

Issues for CP to use Huawei Cloud Devices

Background: When Futurwei BD and DTSE work with our CPs, sometimes for business needs and other times to meet the requirements of major CPs, Futurewei team needs to provide CPs Huawei phones for them to experience and do testing. Although this approach is necessary and helps businesses move forward, it is not financially effective. Also the tracking and turnaround period is usually very long and sometimes we never get our phones back. To make a better process, Futurewei's leadership decided to advocate the approach for CPs to use Huawei Cloud devices instead of physical phones.

During the trial of current Cloud Debugging platform, we found the following issues that are real road blockers for using this new approach:

Issue 1: To access Huawei Cloud device, the CP will need to apply for a Huawei developer's account. But many CPs' legal teams will not let them do this until they officially sign the term sheet. Without Huawei developer's account, CP cannot use Huawei cloud devices.

Suggestion: Set up a group of trail accounts to serve the purpose for CPs to use Cloud devices

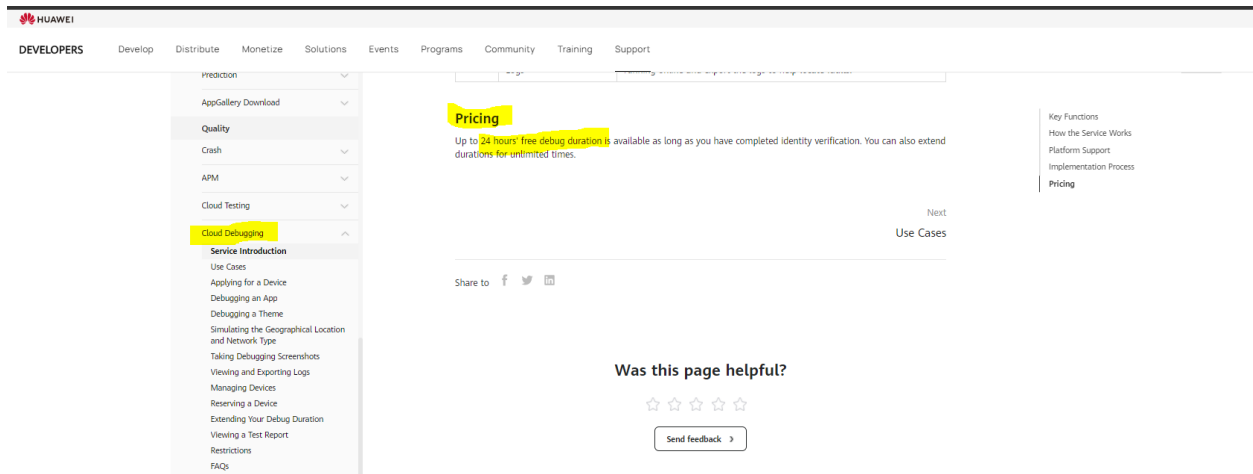
Issue 2: Not enough cloud devices available. While we are trying out Huawei cloud devices, we often encounter a situation where many devices are busy and not available. This may be OK for regular Huawei developers, but looks negative and slows down our business discussion when we are trying to bring CPs in.

Suggestion: We could reserve a certain number of cloud devices to only serve CPs.

Issue 3: The phone's image cannot be saved. If we let CP try this cloud device approach, usually they will need the device for a certain period of time, days, weeks, or even months. Once CPs spend their time and energy setting up apps and data on Huawei Cloud devices, the moment they leave that cloud device, or if the system automatically times out, all apps and data will be wiped out. There is no SAVE functionality or service on cloud devices.

Suggestion: For CPs to use cloud device, we need to grant them a much longer period of time or provide a SAVE function or service to save the current phone's image (app, data and system setting etc.) so they can restore the phone to where it's been left and continue their work.

Issue 4: On Huawei public website, the official developer's guide for cloud devices mentions several times there is only 24 hours free debug duration available for each developer. Even though it has been confirmed with HQ team, Huawei has not enforced the charge. This price regulation is confusing and could still raise some concerns in our CPs when we encourage them to use the cloud system.



Issue 5: The cloud device system itself is not stable enough to support our CPs. One example is that it has security issue and needs to harden it for two weeks recently.

Suggestion: Ask HQ to make it stable or mature enough for production.



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