

Message Center

User Guide

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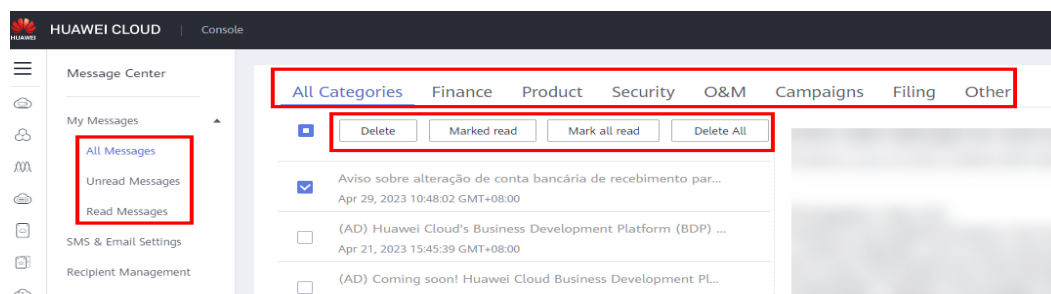
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1 My Messages

You can receive, view, and manage all messages sent by Huawei Cloud. Message categories include finance, product, security, O&M, campaigns, filing, and others. For details, see [Message Categories](#).

On the **My Messages** page, you can

- View all, unread, and read messages.
- Sort and view a certain type of messages by message category and message type.
- Mark unread messages as read.
- Delete messages.



2 SMS and Email Settings

2.1 Message Categories

There are seven categories of messages: finance, product, security, O&M, campaigns, filing, and other messages. Each category contains the message types described as follows:

- Finance messages

Message Type	Description
Account balance	Sent when your account is in arrears or when the balance is below a preconfigured threshold.
Account change	Sent when the account is topped-up, a refund has been issued; or there has been a transfer, allocation, payment, or coupon issuing/adjustment.
Partner budget	Sent when a partner adjusts its customer budget or customers' monthly consumption reaches a certain threshold.
Bill	Sent when a bill is generated.
Invoice	Updates you with your invoice status.
Cost management	Updates you with your budget, abnormal costs, cost optimization suggestions, and other cost management information.

- Product messages

Message Type	Description
Created or enabled	Sent when a product is created or enabled.

Message Type	Description
Product resource released	Sent when a product resource is deleted because it expired or because of payments past due.
Customer order expiry	Sent when a customer's order expires.
Customer order payment application	Sent when a customer asks you to pay for their order.
Product resource to expire	Sent before product expiry to remind you of renewal or top-up.
To be released	Sent when subscription expires or when the account has payments that are past due.
Auto-renewal failure	Sent when a product auto-renew failed.
Product auto-renewed	Sent when a product is auto-renewed.
Function launch	Sent when a new function is launched.
Information change	Informs you of changes in HUAWEI CLOUD product or system, configurations, and price.
Function or pricing change	Informs you of changes in HUAWEI CLOUD product and price.
Usage instruction	Sent when a cloud service is enabled.

- Security messages

Message Type	Description
Security event	Sent when security services, such as HSS, Anti-DDoS, and WAF, generate messages.
Violation	Informs you of penalties related to legal violations or regulations related to using HUAWEI CLOUD resources.
Vulnerabilities	Sent to inform you of security vulnerabilities.

- O&M messages

Message Type	Description
O&M reminder	Informs you of available upgrades, vulnerabilities, filing, product releasing/suspensions, open beta tests, commercial use, and price change.

Message Type	Description
Service ticket reminder	Informs you of service ticket processing. If default recipients are selected, duplicate SMSs or emails may be sent to them.
CES alarm	Informs you of alarms generated by Cloud Eye.
Fault reminder	Sent when a cloud service is faulty or unavailable.
Professional service & support plan reminder	Sent to inform you of the progress of professional services and support plans.
Upgrade reminder	Informs you of HUAWEI CLOUD product and platform upgrade and carrier migration.

