

# 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 Customer Manager interface. On the left is a sidebar with navigation options: Home, Customer Manager (selected), Reseller Customers, Subscriptions List, Offline Order, Billing Manager, Help Desk, Service Director, Service Plans, Import Utilities, System Configuration, MP KB, and Online Help. The main content area is titled 'Customer # 132 - Support Customer' and has tabs for Summary, Personal Info, Contacts, Billing, Payment Profiles, Subscriptions (highlighted in yellow), Permissions, and White Label. Below the tabs is a search bar and a section for Operations with buttons for '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' subscription name in the table.

- 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 Customer Manager interface with the 'General Info' tab selected for a subscription. The tab is highlighted in yellow. Below the tab is a section for 'General Info' with a 'Cancel Subscription' button highlighted in red. The button is located at the bottom right of 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**

☒ 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.

Home

Customer Manager

Customers

Reseller Customers

Subscriptions List

Offline Order

Billing Manager

Help Desk

Service Director

Service Plans

Import Utilities

System Configuration

MP KB

Home > Customer Manager > Customers

Customers List Access Template

Operations

New Customer Export to Excel Import Customers

Search

	Status	ID #	Name #	Company name #	Owner #	
<input type="checkbox"/>	Active	152	Customer Demo	MachPanel Demo	Host Admin (Provider)	<div>Login</div> <div>Subscribe Service</div> <div>Suspend</div> <div>Delete</div>
<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".

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