

User Guide

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

[1.1 Purchasing a Product](#)

[1.2 Upgrading a Product and Calculating Fees](#)

[1.3 Renewal Management](#)

1.1 Purchasing a Product

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.

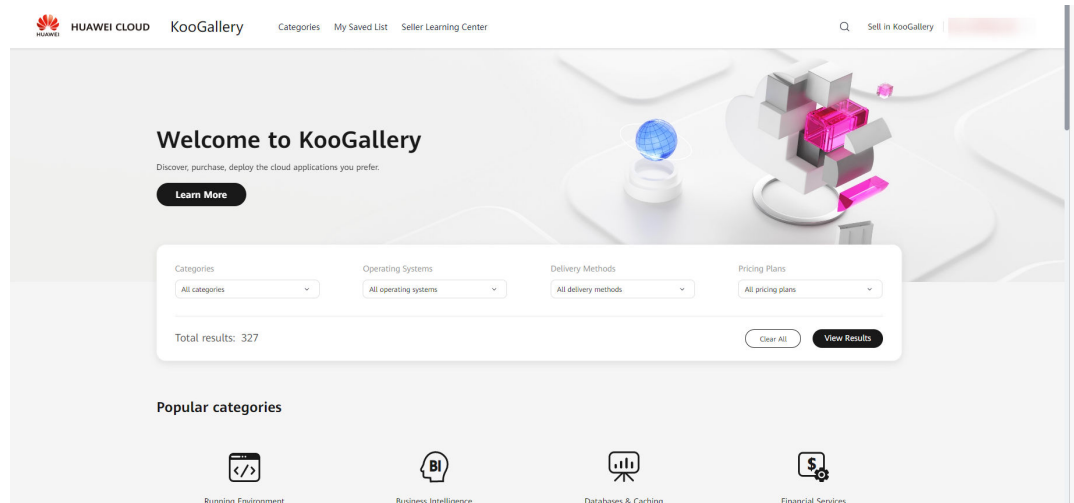
Procedure

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

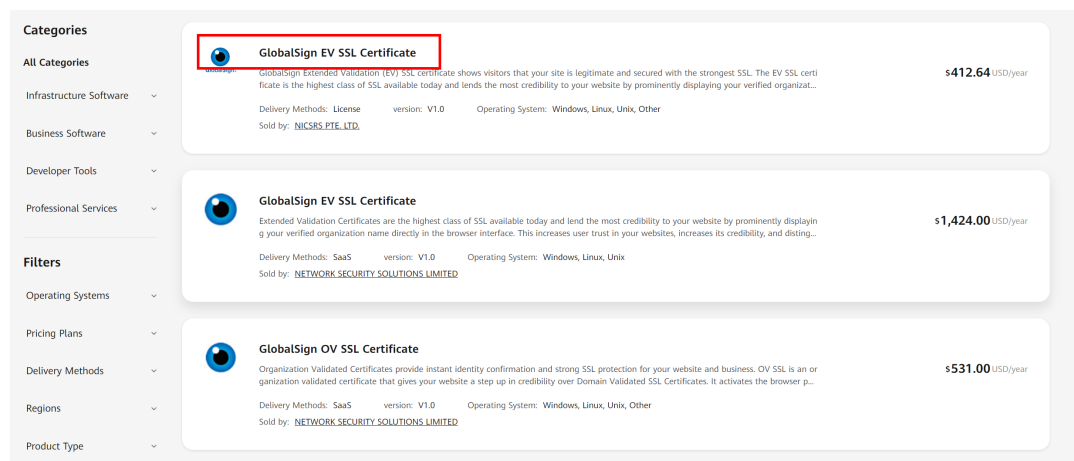
Step 1 Log in to [Huawei Cloud KooGallery](#).

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**.

GlobalSign EV SSL Certificate

Continue to Submit

DescriptionPricingSupportCustomer Case

Pricing

Specification Name: Multiple domain every ...

Billing Mode: Yearly

Required Duration: - 1 + year(s) Auto Renew ?

Cost Details: Total Price: Multiple domain every SANs Price/year x 1 year(s) \$429.00 USD

Support

User Guide

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 **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**.

GlobalSign EV SSL Certificate

① Configure — ② Confirm — ③ Pay

Order Details

Product Name	Specification Name	Billing Mode	Duration	Quantity	Total
GlobalSign EV SSL Certificate	Multiple domain every SANs Price	Yearly/Monthly	1 year	1	\$429.00 USD

Terms and Conditions

I have read and agree to the HUAWEI CLOUD Marketplace Terms and End User License Agreement.

I authorize the seller to use the contact information (Mobile Number and Email) of the current account to create an application management account for product provisioning and use.

Information

- Before placing an order, read the [Unsubscription Rules on the Marketplace](#).
- Invoices for products purchased on the Marketplace are issued by HUAWEI CLOUD.

Price: \$429.00 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.

Confirm the orders in Dec 26, 2023 17:59:59 GMT+02:00. Otherwise, the order will be automatically canceled.

The order amount is for reference only. Confirm the actual amount with your reseller partner.

Cloud Service Orders

Order No.	Product Name	Service Provider	Order Amount	Total

Payment Method

Payable: \$429.00 USD

Monthly Settlement

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.

Monthly Settlement \$429.00 USD

Confirm

- 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

1.2 Upgrading a Product and Calculating Fees

You can upgrade the specifications of a purchased SaaS product. The new specifications take effect once you have made the payment.

Procedure

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

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

The **Purchased Apps** page is displayed.

Step 3 Click **View Resource Details** in the **Operation** column of a product.

Product Name	Specification Name	Delivery Method	Status	Expires	Billing Mode	Operation
		SaaS	Enabled	Apr 20, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
		SaaS	Enabled	Apr 16, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
		SaaS	Enabled	Apr 15, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
		SaaS	Enabled	Apr 22, 2022 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details Upgrad...
		SaaS	Enabled	Mar 23, 2023 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details Upgrad...

On the product details page, click **Upgrade**.

Purchased Apps / Details

Coremail Pro Email Hosting

Enabled Expires At: Apr 22, 2022 23:59:59 GMT+08:00

Application Information [Upgrade](#)

Username Click management URL to complete information, click frontend URL to check

Management URL

Frontend URL

Product Guide [View](#)

Basic Information

Specification Name Email Hosting Yearly

Number of License 10

Email Hosting Email Hosting

Delivery Method SaaS

Alternatively, click **Upgrade** in the **Operation** column on the **Purchased Apps** page.

Product Name	Specification Name	Delivery Method	Status	Expires	Billing Mode	Operation
		SaaS	Enabled	Apr 20, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
		SaaS	Enabled	Apr 16, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
		SaaS	Enabled	Apr 15, 2021 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details
		SaaS	Enabled	Apr 22, 2022 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details Upgrad...
		SaaS	Enabled	Mar 23, 2023 23:59:59 GMT+08:00	Yearly/Monthly	View Resource Details Details Upgrad...