- Campaign messages

Message Type	Description
Special offer	Informs you when coupons have been issued, or when there are free trials, activity rewards, exclusive activities, offline activities, or promotional campaigns.
OBT	Sent when you apply for, cancel, or resume OBT, or when OBT expires.
Questionnaire and follow-up	Collects and follows up on your feedback.
Special event	Provides you with updates about special HUAWEI CLOUD events and technologies.

- Filing messages

Message Type	Description
Filing policy	Informs you of changes in ICP filing policies.

2.2 Configuring Message Receiving Methods


Messages can be sent via **Email**, **SMS**, **System Notification**, or **Group Chatbot**. The first three are enabled by default but you can also disable them.

 NOTE

For **Account balance** and **Account change** messages, **Email**, **SMS**, and **System Notification** are enabled by default and cannot be disabled.

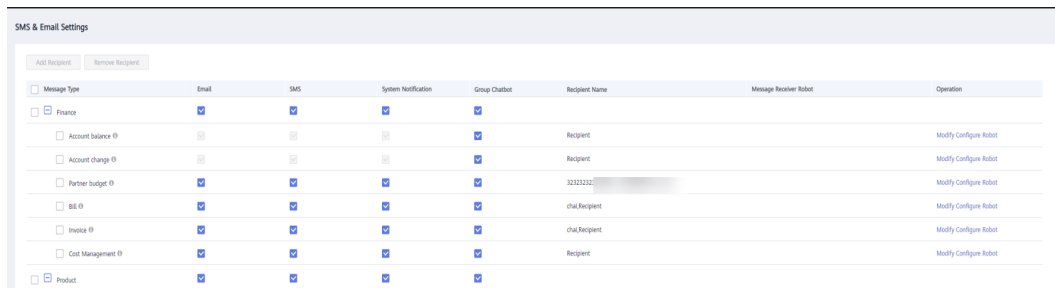
Procedure

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

Step 2 Click  in the upper right corner.

Step 3 In the left navigation pane, choose **SMS & Email Settings**.

Step 4 Configure the message receiving method.



Message Type	Email	SMS	System Notification	Group Chatbot	Recipient Name	Message Receiver Robot	Operation
<input type="checkbox"/> Finance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
<input type="checkbox"/> Account balance @	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Recipient		Modify/Configure Robot
<input type="checkbox"/> Account change @	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Recipient		Modify/Configure Robot
<input type="checkbox"/> Partner budget @	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	32323232		Modify/Configure Robot
<input type="checkbox"/> Bill @	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	chatRecipient		Modify/Configure Robot
<input type="checkbox"/> Invoice @	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	chatRecipient		Modify/Configure Robot
<input type="checkbox"/> Cost Management @	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Recipient		Modify/Configure Robot
<input type="checkbox"/> Product	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			


- Select or deselect **Email**, **SMS**, **System Notification**, or **Group Chatbot** (including **WeCom Robot**, **Webhook Robot**, and **Feishu Robot**) of a message type to determine how the messages of this type are received.
- Select or deselect **Email**, **SMS**, or **System Notification**, or **Group Chatbot** of a message category to determine how the messages of this category are received.

