

**User Guide**

# User Guide

**Issue** 01  
**Date** 2024-08-20



**Copyright © Huawei Technologies Co., Ltd. 2024. All rights reserved.**

No part of this document may be reproduced or transmitted in any form or by any means without prior written consent of Huawei Technologies Co., Ltd.

## **Trademarks and Permissions**



HUAWEI and other Huawei trademarks are trademarks of Huawei Technologies Co., Ltd.

All other trademarks and trade names mentioned in this document are the property of their respective holders.

## **Notice**

The purchased products, services and features are stipulated by the contract made between Huawei and the customer. All or part of the products, services and features described in this document may not be within the purchase scope or the usage scope. Unless otherwise specified in the contract, all statements, information, and recommendations in this document are provided "AS IS" without warranties, guarantees or representations of any kind, either express or implied.

The information in this document is subject to change without notice. Every effort has been made in the preparation of this document to ensure accuracy of the contents, but all statements, information, and recommendations in this document do not constitute a warranty of any kind, express or implied.

# 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>

---

# Contents

---

<b>1 Support You May Need.....</b>	<b>1</b>
<b>2 Huawei Cloud KooGallery Terms.....</b>	<b>2</b>
<b>3 Product Purchase.....</b>	<b>3</b>
3.1 Purchasing a Product.....	3
3.2 Upgrading a Product and Calculating Fees.....	6
<b>4 Product Use.....</b>	<b>10</b>
4.1 Purchasing and Using an Image.....	10
4.2 Using a SaaS Product.....	14
4.3 Using a License.....	19
4.4 Using a Professional Service Product.....	20
<b>5 Service Supervision.....</b>	<b>21</b>
5.1 Supervising License Products.....	21
5.2 Supervising SaaS Products.....	23
5.3 Supervising Professional Service Products.....	26
<b>6 After-Sales Support.....</b>	<b>31</b>
<b>7 Renewal Management.....</b>	<b>32</b>
7.1 Manually Renewing a Product.....	32
7.1.1 Rules.....	32
7.1.2 Manually Renewing a Product.....	32
7.2 Auto-Renewal.....	32
7.2.1 Rules.....	32
7.2.2 Automatically Renewing a Product.....	33
<b>8 Unsubscription Management.....</b>	<b>34</b>
8.1 Unsubscription Rules.....	34
<b>9 Invoice Management.....</b>	<b>36</b>
<b>10 FAQs.....</b>	<b>37</b>
10.1 What Is Huawei Cloud KooGallery?.....	37
10.2 What Software and Services Are Provided on KooGallery?.....	38
10.3 How Do I Purchase Cloud Applications on KooGallery?.....	38
10.4 Why Can't I Use the Pay-per-Use or Yearly/Monthly Billing Mode for Certain Products?.....	38

---

10.5 How Do I View Purchased Applications?.....	38
10.6 How Do I Request Invoices After Purchasing Products from KooGallery?.....	39
10.7 What Do I Do If I Encounter a Problem When Using a Product?.....	39
10.8 How Do I Renew Purchased Applications?.....	39
10.9 What Do I Do If No Applications or Services Meet My Requirements?.....	39
10.10 How Do I Contact a Seller?.....	39
10.11 What Do I Do If I Cannot Contact a Seller?.....	40
10.12 Does Huawei Cloud Support Login Through Third-Party Website?.....	40
10.13 Common Problems About Yearly/Monthly Images.....	40
10.14 Common Problems About Pay-per-Use Images.....	40
10.15 How Do I Initiate an Appeal During Service Supervision?.....	41

# 1 Support You May Need

---

For any doubts or problems regarding a product or the purchase process, send an email to the seller email address displayed in the **Support Range** area on the product details page.

# 2 Huawei Cloud KooGallery Terms

---

Your use of Huawei Cloud KooGallery is subject to the [Huawei Cloud KooGallery Terms](#). Huawei Cloud reserves the right to take actions upon any violations against the terms.

# 3 Product Purchase

---

[3.1 Purchasing a Product](#)

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

## 3.1 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

You have registered a Huawei Cloud account and have bound a credit card with the account. For details about how to bind a credit card, see [Adding a Payment Method](#).

### Procedure

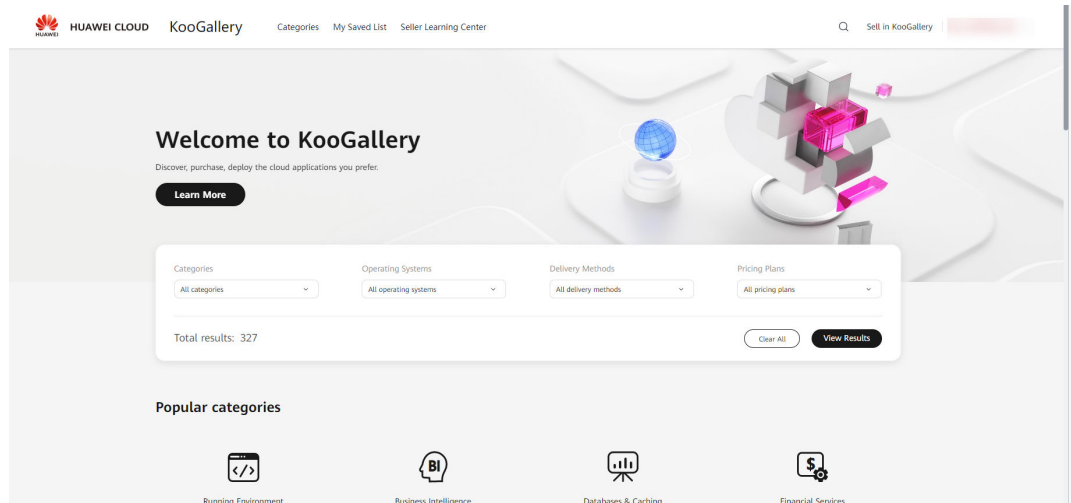
The process of purchasing an image application is used as an example.

