

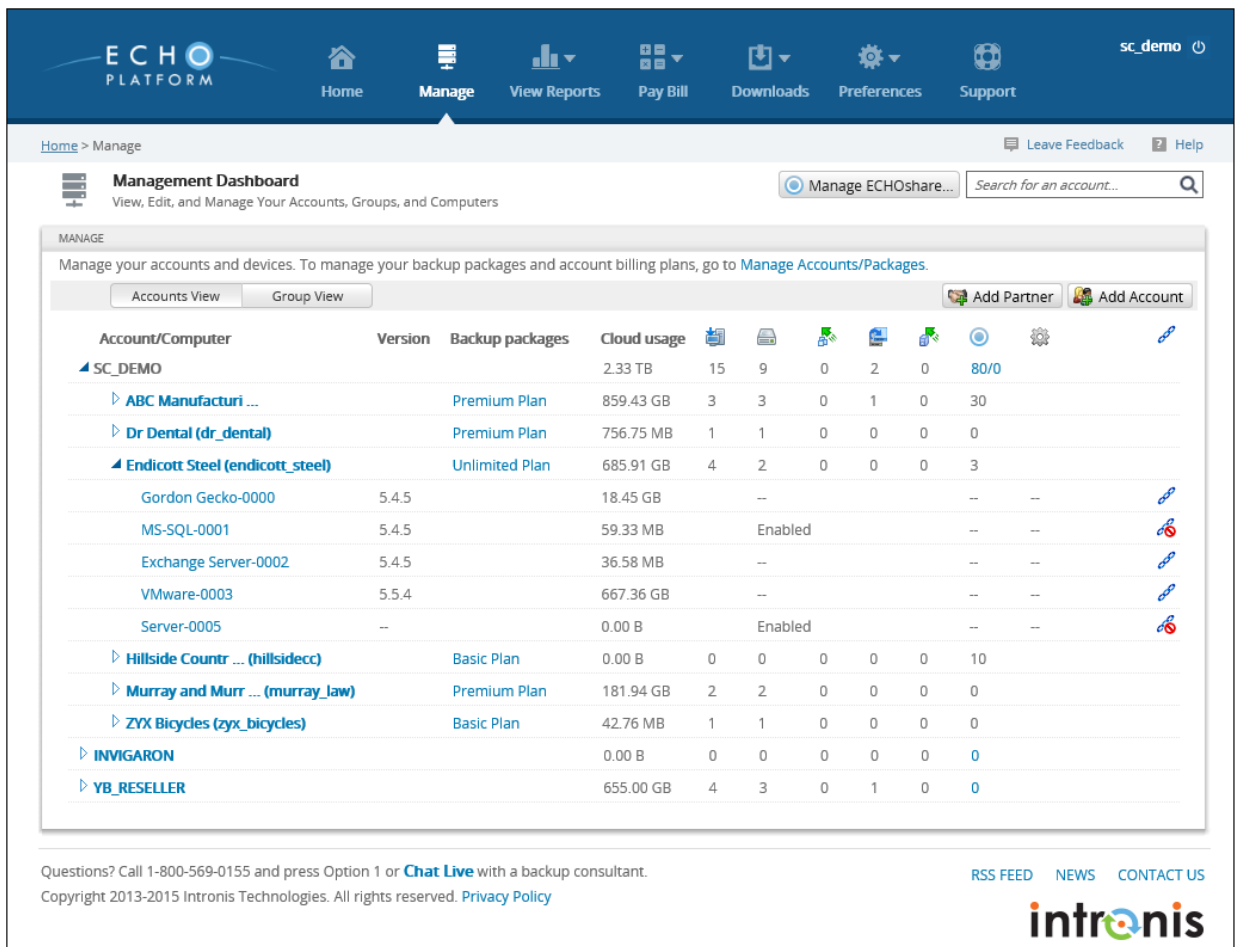
Deleting an Account (Computer, Client, or Subpartner)

<https://campus.barracuda.com/doc/93196680/>

There are a number of scenarios in which you will delete an account; if your client cancels their service or a computer is deprecated and no longer needs the backed up data. When you delete an account, all data associated with that account is deleted as well, however, the backup software installed on the machine(s) belonging to that account will remain. Those will have to be uninstalled manually.

Deleting a Computer Account

1. Open the [management portal](#) and navigate to the **Manage** tab.



The screenshot shows the ECHO PLATFORM Management Dashboard. The top navigation bar includes Home, Manage (selected), View Reports, Pay Bill, Downloads, Preferences, and Support. The main content area is titled 'Management Dashboard' and contains a table of accounts and computers.

