User Guide

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HUAWEI TECHNOLOGIES CO., LTD.

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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 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.

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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.

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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

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.

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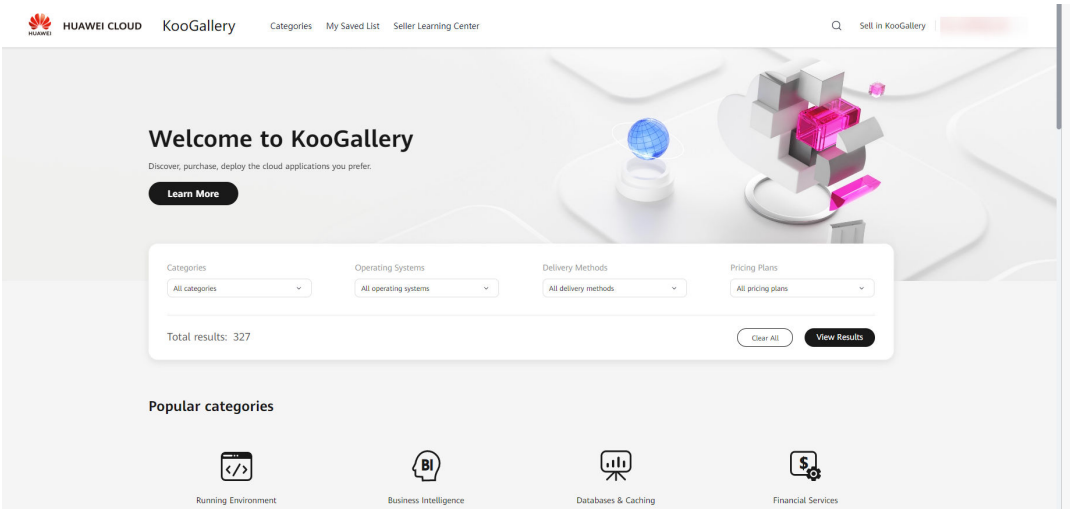
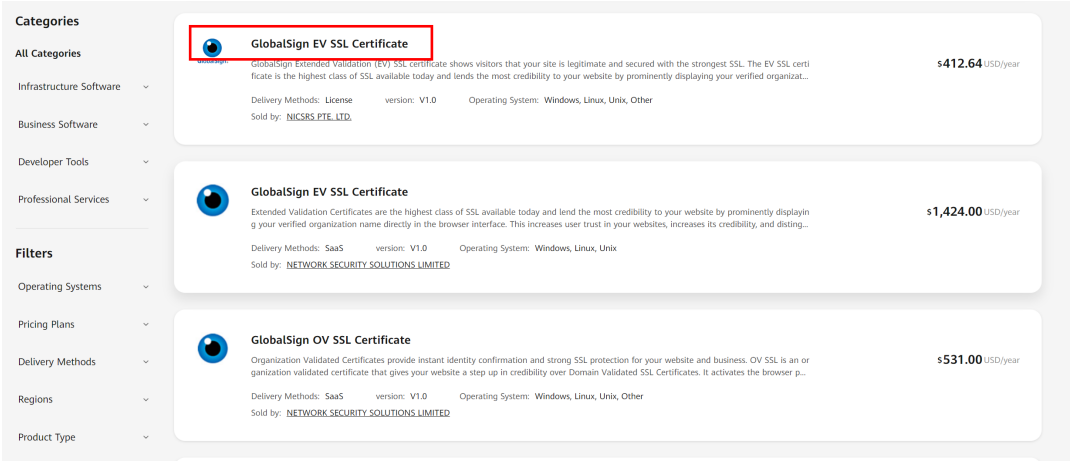


Step 3 Click a product name to view product details.



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

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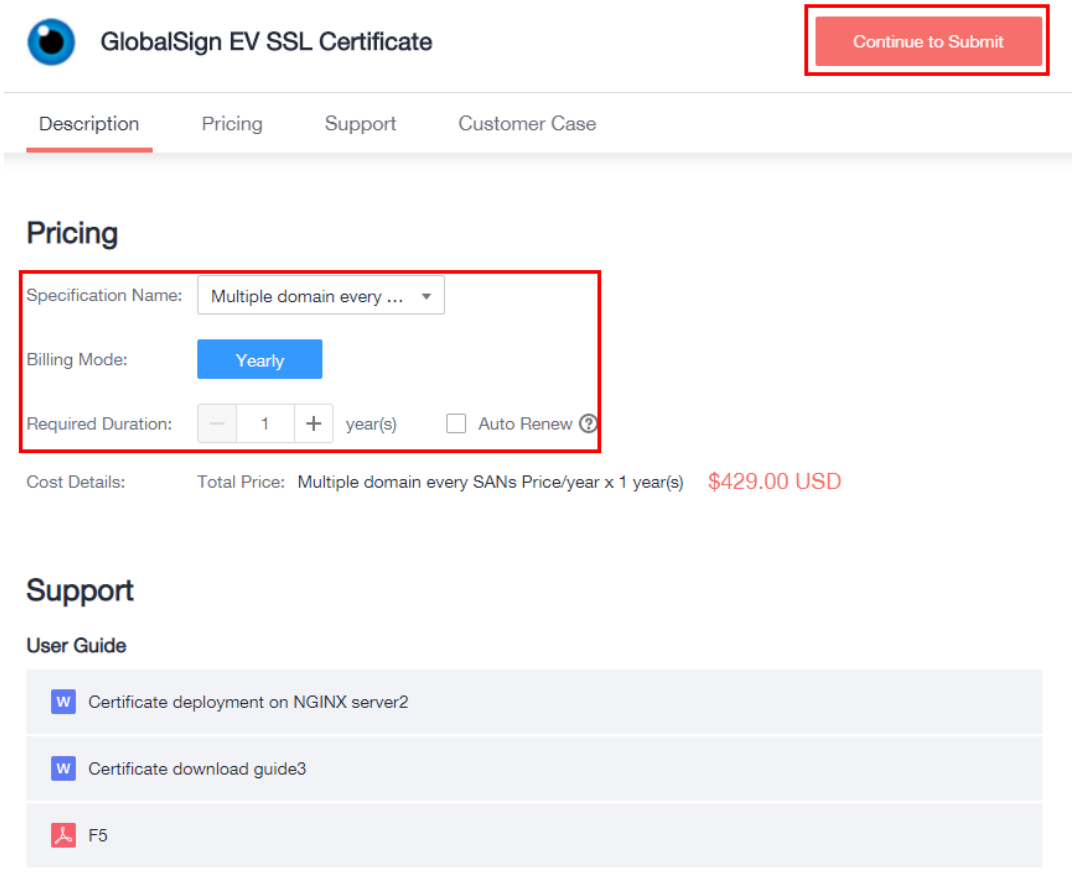

NOTE

- (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**.

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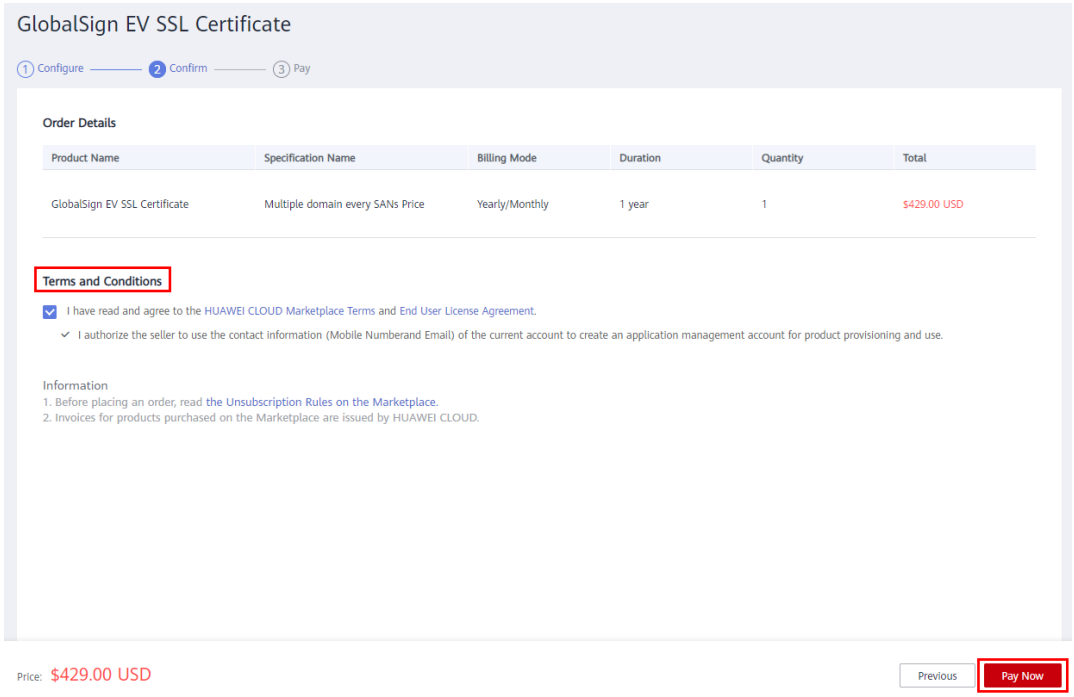
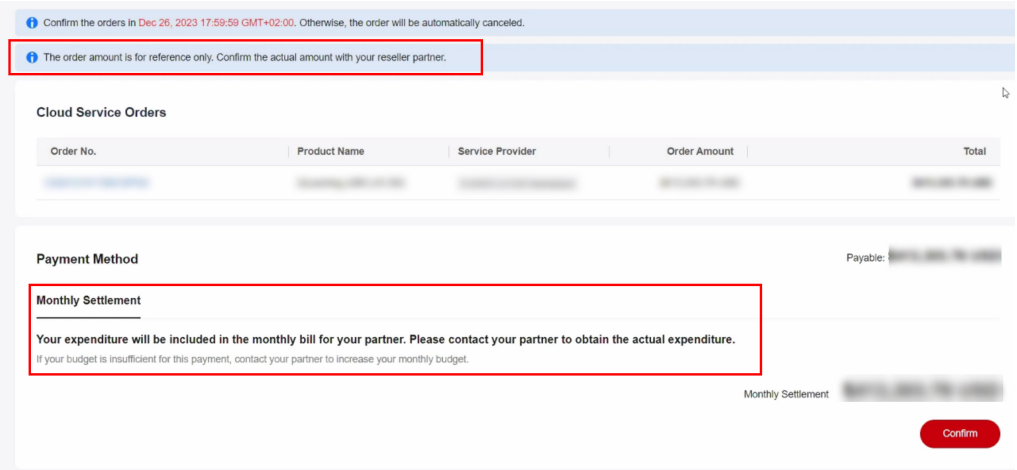


Step 6 Select a payment method and click **Confirm** to complete the payment.