Step 4 On the **Upgrade Specification** page, specify the specifications to be upgraded, for example, the number of users.

Upgrade Specification

Current Configuration

Product Name	Specification Name	Billing Mode	Time Range
Coremail Pro Email Hosting	Specification Name: Email Hosting Yearly Number of License: 10 Email Hosting: Email Hosting	Yearly/Monthly	Mar 23, 2020 09:51:28 GMT+08:00 Apr 22, 2022 23:59:59 GMT+08:00

Select Target Configuration

Number of License

Upgrade cost **\$54.76 USD**

[Previous](#) [Pay Now](#)

NOTE

The upgrade cost cannot be negative.

Step 5 Click **Pay Now**. After the order has been paid successfully, the specification upgrade process is completed.

----End

Billing Rules for Upgrade and Capacity Expansion

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

- Price of new configuration: price of the new product calculated based on the remaining duration.
- Price of original configuration: price of the original product calculated based on the purchased duration.

2. Capacity expansion fee

Original billing rule (before June 12, 2023):

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

New billing rule (after June 12, 2023):

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

- Volume pricing: Capacity expansion fee = Unit price of the volume to which the total number of users belongs after expansion x Number of added users x Remaining days x Discount

1.3 Renewal Management

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](#).

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
- 2.6 Agencies

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.

The screenshot shows a pricing page for KooGallery images. At the top right, there are two buttons: "Continue to Submit" (highlighted with a red box) and "Contact Sales". Below these are tabs for "Description", "Pricing", "Support", and "Customer Case". The "Pricing" tab is active, showing a form for selecting a region and image, and a "Billing Mode" section with "Pay-per-use", "Monthly", and "Yearly" options. Below the form is a "Cost Details" section with a table of ECS flavors. The table has columns for "ECS Flavor Name", "vCPUs | Memory", "System Disk", "Software", "ECS USD/hour", and "Total USD/hour". The first row is selected with a radio button.

ECS Flavor Name	vCPUs Memory	System Disk	Software	ECS USD/hour	Total USD/hour
<input checked="" type="radio"/> s3.small.1	1 vCPUs 1 GB	45 GB	5.00	0.0136	5.0136
<input type="radio"/> s3.medium.2	1 vCPUs 2 GB	45 GB	5.00	0.0236	5.0236
<input type="radio"/> s3.large.2	2 vCPUs 4 GB	45 GB	5.00	0.0536	5.0536
<input type="radio"/> s2.medium.2	1 vCPUs 2 GB	45 GB	5.00	0.0236	5.0236
<input type="radio"/> m2.large.8	2 vCPUs 16 GB	45 GB	5.00	0.7236	5.7236
<input type="radio"/> Si2.2xlarge.2	8 vCPUs 16 GB	45 GB	5.00	11.5736	16.5736
<input type="radio"/> Si2.2xlarge.4	8 vCPUs 32 GB	45 GB	5.00	12.3736	17.3736
<input type="radio"/> Si2.4xlarge.2	16 vCPUs 32 GB	45 GB	5.00	13.2636	18.2636

The prices above are subject to change.

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: vCPUs: Memory:

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

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 [Create VPC](#)

[Create VPC](#)

* Security Group [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 [Show/Hide](#)

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

* Confirm Password [Show/Hide](#)

4. Read and agree to the agreements.

* **Terms and Conditions**

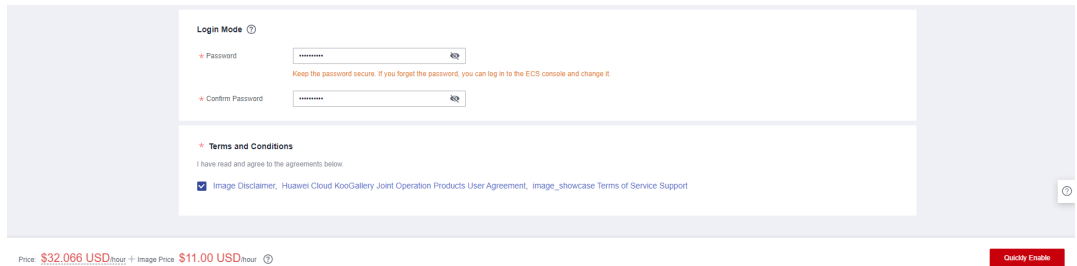
I have read and agree to the agreements below.

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.

