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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

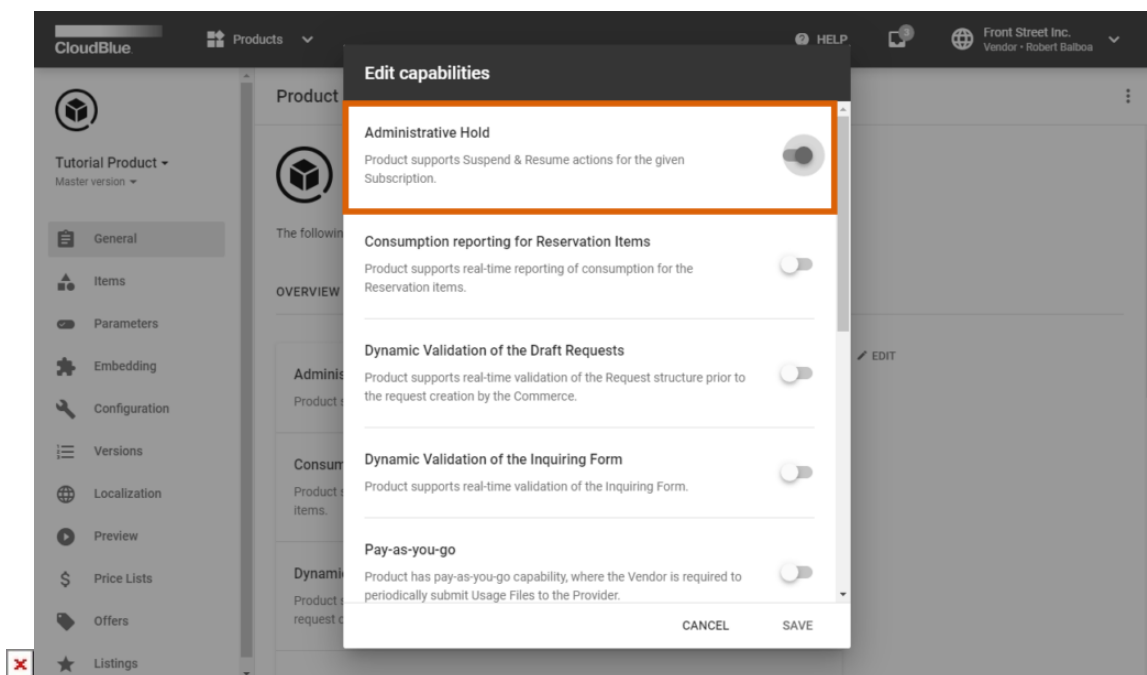
Before following the provided use case, make sure that all of these prerequisites are met:

- 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.

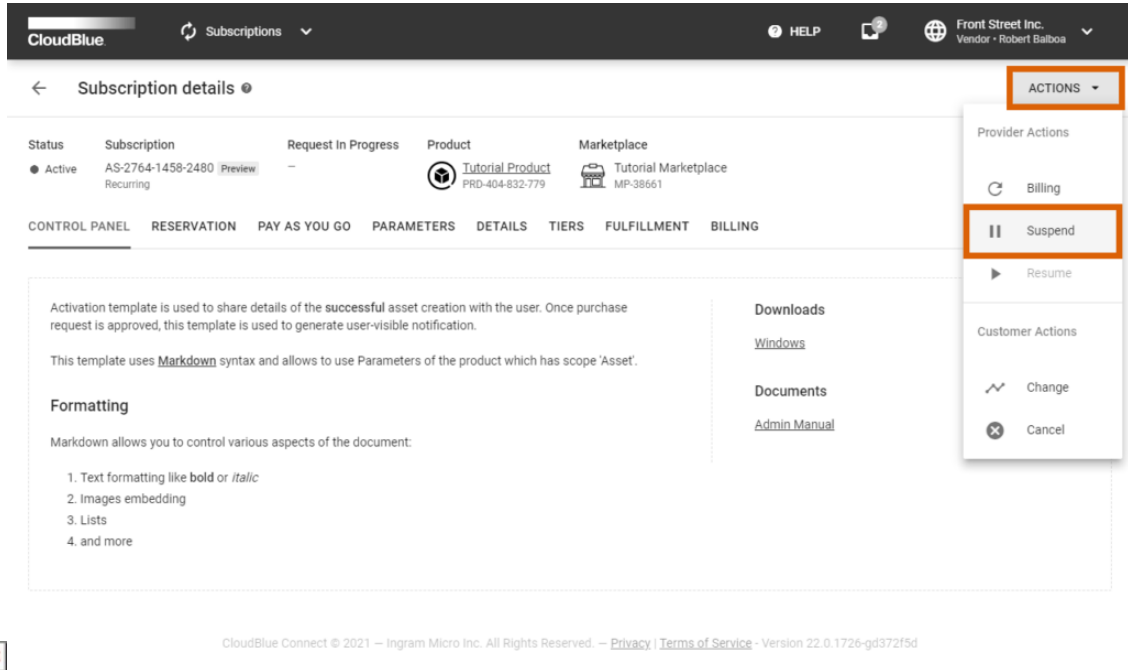
SUBSCRIPTION	PRODUCT	MARKETPLACE	CUSTOMER	PERIOD	NEXT BILLING	CREATED	STATUS
AS-2764-1458-2480 Preview External ID: 86EFMSBRLY	Tutorial Product PRD-404-832-779	Tutorial Marketp... MP-38661	Schumm and Sons TA-5894-2747-5105	1 month	04/12/2021 8:33 AM	02/12/2021 7:11 AM	Active