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.



- 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

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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.

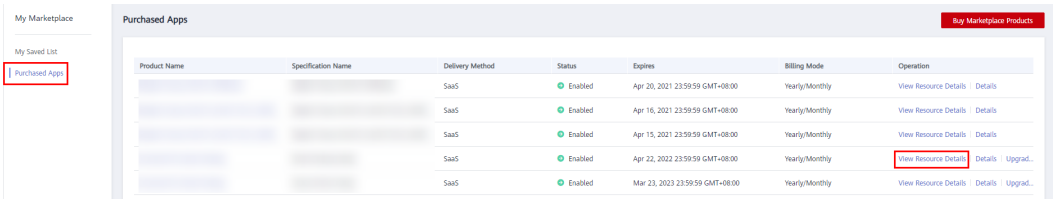
Procedure

Step 1 Go to **My KooGallery**.

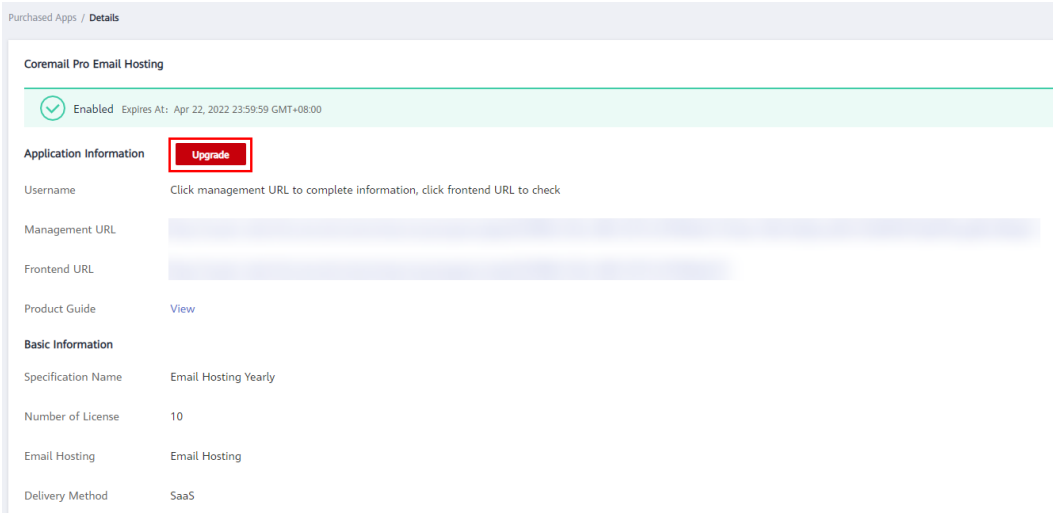
Step 2 In the navigation pane, choose **My KooGallery** > **Purchased Apps**.

The **Purchased Apps** page is displayed.

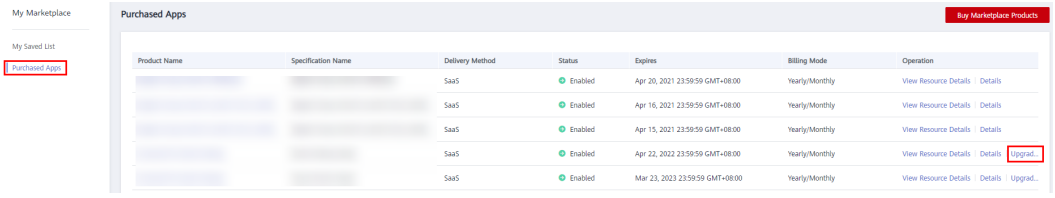
Step 3 Click **View Resource Details** in the **Operation** column of a product.



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.

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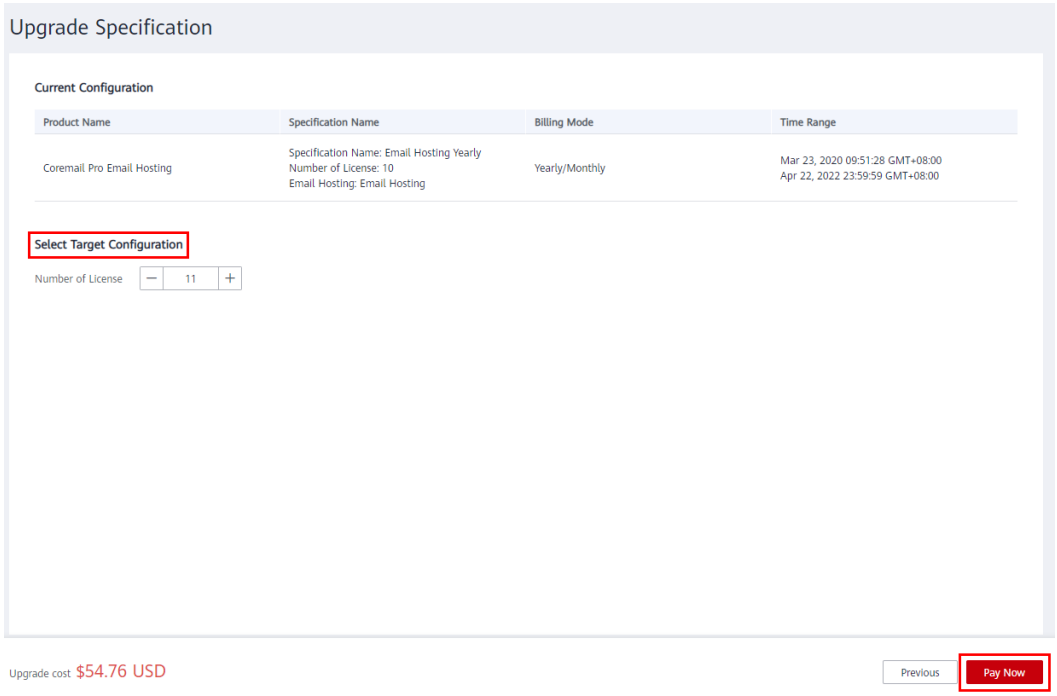

NOTE

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

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- 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

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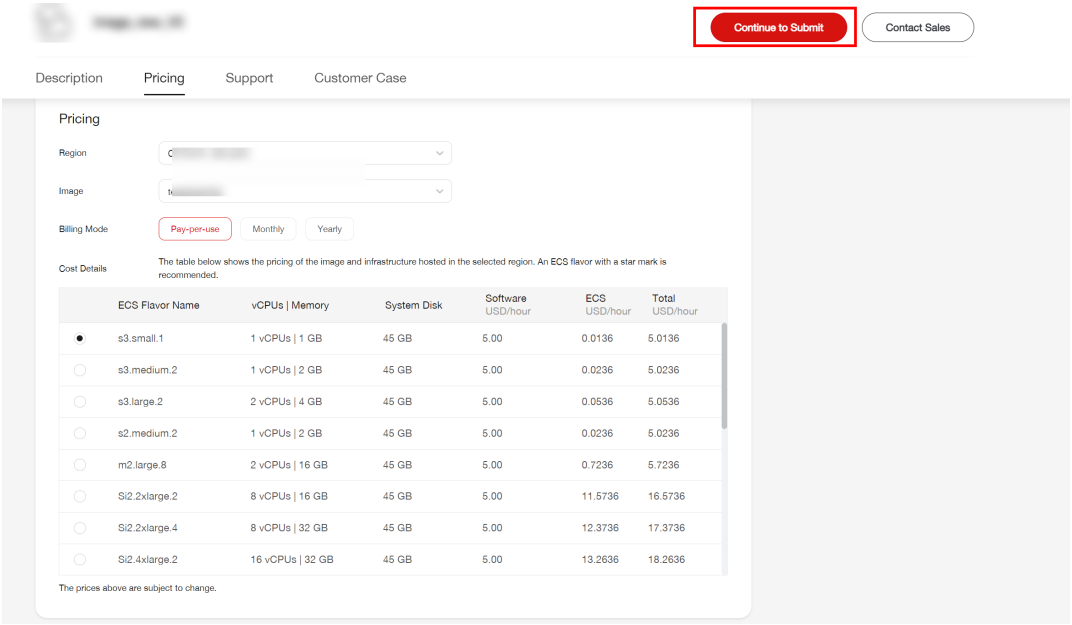
4 Product Use

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.