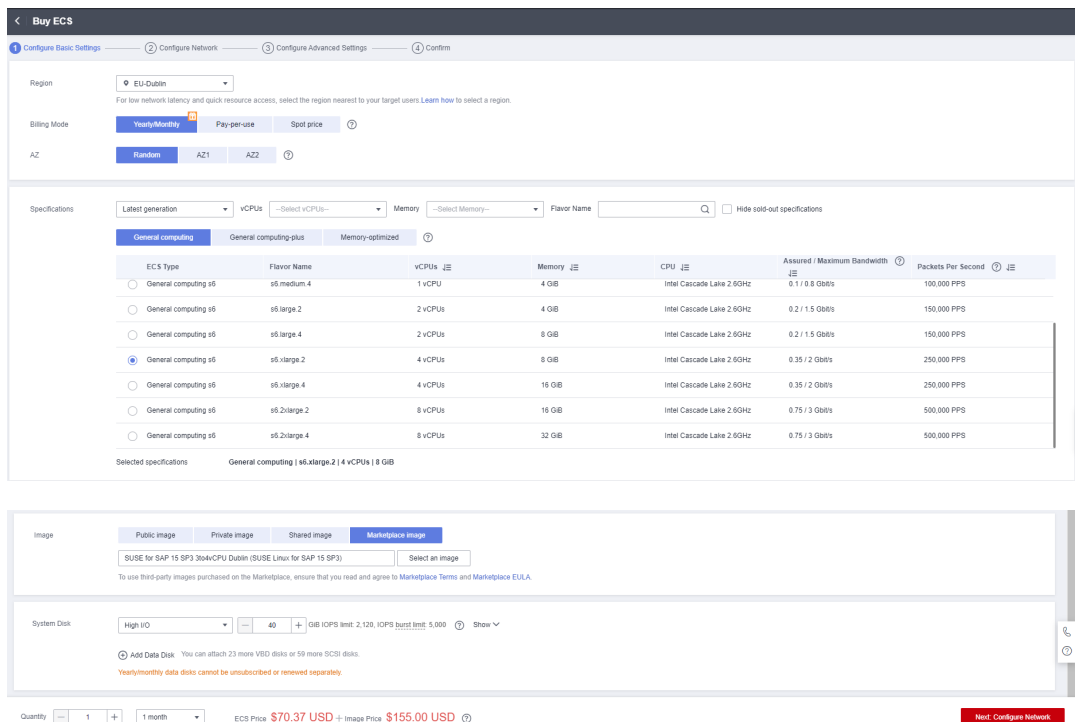


----End

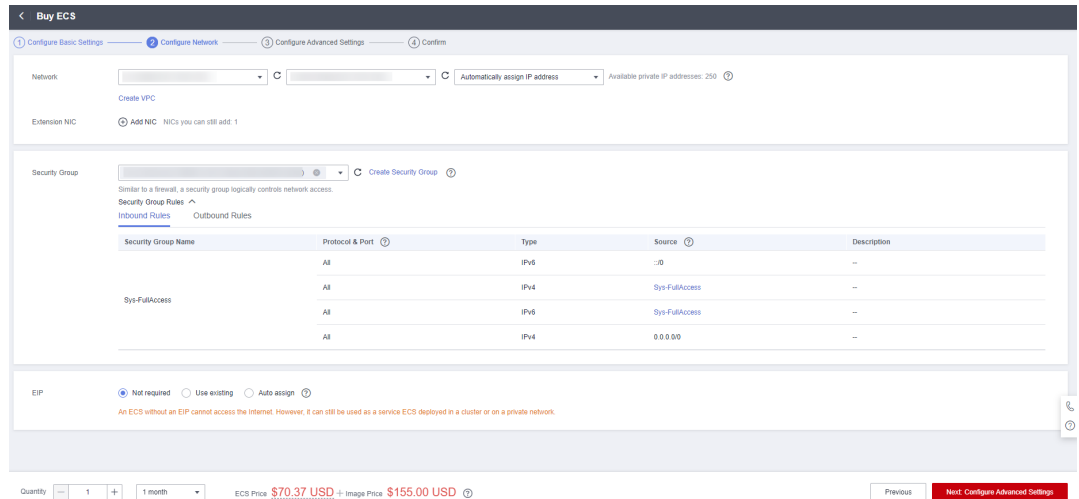
Customized Provisioning

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

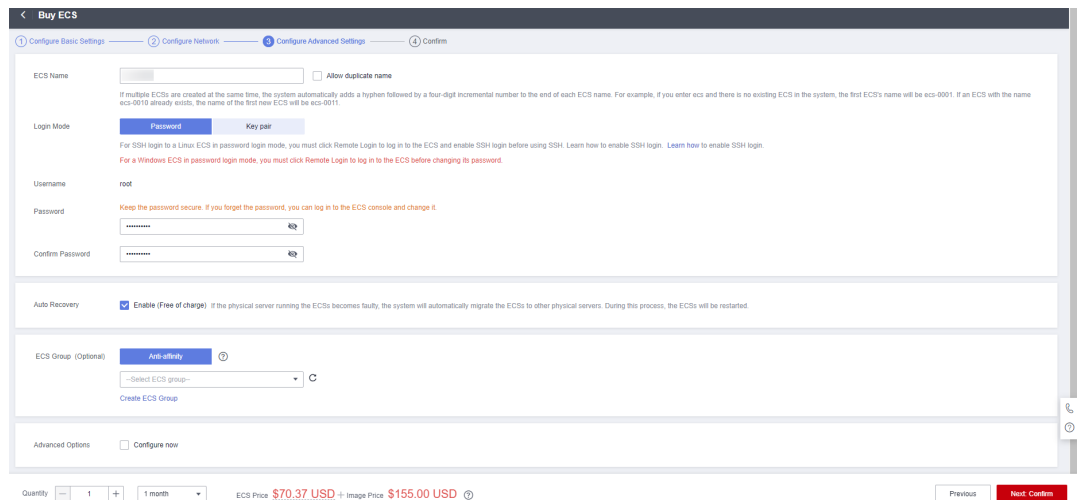
Step 2 On the **Buy ECS** page, select a billing mode, confirm the selected specification and image, and click **Next**.



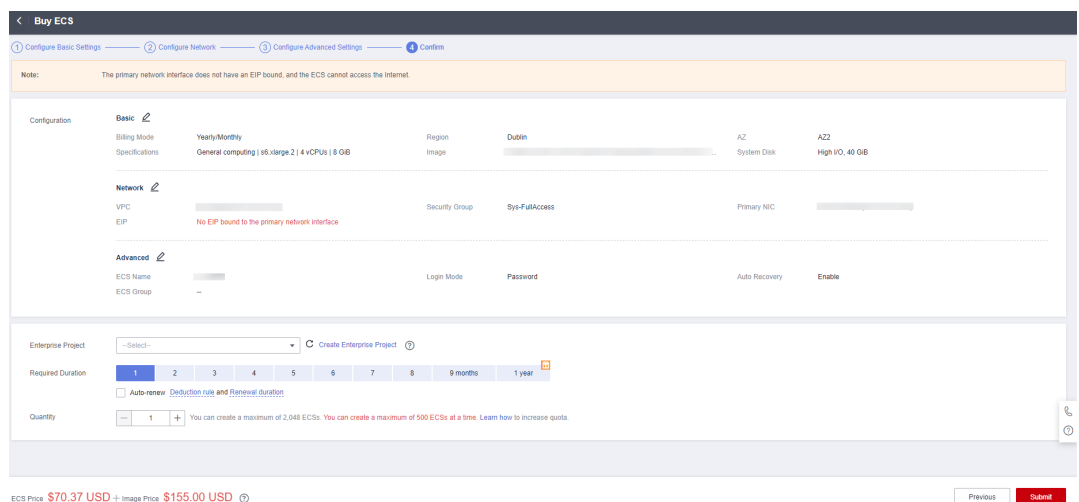
Step 3 On the **Configure Network** page, select a network, security group, and Elastic IP (EIP), and click **Next**.



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**.

