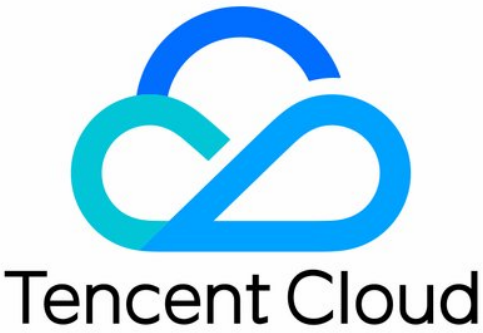
Tencent Cloud Health Dashboard

Product Introduction

Product Documentation



©2013-2022 Tencent Cloud. All rights reserved.

Copyright Notice

©2013-2024 Tencent Cloud. All rights reserved.

Copyright in this document is exclusively owned by Tencent Cloud. You must not reproduce, modify, copy or distribute in any way, in whole or in part, the contents of this document without Tencent Cloud's the prior written consent.

Trademark Notice

All trademarks associated with Tencent Cloud and its services are owned by Tencent Cloud Computing (Beijing) Company Limited and its affiliated companies. Trademarks of third parties referred to in this document are owned by their respective proprietors.

Service Statement

This document is intended to provide users with general information about Tencent Cloud's products and services only and does not form part of Tencent Cloud's terms and conditions. Tencent Cloud's products or services are subject to change. Specific products and services and the standards applicable to them are exclusively provided for in Tencent Cloud's applicable terms and conditions.

Contents

Product Introduction
- Overview
- Strengths
- Use Cases

©2013-2022 Tencent Cloud. All rights reserved.

Product Introduction
Overview

Last updated：2023-12-08 18:02:54

Product Overview

Tencent Cloud Health Dashboard (TCHD) provides visibility into the availability statuses of Tencent Cloud products and services across different regions, as well as relevant events that affect service availability, based on extensive research on industry best practices and Gartner standards.

Feature Overview

Failure notice

When there is a regional or multi-product failure, TCHD will display the event progress at the top of the page in real time.

Health statuses of Tencent Cloud products

TCHD categorizes the product health statuses into three levels: Normal, Notice and Abnormal. And it allows you to view the current health status as well as that of a specific day.

Progress of events affecting service availability

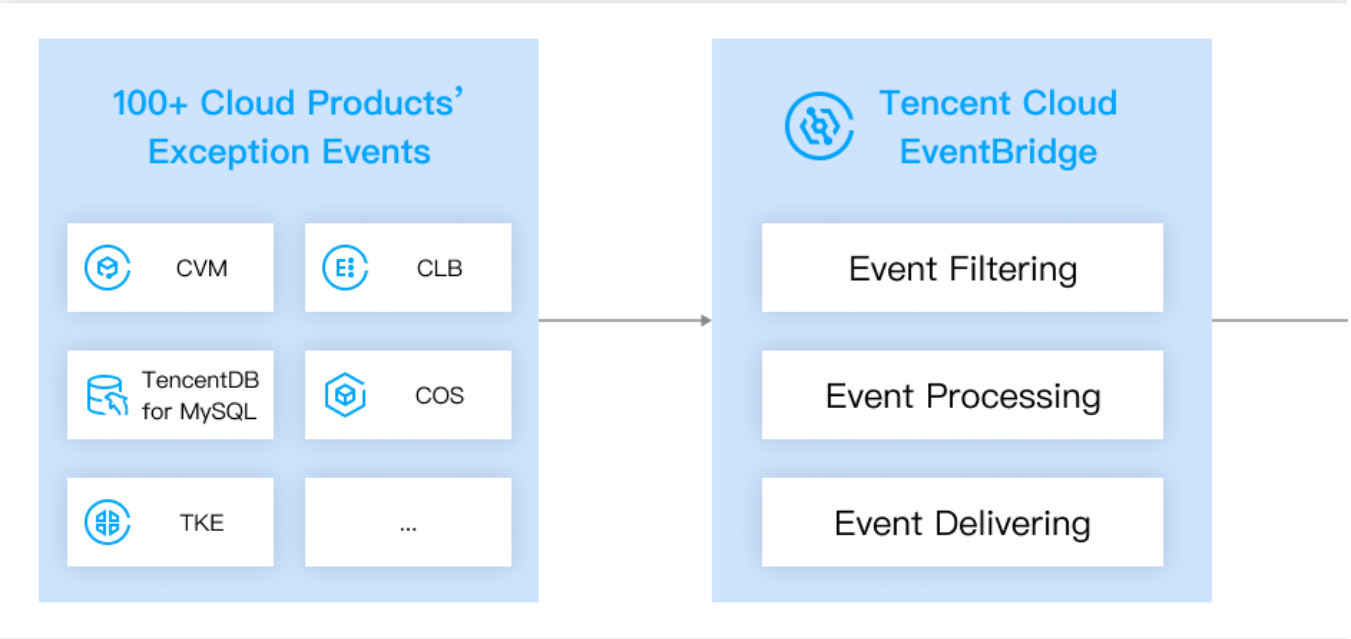
If a product encounters events that affect its availability, its status will change to Notice or Abnormal. You can view the complete timeline of the event by hovering over the status icon.

Historical records

TCHD retains health status data for at least one year, enabling users to view historical events through the date picker.

Product Architecture

©2013-2022 Tencent Cloud. All rights reserved.



Tencent Cloud products monitor their service availability in real time and all monitoring events are delivered to the TCHD through EventBridge.

TCHD will display the events on the official website page in a timely manner after verifying them.

©2013-2022 Tencent Cloud. All rights reserved.

Strengths

Last updated：2023-12-08 18:03:18

Timely and Accurate

Displays availability status of cloud services promptly and accurately and presents service status and exception handling on real-time dashboard.

Stable and Reliable

Supports cross-AZ and multi-region disaster recovery architecture for the full linkage, enabling automatic failover for the TCHD access domain name.

Historical Records

Retains historical records for at least one year to allow users to view them conveniently.

Product Coverage

Provides continuous coverage of proprietary products, with over 100 products supported as of Q2 2023. The product coverage is expanding rapidly to meet the evolving needs.

©2013-2022 Tencent Cloud. All rights reserved.

Use Cases

Last updated：2023-12-08 18:03:37

Prompt Exception Handling

TCHD enables users to view relevant information timely when events affecting service availability occur, allowing them to stay informed about the impacts and handling progress. By displaying such information, users can respond promptly and minimize the impact on their business.

Automated Ops

TCHD supports users to subscribe to TCHD data in their own applications and respond to changes in product health status through automated processing scripts, minimizing the impact on their business.

Tencent Cloud Health Status Check

If users encounter exceptions during usage, they can check the product health status on the dashboard.

©2013-2022 Tencent Cloud. All rights reserved.