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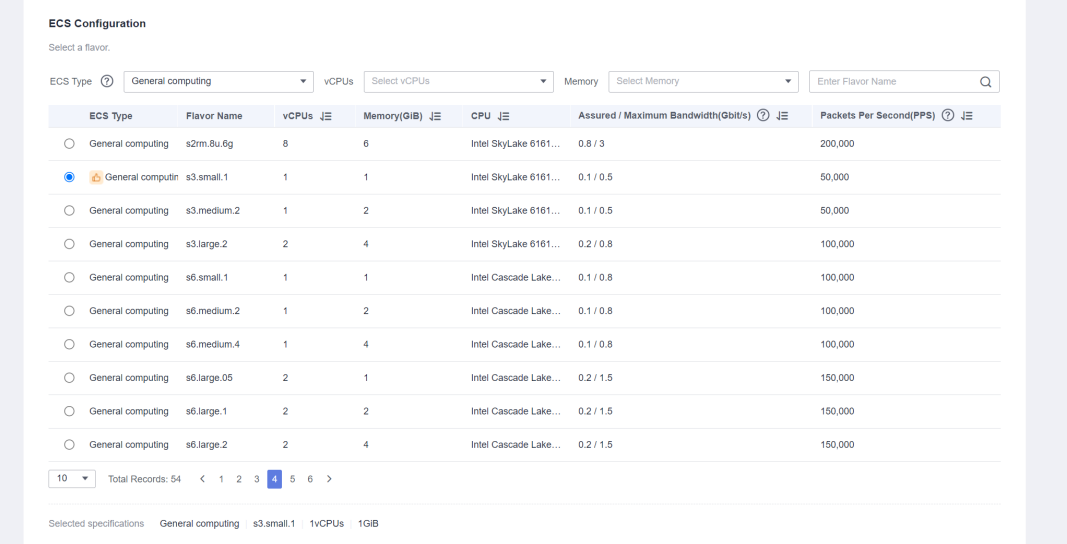
Quick Provisioning

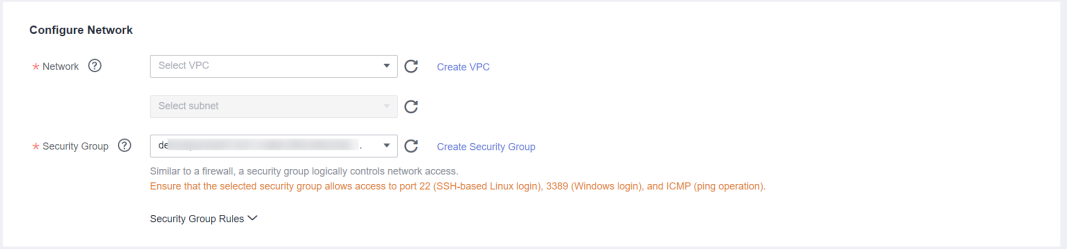
Step 1 Click **Buy**.

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

1. Confirm the selected ECS instance.



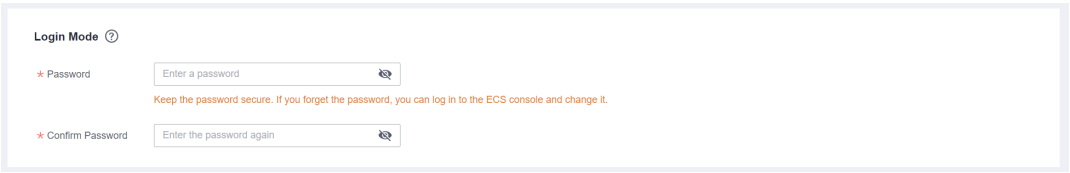
2. Select a network and security group.



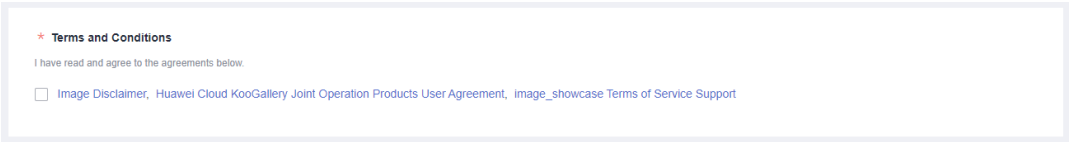
NOTE

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.



4. Read and agree to the agreements.



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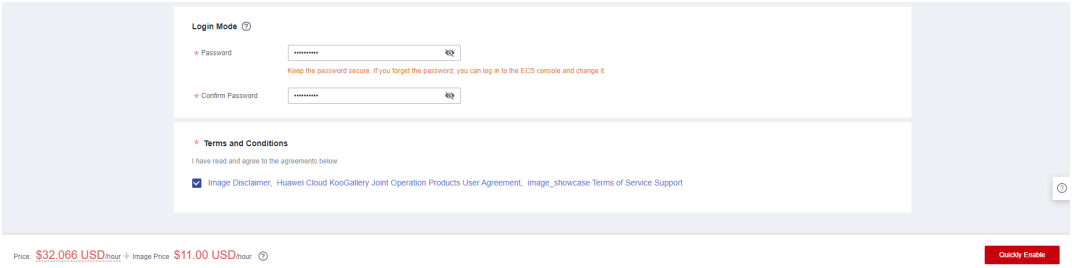
NOTE

- 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.

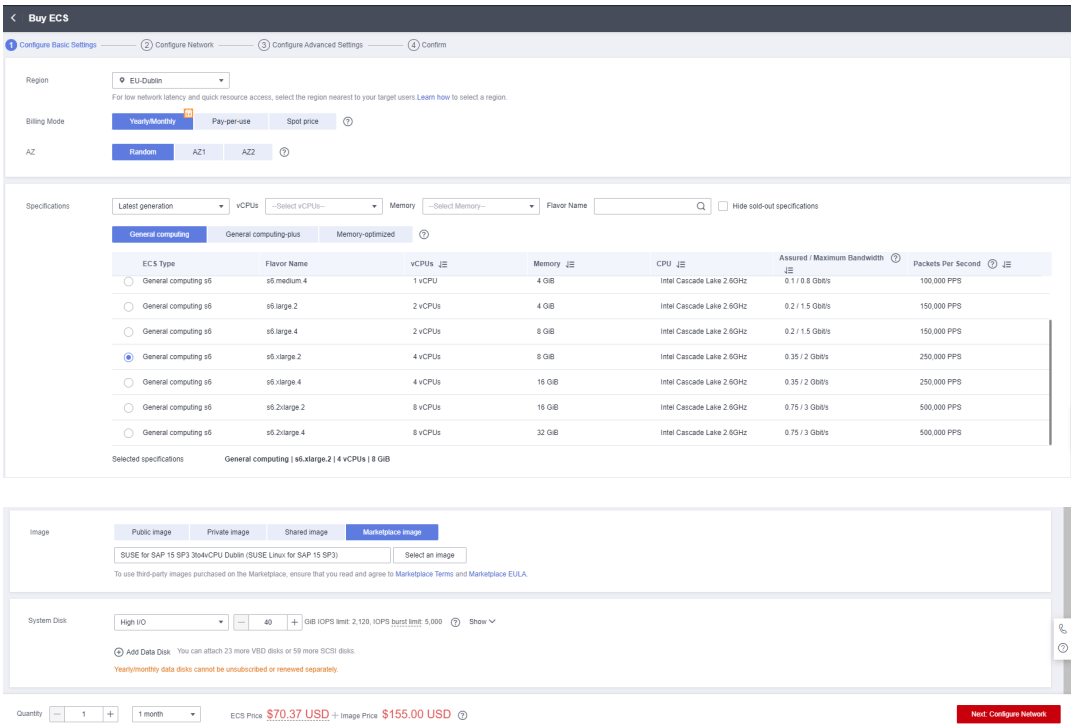


----End

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**.