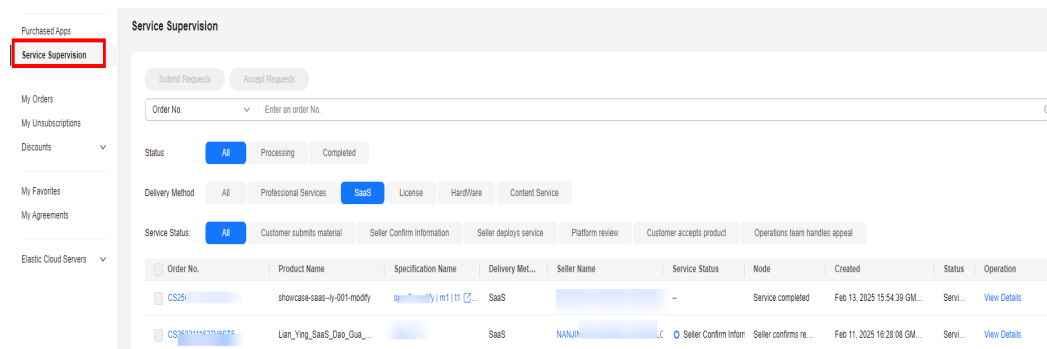
----End

2.2 Using a SaaS Product

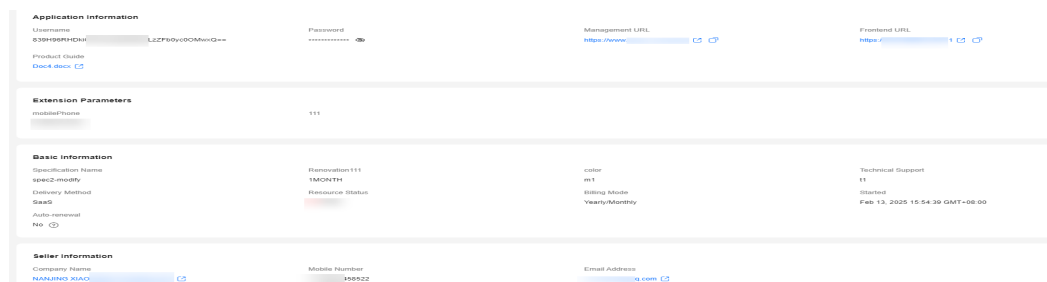
- If a SaaS product you purchase involves service supervision, you can go to the [My KooGallery > Service Supervision](#) page and view the application information of the product before the service supervision process is complete. You can complete service supervision by following the instructions provided in [2.5.2 Supervising SaaS Products](#). After the service supervision process is complete, you can 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 purchase does not involve service supervision, you can 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

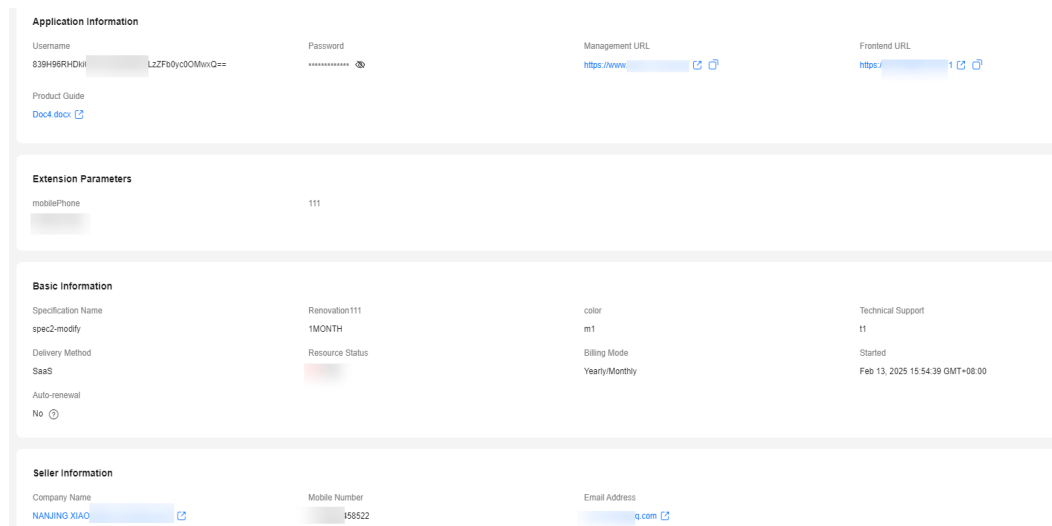
Step 1 After you successfully pay the order of a SaaS product that involves service supervision, go to the [My KooGallery > Service Supervision](#) page.



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.

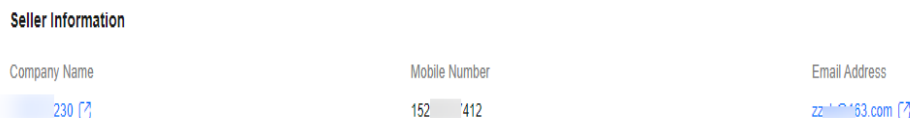


Step 4 In the **Application Information** area, click the eye icon under **Password** to view and copy the initial password. Use the username and initial password to log in to the management URL and frontend URL. Then use the product by following the instructions provided in the product guide. If login 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



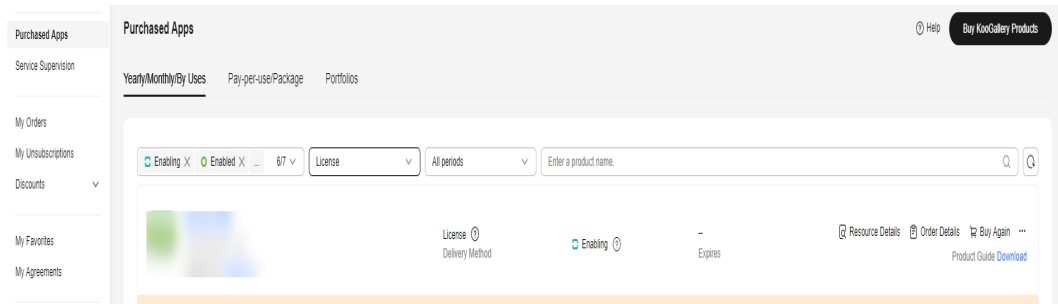
Figure 2-2 Seller information



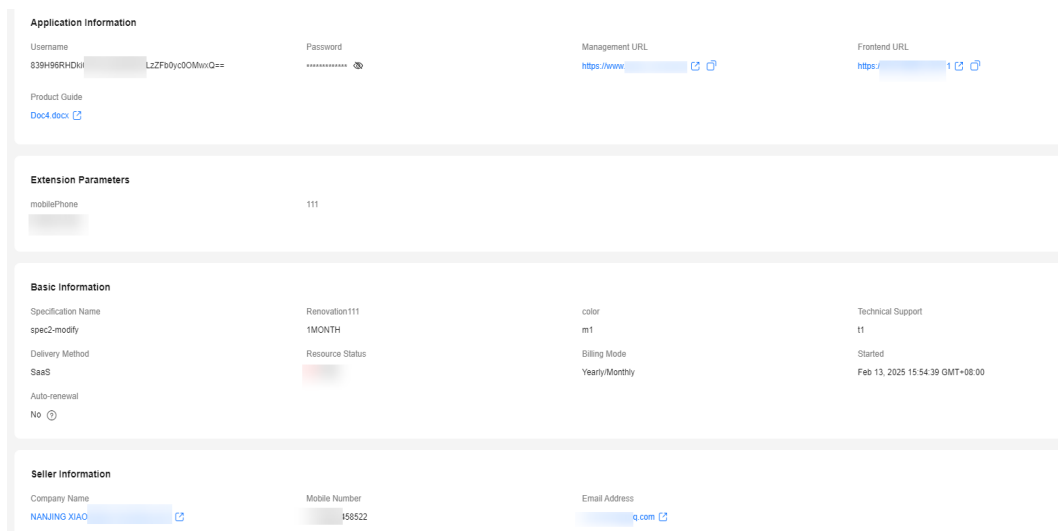
----End

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 **My KooGallery > 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