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

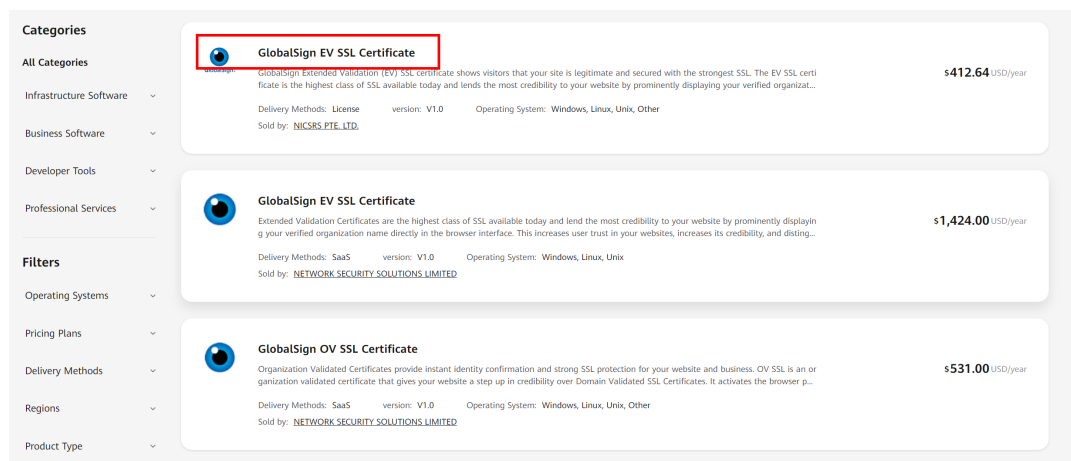
**Step 2** Select a product.

- 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

W Certificate deployment on NGINX server2

W Certificate download guide3

F5 F5

 **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**

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

2. 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](#).

----End

## 3.2 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.

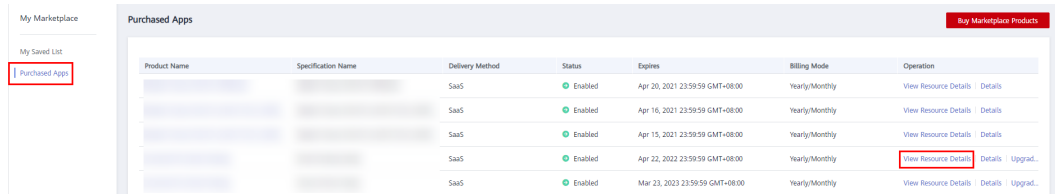
## Procedure

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

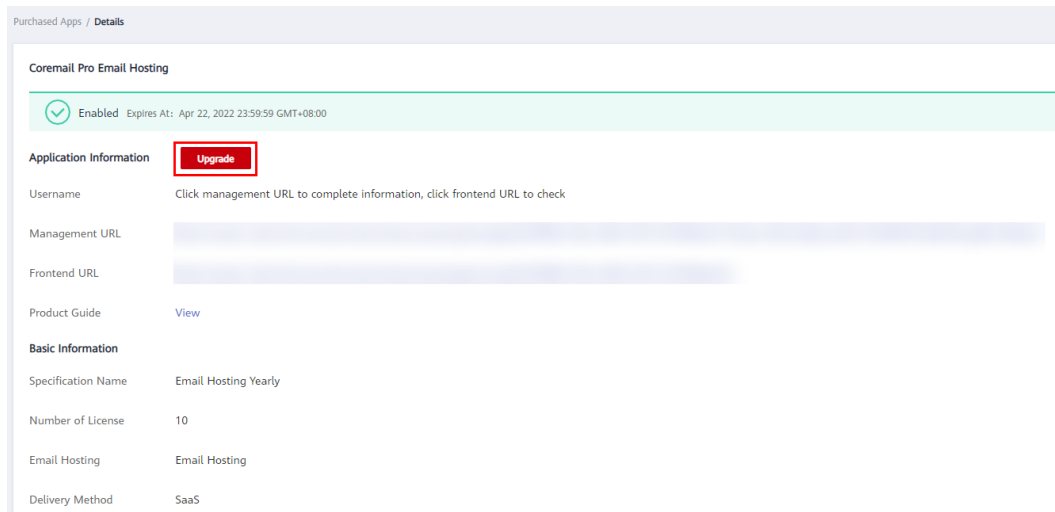
**Step 2** In the navigation pane, choose **My KooGallery > Purchased Apps**.

The **Purchased Apps** page is displayed.

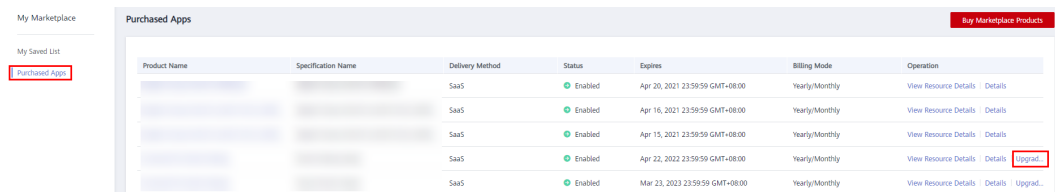
**Step 3** Click **View Resource Details** in the **Operation** column of a product.



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



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



**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 on the basis of the remaining duration.
- Price of original configuration: price of the original product calculated on the basis of 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

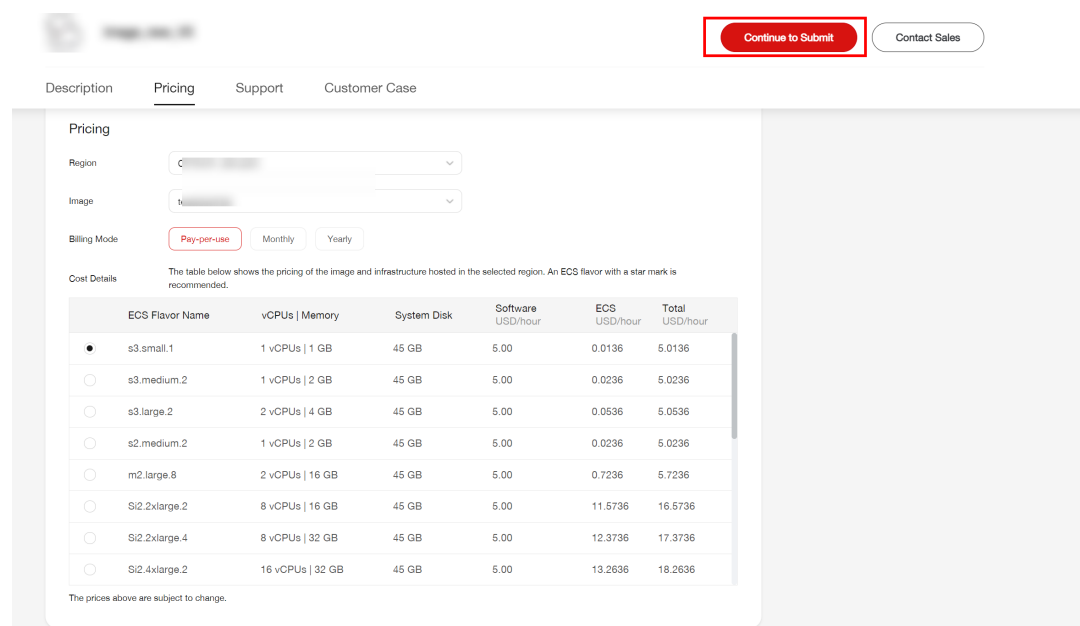
# 4 Product Use

- 4.1 Purchasing and Using an Image
- 4.2 Using a SaaS Product
- 4.3 Using a License
- 4.4 Using a Professional Service Product

## 4.1 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 border) 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, image, and billing mode (Pay-per-use, Monthly, Yearly). Below the form is a table of ECS flavors with their specifications and prices.