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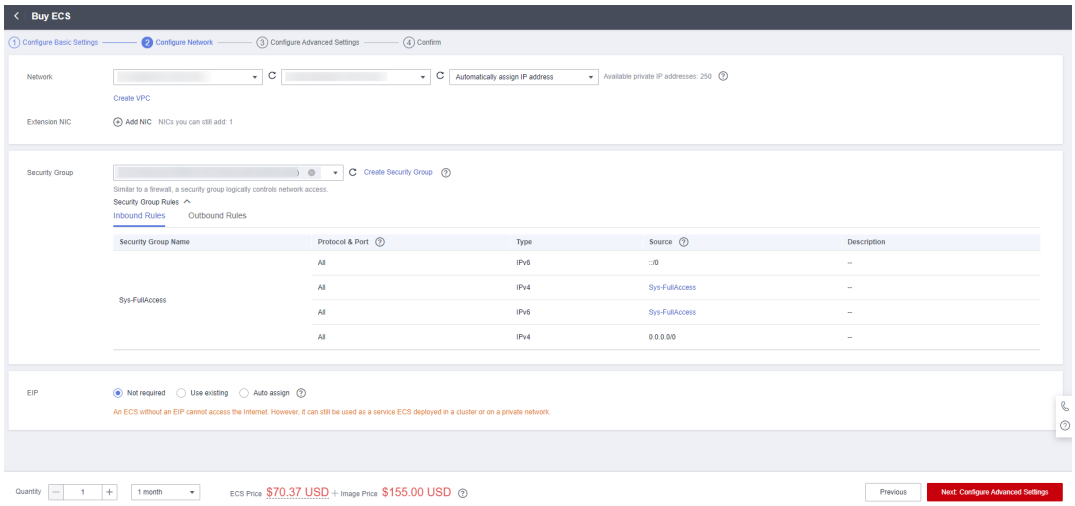
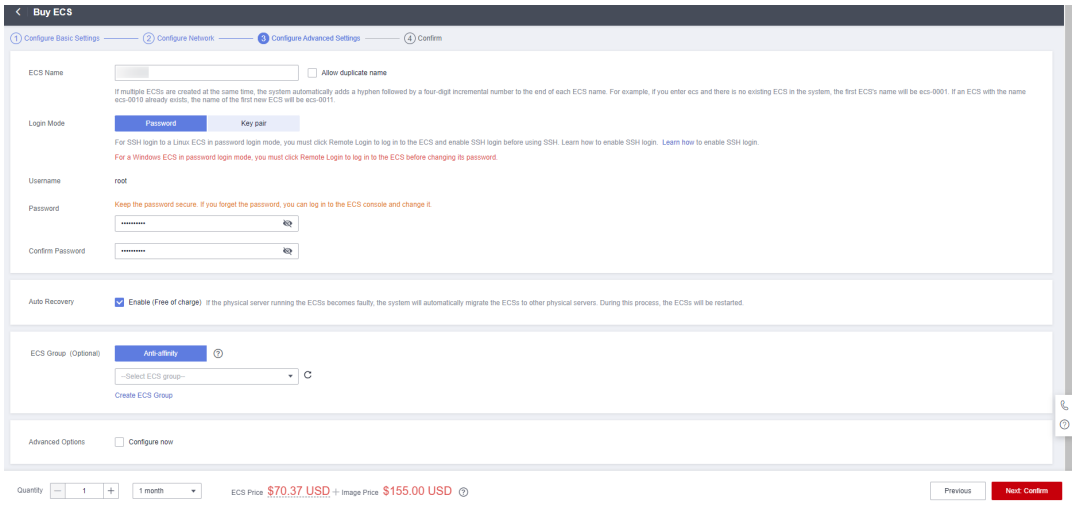
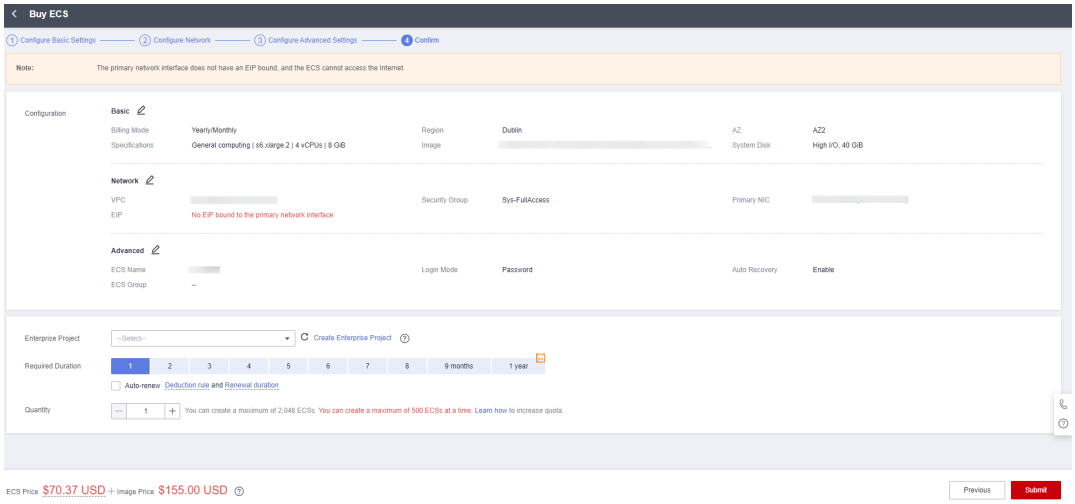


Step 4 On the **Configure Advanced Settings** page, set the ECS name and password, and click **Next**.



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



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

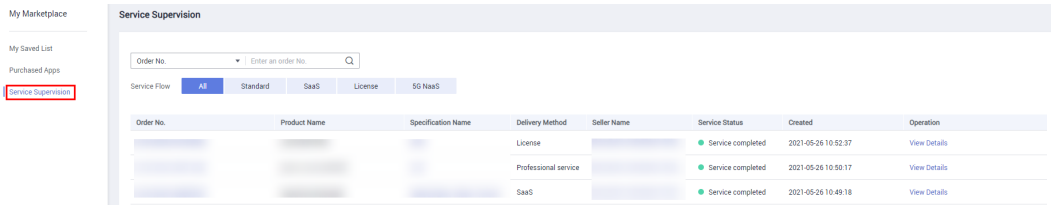
----End

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.

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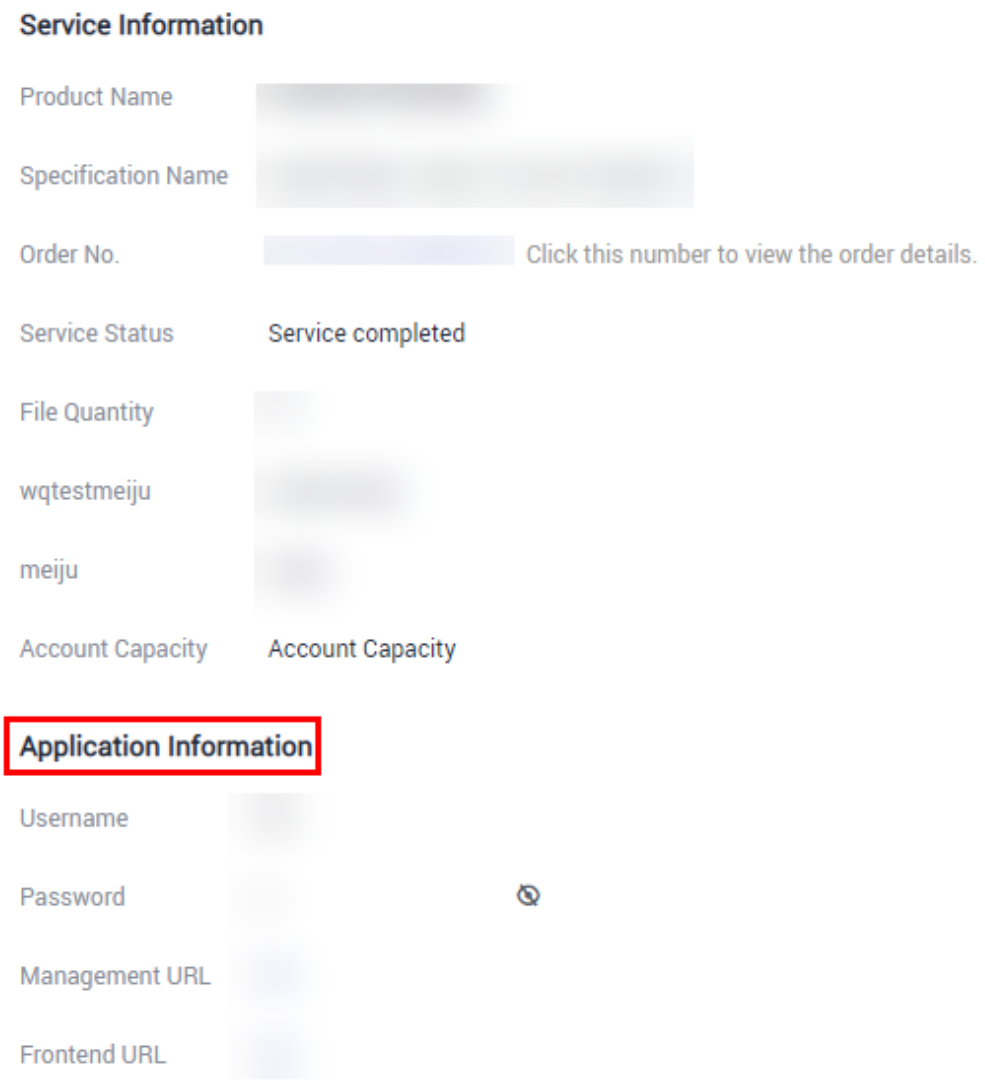

Step 3 After the service supervision process is complete, go to the **My KooGallery > Purchased Apps** page, click **View Resource Details** in the **Operation** column of the row containing the purchased product, and view the application information, basic information, and seller information of the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

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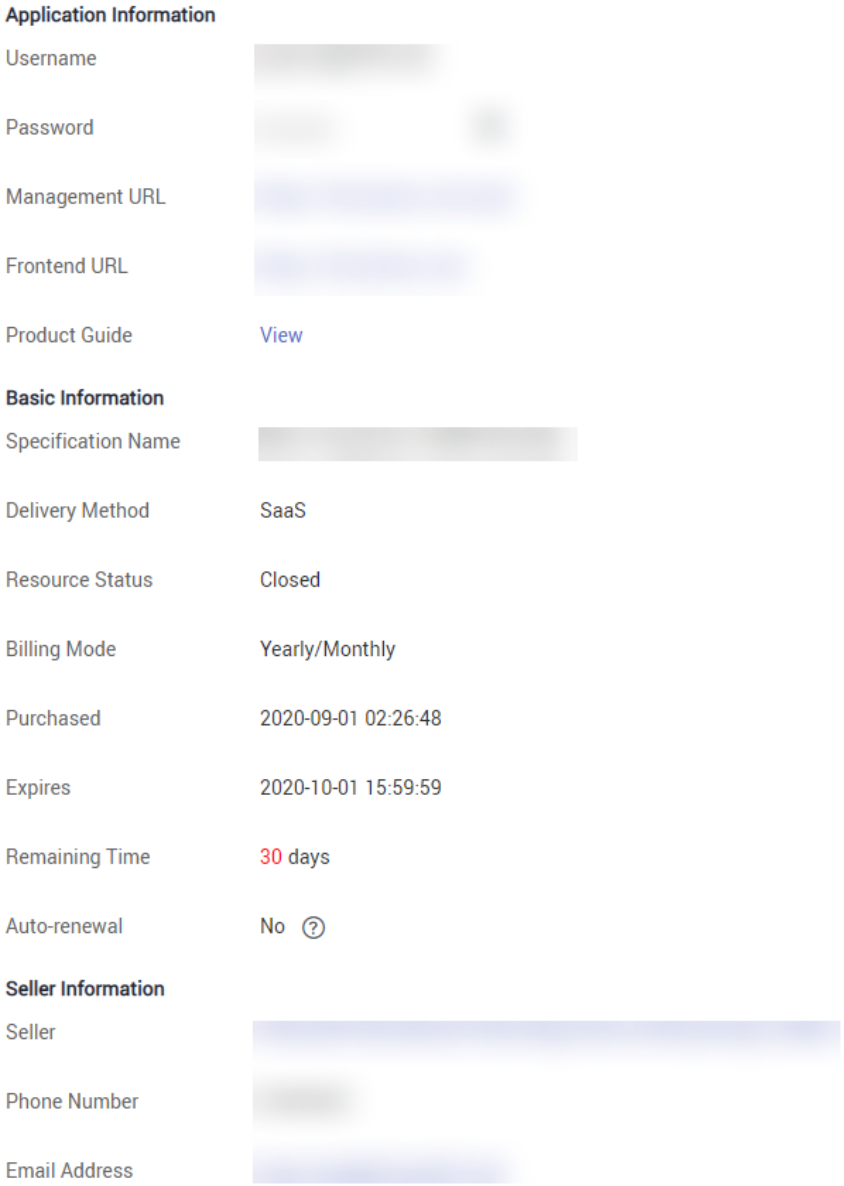

Step 4 In the **Application Information** area, click the eye icon next to **Password** to view the initial password. Use the username and initial password to log in to **Management URL** and **Frontend URL**, and use the product by following the instructions provided in the product guide. If you cannot 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.

