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Subscription Suspension



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In case your customer decided to suspend a subscription, The Connect platform generates a suspend subscription request. Once this request is approved, its corresponding subscription will be automatically suspended by the platform.

The initial status of a suspend 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 Connect platform transfers the associated subscription to the *Suspended* state.

Vendors can deploy the Processor to approve pending suspend request and consequently suspend active subscriptions via their systems.

Prerequisites

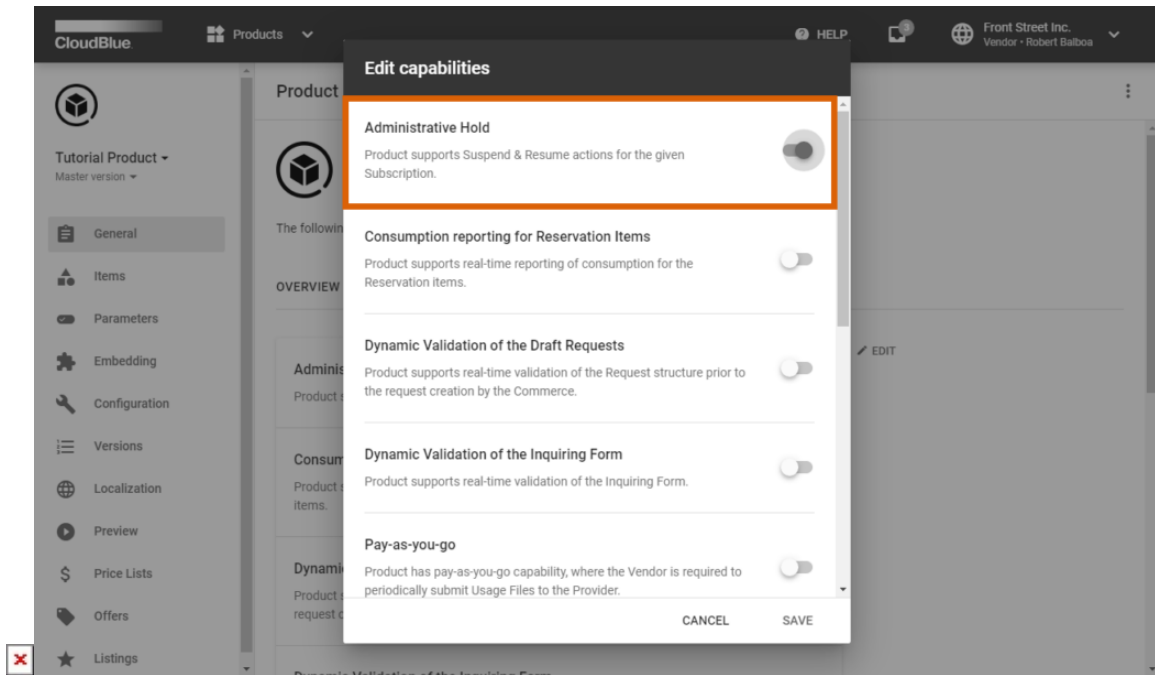
Before following the provided use case, make sure that all of these prerequisites are met:

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

Creating Suspend Requests

Suspend requests for active subscriptions are created by customers. Vendors can also create a suspend request by accessing an active preview subscription.

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



The following steps showcase how to create a suspend 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.

Subscriptions							
SUBSCRIPTION		PRODUCT	MARKETPLACE	CUSTOMER	PERIOD	NEXT BILL...	CREATED
AS-2764-1458-2480 Preview External ID: 86EFMSBRLY		Tutorial Product PRD-404-832-779	Tutorial Marketp... MP-38661	Schumm and Sons TA-S894-2747-5105	1 month	04/12/2021 8:33 AM	02/12/2021 7:11 AM