ECS Flavor Name	vCPUs   Memory	System Disk	Software USD/hour	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 Security Group](#)

\* 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  [Keep the password secure. If you forget the password, you can log in to the ECS console and change it.](#)

\* Confirm Password

4. Read and agree to the agreements.

\* **Terms and Conditions**

I have read and agree to the agreements below.

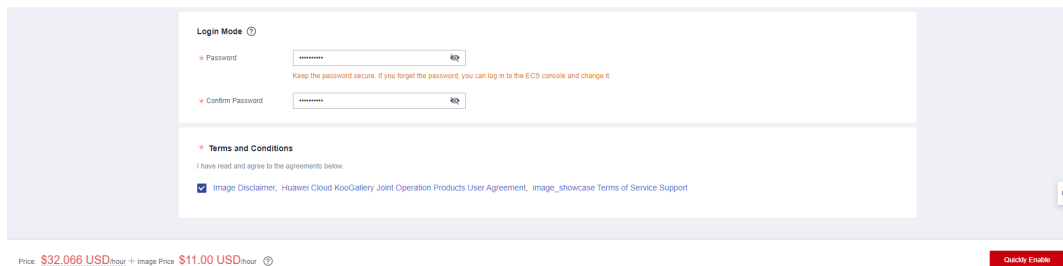
Image Disclaimer, Huawei Cloud KooGallery Joint Operation Products User Agreement, image\_showcase Terms of Service Support