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Figure 4-1 Application Information

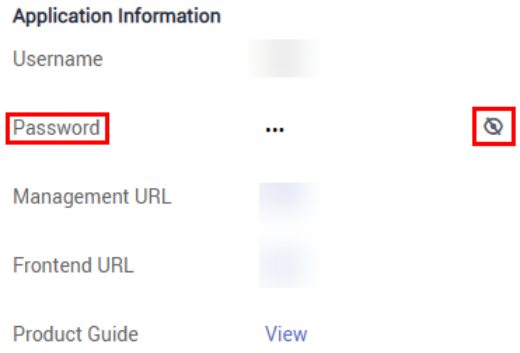
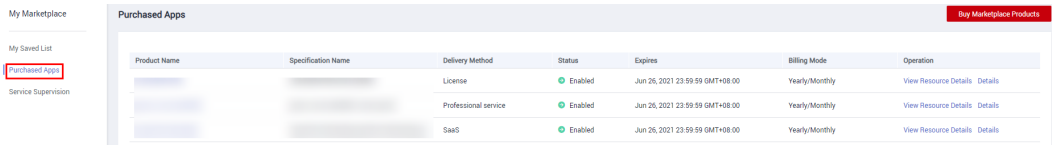


Figure 4-2 Seller Information

----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.

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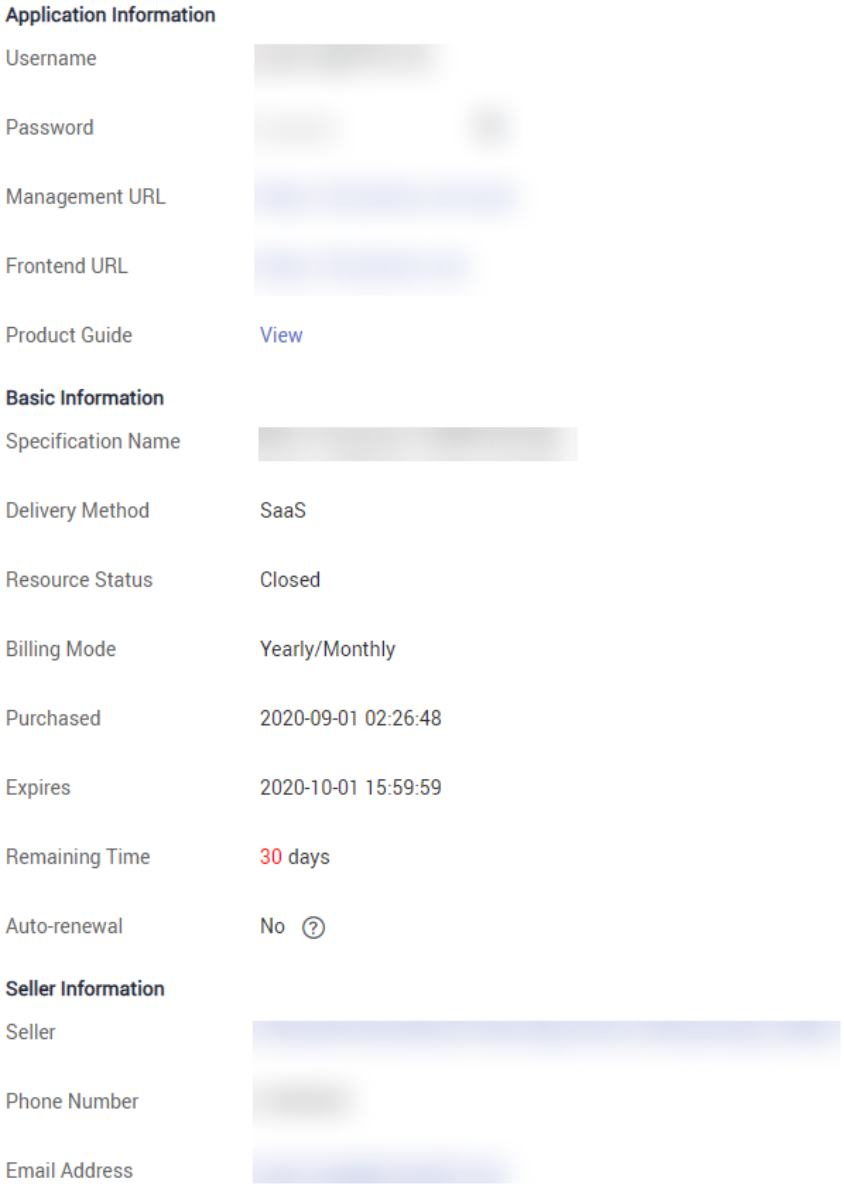

Step 3 In the **Application Information** area, click the eye icon next to **Password** to view the initial password. Use the username and initial password to log in to **Management URL** and **Frontend URL**, and use the product by following the instructions provided in the product guide. If you cannot 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.

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Figure 4-3 Application Information

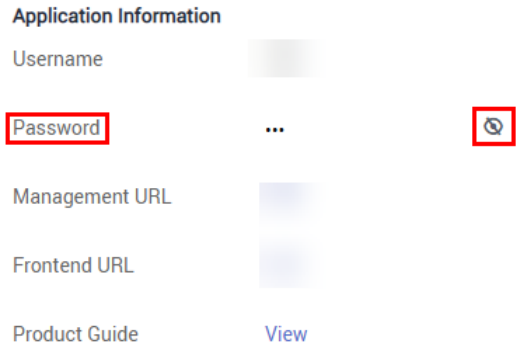

Figure 4-4 Seller Information

----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.

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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.

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5 Service Supervision

5.1 Supervising License Products

5.2 Supervising SaaS Products

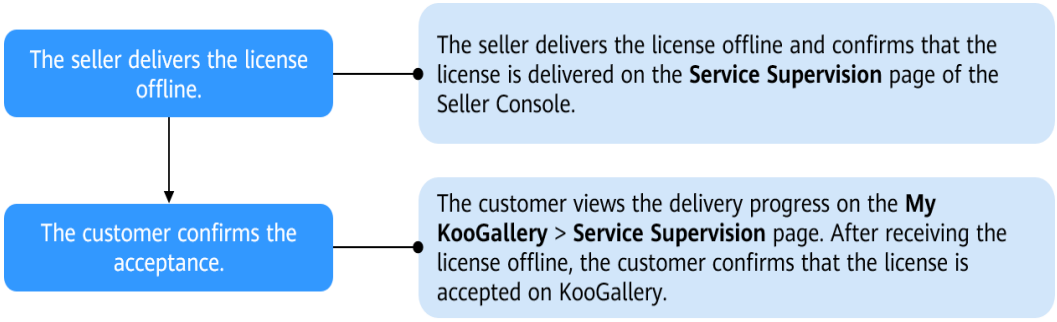
5.3 Supervising Professional Service Products

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.

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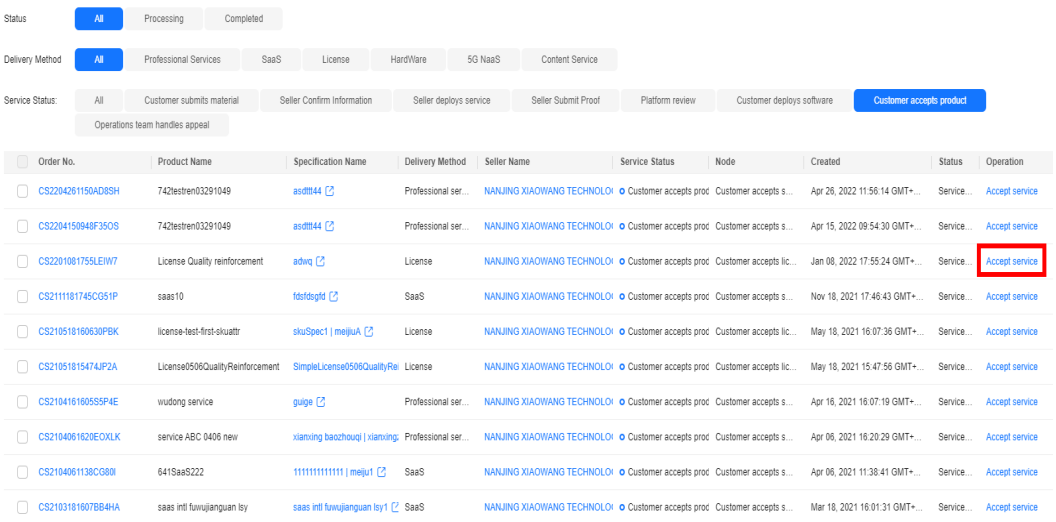
2. After the seller delivers the license offline and updates the service flow status, the order status changes to **Waiting for the user to confirm acceptance**. You can view the delivery status of the license on the **My KooGallery** > **Service Supervision** page.
3. After receiving the license offline, 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.

