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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

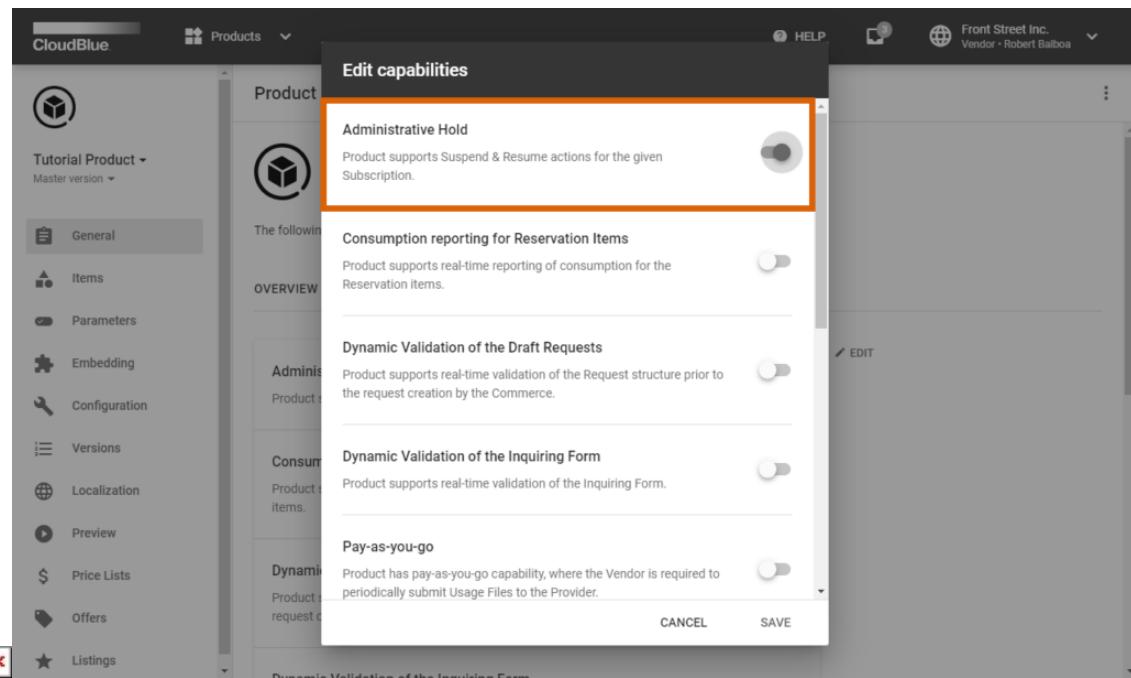
Before following the provided use case, make sure that all of these prerequisites are met:

- 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

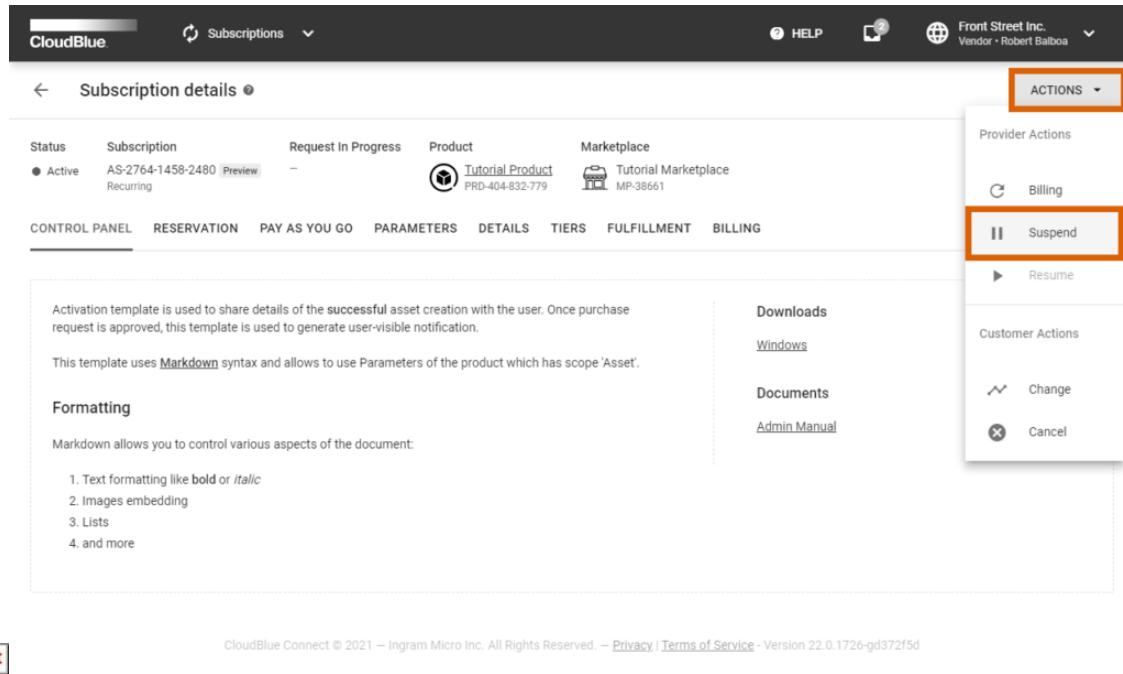
Click on your active preview subscription from the **Subscriptions** module of the Connect platform.