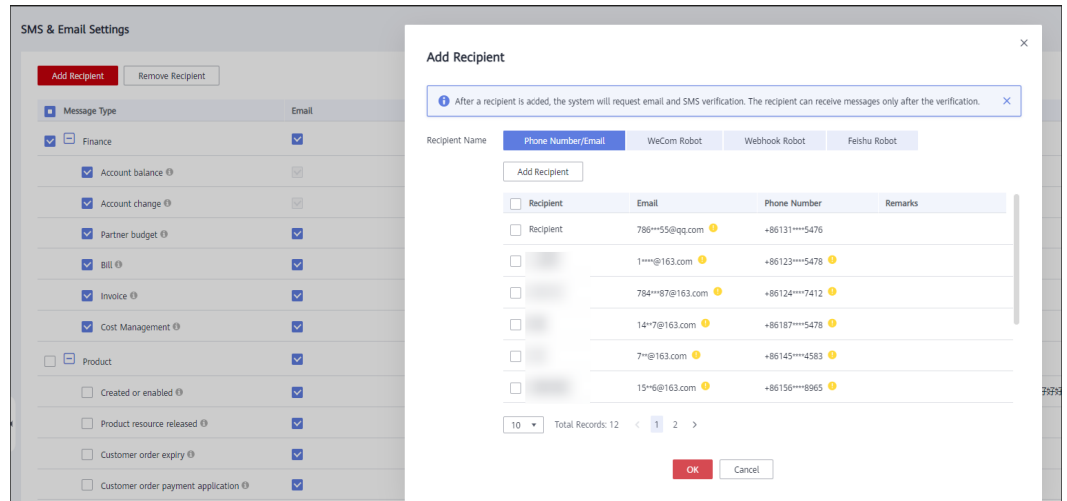
----End

2.3 Managing a Message Recipient

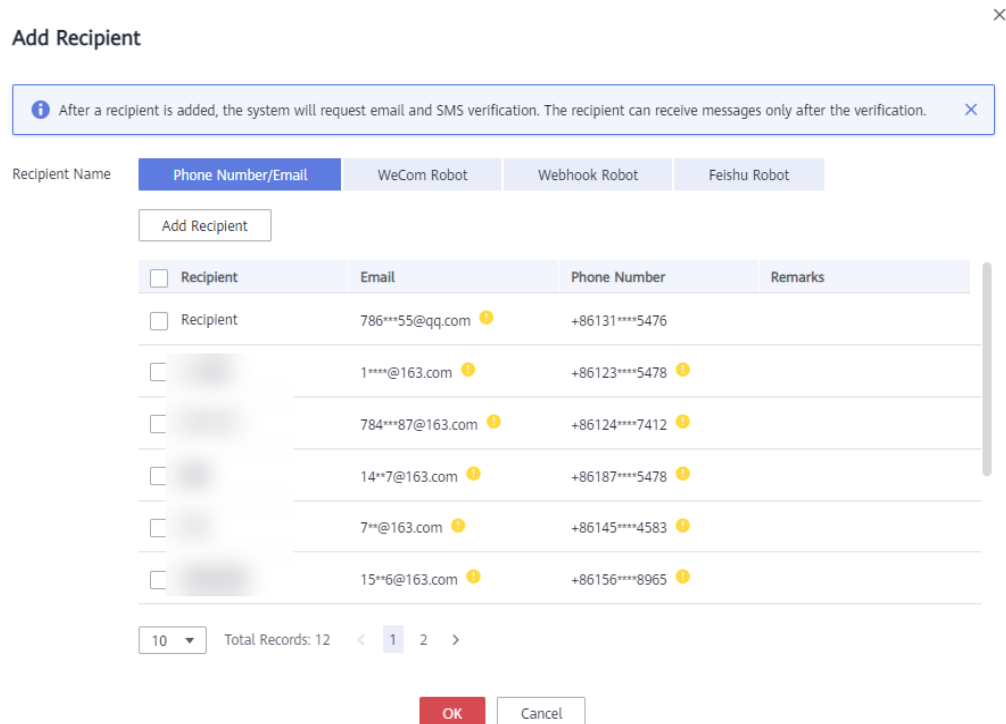
You can add or remove recipients for multiple message types at a time, or modify the recipient of a single message type. After you configure the message recipients, you can view the recipients of each message type in the **Recipient Name** and **Message Receiver Robot** columns on the **SMS & Email Settings** page.

Procedure

1. Log in to the [management console](#).
2. Click  in the upper right corner.
3. In the left navigation pane, choose **SMS & Email Settings**.
4. Configure a message recipient.