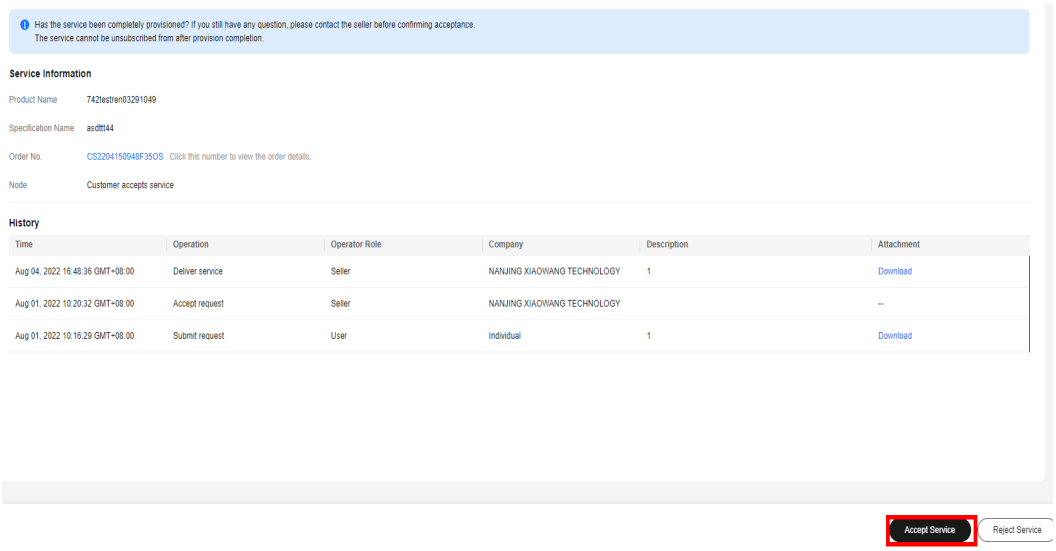
Accepting a Product

Step 1 Log in to Huawei Cloud KooGallery and go to the **My KooGallery > Service Supervision** page.

Step 2 Set search criteria, and click **Accept service** in the **Operation** column of the row containing the target transaction record.



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



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

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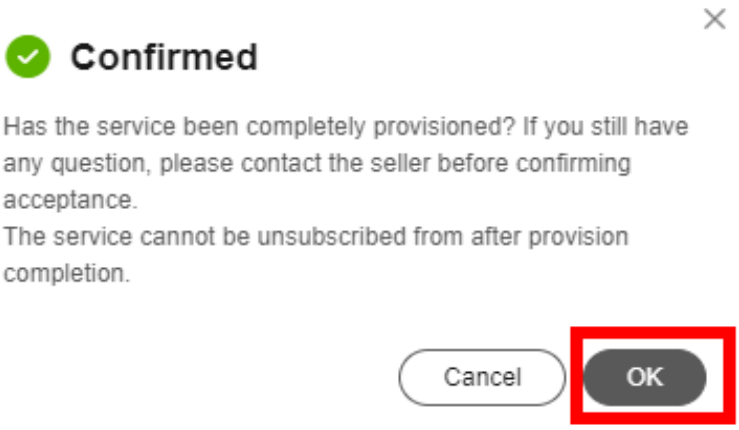

----End

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.

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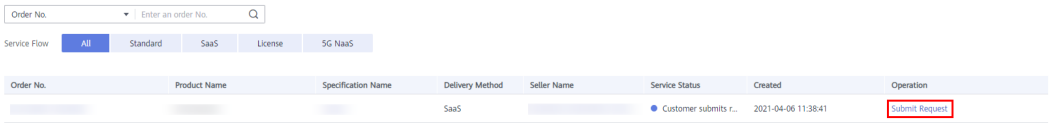
Step 2 Set search criteria, and click **Submit Request** in the **Operation** column of the row containing the target transaction record.

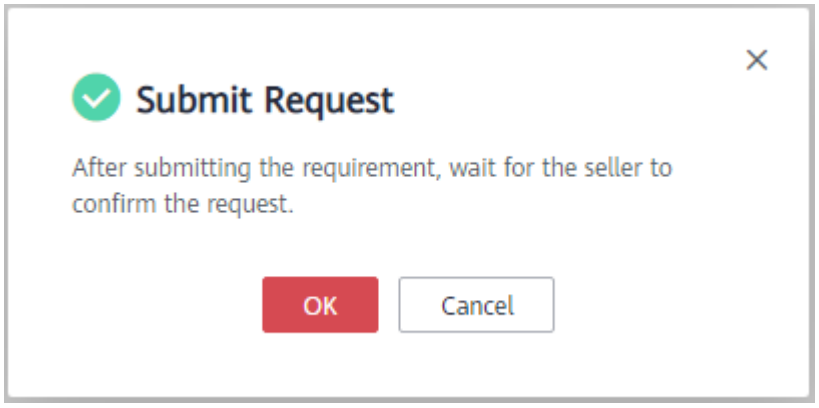


Step 3 Enter the request information and click **Submit request**.

NOTE

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

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



----End

Accepting a Product

Step 1 Log in to Huawei Cloud KooGallery and go to the **My KooGallery > Service Supervision** page.

Step 2 Set search criteria, and click **Accept service** in the **Operation** column of the row containing the target transaction record.

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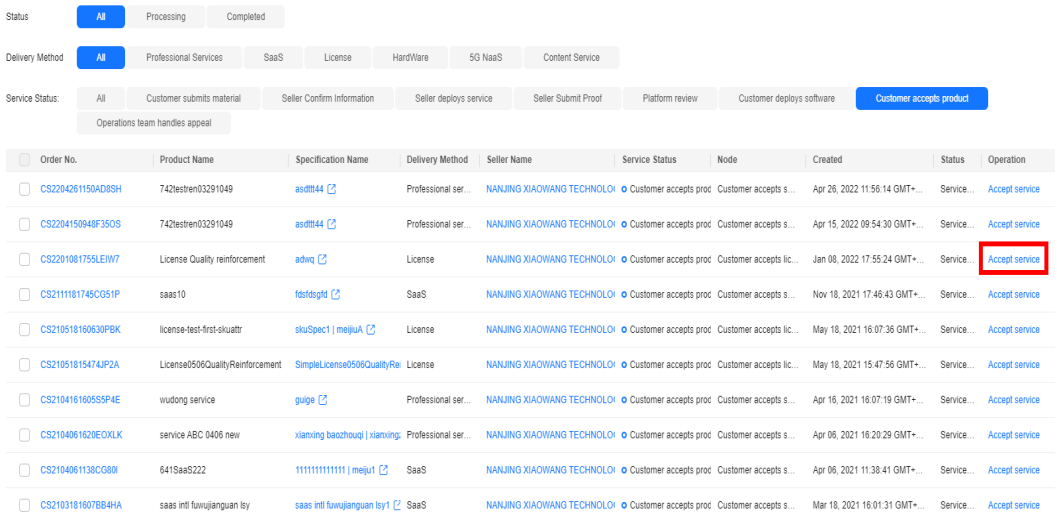
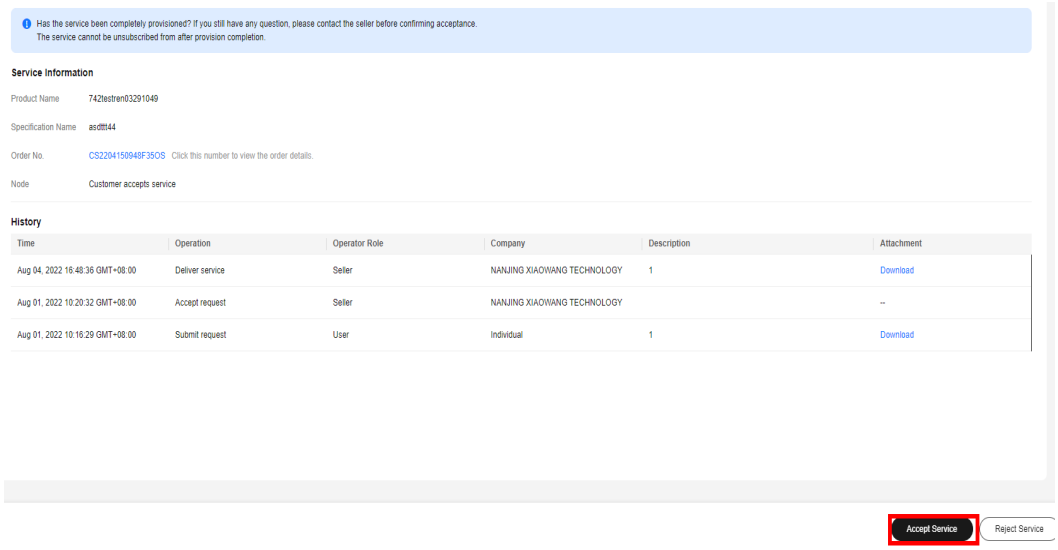
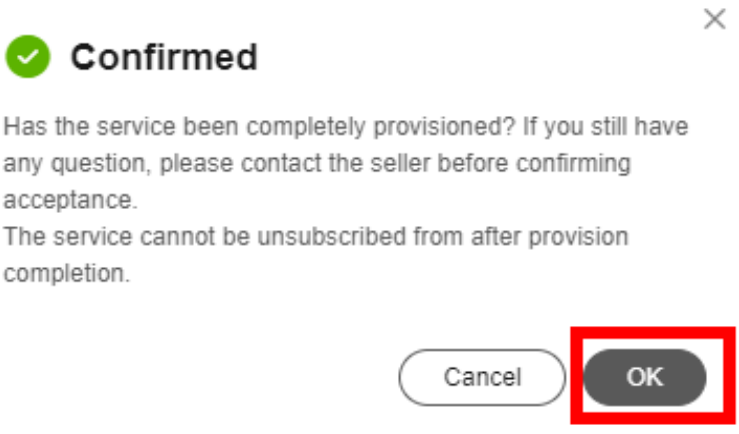


Step 3 If you are satisfied with the product, click **Accept Service**.



