



<https://cloudblue.com>

[Documentation](#) [Developer Resources](#) [Connect SDK and Tools](#) [Python SDK](#) [Connect Processor SDK](#) [Use Cases](#)

# Subscription Resumption

This article has been generated from the online version of the documentation and might be out of date. Please, make sure to always refer to the online version of the documentation for the up-to-date information.

Auto-generated at January 13, 2026



In case your customer resumes a subscription, a corresponding resume request is created on the CloudBlue Connect platform. Once this request is approved, its corresponding subscription is reactivated by the platform.

The initial status of a resume fulfillment request is *Pending*. It remains in this state until it is processed via the Connect platform or via your deployed middleware. In case a suspend request is successfully processed, its status is changed to *Approved*. Furthermore, the status of its associated subscription switches to *Active* on the Connect platform.

Vendors can deploy the Processor SDK to approve pending resume request and consequently reactivate subscriptions via their systems.

## Prerequisites

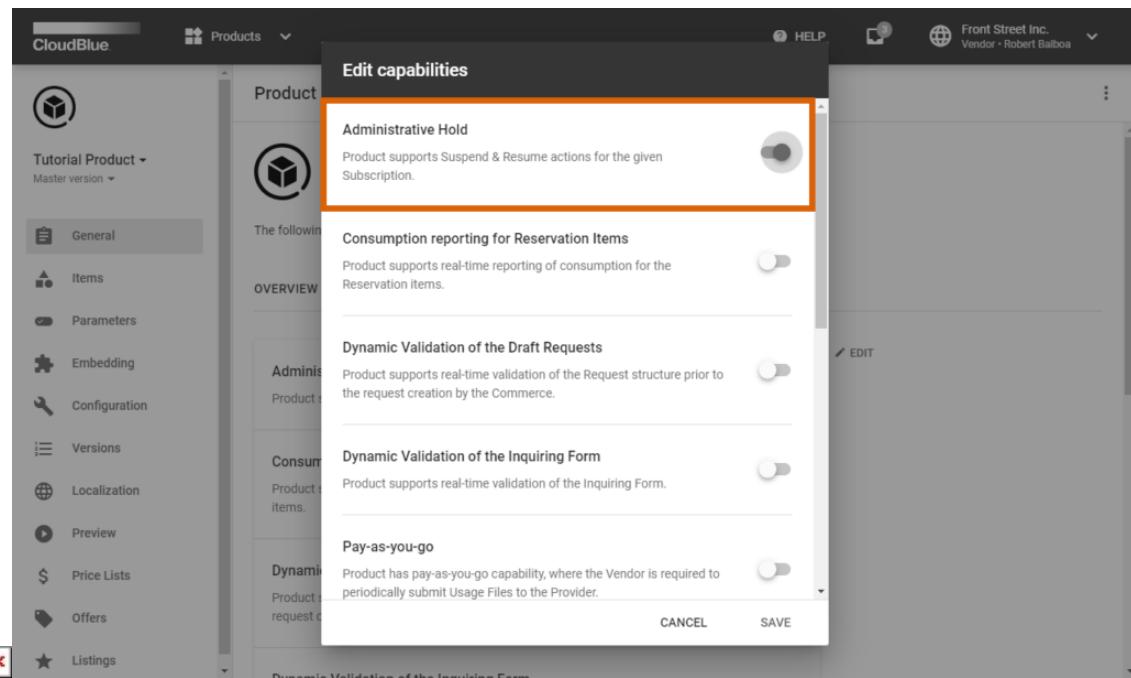
Before following the provided use case, make sure that all of these prerequisites are met:

- Your product is defined on the Connect platform.
- The Administrative Hold capability is enabled.
- A suspended subscription is required to create a resume request.
- The Processor SDK Template is successfully deployed.
- Your deployed Processor is properly configured.
- Vendor API configuration is presented.

## Creating Resume Requests

Cancel fulfillment requests for active subscriptions are created by customers. However, Vendors can also create this request by accessing a suspended preview subscription.

