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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

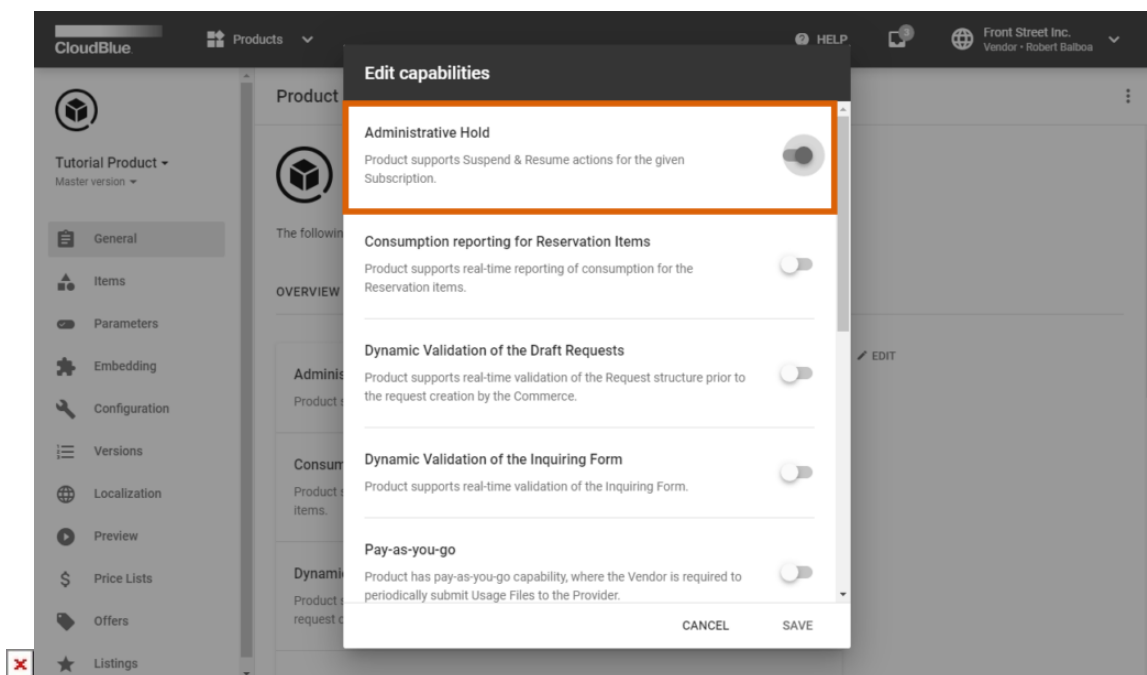
Before following the provided use case, make sure that all of these prerequisites are met:

- 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.

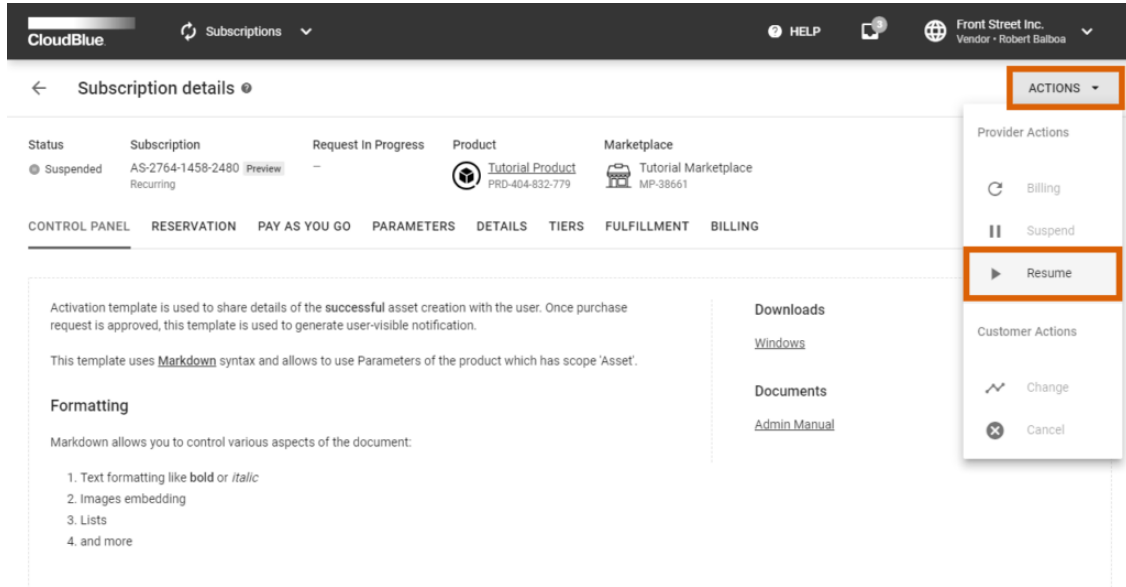
SUBSCRIPTION	PRODUCT	MARKETPLACE	CUSTOMER	PERIOD	NEXT BILLING	CREATED	STATUS
AS-2764-1458-2480 Preview External ID: 86EFMSBRLY	Tutorial Product PRD-404-832-779	Tutorial Marketp... MP-38661	Schumm and Sons TA-5894-2747-5105	1 month	04/12/2021 8:33 AM	02/12/2021 7:11 AM	Suspended