Subscriptions		DIRECTORY	FULFILLMENT	BILLING	+ CREATE SUBSCRIPTION			
Custom	REFRESH	3 FILTERS APPLIED	1 SORT APPLIED	COLUMNS	Rows per page: 10 1-1 of 1			
SUBSCRIPTION	PRODUCT	MARKETPLACE	CUSTOMER	PERIOD	NEXT BILLI...	CREATED	STATUS	
AS-2764-1458-2480 Preview External ID: 86EFM58RLY	Tutorial Product PRD-404-832-779	Tutorial Marketplace MP-38661	Schumm and Sons TA-5894-2747-5105	1 month	04/12/2021 8:33 AM	02/12/2021 7:11 AM	Active	

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 **Suspend** button.

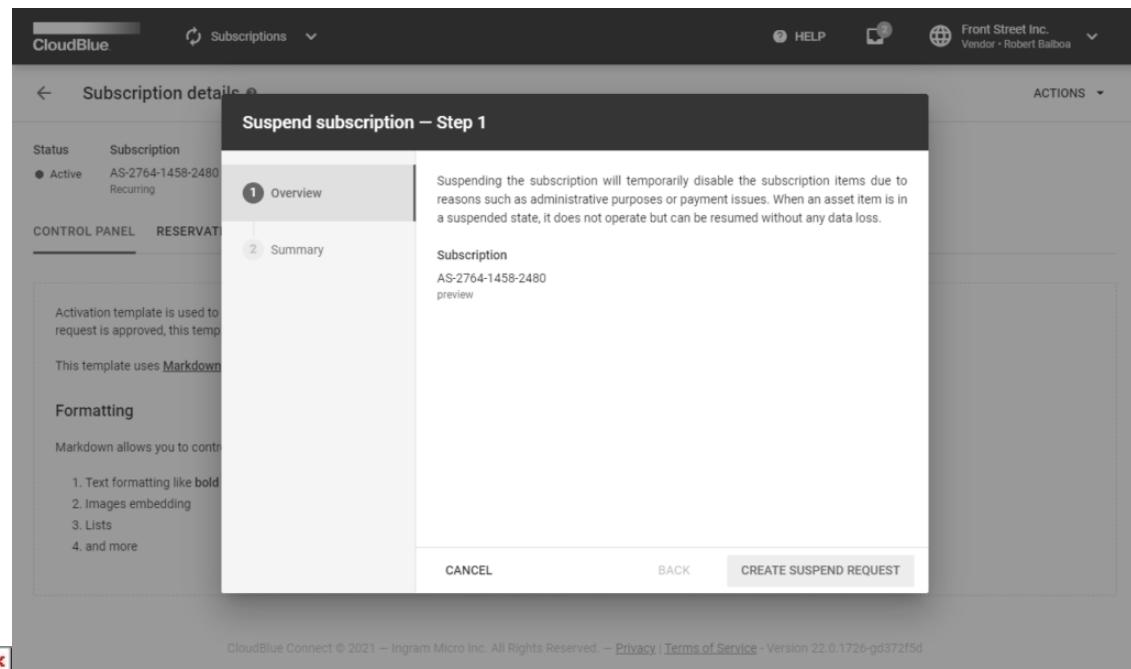


The screenshot shows the CloudBlue Connect interface. At the top, there's a navigation bar with 'CloudBlue' on the left, 'Subscriptions' in the center, and 'Front Street Inc. Vendor • Robert Balboa' on the right. Below the navigation bar is the 'Subscription details' screen. On the left, there's a sidebar with sections like 'Activation template', 'Formatting', and 'Downloads'. The main content area shows subscription details: Status (Active), Subscription (AS-2764-1458-2480), Request In Progress (-), Product (Tutorial Product PRD-404-832-779), and Marketplace (Tutorial Marketplace MP-38661). Below this are tabs for 'CONTROL PANEL', 'RESERVATION', 'PAY AS YOU GO', 'PARAMETERS', 'DETAILS', 'TIERS', 'FULFILLMENT', and 'BILLING'. On the right, a 'Provider Actions' menu is open, showing options like 'Billing', 'Suspend' (which is highlighted with a red box), 'Resume', 'Change', and 'Cancel'. At the bottom of the screen, 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'.