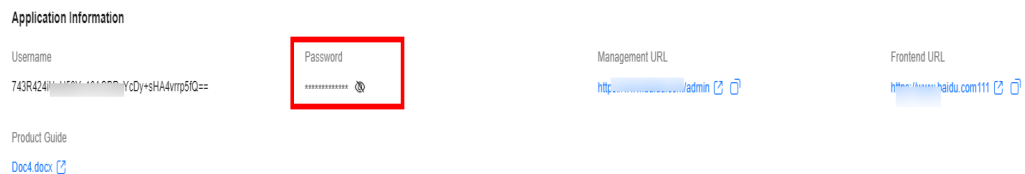


Figure 2-4 Seller information

Seller Information		
Company Name	Mobile Number	Email Address
230	152 412	zz@163.com

----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 supervision process is complete.

2.3 Using a License

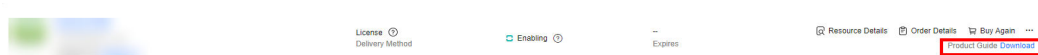
After you purchase a license application, the seller delivers the license and provides software package and application deployment. You can go to [My KooGallery > Service Supervision](#) to view the delivery progress. After obtaining the license, perform operations by referring to the product guide. 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](#).

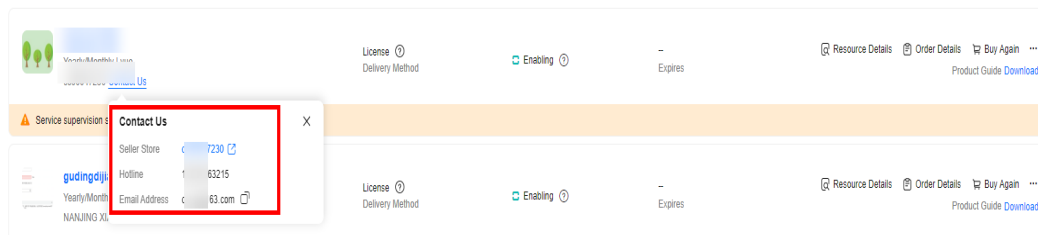
- **Downloading the product guide**

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.

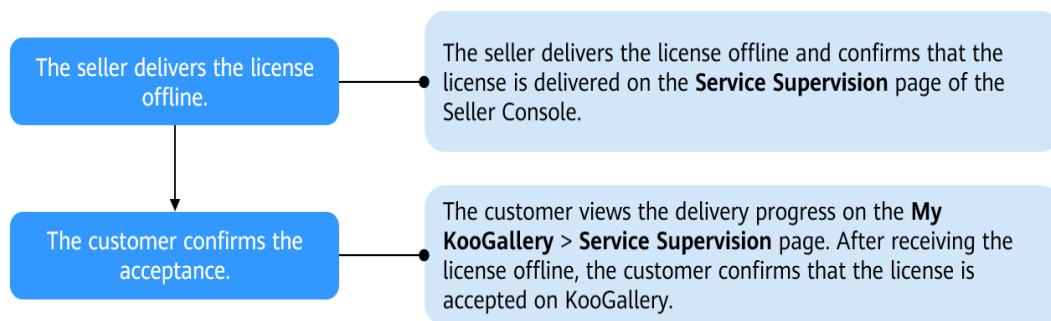
2.5 Service Supervision

2.5.1 Supervising License Products

After purchasing a license, view the delivery progress of the license and accept the license on the [My KooGallery > Service Supervision](#) page. If the seller has not updated the service supervision process, send a reminder to the seller.

If the service supervision process of an order is not complete, the order is in the **Processing** state. The order status will change to **Completed** 3 hours after you confirm to accept the product.

Overall Process



You can perform the following operations:

1. After purchasing a license, view the service flow status on the [My KooGallery > Service Supervision](#) page.
You do not need to submit additional requests for the license. By default, the service flow status changes to **Seller deploys service** upon your payment.
2. After the seller delivers the license offline and updates the service flow status, the order status changes to **Customer accepts product**. You can view the delivery status of the license on the [My KooGallery > Service Supervision](#) page.
3. After receiving the license offline, accept the license on the [My KooGallery > Service Supervision](#) page. Reject the license if it has not been delivered to you or you are not satisfied with it.

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.

Status: All Processing Completed

Delivery Method: All Professional Services SaaS License HardWare 5G NaaS Content Service

Service Status: All Customer submits material Seller Confirm Information Seller deploys service Seller Submit Proof Platform review Customer deploys software Customer accepts product
Operations team handles appeal

Order No.	Product Name	Specification Name	Delivery Method	Seller Name	Service Status	Node	Created	Status	Operation
CS2204261150A08SH	742testren03291049	asd0044	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 26, 2022 11:56:14 GMT+...	Service...	Accept service
CS2204150948F350S	742testren03291049	asd0044	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 15, 2022 09:54:30 GMT+...	Service...	Accept service
CS2201081755LEW7	License Quality reinforcement	adwq	License	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts lic...	Jan 08, 2022 17:55:24 GMT+...	Service...	Accept service
CS2111181745C051P	saas10	fstfdsgtd	SaaS	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Nov 18, 2021 17:46:43 GMT+...	Service...	Accept service
CS210518159630PBK	license-test-first-skuatlr	skuSpec1 meijua	License	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts lic...	May 18, 2021 16:07:36 GMT+...	Service...	Accept service
CS21051815474P2A	License0509QualityReinforcement	SimpleLicense0509QualityRe	License	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts lic...	May 18, 2021 15:47:56 GMT+...	Service...	Accept service
CS21041616055P4E	wudong service	guige	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 16, 2021 16:07:19 GMT+...	Service...	Accept service
CS2104061620EXLK	service ABC 0406 new	xianming baoshouqi xianming	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 06, 2021 16:20:29 GMT+...	Service...	Accept service
CS2104061138C808	641SaaS222	111111111111 meiju1	SaaS	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 06, 2021 11:38:41 GMT+...	Service...	Accept service
CS2103181607B64HA	saas intl fuwujianguan lty	saas intl fuwujianguan lty1	SaaS	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Mar 18, 2021 16:01:31 GMT+...	Service...	Accept service

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

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 Information

Product Name: 742testren03291049

Specification Name: asd0044

Order No.: CS2204150948F350S [Click this number to view the order details.](#)