- Add a recipient.
 - i. Select one or more message types and click **Add Recipient** above the list.
 - ii. Select recipients on the **Phone Number/Email**, **WeCom Robot**, **Wehook Robot**, and **Feishu Robot** tabs. Click **OK**.



NOTE

You can also click **Add Recipient** to add and select a new recipient. The system automatically sends a verification message to the phone number and email address of the new recipient. The recipient can receive messages only after the verification is successful. You can also manage the added recipients on the **Recipient Management** page.

- Remove a recipient.

- i. Select one or more message types and click **Remove Recipient** above the list.
- ii. Select the target recipients and click **OK**.

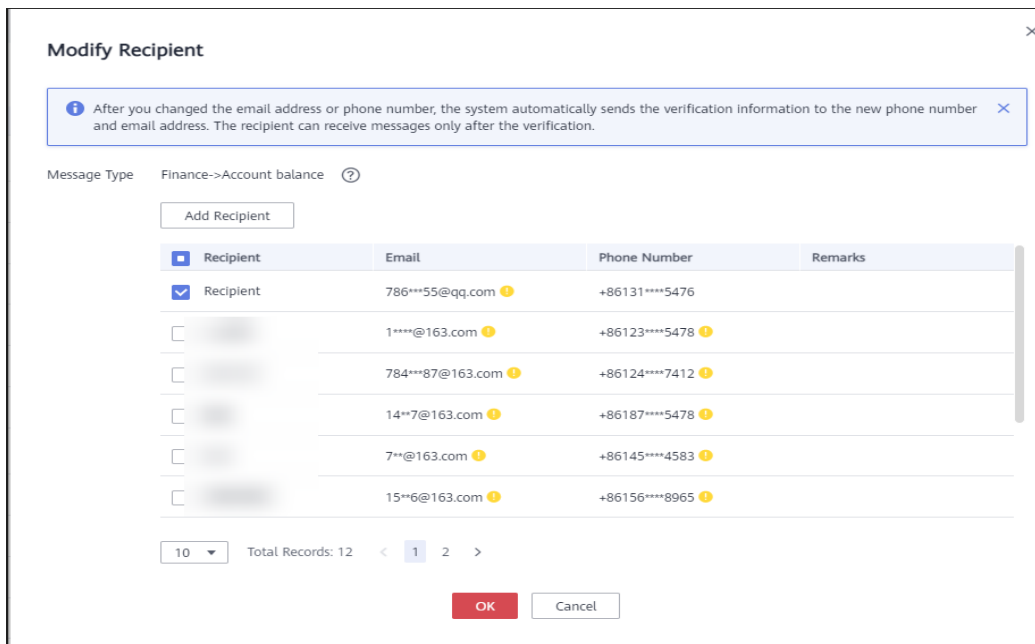
Remove Recipient

i If the information about the following message recipients is changed, update the information in Message Recipient Management. Select at least one recipient to remove and reselect one recipient to receive messages.

Phone Number/Email	WeCom Robot	Webhook Robot
<input type="checkbox"/> Recipient	Email	Phone Number
<input type="checkbox"/> Recipient	786***55@qq.com i	+86131****5476
<input type="checkbox"/> [blurred]	15**6@163.com i	+86156****8965 i
<input type="checkbox"/> [blurred]	e****@163.com i	+86158***6987 i
<input type="checkbox"/> chai	741***71@qq.com i	+86187****0428 i