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)

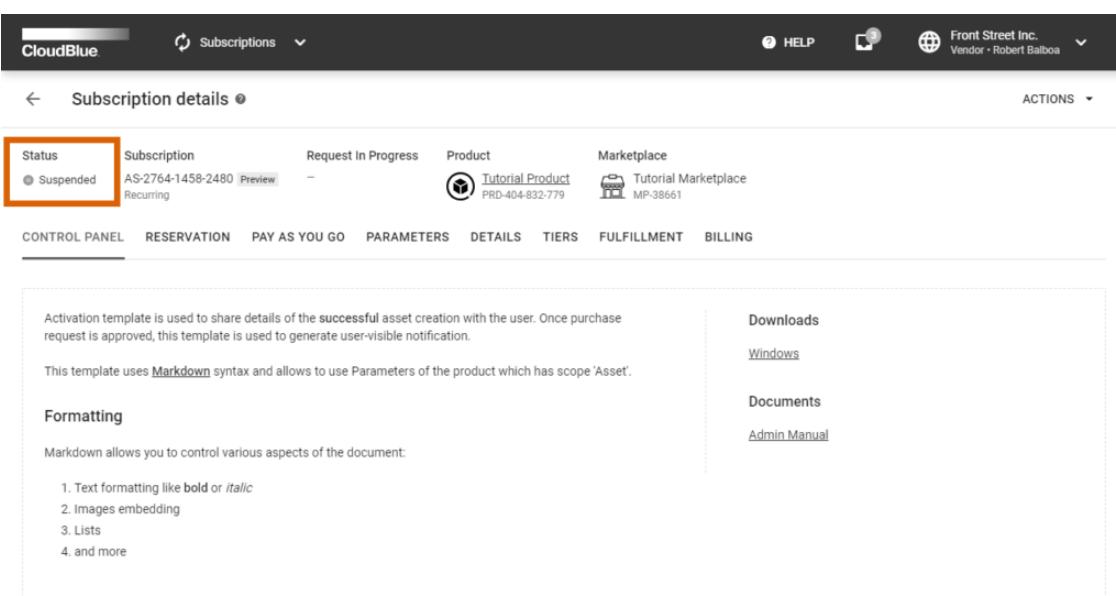
# Therefore, the subscription status will be switched to Suspended.

# 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 shows the 'Subscription details' page for a subscription with ID AS-2764-1458-2480. The 'Status' field is highlighted with a red box and shows 'Suspended'. The 'Subscription' field shows 'AS-2764-1458-2480' with a 'Preview' link. The 'Request In Progress' field is empty. The 'Product' field shows 'Tutorial Product' with ID 'PRD-404-832-779'. The 'Marketplace' field shows 'Tutorial Marketplace' with ID 'MP-38661'. Below the main table, there are tabs for 'CONTROL PANEL', 'RESERVATION', 'PAY AS YOU GO', 'PARAMETERS', 'DETAILS', 'TIERS', 'FULFILLMENT', and 'BILLING'. The 'DETAILS' tab is selected. On the right, there are sections for 'Downloads' (Windows) and 'Documents' (Admin Manual). A note in the 'DETAILS' section states: 'Activation template is used to share details of the successful asset creation with the user. Once purchase request is approved, this template is used to generate user-visible notification. This template uses [Markdown](#) syntax and allows to use Parameters of the product which has scope 'Asset'. Formatting'.