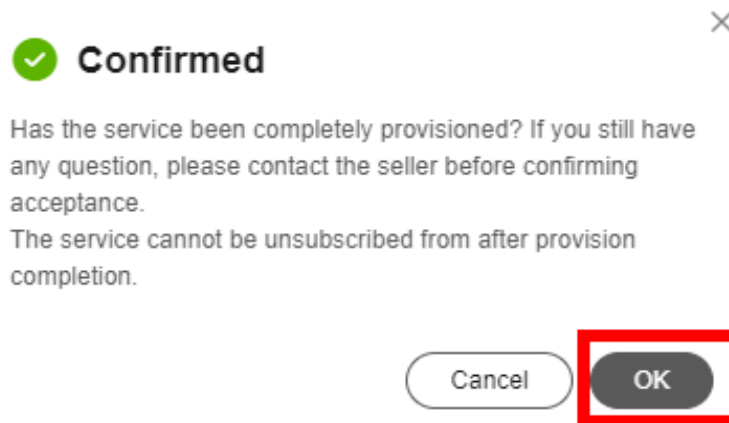
Node: Customer accepts service

History

Time	Operation	Operator Role	Company	Description	Attachment
Aug 04, 2022 16:48:36 GMT+08:00	Deliver service	Seller	NANJING XIAOWANG TECHNOLOGY	1	Download
Aug 01, 2022 10:20:32 GMT+08:00	Accept request	Seller	NANJING XIAOWANG TECHNOLOGY		--
Aug 01, 2022 10:16:29 GMT+08:00	Submit request	User	Individual	1	Download

Accept Service Reject Service

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



----End

2.5.2 Supervising SaaS Products

After purchasing a SaaS product, you can submit a request for it and view the service flow progress of the transaction on the [My KooGallery > Service Supervision](#) page. If the seller has not updated the service supervision process, send a reminder to the seller.

If the service supervision process of an order is not complete, the order is in the **Processing** state. The order status will change to **Completed** 3 hours after you confirm to accept the product.

Overall Process



You can perform the following operations:

1. After purchasing a SaaS product, submit a request on the [My KooGallery > Service Supervision](#) page.
2. After the seller delivers the SaaS product to you, accept the product on the [My KooGallery > Service Supervision](#) page.
3. Reject the product if you are not satisfied with it.

NOTE

If the seller has not updated the service flow status for more than five days, the seller has rejected your request three times, or you have rejected the product provided by the seller three times and are still not satisfied with it, you can initiate an appeal. For details, see [Appeal](#).

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.

Order No.	Product Name	Specification Name	Delivery Method	Seller Name	Service Status	Created	Operation
			SaaS		Customer submits r...	2021-04-06 11:38:41	Submit Request

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

Service Information

Product Name

Specification Name

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

Service Status Customer submits request

* Requirement Description

0/1,000

* Attachment [Download requirement templates](#)

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

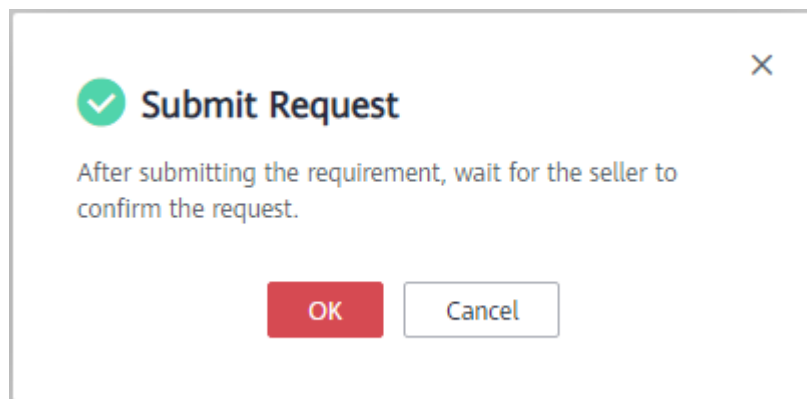
Reminder: For information security, do not include sensitive information such as personal details, accounts, and passwords in the description and attachment.

[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.

Status: All Processing Completed

Delivery Method: All Professional Services SaaS License HardWare 5G Naas Content Service

Service Status: All Customer submits material Seller Confirm information Seller deploys service Seller Submit Proof Platform review Customer deploys software Customer accepts product
Operations team handles appeal

Order No.	Product Name	Specification Name	Delivery Method	Seller Name	Service Status	Node	Created	Status	Operation
CS2204261150AD8SH	742testren03291049	asd0144	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 26, 2022 11:56:14 GMT+...	Service...	Accept service
CS2204150948F350S	742testren03291049	asd0144	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 15, 2022 09:54:30 GMT+...	Service...	Accept service
CS2201081755LEW7	License Quality reinforcement	adwq	License	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts lic...	Jan 08, 2022 17:55:24 GMT+...	Service...	Accept service
CS2111181745CG51P	saas10	fdst0gtd	SaaS	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Nov 18, 2021 17:46:43 GMT+...	Service...	Accept service
CS210518160630PBK	license-test-first-skuatfr	skuSpec1 meijua	License	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts lic...	May 18, 2021 16:07:36 GMT+...	Service...	Accept service
CS21051815474P2A	License0509QualityReinforcement	SimpleLicense0509QualityRe	License	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts lic...	May 18, 2021 15:47:56 GMT+...	Service...	Accept service
CS210416160555PAE	wudong service	guqg	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 16, 2021 16:07:19 GMT+...	Service...	Accept service
CS2104061620E0XLK	service ABC 0406 new	xiaming baohouq xianing	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 06, 2021 16:20:29 GMT+...	Service...	Accept service
CS2104061138CG80	641SaaS222	111111111111 meijut	SaaS	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 06, 2021 11:38:41 GMT+...	Service...	Accept service
CS2103181607B64HA	saas intl fuwujianguan tsy	saas intl fuwujianguan tsy1	SaaS	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Mar 18, 2021 16:01:31 GMT+...	Service...	Accept service

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

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 Information

Product Name: 742testren03291049
 Specification Name: asd0144
 Order No.: CS2204150948F350S [Click this number to view the order details.](#)
 Node: Customer accepts service

History

Time	Operation	Operator Role	Company	Description	Attachment
Aug 04, 2022 16:43:36 GMT+08:00	Deliver service	Seller	NANJING XIAOWANG TECHNOLOGY	1	Download
Aug 01, 2022 10:20:32 GMT+08:00	Accept request	Seller	NANJING XIAOWANG TECHNOLOGY		--
Aug 01, 2022 10:16:29 GMT+08:00	Submit request	User	Individual	1	Download

Accept Service Reject Service

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

Confirmed

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.

