Tencent Cloud Health Dashboard

User Guide

Product Documentation

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This document describes how to access Tencent Cloud Health Dashboard (TCHD) and view data on the dashboard page.

Accessing TCHD

On the Tencent Cloud official website, navigate to **Explore More** > **Support** > **Tencent Cloud Health Dashboard** to access the TCHD.
You can also visit TCHD through the domain status.tencentcloud.com.

Overview

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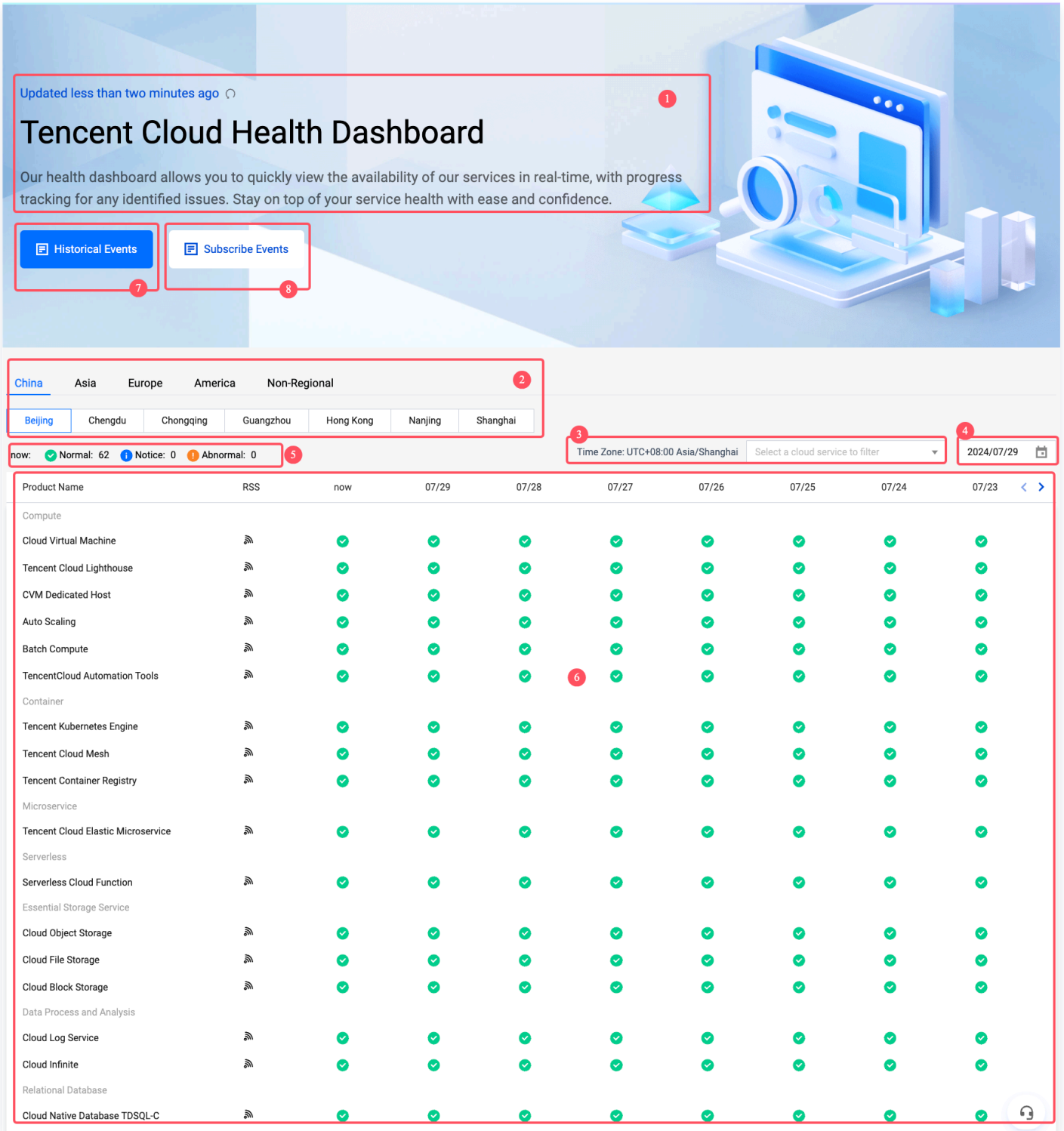

The TCHD consists of the following sections:

1. Banner
2. Region Filter
3. Product Filter
4. Date Picker
5. Status Statistics of the Current Page
6. Status Dashboard

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7. Historical Events
8. Subscribe Events

Banner

Update Time

It indicates the data update status.

- “Updated less than one minute ago” indicates that the information displayed on the dashboard has just been updated. Click the refresh icon on the right to update the data manually.
- “Updated less than two minutes ago” indicates that the dashboard data has been updated within the last two minutes.

The data on the dashboard is updated automatically every two minutes.

Filters

Region Filter

You can easily filter the regions you’re interested in and select a specific city listed below to refine your search. When you switch regions, the first city will be selected automatically. Regions with “Notice” or “Abnormal” events will be marked with a red dot.

Product Filter

Use the product filter to quickly filter the products you are interested in.

- If you haven’t selected any products, the dashboard will display information for all products.
- To cancel your current product selection, you can either double-click “Select All” or click “Reset” in the product filter section.

Date Picker

Use the date picker to select the date for dashboard data. By default, the dashboard shows data for “today”. If you select a different date, it will show data for that specific day and the preceding six days.

- Click the year to switch to the year selection section.
- Click the month to switch to the month selection section.
- Please note that you can only select a date up to the current date.

Status Statistics of the Current Page

You can view the status statistics for the currently selected region, product, and time range (7 days, excluding “Now”). The statistics are calculated by deduplicating the product count.
The status can be “Normal”, “Notice” and “Abnormal”.

- Normal: Indicates that Tencent Cloud products are operating normally.

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- Notice: Indicates occasional and small-scale unavailability of Tencent Cloud products.
- Abnormal: Indicates partial unavailability of Tencent Cloud products.

Status Dashboard

Time Range

Click previous and next page icons < > to change the date range of the health dashboard.

- Click the previous page icon to view the data from more recent weeks up to the current date.
- Click the next page icon to view the data from earlier weeks up to one year ago from the current date.

Event Timeline

Hover your mouse over the "Notice" or "Abnormal" icon of a specific product to view the complete timeline of the event.

- The time points of the timeline will be aggregated based on availability zones.
- To make it easier for users to view events when multiple availability zones are affected in a single city, click the triangle icon to collapse or expand and view details.

RSS Subscription

You can subscribe to product-related events by clicking on the RSS for the corresponding product.

Historical Events

You can visit the historical event page by clicking **Historical Events** to query historical events occurred on Tencent Cloud within the last 12 months.

Subscribe Events

You can access the API documentation by clicking on **Subscribe Events** to learn how to obtain event information via API.

> **Notes:**
> Please do not panic if Tencent Cloud products encounter events that affect service availability. Our engineers will respond to the issue as quickly as possible and synchronize the latest status on the TCHD as soon as the issue is resolved. Based on the even description, you can also take certain measures to minimize the impacts on your business.

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