**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.

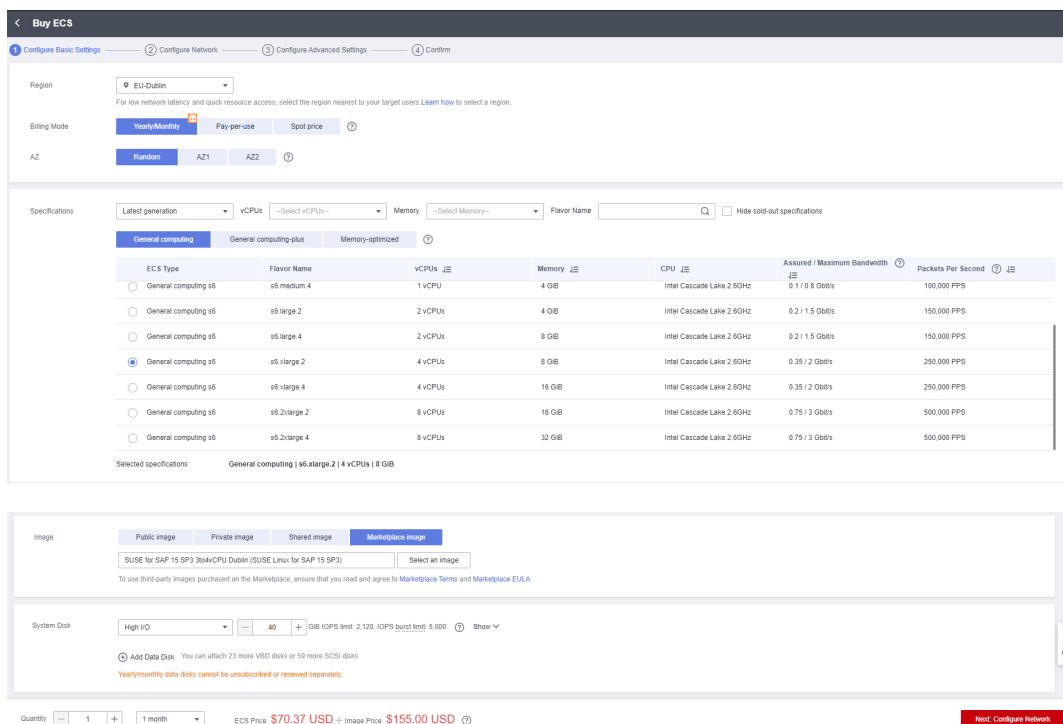


----End

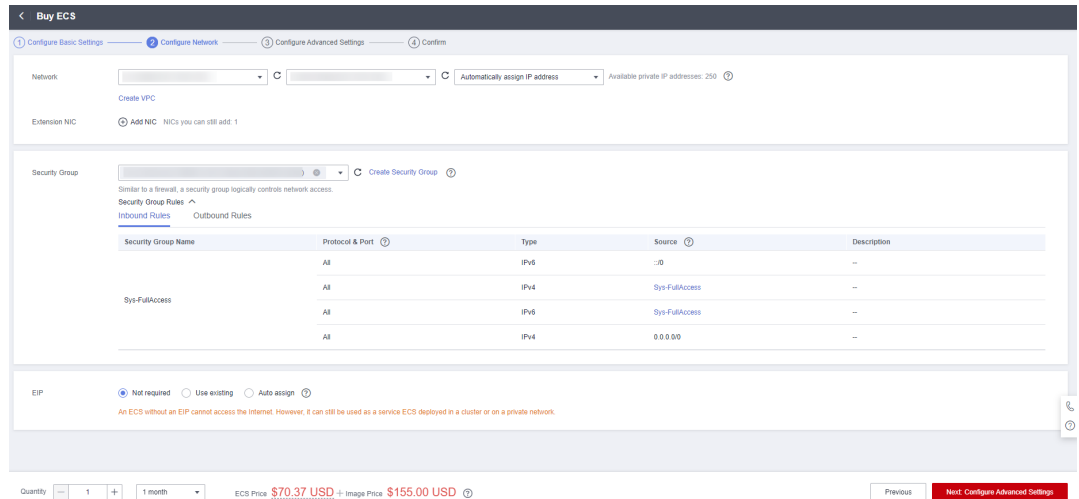
## Customized Provisioning

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

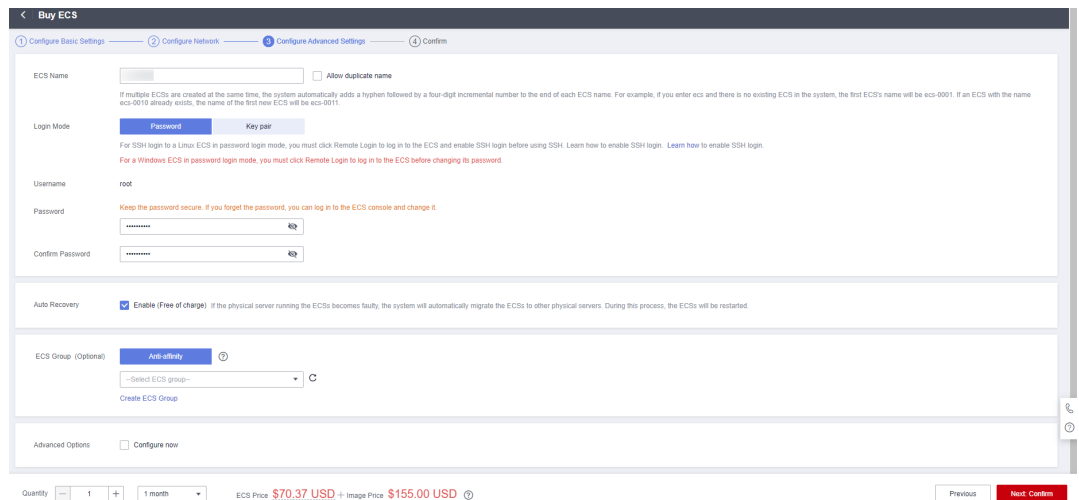
**Step 2** On the **Buy ECS** page, select a billing mode, confirm the selected specification and image, and click **Next**.



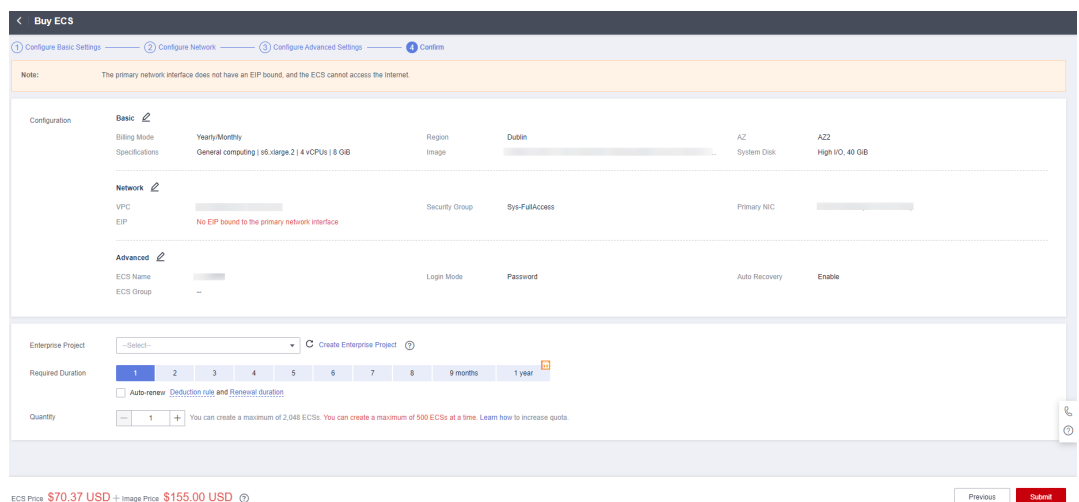
**Step 3** On the **Configure Network** page, select a network, security group, and Elastic IP (EIP), and click **Next**.



**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**.

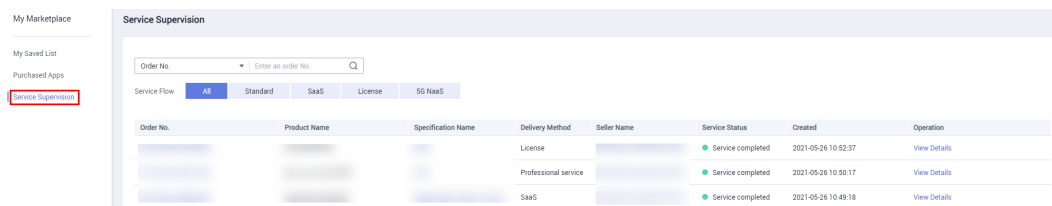
----End

## 4.2 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 [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.

### Service Information





Product Name	
Specification Name	
Order No.	<a href="#">Click this number to view the order details.</a>
Service Status	Service completed
File Quantity	
wqtestmeiju	
meiju	
Account Capacity	Account Capacity

### Application Information



Username	
Password	
Management URL	
Frontend URL	

**Step 3** After the service supervision process is complete, go to the [My KooGallery > Purchased Apps](#) page, click **View Resource Details** in the **Operation** column of the row containing the purchased product, and view the application information, basic information, and seller information of the product on the details page.


**Application Information**

Username	
Password	
Management URL	
Frontend URL	
Product Guide	<a href="#">View</a>

**Basic Information**

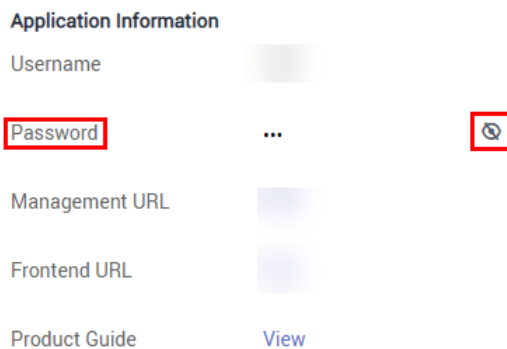
Specification Name	
Delivery Method	SaaS
Resource Status	Closed
Billing Mode	Yearly/Monthly
Purchased	2020-09-01 02:26:48
Expires	2020-10-01 15:59:59
Remaining Time	30 days
Auto-renewal	No 

**Seller Information**

Seller	
Phone Number	
Email Address	

**Step 4** In the **Application Information** area, click the eye icon next to **Password** to view the initial password. Use the username and initial password to log in to **Management URL** and **Frontend URL**, and use the product by following the instructions provided in the product guide. If you cannot log in to the management URL or frontend URL using the username and password, or the description in the product guide is unclear, contact the seller using the contact information provided in the **Seller Information** area.

