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Subscription Resumption



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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

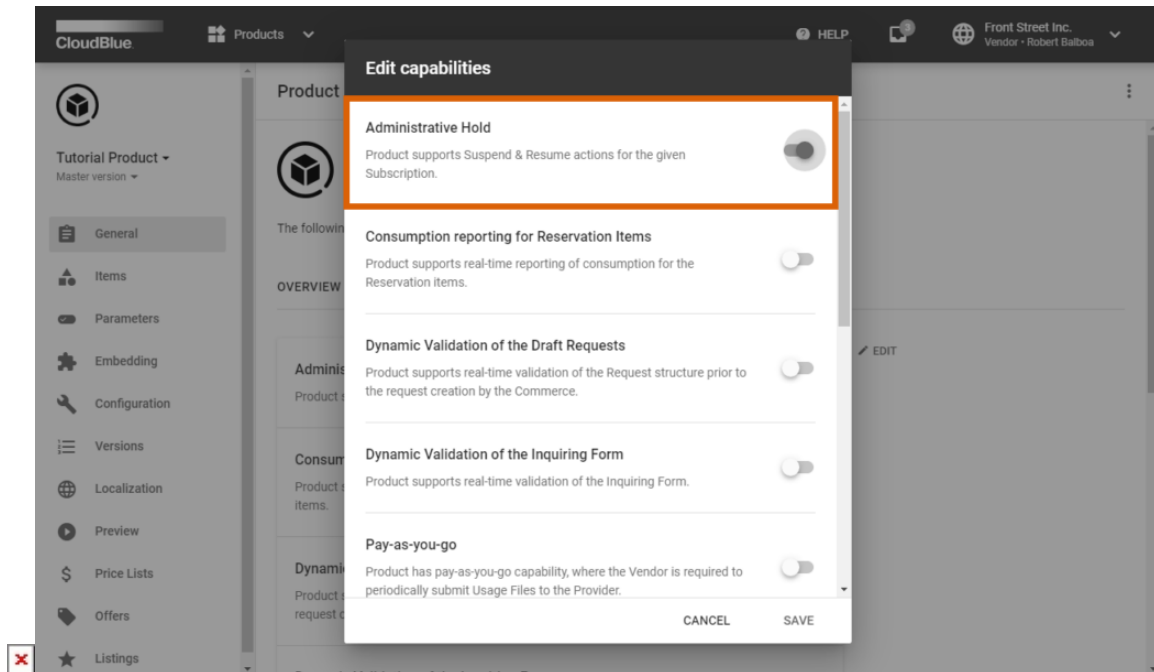
Before following the provided use case, make sure that all of these prerequisites are met:

- 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.

SUBSCRIPTION	PRODUCT	MARKETPLACE	CUSTOMER	PERIOD	NEXT BILL..	CREATED	STATUS
AS:2764-1458-2480 Preview External ID: 86EFMSBRLY	Tutorial Product PRD-404-832-779	Tutorial Marketp... MP-38661	Schumm and Sons TA-5894-2747-5105	1 month	04/12/2021 8:33 AM	02/12/2021 7:11 AM	Suspended