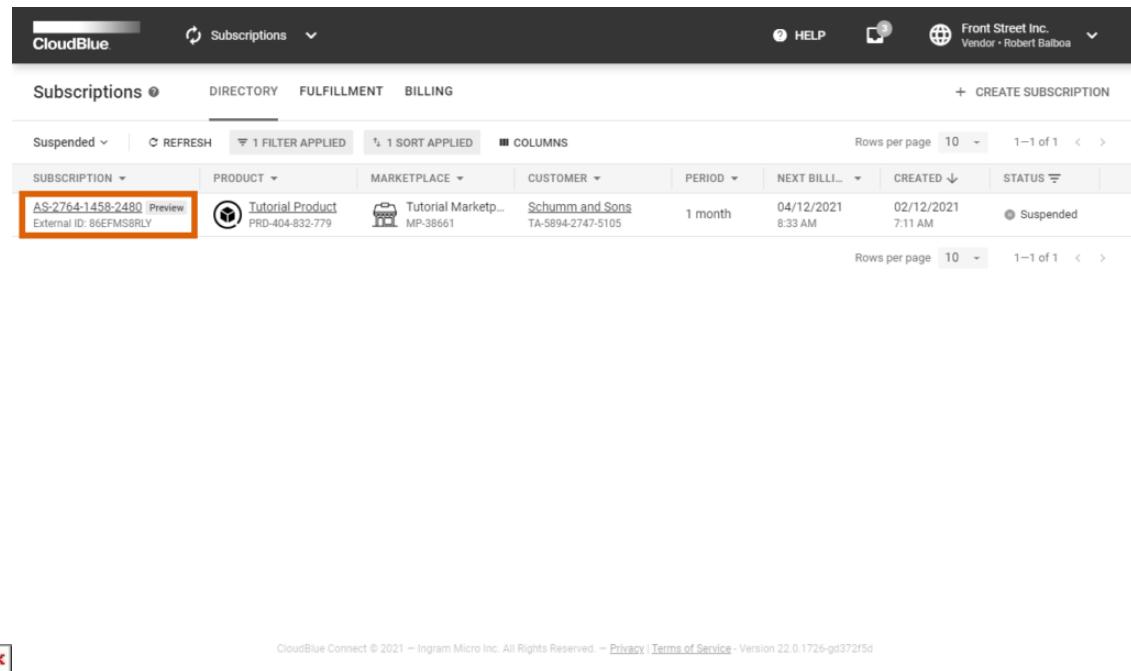
Before creating a resume request, make sure that the **Administrative Hold** capability from your product profile page is enabled.



The following steps showcase how to create a resume request for your generated preview subscription.

## 1. Access active subscription details

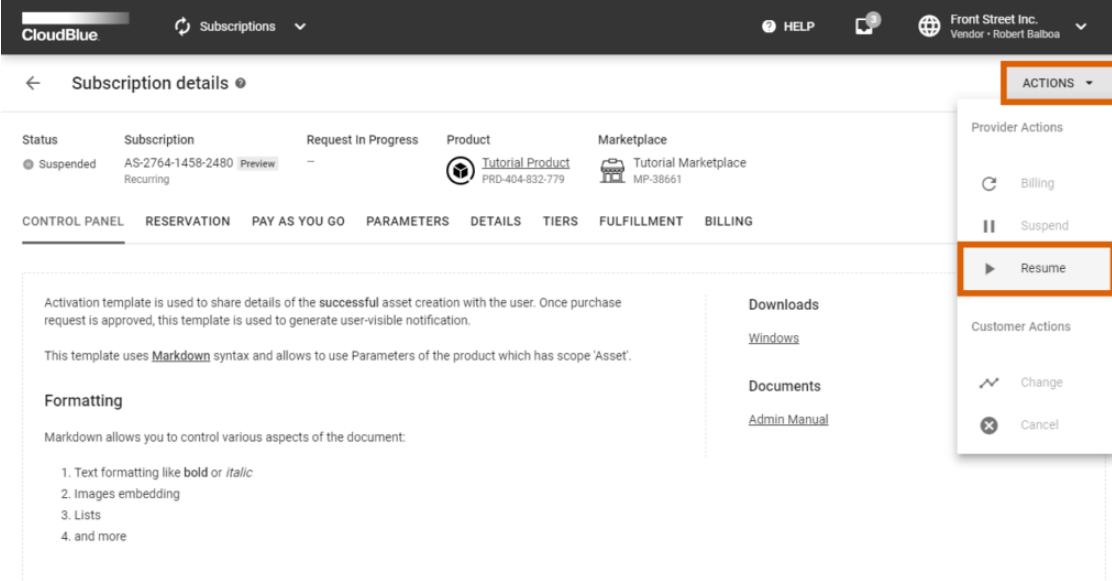
Click on your active preview subscription from the **Subscriptions** module of the Connect platform.



Your subscriptions are displayed within the **Directory** tab. Make sure that a subscription that you want to cancel is in the **Suspended** state and it is marked with the **Preview** tag.