**Figure 4-1** Application Information



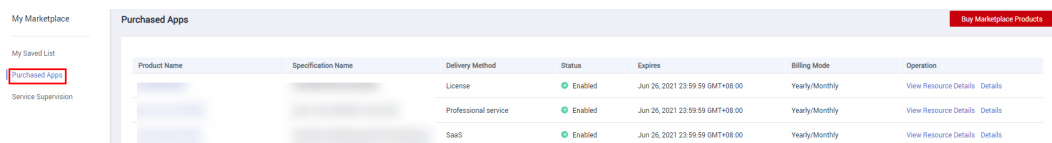
**Figure 4-2** Seller Information



----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 **View Resource Details** in the **Operation** column of the row containing the purchased product, and view the application information, basic information, and seller information of the product on the details page.

**Application Information**

Username

Password

Management URL

Frontend URL

Product Guide

[View](#)**Basic Information**

Specification Name

Delivery Method

SaaS

Resource Status

Closed

Billing Mode

Yearly/Monthly

Purchased

2020-09-01 02:26:48

Expires

2020-10-01 15:59:59

Remaining Time

30 days

Auto-renewal

No [?](#)**Seller Information**

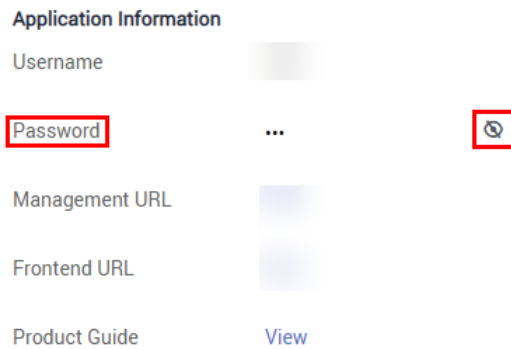
Seller

Phone Number

Email Address

**Step 3** In the **Application Information** area, click the eye icon next to **Password** to view the initial password. Use the username and initial password to log in to **Management URL** and **Frontend URL**, and use the product by following the instructions provided in the product guide. If you cannot log in to the management URL or frontend URL using the username and password, or the description in the product guide is unclear, contact the seller using the contact information provided in the **Seller Information** area.

**Figure 4-3** Application Information



**Figure 4-4** 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 product fails to be purchased, the order is automatically canceled. Contact the seller using the contact 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.

## 4.3 Using a License

- **Completing service supervision**  
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 [5.1 Supervising License 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.



## 4.4 Using a Professional Service Product

- **Completing service supervision**

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. For details about the service supervision process, see [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.

# 5 Service Supervision

[5.1 Supervising License Products](#)

[5.2 Supervising SaaS Products](#)

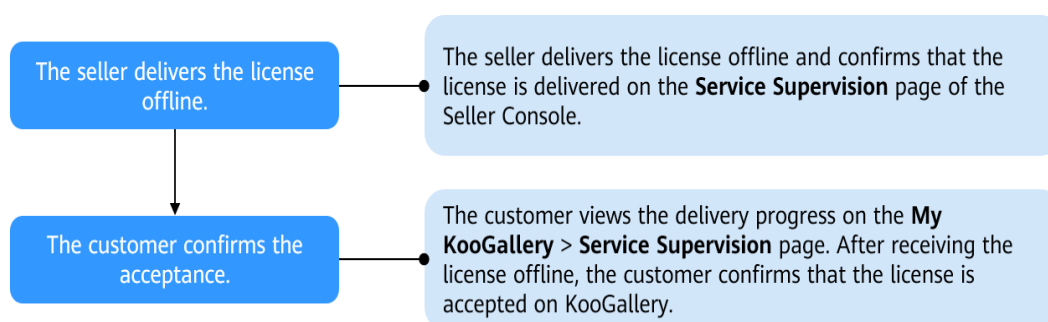
[5.3 Supervising Professional Service Products](#)

## 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 **Waiting for the seller to provide the service** upon your payment.

2. After the seller delivers the license offline and updates the service flow status, the order status changes to **Waiting for the user to confirm acceptance**. 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.

## Procedure

**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
CS2204261159AD8SH	742testren03291049	asd0044	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 26, 2022 11:58:14 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	admq	License	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	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-skuatlr	skuSpec1   meijua	License	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	May 18, 2021 16:07:36 GMT+...	Service...	Accept service
CS21051815474P2A	License0509QualityReinforcement	SimpleLicense0509QualityRe	License	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	May 18, 2021 15:47:56 GMT+...	Service...	Accept service
CS210416160555PAE	wudong service	guige	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	xianming baoshouji   xianming	Professional ser...	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 06, 2021 16:20:29 GMT+...	Service...	Accept service
CS2104061138CG80	641SaaS222	111111111111   meijul	SaaS	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Apr 06, 2021 11:38:41 GMT+...	Service...	Accept service
CS2103181607B64HA	saas intl fuwujianguan l...	saas intl fuwujianguan l...	SaaS	NANJING XIAOWANG TECHNOLO...	Customer accepts proc	Customer accepts s...	Mar 18, 2021 16:01:31 GMT+...	Service...	Accept service

**Step 3** If you have received the license and are satisfied with it, 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**

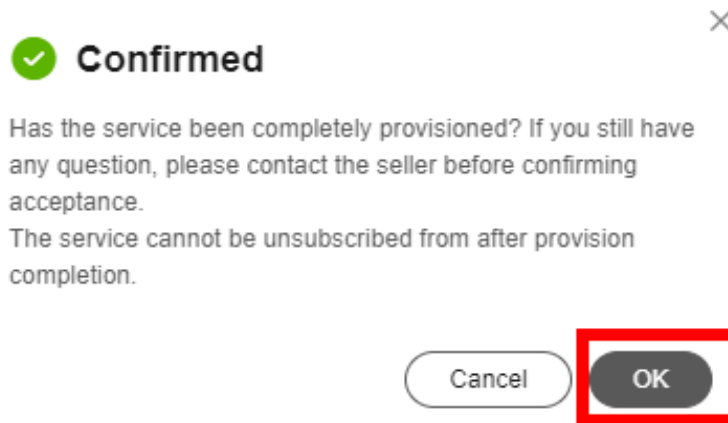
Time	Operation	Operator Role	Company	Description	Attachment
Aug 04, 2022 16:48:36 GMT+08:00	Deliver service	Seller	NANJING XIAOWANG TECHNOLOGY	1	<a href="#">Download</a>
Aug 01, 2022 10:20:32 GMT+08:00	Accept request	Seller	NANJING XIAOWANG TECHNOLOGY		--
Aug 01, 2022 10:16:29 GMT+08:00	Submit request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

Accept Service Reject Service

 NOTE

After the seller delivers the product and updates the service flow status on KooGallery, you can accept or reject the product, or submit an appeal after you have rejected the product twice.

