

Tencent Cloud Health Dashboard

FAQs

Product Documentation



Tencent Cloud

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FAQs

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How to access Tencent Cloud Health Dashboard?

On the Tencent Cloud official website, go to Explore More > Support in the navigation bar and find [Tencent Cloud Health Dashboard](#).

How to view historical records on the dashboard?

1. Use the date picker on the dashboard to filter your historical records by date. The dashboard will display data for the selected day and the six days preceding it.
2. You can click [Historical Events](#) to go to the historical events list and view the corresponding records from the past year.

How to view health information of a specific product?

Apply one or more filters to cloud products to obtain a filtered list of health information.

How to view health information of non-regional products?

Click the “Non-Regional” from the region tabs on the dashboard to view health information of certain non-regional products, such as Optical Character Recognition (OCR).

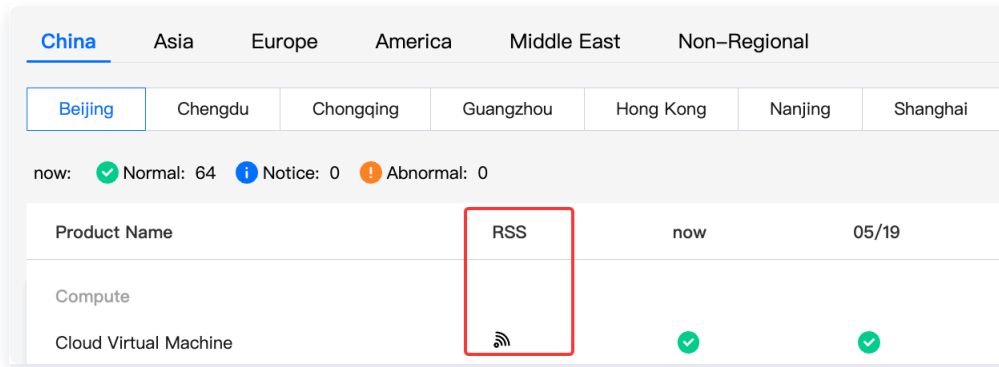
Which time zone is used for event timing?

- Single-region events (regional products) are timed according to the time zone of the region where the event occurs. For example, events in the Seoul region use (UTC+9).
- Multi-region events (including both regional and non-regional products) use the Beijing time zone (UTC+8).
- Events for non-regional products only use the Beijing time zone (UTC+8).
- When a single-region event evolves into a multi-region event, the Beijing time zone (UTC+8) is used according to the rules for multi-region events.

How to subscribe to Tencent Cloud product health information?

Currently, two methods are supported to obtain Tencent Cloud product health information:

1. You can use the launched [Tencent Cloud Health Dashboard API](#) to query and obtain the regional health status information of Tencent Cloud products published by the health dashboard in real time.
2. You can subscribe to the health status information for a product's corresponding region via the RSS feed associated with that product on the health dashboard.



The screenshot shows the Tencent Cloud Health Dashboard interface. At the top, there are tabs for regions: China (selected), Asia, Europe, America, Middle East, and Non-Regional. Under the China tab, there are sub-tabs for cities: Beijing (selected), Chengdu, Chongqing, Guangzhou, Hong Kong, Nanjing, and Shanghai. Below the tabs, a summary bar shows: now: ✔ Normal: 64 i Notice: 0 ! Abnormal: 0. The main table displays product health information:

Product Name	RSS	now	05/19
Compute			
Cloud Virtual Machine	❌	✔	✔

Is Tencent Cloud Health Dashboard free?

Yes, Tencent Cloud Health Dashboard is a free service.

What Is the Relationship Between Product Health Information and SLA?

1. Tencent Cloud Health Dashboard provides health status and related historical information for Tencent Cloud products. This includes details of the health status information, such as the affected products, regions, and update timestamps.
2. Tencent Cloud Health Dashboard is not directly linked to the Service Level Agreement (SLA) of any specific cloud product. TCHD provides transparency into the status of Tencent Cloud product services, while the SLA defines the contractual commitment terms regarding service availability for each Tencent Cloud product.
3. The Service Level Agreement (SLA) for Tencent Cloud products contains relevant content such as terms, definitions, service availability/service success rate level metrics, compensation plans, and disclaimer clauses. If a Tencent Cloud product is affected by a service event, this is reflected in the corresponding health status information on the health dashboard. However, whether the service availability of a product as described in the SLA is affected, and to what extent, depends on the specific terms and metric definitions of that product's SLA. This is separate from the information provided by the health dashboard.