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

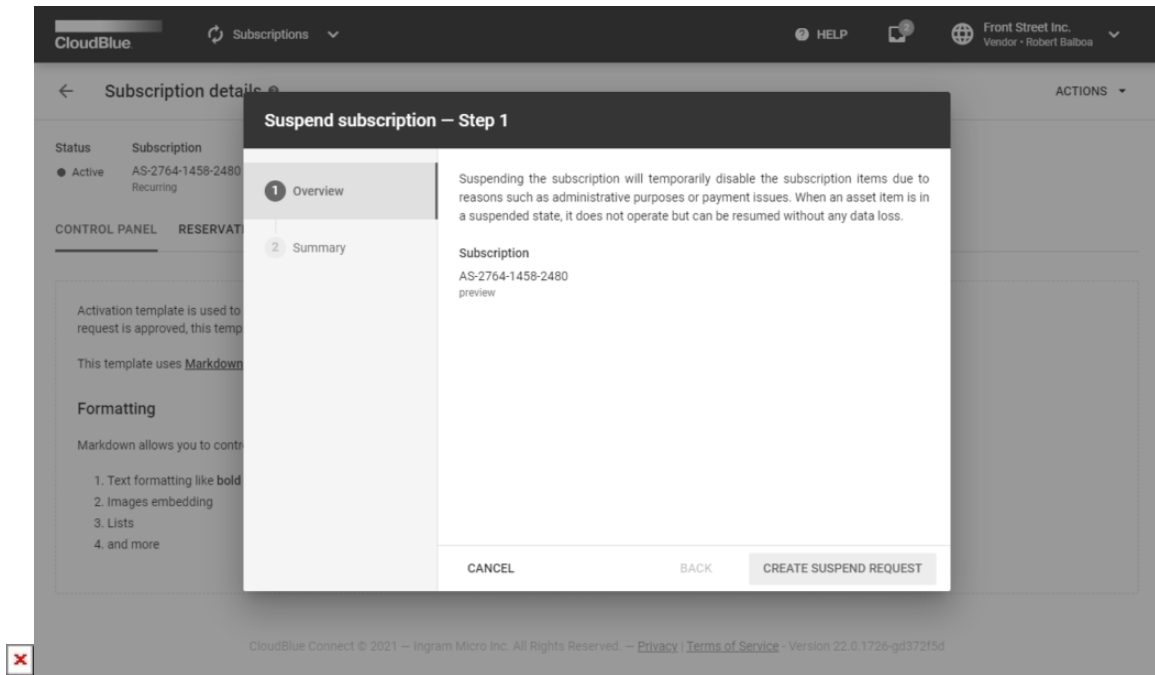
Open the **Actions** menu from the subscription details screen and click the **Cancel** button.



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 CloudBlue interface for a subscription. The top navigation bar includes the CloudBlue logo, a 'Subscriptions' dropdown, a 'HELP' icon, a notification bell, and the user profile 'Front Street Inc. Vendor - Robert Balboa'. The main header shows 'Subscription details' with a back arrow and an 'ACTIONS' dropdown. Below this is a table with columns: Status (Suspended), Subscription (AS-2764-1458-2480, Recurring), Request In Progress, Product (Tutorial Product, PRD-404-832-779), and Marketplace (Tutorial Marketplace, MP-38661). A 'CONTROL PANEL' is visible with tabs for RESERVATION, PAY AS YOU GO, PARAMETERS, DETAILS, TIERS, FULFILLMENT, and BILLING. The main content area contains an activation template description and a 'Formatting' section with a list of markdown features. On the right, there are links for 'Downloads' (Windows) and 'Documents' (Admin Manual).