Cancel OK

----End

Appeal

- During service supervision, if a seller has not updated the service flow status for more than five days, you can initiate an appeal.
- If a seller has rejected your request three times, or you have rejected a product delivered by a seller three times and are still not satisfied with it, you can initiate an appeal.
- During service supervision, if an appeal is initiated by you or a seller, the service flow will be frozen and the operations manager will handle the appeal. You and the seller cannot perform any operations until the appeal is handled.

2.5.3 Supervising Professional Service Products

- After purchasing a professional service product, you can submit a request for the product and view the service flow progress of the transaction on the [My KooGallery > Service Supervision](#) page. If the seller has not updated the service supervision process, send a reminder to the seller.
- If the service supervision process of an order is not complete, the order is in the **Processing** state. The order status will change to **Completed** 3 hours after you confirm to accept the product.

Overall Process



You can perform the following operations:

1. After purchasing a professional service product, submit a request on the [My KooGallery > Service Supervision](#) page.
2. After the seller delivers the professional service to you, accept the product on the [My KooGallery > Service Supervision](#) page.
3. Reject the product if you are not satisfied with it.

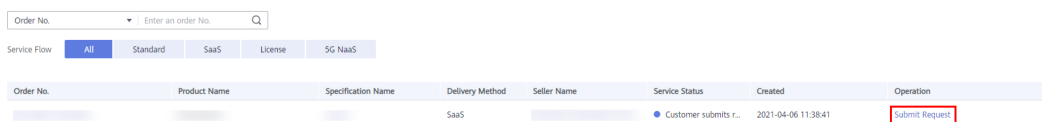
NOTE

If the seller has not updated the service flow status for more than five days, the seller has rejected your request three times, or you have rejected the product provided by the seller three times and are still not satisfied with it, you can initiate an appeal. For details, see [#en-us_buyer_topic_0000027/section1276711141013](#).

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**.

Service Information

Product Name

Specification Name

Order No. Click this number to view the order details.

Service Status Customer submits request

* Requirement Description 0/1,000

* Attachment [Download requirement templates](#)

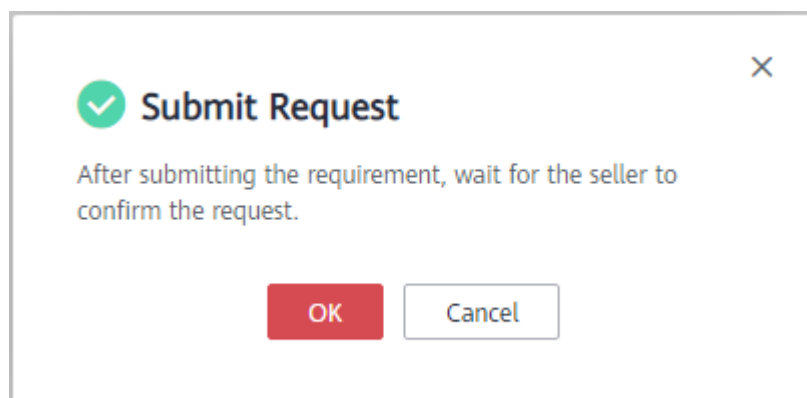
Supported formats: BMP, JPG, JPEG, PNG, GIF, DOC, DOCX, XLS, XLSX, PPT, PPTX, PDF, RAR, and ZIP. Max. file size: 50.0 MB

Reminder: For information security, do not include sensitive information such as personal details, accounts, and passwords in the description and attachment.

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.

Status: All Processing Completed

Delivery Method: All Professional Services SaaS License HardWare 5G Naas Content Service

Service Status: All Customer submits material Seller Confirm information Seller deploys service Seller Submit Proof Platform review Customer deploys software Customer accepts product
Operations team handles appeal

Order No.	Product Name	Specification Name	Delivery Method	Seller Name	Service Status	Node	Created	Status	Operation
CS2204261150AD8SH	742testren03291049	asd0144	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 26, 2022 11:56:14 GMT+...	Service...	Accept service
CS2204150948F350S	742testren03291049	asd0144	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 15, 2022 09:54:30 GMT+...	Service...	Accept service
CS2201081755LEW7	License Quality reinforcement	adwq	License	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts lic...	Jan 08, 2022 17:55:24 GMT+...	Service...	Accept service
CS2111181745CG51P	saas10	fdst0gtd	SaaS	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Nov 18, 2021 17:46:43 GMT+...	Service...	Accept service
CS210518160630PBK	license-test-first-skuatfr	skuSpec1 meijua	License	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts lic...	May 18, 2021 16:07:36 GMT+...	Service...	Accept service
CS21051815474P2A	License0509QualityReinforcement	SimpleLicense0509QualityRe	License	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts lic...	May 18, 2021 15:47:56 GMT+...	Service...	Accept service
CS210416160555P4E	wudong service	guqg	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 16, 2021 16:07:19 GMT+...	Service...	Accept service
CS2104061620E0XLK	service ABC 0406 new	xiaming baohouq xianing	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 06, 2021 16:20:29 GMT+...	Service...	Accept service
CS2104061138CG80	641SaaS222	111111111111 meijut	SaaS	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 06, 2021 11:38:41 GMT+...	Service...	Accept service
CS2103181607B64HA	saas intl fuwujianguan tsy	saas intl fuwujianguan tsy1	SaaS	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Mar 18, 2021 16:01:31 GMT+...	Service...	Accept service

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

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 Information

Product Name: 742testren03291049
 Specification Name: asd0144
 Order No.: CS2204150948F350S [Click this number to view the order details.](#)
 Node: Customer accepts service

History

Time	Operation	Operator Role	Company	Description	Attachment
Aug 04, 2022 16:43:36 GMT+08:00	Deliver service	Seller	NANJING XIAOWANG TECHNOLOGY	1	Download
Aug 01, 2022 10:20:32 GMT+08:00	Accept request	Seller	NANJING XIAOWANG TECHNOLOGY		--
Aug 01, 2022 10:16:29 GMT+08:00	Submit request	User	Individual	1	Download

Accept Service Reject Service

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

Confirmed

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.

Cancel OK

----End

Appeal

- During service supervision, if a seller has not updated the service flow status for more than five days, you can initiate an appeal.
- If a seller has rejected your request three times, or you have rejected a product delivered by a seller three times and are still not satisfied with it, you can initiate an appeal.
- During service supervision, if an appeal is initiated by you or a seller, the service flow will be frozen and the operations manager will handle the appeal. You and the seller cannot perform any operations until the appeal is handled.