## 2. Launch a Cancel Request Wizard

Open the **Actions** menu from the subscription details screen and click the **Resume** button.

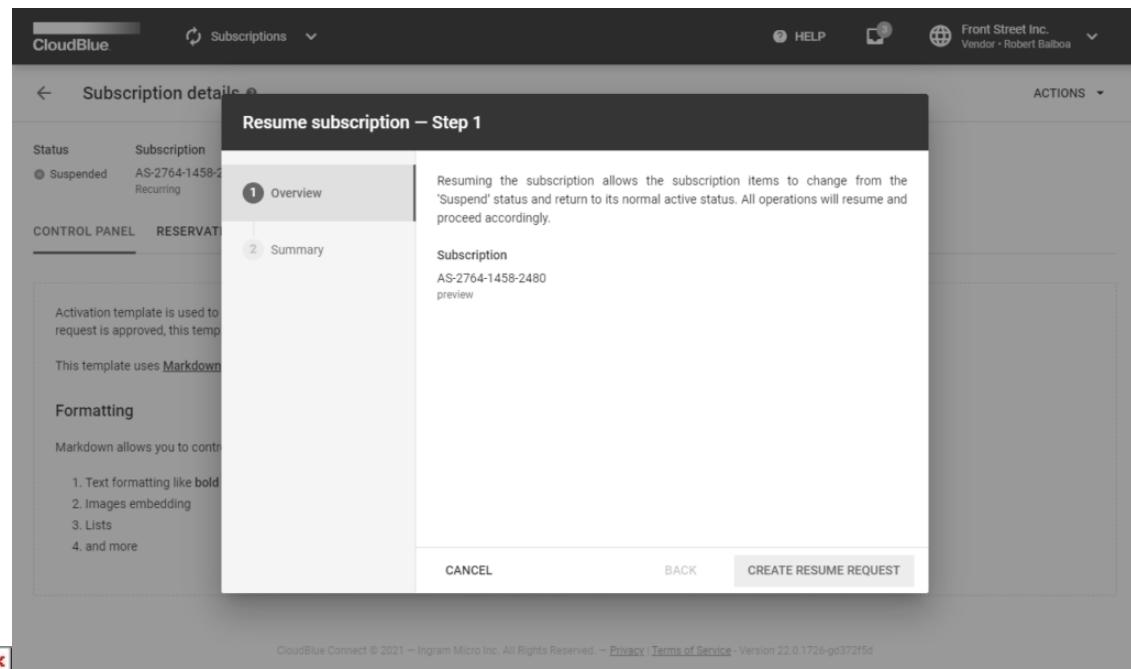


The screenshot shows the CloudBlue Connect interface. At the top, there's a navigation bar with 'CloudBlue' on the left, 'Subscriptions' in the center, and 'Front Street Inc. Vendor • Robert Balboa' on the right. Below the navigation bar is the 'Subscription details' page for a subscription with ID AS-2764-1458-2480. The page includes sections for Status (Suspended), Subscription, Request In Progress, Product (Tutorial Product), and Marketplace (Tutorial Marketplace). Below these are tabs for CONTROL PANEL, RESERVATION, PAY AS YOU GO, PARAMETERS, DETAILS, TIERS, FULFILLMENT, and BILLING. A sidebar on the right lists 'Provider Actions' (Billing, Suspend, Resume), 'Downloads' (Windows), and 'Customer Actions' (Change, Cancel). The 'Resume' button in the 'Provider Actions' section is highlighted with a red box. At the bottom of the page, there's a note about activation templates and a 'Formatting' section with a list of features: 1. Text formatting like bold or italic, 2. Images embedding, 3. Lists, 4. and more.

Follow the wizard steps to successfully create a resume request.

## 3. Confirm your Resume Request creation

Click the **Create Resume Request** button to confirm your decision.



Therefore, the Connect platform generates a fulfillment request to resume a subscription.