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



----End

## 5.2 Supervising SaaS Products

After purchasing a SaaS 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 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.

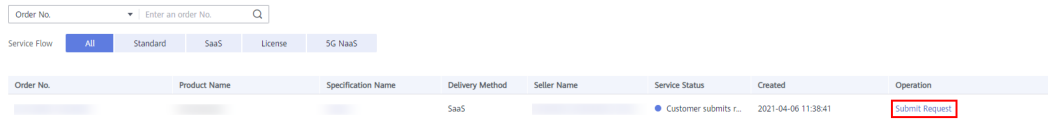
 NOTE

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.



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

**Service Information**

Product Name: [blurred]  
Specification Name: [blurred]  
Order No.: [blurred] [Click this number to view the order details.](#)  
Service Status: Customer submits request

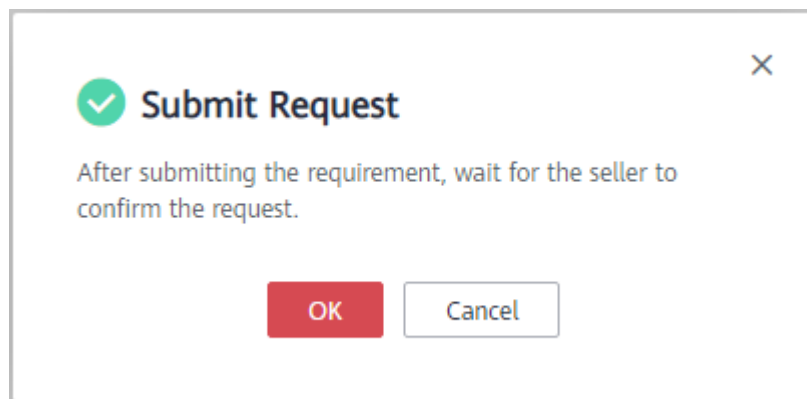
\* Requirement Description: [Text Area] 0/1,000

\* 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
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
CS2104061620E0XLK	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
CS2104061138C080	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.](#)

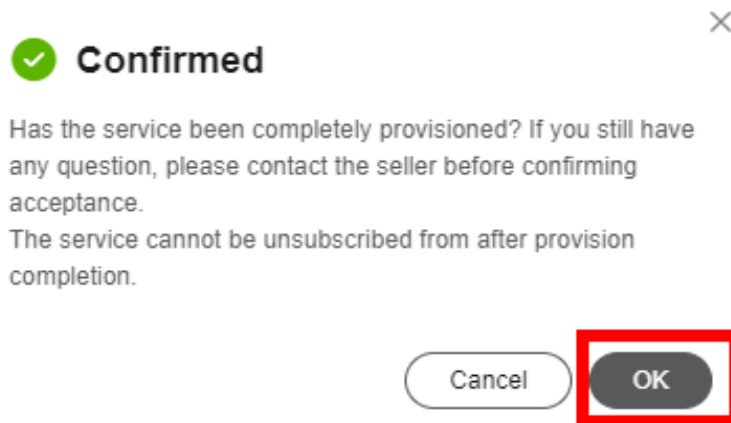
Node: Customer accepts service

**History**

Time	Operation	Operator Role	Company	Description	Attachment
Aug 04, 2022 16:48:36 GMT+08:00	Deliver service	Seller	NANJING XIAOWANG TECHNOLOGY	1	<a href="#">Download</a>
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	<a href="#">Download</a>

Accept Service Reject Service

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



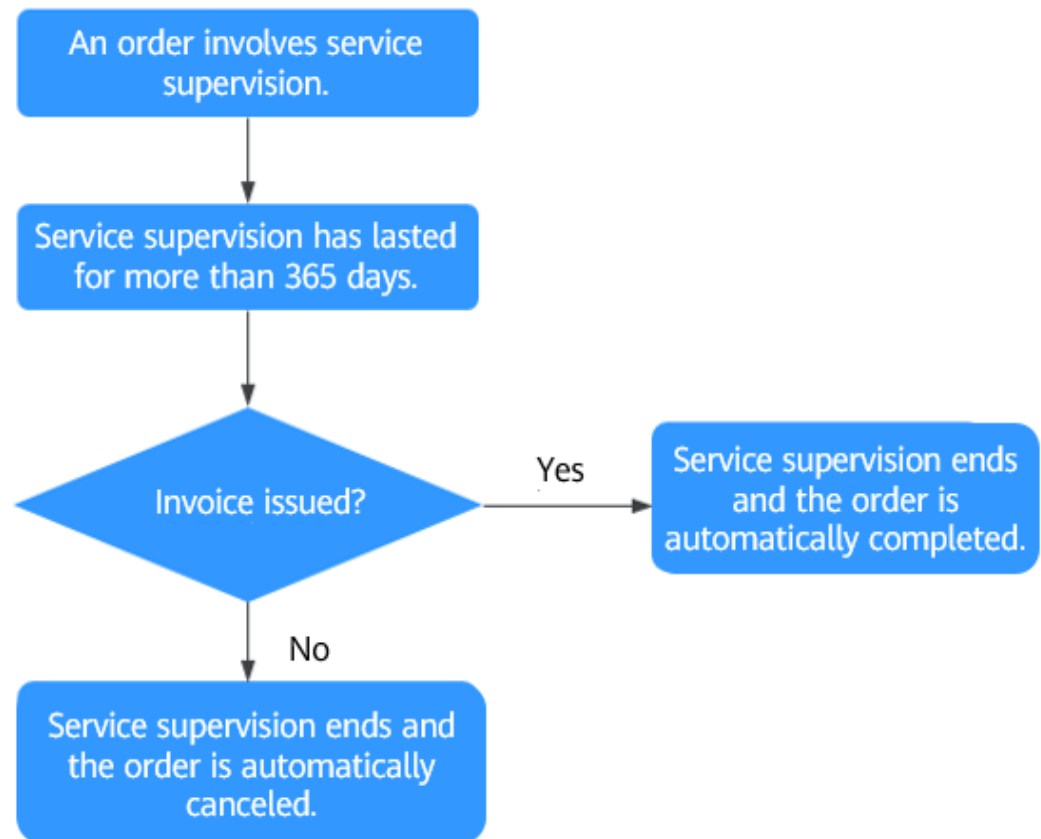
----End

## 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.

## 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.
- If service supervision has lasted for more than 365 days, the system automatically processes the order based on the invoicing status.
  - If the customer has requested an invoice, the service flow will be closed and the order status will change to **Completed**.
  - If the customer has not requested an invoice, the order is automatically canceled.