2.6 Agencies

KooGallery sends an authorization request to you when you use a service listed in [Table 2-1](#). Once you agree, you authorize KooGallery to provide you with the service as a delegatee. 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 2-1 Services

Delegator	Scenario	Service	Agency	Delegatee	Agency Policy
Customer	Product use	Quick image provisioning	mkp_agency_trust	KooGallery system account	mkp_deployment_policy
			mkp_rfs_agency_trust	Resource Formation Service (RFS)	mkp_rfs_deployment_polic...
		Image deployment via templates	mkp_agency_trust	KooGallery system account	mkp_deployment_policy

 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"
      ]
    }
  ]
}
```

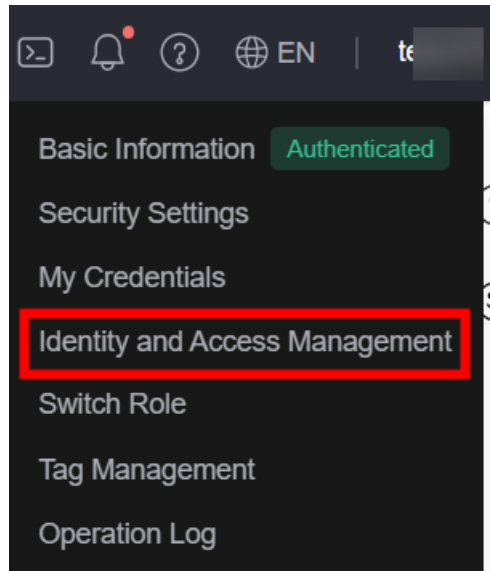
- **mkp_rfs_deployment_policy**

```
{
  "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.



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	<ul style="list-style-type: none"> • 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 .
	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			

Delivery Method	Service Supervision Involved	Unsubscription Rule	(Customer) How to Request	(Seller) How to Review
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 > 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.

Order No.	Product Name	Specification Name	Seller	Delivery M...	Unsubscribed	Unsubscrip...	Operation
CS24120415000705C	9122-saaa-jdmgpt	C11T1P1	NANJING XIAOWANG TECHNOLOGY	SaaS	—	—	Unsubscribe
CS2412041501018LJLN	9122-saaa-jdmgpt	C11T1P1	NANJING XIAOWANG TECHNOLOGY	SaaS	—	—	Unsubscribe
CS2412040918289FN	saaa Upgrade Configuration	hw1A	NANJING XIAOWANG TECHNOLOGY	SaaS	—	—	Unsubscribe
CS2412031951520FO	renqiangRenou-Refuse	1	NANJING XIAOWANG TECHNOLOGY	Professional	—	—	Unsubscribe
CS241203195141009F	renqiangRenou-shengqiye	group 2	NANJING XIAOWANG TECHNOLOGY	Professional	—	—	Unsubscribe
CS24120319280588V	renqiangRenou-Refuse	1	NANJING XIAOWANG TECHNOLOGY	Professional	—	—	Unsubscribe
CS2412031853210FR	9122-saaa-jdmgpt	C11T1P1	NANJING XIAOWANG TECHNOLOGY	SaaS	—	—	Unsubscribe

- 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-zidngyl	9122-saas-zidngyl.guige11.C11...	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
 Service deployment requirements unsatisfied
 Cloud services redundant after deployment
 Unrectifiable service faults
 Service tests completed
 Other
 Low level of usability of cloud services

Negotiated Amount: \$2.00
The refund amount is for reference. For details, see the bill.

Unsubscribe

Step 4 Click **Unsubscribe** again.

⚠ Unsubscribe from Following Resources?

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

1 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.

No **Refund**

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 **Unsubscriptions** page.
- If the seller approves the request, the system will refund the fee within three hours.

----End

4 FAQs

- [4.1 What Is Huawei Cloud KooGallery?](#)
- [4.2 What Software and Services Are Provided on KooGallery?](#)
- [4.3 How Do I Purchase Cloud Applications on KooGallery?](#)
- [4.4 Why Can't I Use the Pay-per-Use or Yearly/Monthly Billing Mode for Certain Products?](#)
- [4.5 How Do I View Purchased Applications?](#)
- [4.6 How Do I Request Invoices After Purchasing Products from KooGallery?](#)
- [4.7 What Do I Do If I Encounter a Problem When Using a Product?](#)
- [4.8 How Do I Renew Purchased Applications?](#)
- [4.9 What Do I Do If No Applications or Services Meet My Requirements?](#)
- [4.10 How Do I Contact a Seller?](#)
- [4.11 What Do I Do If I Cannot Contact a Seller?](#)
- [4.12 Does Huawei Cloud Support Login Through Third-Party Website?](#)
- [4.13 Common Problems About Yearly/Monthly Images](#)
- [4.14 Common Problems About Pay-per-Use Images](#)
- [4.15 How Do I Initiate an Appeal During Service Supervision?](#)

4.1 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.

4.2 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)

4.3 How Do I Purchase Cloud Applications on KooGallery?

For details on how to purchase cloud applications on KooGallery, see [1.1 Purchasing a Product](#).

4.4 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.

4.5 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.

4.6 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](#).

4.7 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.

4.8 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

4.9 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.

4.10 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.

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

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

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

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

4.13 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.

4.14 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.

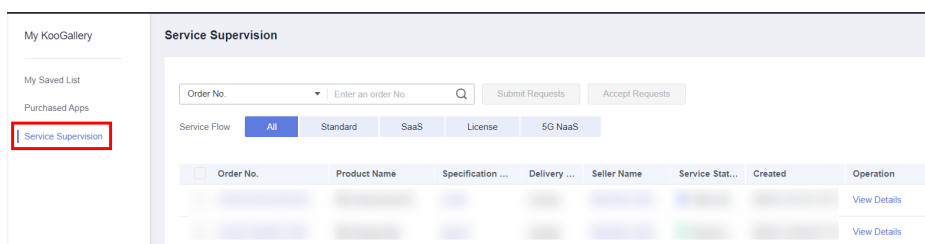
4.15 How Do I Initiate an Appeal During Service Supervision?

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

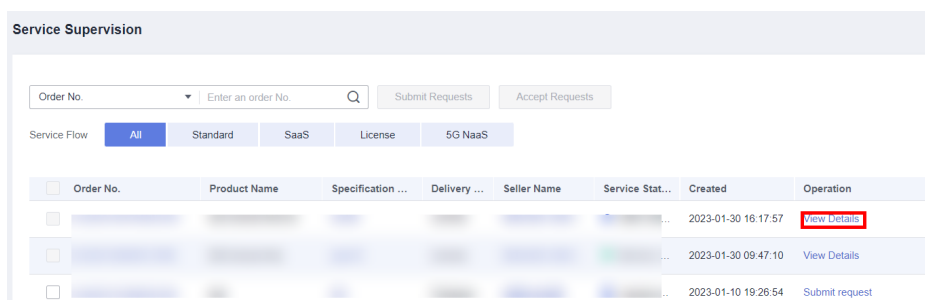
Procedure

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 [blurred]

Specification Name [blurred]

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

Service Status [blurred]

Initiate Appeal

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

Appeal [Close]

* Reason

Attachment

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

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