OK
Cancel

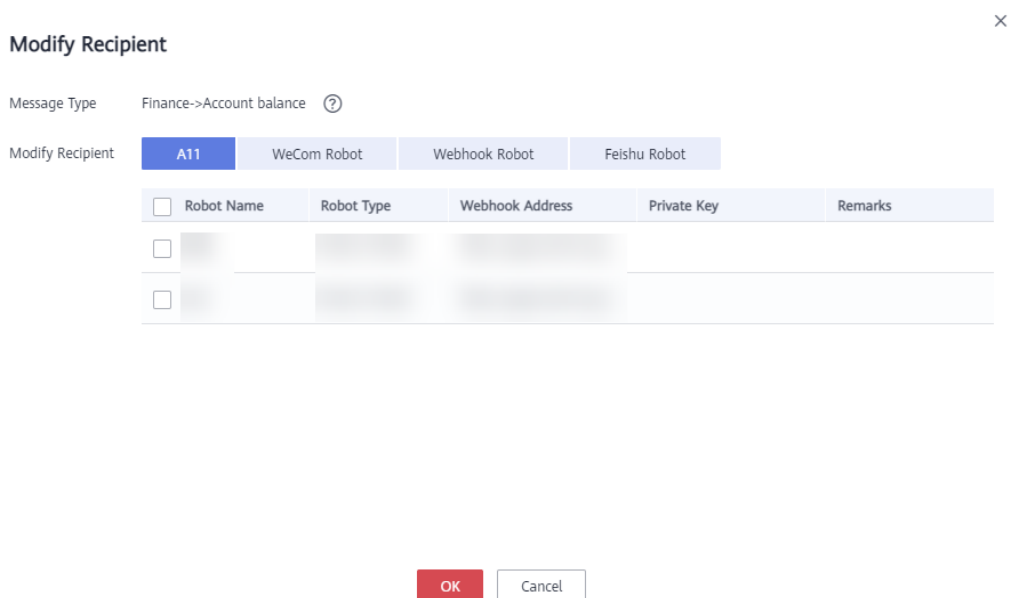
- Add or remove recipients that subscribed to messages through emails and phone numbers.
 - i. Locate the row containing the message type for which you want to modify recipients and click **Modify** in the **Operation** column.
 - ii. Select the required recipients, deselect the recipients you want to remove, and click **OK**.



NOTE

You can also click **Add Recipient** to add and select a new recipient. The system automatically sends a verification message to the phone number and email address of the new recipient. The recipient can receive messages only after the verification is successful. You can also manage the added recipients on the **Recipient Management** page.

5. Modify group chatbot recipients.
 - a. Locate the row containing the message type for which you want to modify recipients and click **Configure Robot** in the **Operation** column.
 - b. Select the required recipients and deselect the recipients you want to remove on the **All**, **WeCom Robot**, **Wehook Robot**, and **Feishu Robot** tabs. Click **OK**.




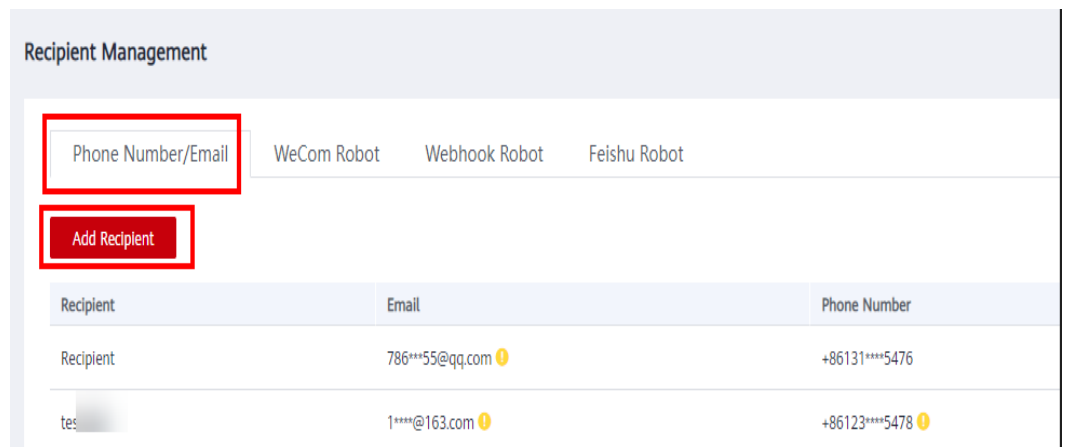
3 Recipient Management

3.1 Adding Recipients

You can add recipients on Message Center.