Account/Computer	Version	Backup packages	Cloud usage	15	9	0	2	0	80/0
SC_DEMO			2.33 TB	15	9	0	2	0	80/0
ABC Manufacturi ...		Premium Plan	859.43 GB	3	3	0	1	0	30
Dr Dental (dr_dental)		Premium Plan	756.75 MB	1	1	0	0	0	0
Endicott Steel (endicott_steel)		Unlimited Plan	685.91 GB	4	2	0	0	0	3
Gordon Gecko-0000	5.4.5		18.45 GB	--	--	--	--	--	--
MS-SQL-0001	5.4.5		59.33 MB	Enabled	--	--	--	--	--
Exchange Server-0002	5.4.5		36.58 MB	--	--	--	--	--	--
VMware-0003	5.5.4		667.36 GB	--	--	--	--	--	--
Server-0005	--		0.00 B	Enabled	--	--	--	--	--
Hillside Countr ... (hillsidecc)		Basic Plan	0.00 B	0	0	0	0	0	10
Murray and Murr ... (murray_law)		Premium Plan	181.94 GB	2	2	0	0	0	0
ZYX Bicycles (zyx_bicycles)		Basic Plan	42.76 MB	1	1	0	0	0	0
INVIGARON			0.00 B	0	0	0	0	0	0
YB_RESELLER			655.00 GB	4	3	0	1	0	0

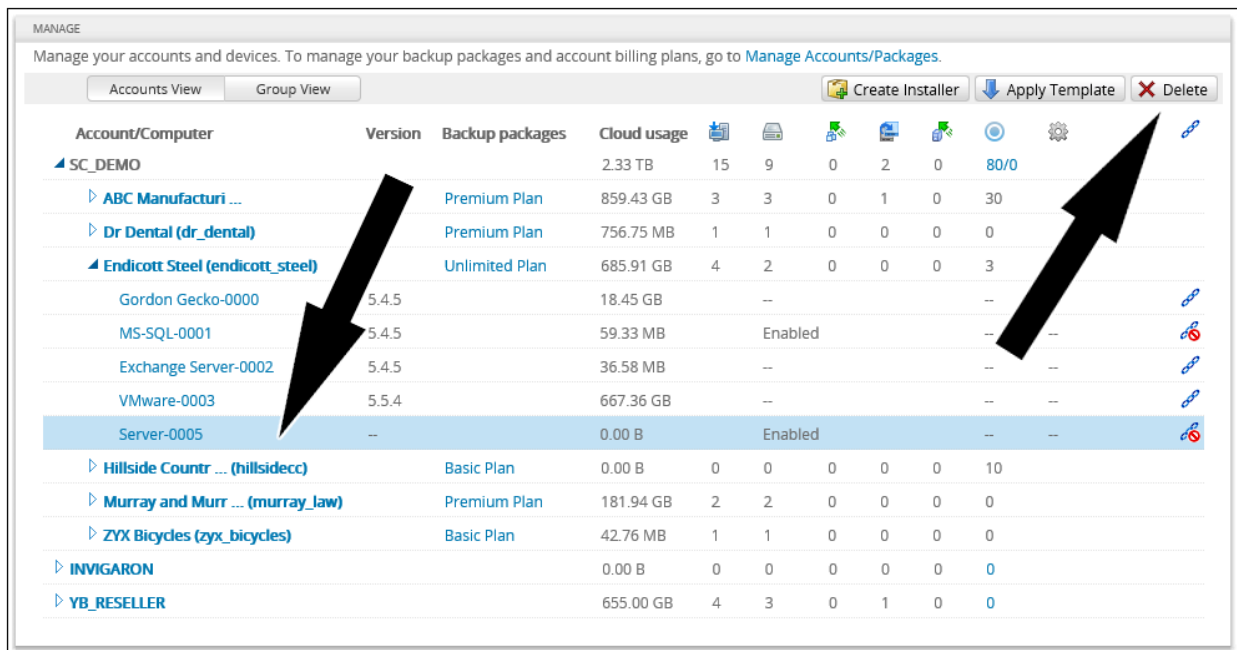
Questions? Call 1-800-569-0155 and press Option 1 or [Chat Live](#) with a backup consultant.
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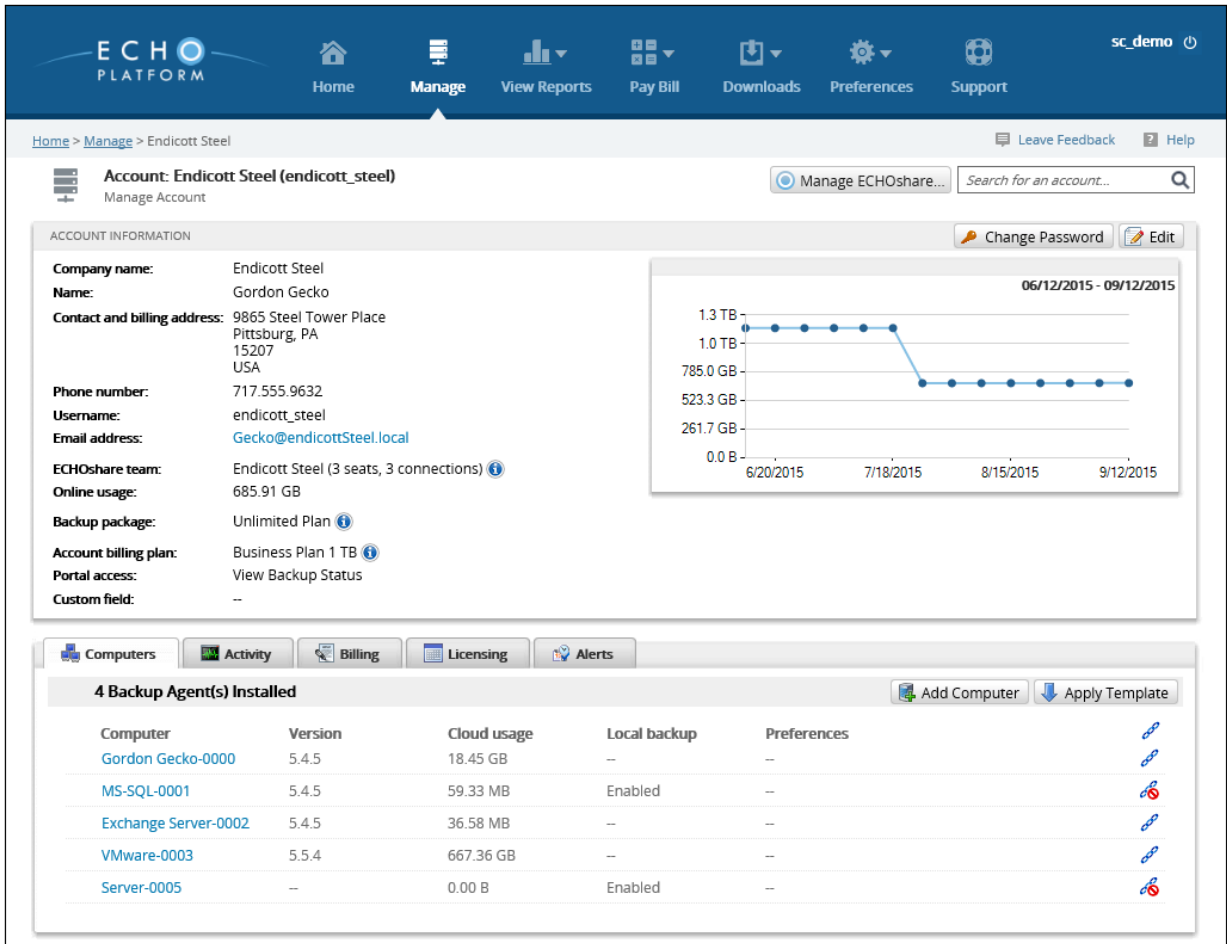
2. Find the client account to which the computer account you wish to delete belongs and click on the arrow to the left of the name to expand the computer account list underneath it.
3. Click next to the computer account name (not on the name) to highlight the computer account's row blue. This should make the **Delete** button appear in the upper-right.

