

How to delete Mail domain\subscriptions and customer from MachPanel?

Summary

This article provides a summary for how to delete subscriptions and customers from MachPanel control Panel.

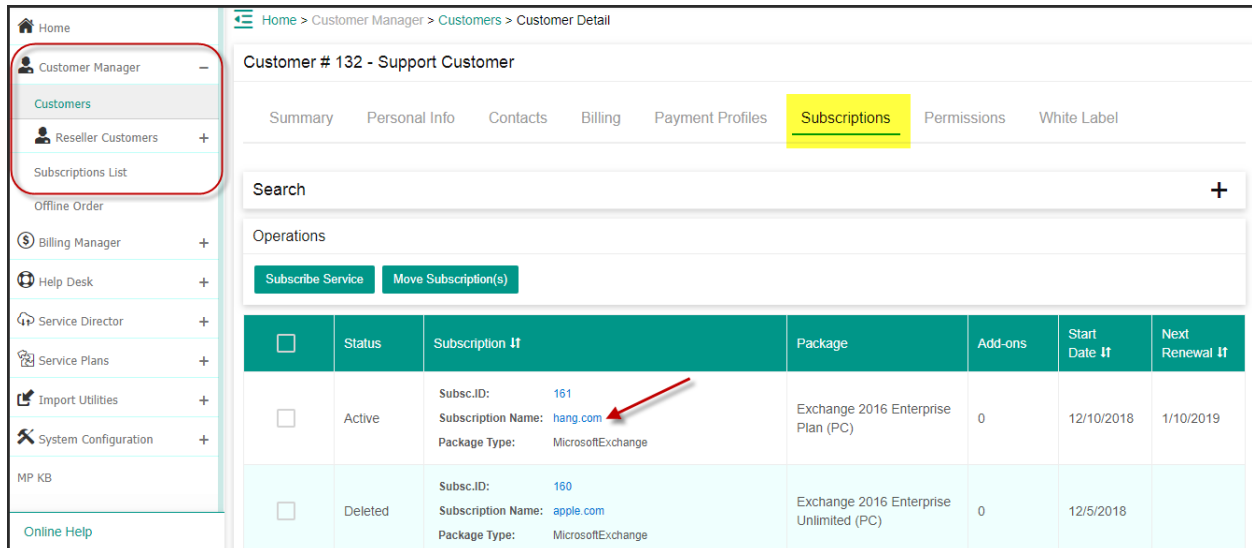
Applies To

This article applies to all builds versions of MachPanel.

Solution

How to delete the subscription?

- To delete\remove the subscription from the MachPanel Control Panel, Go to customer section and click on **Customer Name**. You will see all the subscriptions of that customer as shown below:

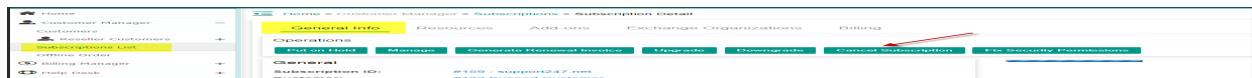


The screenshot shows the MachPanel interface for Customer # 132 - Support Customer. The 'Subscriptions' tab is selected and highlighted in yellow. Below the navigation tabs, there is a search bar and two buttons: 'Subscribe Service' and 'Move Subscription(s)'. A table lists the subscriptions for this customer:

<input type="checkbox"/>	Status	Subscription ID	Package	Add-ons	Start Date ID	Next Renewal ID
<input type="checkbox"/>	Active	Subsc.ID: 161 Subscription Name: hang.com Package Type: MicrosoftExchange	Exchange 2016 Enterprise Plan (PC)	0	12/10/2018	1/10/2019
<input type="checkbox"/>	Deleted	Subsc.ID: 160 Subscription Name: apple.com Package Type: MicrosoftExchange	Exchange 2016 Enterprise Unlimited (PC)	0	12/5/2018	

A red arrow points to the 'hang.com' link in the 'Subscription Name' column of the first row.

- Select the subscription from the subscriptions list or navigate to the customer detail page and click on the **Subscription name** which is to be removed under **Subscriptions** tab as shown above:
- Now click on **Cancel Subscription** under **General Info** tab. See the snapshot below:



The screenshot shows the MachPanel interface for Customer # 132 - Support Customer, with the 'General Info' tab selected. A red arrow points to the 'Cancel Subscription' button in the 'General Info' section.

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- You will see the following screen, enter required info and click on **Submit**.

Cancel Subscription

Warning: Cancellation will remove the Domain(s)/Portal(s)/Service(s)/Account(s)/User(s) from backend and free up all resources used by this subscription.

Effect on payment

No Change
 Credit to Account

*** Comments**

test

I understand that Cancellation will remove all Domain(s)/Portal(s)/Service(s)/Account(s)/User(s) from backend and free up all resources used by subscription.

Finally click on "RUN" link from the **Service Queue** section.

How to delete the customers?

In order to delete customers from MachPanel, navigate to the path: **Customer Manager >> Customers** or **Reseller Customers** and click on **Delete** link from options column. The following screen will appear.

The screenshot shows the MachPanel interface. On the left is a sidebar with navigation options: Home, Customer Manager (expanded), Reseller Customers, Subscriptions List, Offline Order, Billing Manager, Help Desk, Service Director, Service Plans, Import Utilities, System Configuration, and MP KB. The main content area is titled 'Home > Customer Manager > Customers'. It includes a 'Customers List' tab and an 'Access Template' link. Below this are 'Operations' buttons: 'New Customer', 'Export to Excel', and 'Import Customers'. A search bar is present. The main table lists customers with columns for checkbox, Status, ID #, Name #, Company name #, and Owner #. A context menu is open over the table, showing options: Login, Subscribe Service, Suspend, and Delete (highlighted in yellow). A red arrow points to the 'Delete' option.

	Status	ID #	Name #	Company name #	Owner #	
<input type="checkbox"/>	Active	152	Customer Demo	MachPanel Demo	Host Admin (Provider)	
<input type="checkbox"/>	Active	148	Lizzy Caplan	Lizzy	Prepaid Reseller	
<input type="checkbox"/>	Active	139	PostPaid Customer	Support Customer	PostPaid Reseller	
<input type="checkbox"/>	Active	138	Prepaid Customer	Support Customer	Prepaid Reseller	

»» **Cannot delete the customer: There are some active subscriptions of this customer.**

Please remove all the subscriptions of the customer first from the "Service Queue".

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For More Information

If you got any other Error Message or encounter any other issue during the deletion of subscription or customer, please create a new support ticket or send an email at support@machsol.com .

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/51370/How-to-delete-Mail-domainsubscri...>