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



----End

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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.

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.

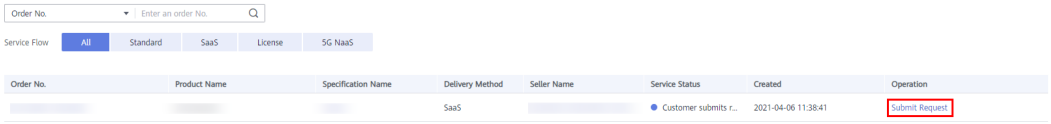
NOTE

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.



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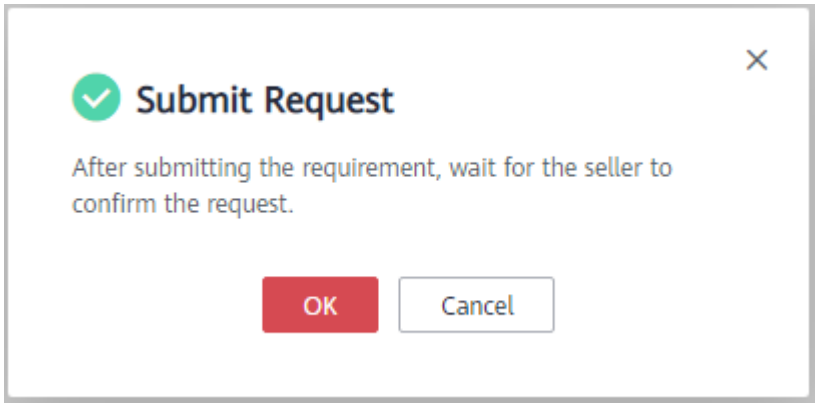
Step 3 Enter the request information and click **Submit request**.

NOTE

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

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



----End

Accepting a Product

Step 1 Log in to Huawei Cloud KooGallery and go to the **My KooGallery > Service Supervision** page.

Step 2 Set search criteria, and click **Accept service** in the **Operation** column of the row containing the target transaction record.

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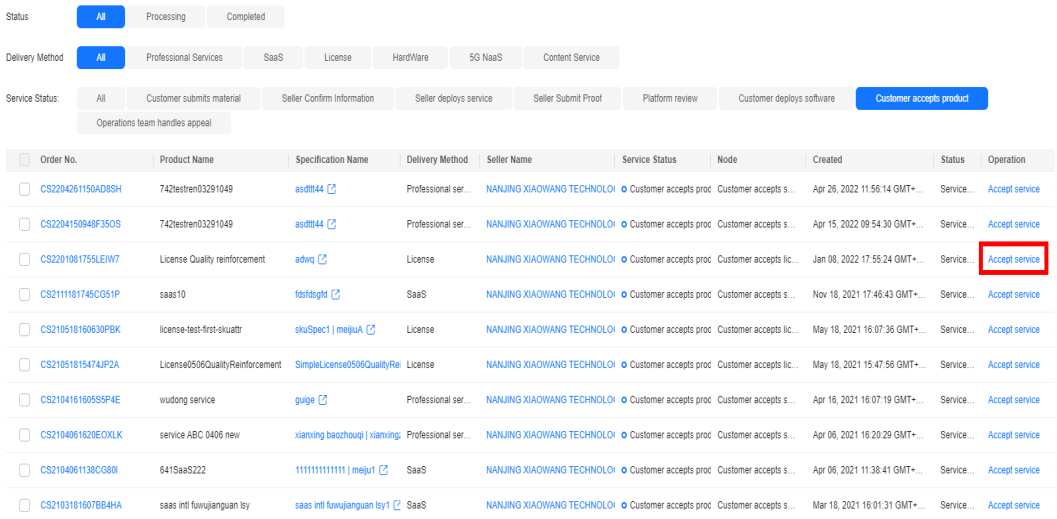
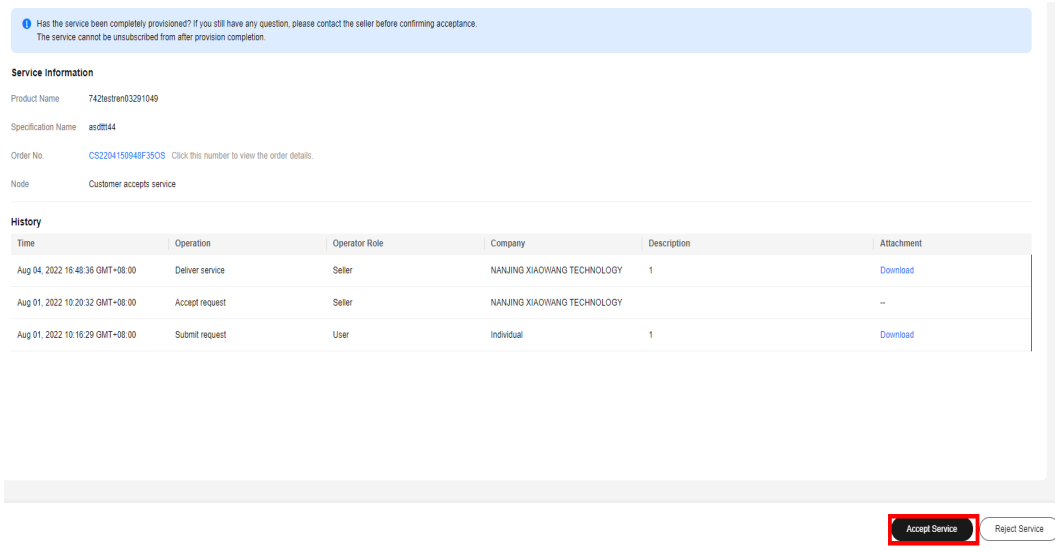
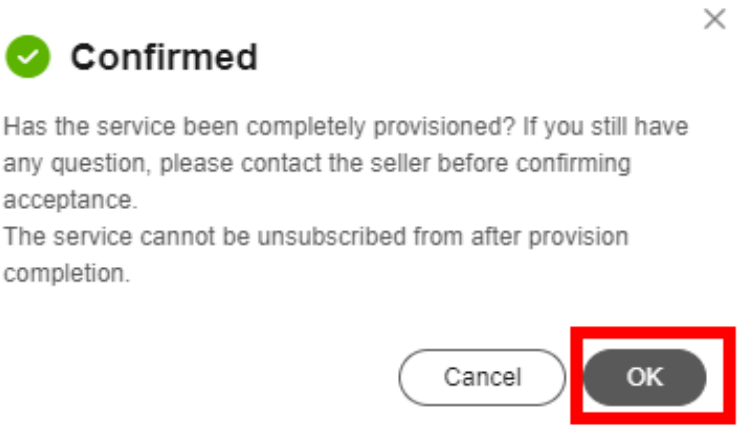


Step 3 If you are satisfied with the product, click **Accept Service**.



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



----End

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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.

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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.

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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**.

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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 hot wo 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**.

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8 Product Unsubscription

8.1 Unsubscription Rules

8.2 Requesting a Negotiated Unsubscription

8.1 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 8-1 Unsubscription rules

Delivery Method	Service Supervision Involved	Unsubscription Rule	(Customer) How to Request	(Seller) How to Review
Image	No	• Unsubscription rules for images on KooGallery are the same as those for products and services on Huawei Cloud. For details, see **Unsubscriptions**. • Pay-per-use resources cannot be unsubscribed from.	**Unsubscription Procedure**	/

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Delivery Method	Service Supervision Involved	Unsubscription Rule	(Customer) How to Request	(Seller) How to Review
SaaS	Yes	During the transaction guarantee period, you can negotiate with sellers for unsubscriptions.	8.2 Requesting a Negotiated Unsubscription	Navigate to the Seller Console > **Orders** > **Unsubscriptions**.
	No	Unsubscription is not supported.	/	/
License	Yes	During the transaction guarantee period, you can negotiate with sellers for unsubscriptions.	8.2 Requesting a Negotiated Unsubscription	Navigate to the Seller Console > **Orders** > **Unsubscriptions**.
Professional service	Yes			
Hardware	Yes			
Content service, consulting service, and cloud host	No	Unsubscription is not supported.	/	/

8.2 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 8-1 Unsubscription process

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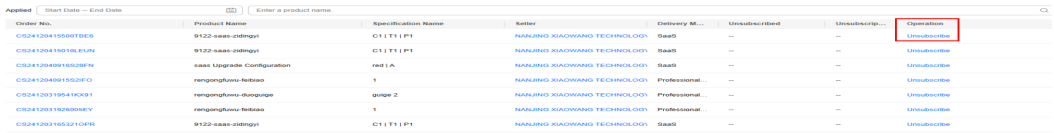
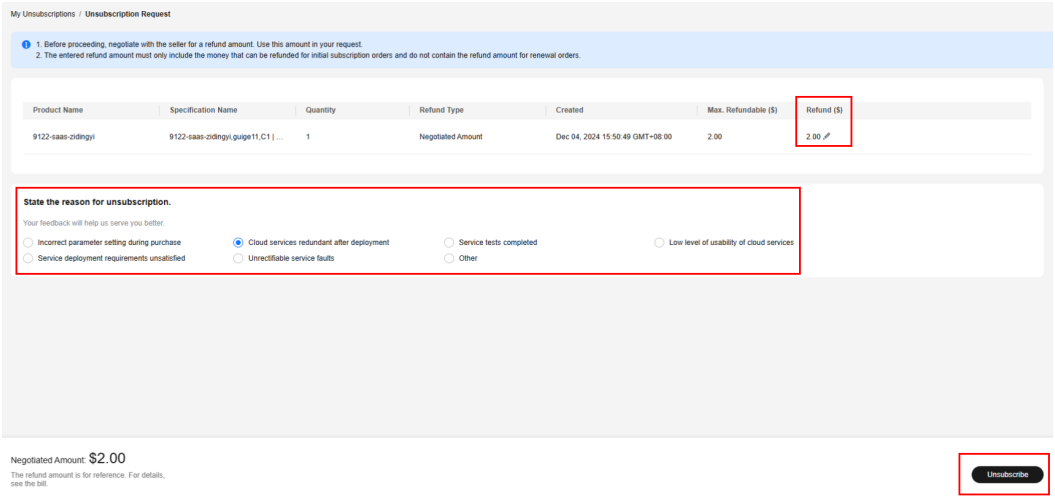
Procedure

Step 1 Go to the **My KooGallery > Unsubscriptions** page and view the list of products that can be unsubscribed from.

