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.

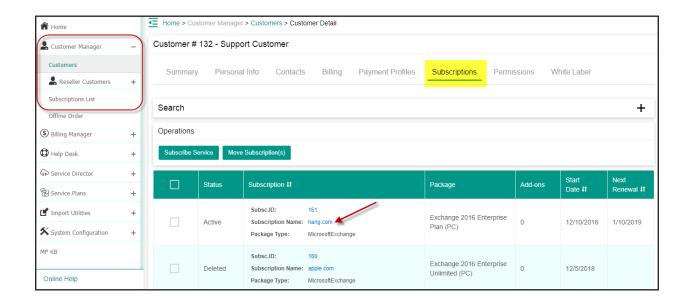
Applies To

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:



- 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:



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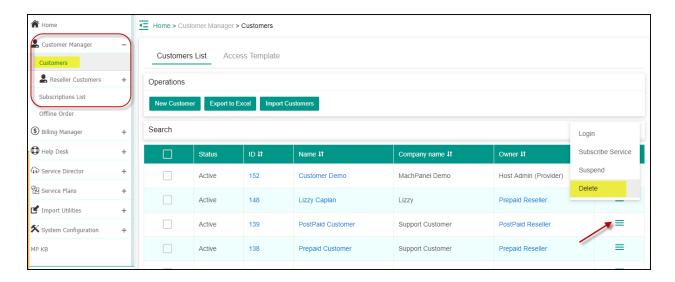
• You will see the following screen, enter required info and click on **Submit**.

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. Submit Cancel		

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.



»» 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...