## 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 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
			Professional service		Customer submits r...	2021-04-16 16:09:14	<a href="#">Submit Request</a>

**Step 3** Enter the request information, upload an attachment, 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

Attachment

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

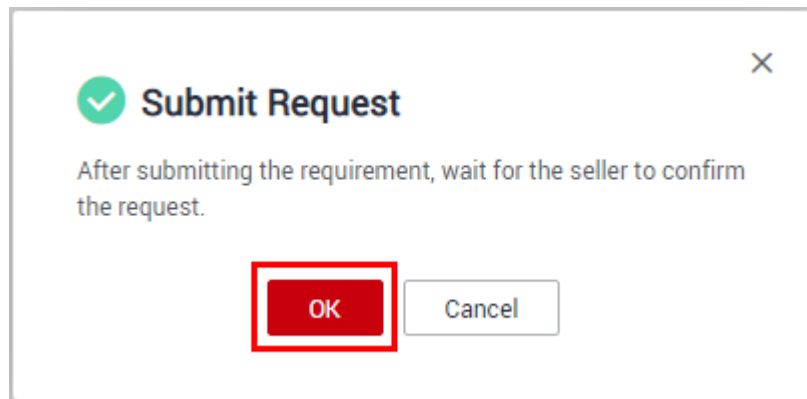
Reminder: For information security, do not include sensitive information such as personal details, accounts, and passwords in the description and attachment.

[Submit request](#)

**NOTE**

In the **Requirement Description** area, clearly describe your request so that the seller can accurately deliver the service to you.

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



**NOTE**

After submitting the request, you can view the service flow status and operation records on the **Service Supervision** page.

----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
<input type="checkbox"/> CS2204261150AD8SH	742testren03291049	asd0044	Professional ser...	NANJING XIAOWANG TECHNOLO	Customer accepts proc	Customer accepts s...	Apr 15, 2022 11:56:14 GMT+...	Service...	Accept service
<input type="checkbox"/> CS2204150948F350S	742testren03291049	asd0044	Professional ser...	NANJING XIAOWANG TECHNOLO	Customer accepts proc	Customer accepts s...	Apr 15, 2022 09:54:30 GMT+...	Service...	Accept service
<input type="checkbox"/> CS2201081755LEI7	License Quality reinforcement	adwq	License	NANJING XIAOWANG TECHNOLO	Customer accepts proc	Customer accepts lic...	Jan 08, 2022 17:55:24 GMT+...	Service...	Accept service
<input type="checkbox"/> CS2111181745CG51P	saas10	fdst0gtd	SaaS	NANJING XIAOWANG TECHNOLO	Customer accepts proc	Customer accepts s...	Nov 18, 2021 17:46:43 GMT+...	Service...	Accept service
<input type="checkbox"/> 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
<input type="checkbox"/> CS21051815474P2A	License0509QualityReinforcement	SimpleLicense0509QualityRe	License	NANJING XIAOWANG TECHNOLO	Customer accepts proc	Customer accepts lic...	May 18, 2021 15:47:56 GMT+...	Service...	Accept service
<input type="checkbox"/> CS210416160555PAE	wudong service	guage	Professional ser...	NANJING XIAOWANG TECHNOLO	Customer accepts proc	Customer accepts s...	Apr 16, 2021 16:07:19 GMT+...	Service...	Accept service
<input type="checkbox"/> CS2104061620E0XLK	service ABC 0406 new	xianming baohouqi   xianming	Professional ser...	NANJING XIAOWANG TECHNOLO	Customer accepts proc	Customer accepts s...	Apr 06, 2021 16:20:29 GMT+...	Service...	Accept service
<input type="checkbox"/> CS2104061138CG80	641SaaS222	111111111111   meijut	SaaS	NANJING XIAOWANG TECHNOLO	Customer accepts proc	Customer accepts s...	Apr 06, 2021 11:38:41 GMT+...	Service...	Accept service
<input type="checkbox"/> CS2103181607B64IA	saas intl fuwujianguan lzy	saas intl fuwujianguan lzy1	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**

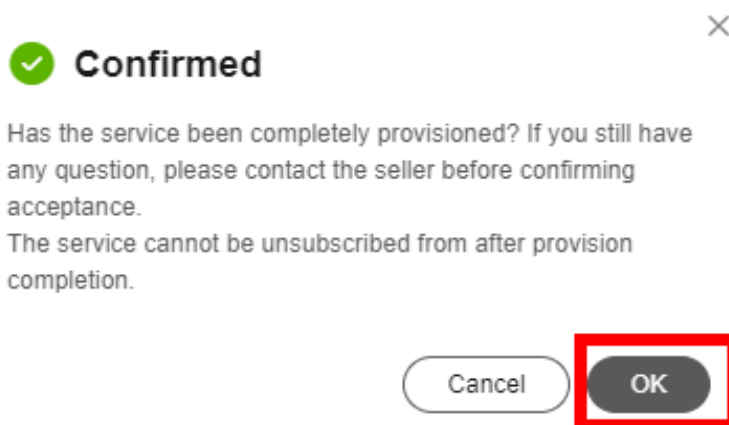
Time	Operation	Operator Role	Company	Description	Attachment
Aug 04, 2022 16:48:36 GMT+08:00	Deliver service	Seller	NANJING XIAOWANG TECHNOLOGY	1	<a href="#">Download</a>
Aug 01, 2022 10:20:32 GMT+08:00	Accept request	Seller	NANJING XIAOWANG TECHNOLOGY		--
Aug 01, 2022 10:16:29 GMT+08:00	Submit request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

Accept Service Reject Service

#### NOTE

After the seller delivers the product and updates the service flow status on KooGallery, you can accept or reject the product, or submit an appeal after you have rejected the product twice.

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



----End

## Appeal

- 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.

# 6 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.

# 7 Renewal Management

---

[7.1 Manually Renewing a Product](#)

[7.2 Auto-Renewal](#)

## 7.1 Manually Renewing a Product

### 7.1.1 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](#).

### 7.1.2 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](#).

## 7.2 Auto-Renewal

### 7.2.1 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.

## 7.2.2 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](#).

# 8 Unsubscription Management

## 8.1 Unsubscription Rules

### 8.1 Unsubscription Rules

#### NOTICE

If a KooGallery invoice has been issued, you can unsubscribe from the product only after the invoice is returned.