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



2. Launch a Suspend Request Wizard

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

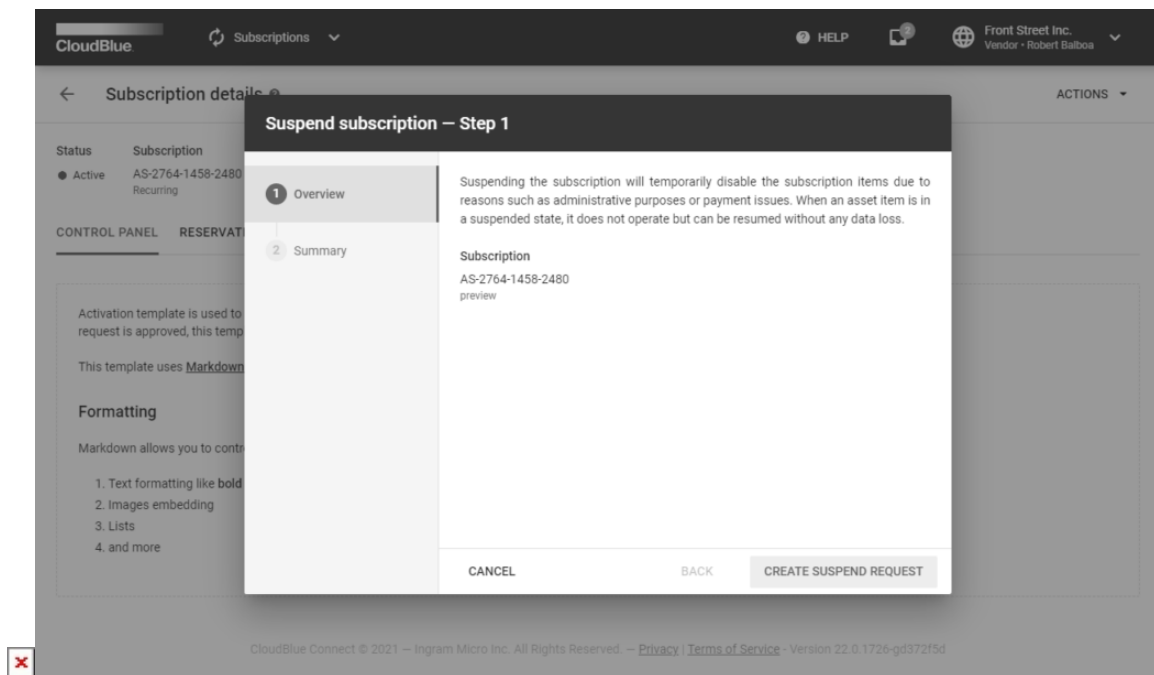
The screenshot shows the CloudBlue interface. At the top, there's a navigation bar with 'CloudBlue', 'Subscriptions', 'HELP', and user information 'Front Street Inc. Vendor - Robert Balboa'. Below this is a 'Subscription details' header with a back arrow and a help icon. The main content area is divided into two columns. The left column contains a table with subscription details: Status (Active), Subscription (AS-2764-1458-2480), Request In Progress (Preview), Product (Tutorial Product), and Marketplace (Tutorial Marketplace). Below the table is a 'CONTROL PANEL' with tabs for RESERVATION, PAY AS YOU GO, PARAMETERS, DETAILS, TIERS, FULFILLMENT, and BILLING. The right column contains a 'Downloads' section with links for 'Windows' and 'Admin Manual', and a 'Documents' section with a link for 'Admin Manual'. On the far right, an 'ACTIONS' dropdown menu is open, showing 'Provider Actions' (Billing, Suspend, Resume) and 'Customer Actions' (Change, Cancel). The 'Suspend' option is highlighted with an orange box.



Follow the wizard steps to successfully create a suspend request.

3. Confirm your Change Request creation

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



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

Code Snippets

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

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

class Suspend:
    """ This class is used to manage suspend requests.

    @staticmethod
    def process_request(request, client):
        # type: (Dict, ConnectClient) -> Dict
        # This method processes the suspend requests with Pending status

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

        # Add the code to suspend the subscription by calling the Vendor API:
```



```
# api_client = APIClient(api_url='',
#                         api_key='')
# suspend_payload = {}
# api_client.suspend_subscription(suspend_payload, external_subscription_id)

# In case the suspend operation is successful, approve the request with the following code:
return Utils.approve_fulfillment_request(request, client)
# Therefore, the subscription status will be switched to Suspended.
# If the suspend operation is not successful, the request can be rejected by using
# the Utils.reject_fulfillment_request method.
```

Summary

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

The screenshot displays the CloudBlue user interface. At the top, the header includes the CloudBlue logo, a 'Subscriptions' dropdown menu, a 'HELP' icon, and a user profile for 'Front Street Inc. Vendor - Robert Balboa'. Below the header, the main content area is titled 'Subscription details'. A table lists subscription information: 'Status' is 'Suspended' (highlighted with a red box), 'Subscription' is 'AS-2764-1458-2480' with a 'Preview' link, 'Request In Progress' is '-', 'Product' is 'Tutorial Product' (PRD-404-832-779), and 'Marketplace' is 'Tutorial Marketplace' (MP-38661). Below the table is a navigation bar with tabs: 'CONTROL PANEL', 'RESERVATION', 'PAY AS YOU GO', 'PARAMETERS', 'DETAILS', 'TIERS', 'FULFILLMENT', and 'BILLING'. The 'DETAILS' tab is active, showing an 'Activation template' section with instructions on using Markdown syntax. To the right, there are 'Downloads' (Windows) and 'Documents' (Admin Manual) links. The footer contains copyright information for Ingram Micro Inc. and links to Privacy and Terms of Service.