Procedure

1. Log in to the [management console](#).
2. Click  in the upper right corner.
3. In the left navigation pane, choose **Recipient Management**.
4. On the **Phone Number/Email** tab, click **Add Recipient**.



5. Enter the name, email address, phone number, and remarks (optional) of a recipient.

Add Recipient

After a recipient is added, the system will request email and SMS verification. The recipient can receive messages only after the verification.

Add Recipient You can add a maximum of 10 recipients at a time.

Recipient	Email	Phone Number	Remarks	Operation
<input type="text" value="Recipient name"/>	<input type="text" value="Email"/>	+86(Chinese... <input type="text" value="Phone Number"/>	<input type="text" value="Enter remarks."/>	

OK Cancel

NOTE

You can click **Add Recipient** again to add a maximum of 10 recipients at a time.

- Click **OK**.

NOTE

After the recipient is added, the system automatically sends a verification message to the entered phone number and email address. The newly added recipient can receive messages only after the verification. If the verification is not performed in time, perform the verification again by referring to [Resending a Verification Code](#).

- On the **WeCom Robot** tab, click **Add Recipient**.

Recipient Management

Phone Number/Email WeCom Robot Webhook Robot Feishu Robot

Add Recipient

Recipient	Webhook Address
<input type="text"/>	<input type="text"/>

- Enter the name and webhook address of a recipient.

Add Recipient ×

* Recipient

* Webhook Address

Remarks

9. Click **OK**.
10. On the **Webhook Robot** tab, click **Add Recipient**.

Recipient Management

Phone Number/Email WeCom Robot **Webhook Robot** Feishu Robot

Recipient	Webhook Address
-----------	-----------------

11. Enter the name, webhook address, and private key of a recipient.

Add Recipient ×

* Recipient

* Webhook Address

* Private Key

Remarks

12. Click **OK**.
13. On the **Feishu Robot** tab, click **Add Recipient**.



14. Enter the name, webhook address, and private key of a recipient.

Add Recipient ×

★ Recipient

★ Webhook Address

★ Private Key


Remarks

15. Click **OK**.

3.2 Modifying Recipient Information

You can modify the name, email address, phone number, webhook address, private key, and remarks of an existing recipient.

Procedure

1. Log in to the [management console](#).
2. Click  in the upper right corner.
3. In the left navigation pane, choose **Recipient Management**.
4. On the **Phone Number/Email**, **WeCom Robot**, **Webhook Robot**, and **Feishu Robot** tabs, locate the rows containing the recipient to be modified, and click **Modify**.
5. In the displayed **Modify Recipient** dialog box, modify the recipient information.

 NOTE


After the email address and phone number of a recipient are modified, the system automatically sends a verification message to the new email address and phone number. The modified recipient can receive messages only after the verification is successful.

6. Click **OK**.

3.3 Deleting Recipients

You can delete recipients.

Procedure

1. Log in to the [management console](#).
2. Click  in the upper right corner.
3. In the left navigation pane, choose **Recipient Management**.
4. On the **Phone Number/Email, WeCom Robot, Webhook Robot, and Feishu Robot** tabs, locate the rows containing the recipients to be deleted, and click **Delete** in the **Operation** column.
5. In the displayed **Delete Message Recipient** dialog box, click **OK**.