#### Unsubscription Rules

Table 8-1 Unsubscription rules

Product Type	Warranty Period	Rule Description	Unsubscription Limit
Image	N/A	<ul style="list-style-type: none"><li>Unsubscription rules for images on KooGallery are the same as those for products and services on Huawei Cloud. For details, see <a href="#">Unsubscription Rules</a>.</li></ul> <p><b>NOTE</b> You can unsubscribe from a KooGallery image on the <a href="#">Billing Center &gt; Unsubscriptions</a> page.</p> <ul style="list-style-type: none"><li>Pay-per-use resources cannot be unsubscribed.</li></ul>	Unlimited
SaaS	N/A	SaaS cannot be unsubscribed.	N/A
License	N/A	Licenses cannot be unsubscribed.	N/A

<b>Product Type</b>	<b>Warranty Period</b>	<b>Rule Description</b>	<b>Unsubscription Limit</b>
Professional service	N/A	Professional services cannot be unsubscribed.	N/A
Content service	N/A	Content services cannot be unsubscribed.	N/A
Hardware	N/A	Hardware products cannot be unsubscribed.	N/A



# 9 Invoice Management

---

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

# 10 FAQs

---

- [10.1 What Is Huawei Cloud KooGallery?](#)
- [10.2 What Software and Services Are Provided on KooGallery?](#)
- [10.3 How Do I Purchase Cloud Applications on KooGallery?](#)
- [10.4 Why Can't I Use the Pay-per-Use or Yearly/Monthly Billing Mode for Certain Products?](#)
- [10.5 How Do I View Purchased Applications?](#)
- [10.6 How Do I Request Invoices After Purchasing Products from KooGallery?](#)
- [10.7 What Do I Do If I Encounter a Problem When Using a Product?](#)
- [10.8 How Do I Renew Purchased Applications?](#)
- [10.9 What Do I Do If No Applications or Services Meet My Requirements?](#)
- [10.10 How Do I Contact a Seller?](#)
- [10.11 What Do I Do If I Cannot Contact a Seller?](#)
- [10.12 Does Huawei Cloud Support Login Through Third-Party Website?](#)
- [10.13 Common Problems About Yearly/Monthly Images](#)
- [10.14 Common Problems About Pay-per-Use Images](#)
- [10.15 How Do I Initiate an Appeal During Service Supervision?](#)

## 10.1 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.

## 10.2 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)

## 10.3 How Do I Purchase Cloud Applications on KooGallery?

For details on how to purchase cloud applications on KooGallery, see [3.1 Purchasing a Product](#).

## 10.4 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.

## 10.5 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.

## 10.6 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](#).

## 10.7 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.

## 10.8 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

## 10.9 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](mailto: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.

## 10.10 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.

## 10.11 What Do I Do If I Cannot Contact a Seller?

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

## 10.12 Does Huawei Cloud Support Login Through Third-Party Website?

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

## 10.13 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.

## 10.14 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.

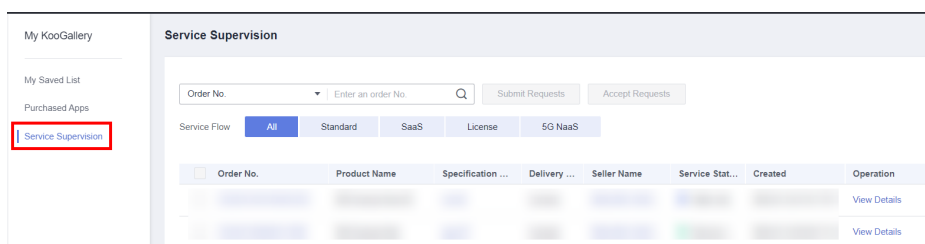
## 10.15 How Do I Initiate an Appeal During Service Supervision?

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

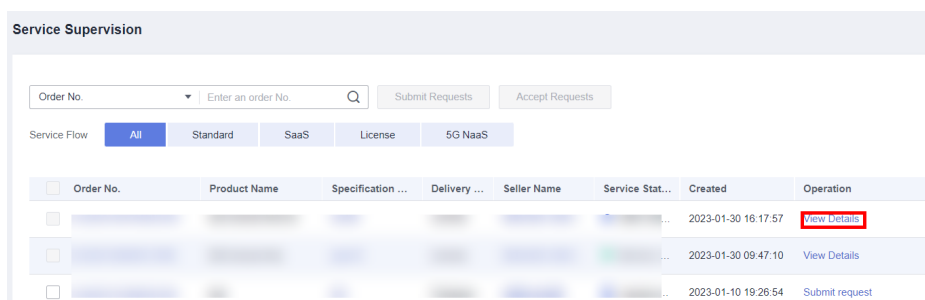
### Procedure

**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**

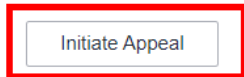
Product Name

Specification Name

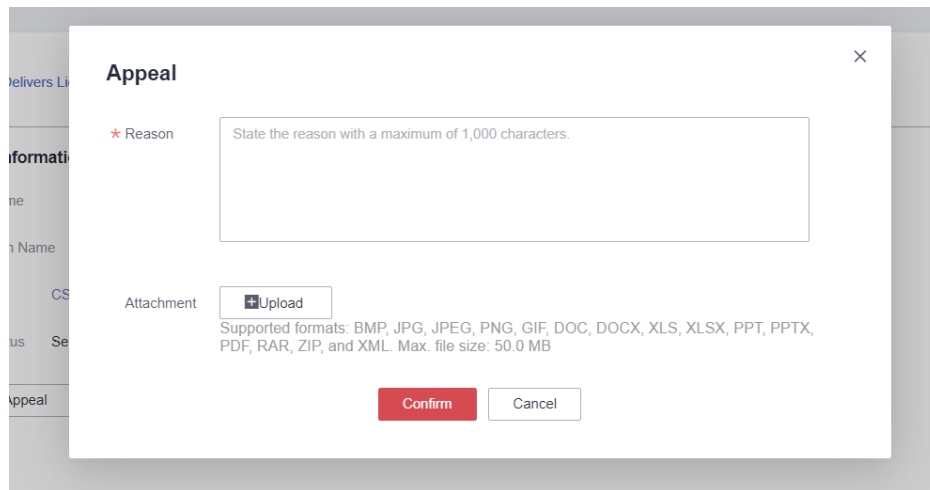
Order No.

Click here to view the order details.

Service Status



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



**----End**