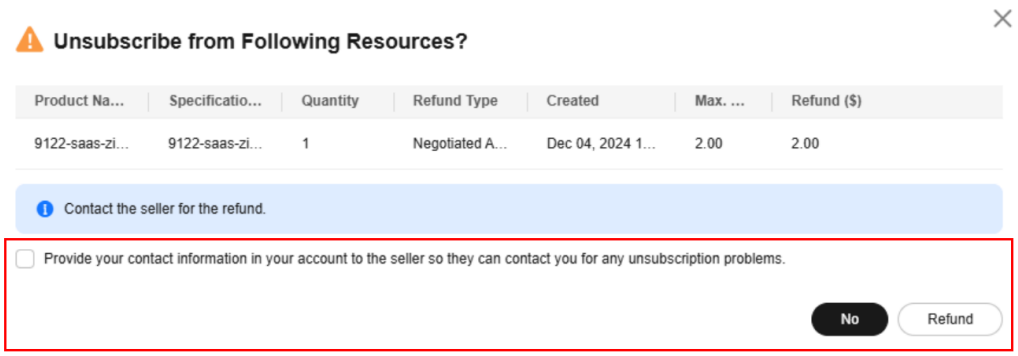
Step 2 Locate the target product and click **Unsubscribe** in the **Operation** column.



Step 3 Enter the negotiated refund amount (0 < Refund amount ≤ Actual payment), select the unsubscription reason, and click **Unsubscribe** in the lower right corner.



Step 4 Click **Unsubscribe** again.



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

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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

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10 Agencies

KooGallery sends an authorization request to you when you use a service listed in **Table 10-1**. 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 10-1 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**

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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": [
```

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```
            "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.

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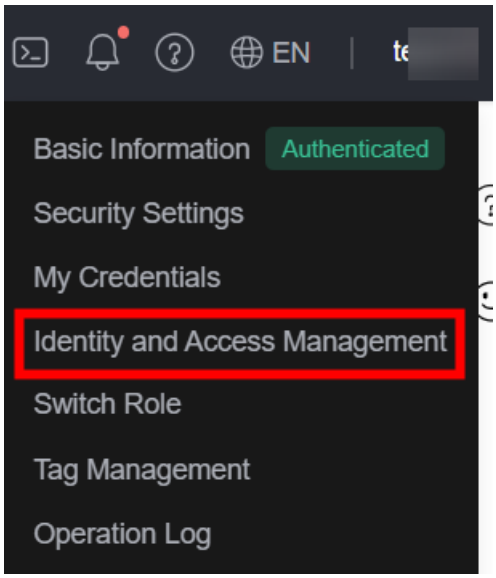

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11 FAQs

11.1 What Is Huawei Cloud KooGallery?

11.2 What Software and Services Are Provided on KooGallery?

11.3 How Do I Purchase Cloud Applications on KooGallery?

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

11.5 How Do I View Purchased Applications?

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

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

11.8 How Do I Renew Purchased Applications?

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

11.10 How Do I Contact a Seller?

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

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

11.13 Common Problems About Yearly/Monthly Images

11.14 Common Problems About Pay-per-Use Images

11.15 How Do I Initiate an Appeal During Service Supervision?

11.1 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.

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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.

11.2 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)

11.3 How Do I Purchase Cloud Applications on KooGallery?

For details on how to purchase cloud applications on KooGallery, see **3.1 Purchasing a Product**.

11.4 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.

11.5 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.

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The **Purchased Apps** page is displayed.

3. View the purchased apps.

11.6 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**.

11.7 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.

11.8 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

11.9 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.

11.10 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.

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

Submit a service ticket on the Huawei Cloud official website.

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

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

11.13 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.

11.14 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.

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- 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.

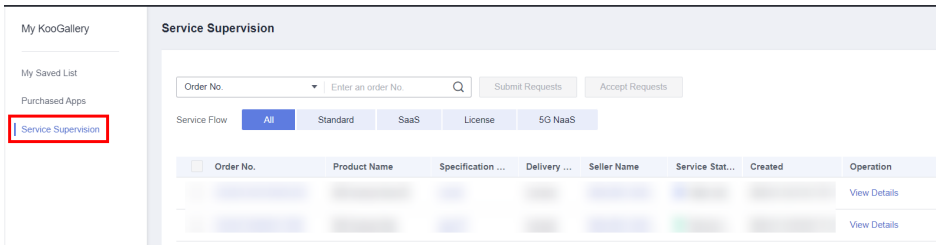
11.15 How Do I Initiate an Appeal During Service Supervision?

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

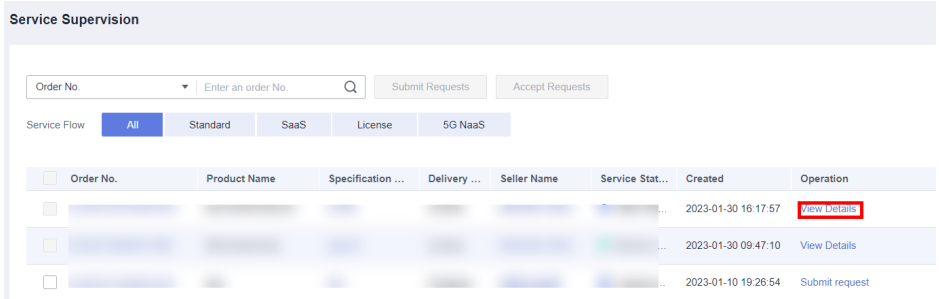
Procedure

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**.

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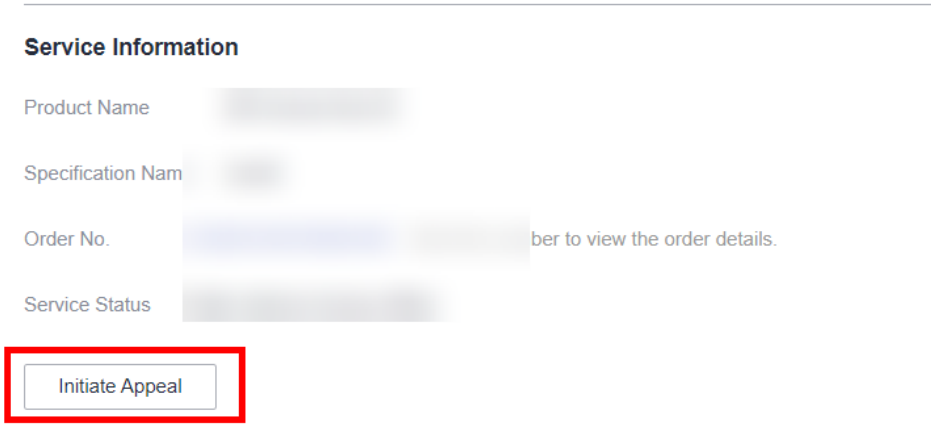
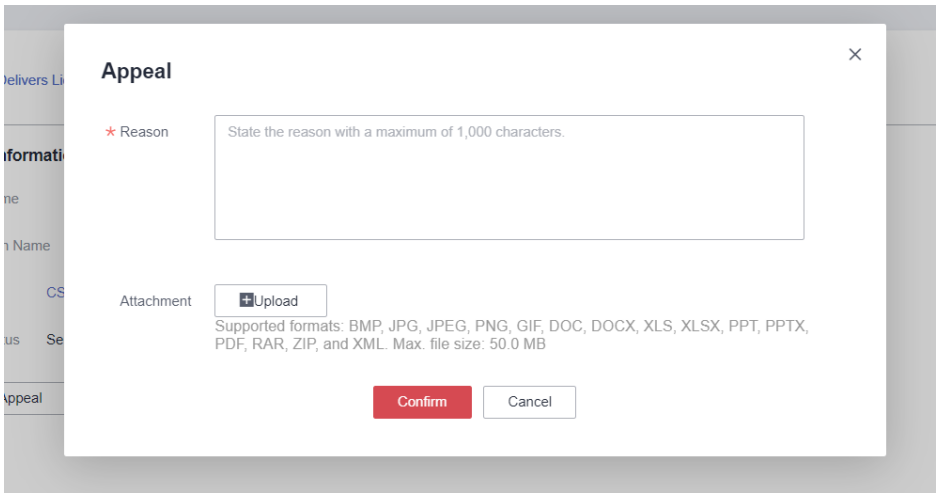


Step 5 Enter the reason and click **OK**.



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