## Code Snippets

Create a script that triggers specific API requests to approve the aforementioned resume requests. Therefore, subscriptions can be reactivated by approving these resume requests via your configured Processor SDK Template.

```
from connect_processor.app.utils.utils import Utils
from cnct import ConnectClient
from typing import Dict

class Resume:
    # This class is used to manage requests to resume suspended subscriptions.

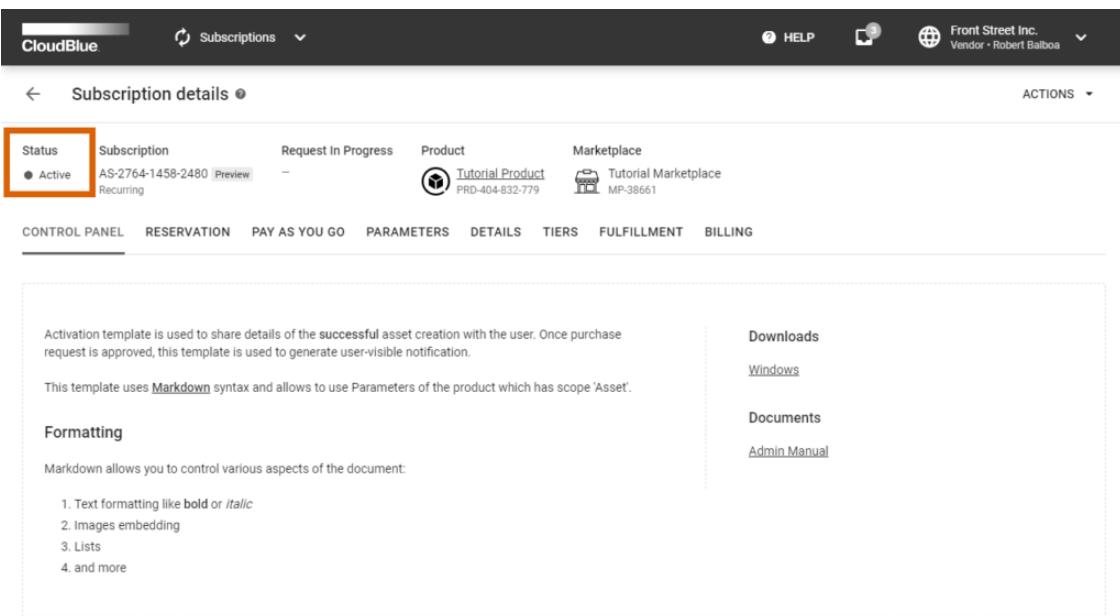
    @staticmethod
    def process_request(request, client):
        # type: (Dict, ConnectClient) -> Dict
        # This method processes pending resume requests.

        # Get the ID of the suspended subscription that should be active again.
        # The Subscription ID can be saved as a fulfillment parameter.
        # The external_subscription_id is used to call the Vendor API and resume the suspended
        subscription
        external_subscription_id = Utils.get_param_value(request, 'fulfillment', 'subscription_id')
```

```
# Add the code to resume the subscription by calling the Vendor API:  
# api_client = APIClient(api_url='',  
#                         api_key='')  
# resume_payload = {}  
# api_client.resume_subscription(resume_payload, external_subscription_id)  
  
# In case the resume operation is successful, approve the request with the following code:  
return Utils.approve_fulfillment_request(request, client)  
# Therefore, the suspended subscription will be activated again.  
# If the resume operation is not successful, the request can be rejected by using  
# the Utils.reject_fulfillment_request method.
```

## Summary

Once a resume request to reactivate a subscription is processed and approved via your deployed middleware, the Connect platform assigns the *Active* status to this subscription.



The screenshot shows the CloudBlue Connect interface. At the top, there's a navigation bar with 'CloudBlue' on the left, 'Subscriptions' in the center, and 'Front Street Inc.' on the right. Below the navigation bar, the page title is 'Subscription details' with a back arrow. On the right, there's a 'HELP' button, a user icon, and the vendor information 'Front Street Inc. Vendor · Robert Balboa'. The main content area has a header 'Subscription details' with tabs for 'CONTROL PANEL', 'RESERVATION', 'PAY AS YOU GO', 'PARAMETERS', 'DETAILS', 'TIERS', 'FULFILLMENT', and 'BILLING'. The 'DETAILS' tab is active. In the 'DETAILS' section, there's a table with columns: 'Status' (radio buttons for 'Active' and 'Suspended', with 'Active' selected and highlighted with a red box), 'Subscription' (AS-2764-1458-2480, Preview, Recurring), 'Request In Progress' (no value), 'Product' (Tutorial Product, PRD-404-832-779), and 'Marketplace' (Tutorial Marketplace, MP-38661). Below the table, there's a large text area containing activation template details, a note about Markdown syntax, and a 'Formatting' section. To the right of this text area, there's a sidebar with links for 'Downloads' (Windows), 'Documents' (Admin Manual), and 'Support' (FAQ, Contact Support, Chat). At the bottom of the page, there's a footer with the text 'CloudBlue Connect © 2021 – Ingram Micro Inc. All Rights Reserved. – [Privacy](#) | [Terms of Service](#) - Version 22.0.1726-gd372f5d'.