 NOTE

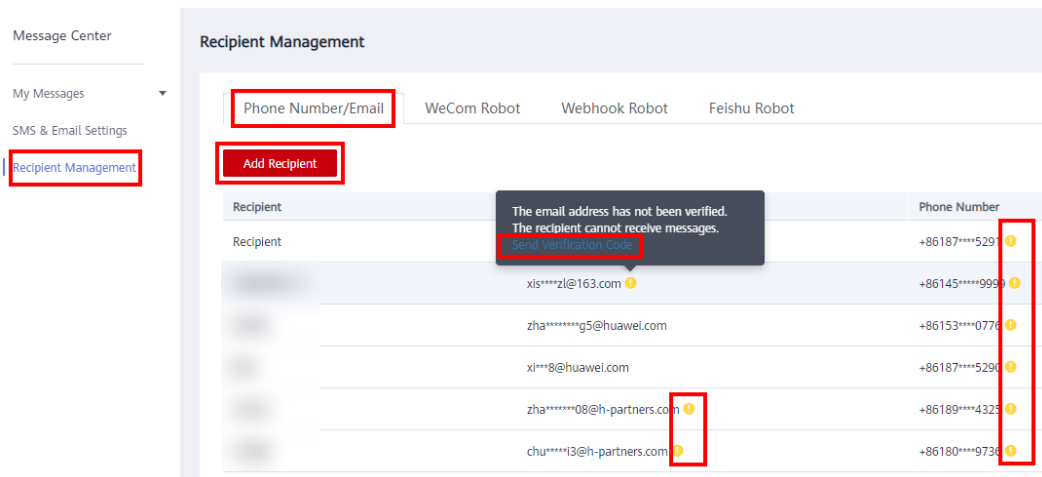
After the deletion is successful, the recipients are deleted from the **SMS & Email Settings** page.

3.4 Resending a Verification Code

Phone numbers and email addresses that are not verified cannot receive messages. If a recipient does not verify its email address or phone number in a timely manner, you can resend the verification code.

Procedure

1. Log in to the [management console](#).
2. Click  in the upper right corner.
3. In the left navigation pane, choose **Recipient Management**.
4. On the **Phone Number/Email** tab, locate the recipient with  on the right of the email address or phone number that is not verified and click **Send Verification Code**.




NOTE

After the above operations are complete, the specified endpoint will receive a verification confirmation message again. Click the link in the message to verify the subscription.

3.5 Managing Subscriptions of a Recipient

You can customize the message type for a recipient or directly copy the message type subscribed by other recipients.

Procedure

1. Log in to the [management console](#).
2. Click  in the upper right corner.
3. In the left navigation pane, choose **Recipient Management**.
4. On the **Phone Number/Email** tab, locate the row containing the recipient whose subscriptions you want to manage, and click **Manage Subscription** in the **Operation** column.
5. In the displayed **Manage Subscription** dialog box, specify the message type for the recipient.

Manage Subscription

Custom Subscriptions
Copy Existing Subscriptions

Message Type	Received Via	Recipient Name
<div style="display: flex; align-items: center;"> ▼ <input type="checkbox"/> Finance </div>	Email,SMS	
<div style="display: flex; align-items: center;"> ▼ <input checked="" type="checkbox"/> Product </div>	Email,SMS	
<div style="display: flex; align-items: center;"> ▼ <input checked="" type="checkbox"/> Security </div>	Email,SMS	
<div style="display: flex; align-items: center;"> ▼ <input checked="" type="checkbox"/> O&M </div>	Email,SMS	
<div style="display: flex; align-items: center;"> ▼ <input checked="" type="checkbox"/> Campaigns </div>	Email,SMS	

NOTE

Click **Copy Existing Subscriptions**, select the recipient you want to copy, then you can copy and subscribe to the message type subscribed by that recipient.

6. Click **OK**.

NOTE

After the operation is successful, the modification will be automatically synchronized on the **SMS & Email Settings** page.

A Change History

Release Date	Description
2022-05-30	This issue is the third official release, which incorporates the following changes: <ul style="list-style-type: none">• Modified SMS and Email Settings.• Modified Recipient Management.
2021-06-28	This issue is the first official release.