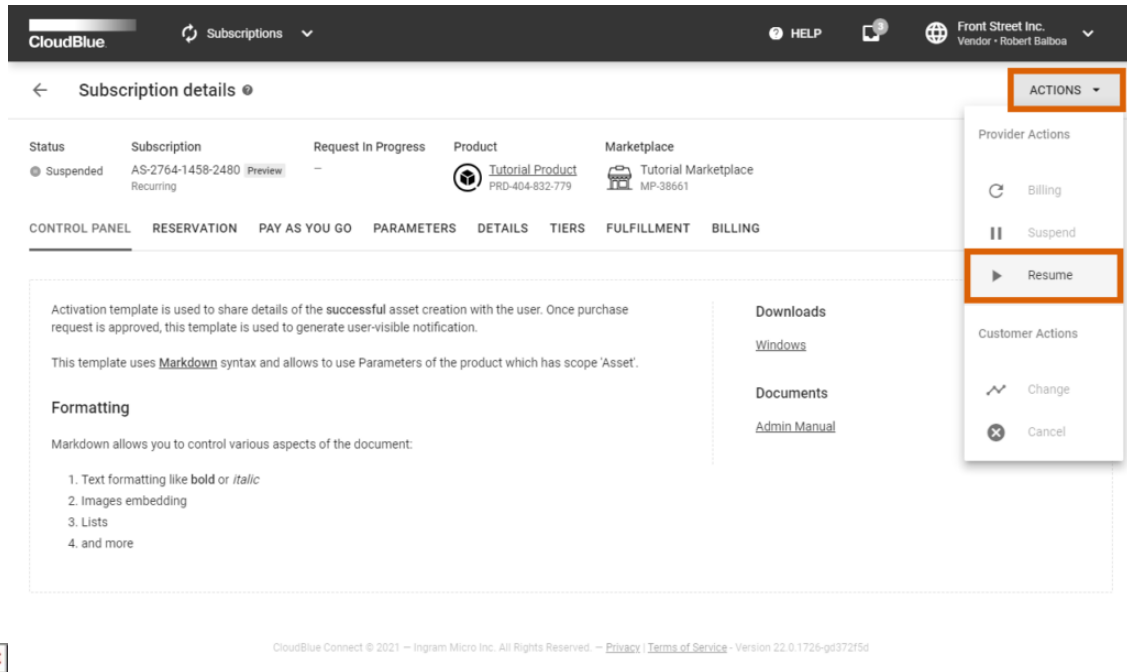


Your subscriptions are displayed within the **Directory** tab. Make sure that a subscription that you want to cancel is in the *Suspended* state and it is marked with the **Preview** tag.



2. Launch a Cancel Request Wizard

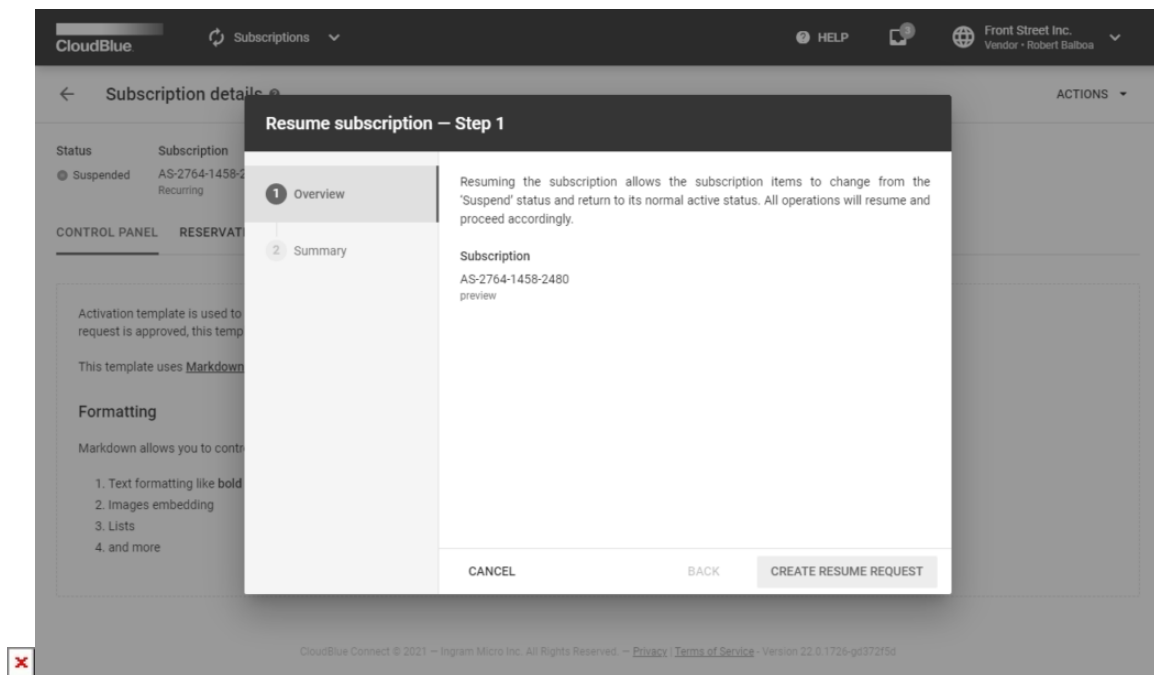
Open the **Actions** menu from the subscription details screen and click the **Resume** button.



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 displays the CloudBlue Connect user interface. At the top, a dark navigation bar includes the CloudBlue logo, a 'Subscriptions' dropdown menu, a 'HELP' link, a notification bell icon, and the user profile for 'Front Street Inc.' with the name 'Robert Balboa'. Below this, a breadcrumb trail shows 'Subscription details'. The main content area features a summary card with the following details: 'Status' (Active, highlighted with an orange box), 'Subscription' (AS-2764-1458-2480, Recurring, with a 'Preview' link), 'Request In Progress' (indicated by a minus sign), 'Product' (Tutorial Product, PRD-404-832-779), and 'Marketplace' (Tutorial Marketplace, MP-38661). A horizontal menu below the summary card includes 'CONTROL PANEL' (selected), 'RESERVATION', 'PAY AS YOU GO', 'PARAMETERS', 'DETAILS', 'TIERS', 'FULFILLMENT', and 'BILLING'. The main content area is divided into two sections: 'Activation template' on the left and 'Downloads' on the right. The 'Activation template' section explains that the template is used for successful asset creation and provides a 'Formatting' section with a list of capabilities: text formatting, image embedding, lists, and more. The 'Downloads' section includes links for 'Windows' and 'Admin Manual'. At the bottom of the page, a footer contains the copyright notice 'CloudBlue Connect © 2021 - Ingram Micro Inc. All Rights Reserved.' and links to 'Privacy' and 'Terms of Service'.

