stopped?

Pay-per-use images will not be charged in the following circumstances:

- The ECSs on which the images run are deleted.
- The ECSs on which the images run start to use the images of another product.

- The ECSs on which the images run are suspended because the images or instances are in arrears.

Can I Purchase Yearly/Monthly Images of the Same Product After Purchasing Pay-per-Use Images?

Yes. You can purchase required yearly/monthly images on the product details page.

How Does It Cost to Replace the ECS System Disk Using KooGallery Images Within One Hour?

If you replace an ECS system disk using another image, you need to pay the hourly fee for the two images. (Part of an hour is charged as a full hour.)

If you replace an ECS system disk using the same image, you need to pay the hourly fee for this image.

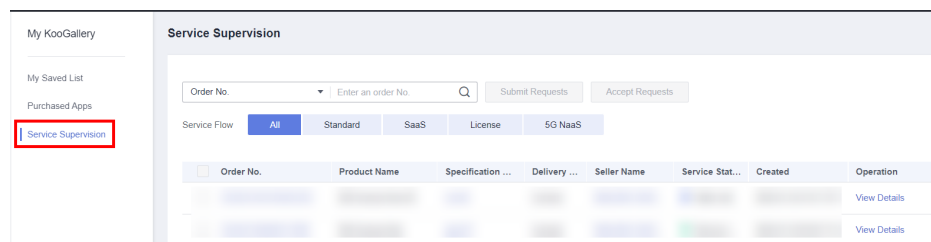
7.15 How Do I Initiate an Appeal During Service Supervision?

For a standard service flow, if the seller does not handle the process for more than five days, you can initiate an appeal.

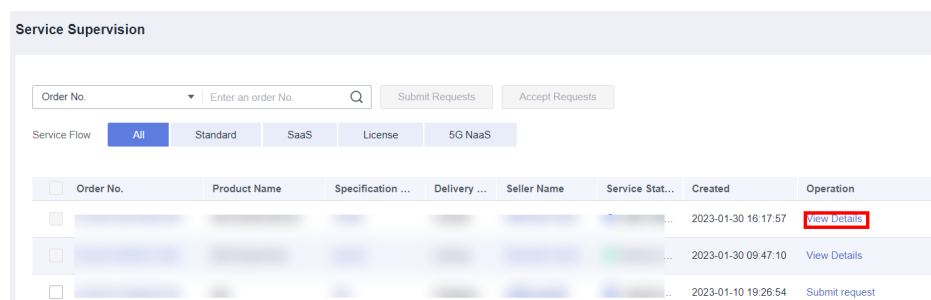
Procedure

Step 1 Go to the **My KooGallery** console.

Step 2 In the navigation pane, choose **Service Supervision**.



Step 3 Click **View Details** next to an order in the order list.



Step 4 On the service supervision details page, click **Initiate Appeal**.

Service Information

Product Name

Specification Name

Order No. [Click here to view the order details.](#)

Service Status

Initiate Appeal

Step 5 Enter the reason and click **Confirm**.

Appeal

★ Reason

State the reason with a maximum of 1,000 characters.

Attachment

Upload

Supported formats: BMP, JPG, JPEG, PNG, GIF, DOC, DOCX, XLS, XLSX, PPT, PPTX, PDF, RAR, ZIP, and XML. Max. file size: 50.0 MB

Confirm

Cancel

----End