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

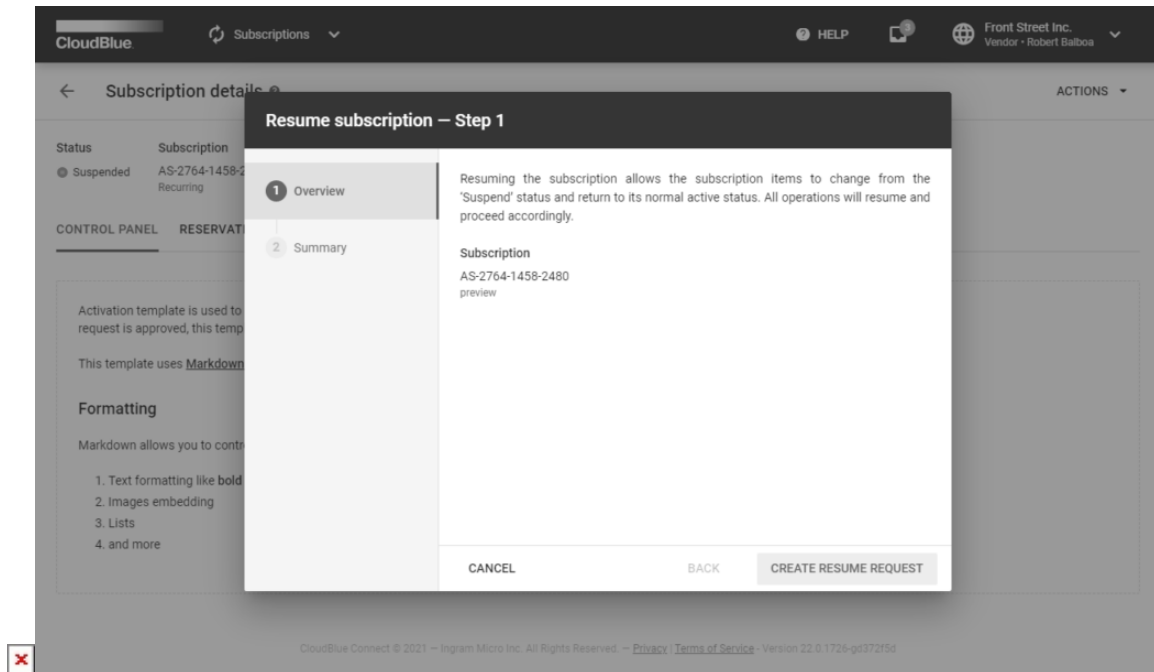
Open the **Actions** menu from the subscription details screen and click the **Resume** button.



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 shows the CloudBlue interface for a subscription. The top navigation bar includes the CloudBlue logo, a 'Subscriptions' dropdown menu, a 'HELP' button, a notification icon, and the user profile for 'Front Street Inc. Vendor - Robert Balboa'. The main header is 'Subscription details' with a back arrow and an 'ACTIONS' dropdown. Below this is a table with columns: Status (Active), Subscription (AS-2764-1458-2480, Recurring), Request In Progress, Product (Tutorial Product, PRD-404-832-779), and Marketplace (Tutorial Marketplace, MP-38661). A navigation bar below the table lists: CONTROL PANEL, RESERVATION, PAY AS YOU GO, PARAMETERS, DETAILS, TIERS, FULFILLMENT, and BILLING. The main content area is divided into two sections: 'Activation template' and 'Downloads'. The 'Activation template' section explains that the template is used for successful asset creation and uses Markdown syntax. It includes a 'Formatting' section with a list of Markdown features: 1. Text formatting like bold or italic, 2. Images embedding, 3. Lists, and 4. and more. The 'Downloads' section has links for 'Windows' and 'Admin Manual'.