- Click that **Delete** button and pick **Delete** again in the pop-up window to confirm the deletion.



Alternative Method for Deleting a Computer Account

- Log into the [management portal](#) client and navigate to the **Manage** tab.



Account: Endicott Steel (endicott_steel)
Manage Account

ACCOUNT INFORMATION

Company name: Endicott Steel
Name: Gordon Gecko
Contact and billing address: 9865 Steel Tower Place
Pittsburg, PA 15207
USA
Phone number: 717.555.9632
Username: endicott_steel
Email address: Gecko@endicottSteel.local
ECHOshare team: Endicott Steel (3 seats, 3 connections)
Online usage: 685.91 GB
Backup package: Unlimited Plan
Account billing plan: Business Plan 1 TB
Portal access: View Backup Status
Custom field: --

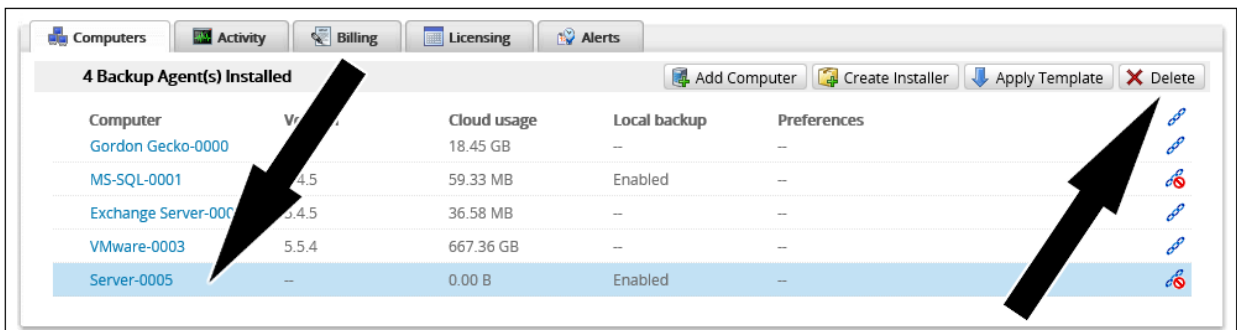
Cloud Usage Graph (06/12/2015 - 09/12/2015)

Date	Cloud Usage
6/20/2015	1.3 TB
7/18/2015	1.3 TB
8/15/2015	785.0 GB
9/12/2015	785.0 GB

4 Backup Agent(s) Installed

Computer	Version	Cloud usage	Local backup	Preferences
Gordon Gecko-0000	5.4.5	18.45 GB	--	--
MS-SQL-0001	5.4.5	59.33 MB	Enabled	--
Exchange Server-0002	5.4.5	36.58 MB	--	--
VMware-0003	5.5.4	667.36 GB	--	--
Server-0005	--	0.00 B	Enabled	--

- Click on the client account to which the computer account you wish to delete belongs to bring you to the client account page.
- Under the **Computers** tab, click next to the computer account name (not on the name) to highlight the computer account's row blue.
- Click the **Delete** button and then **Delete** again in the pop-up window to confirm the deletion.

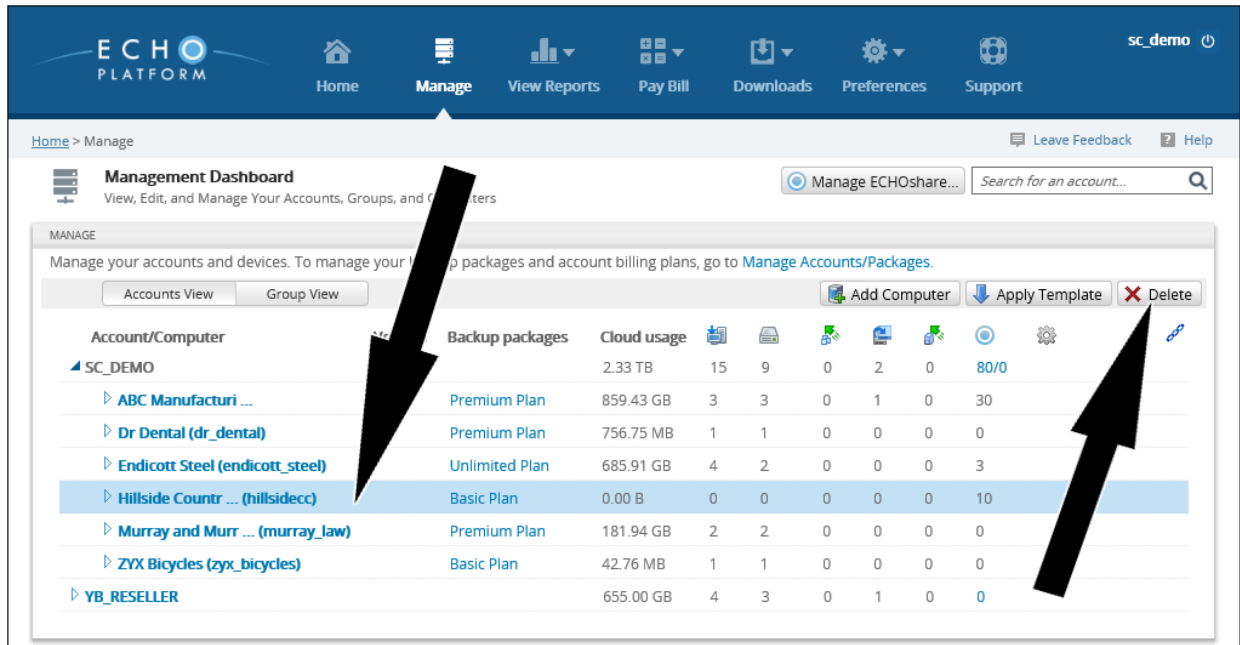


4 Backup Agent(s) Installed

Computer	Version	Cloud usage	Local backup	Preferences
Gordon Gecko-0000	5.4.5	18.45 GB	--	--
MS-SQL-0001	5.4.5	59.33 MB	Enabled	--
Exchange Server-0002	5.4.5	36.58 MB	--	--
VMware-0003	5.5.4	667.36 GB	--	--
Server-0005	--	0.00 B	Enabled	--

Deleting a Client Account

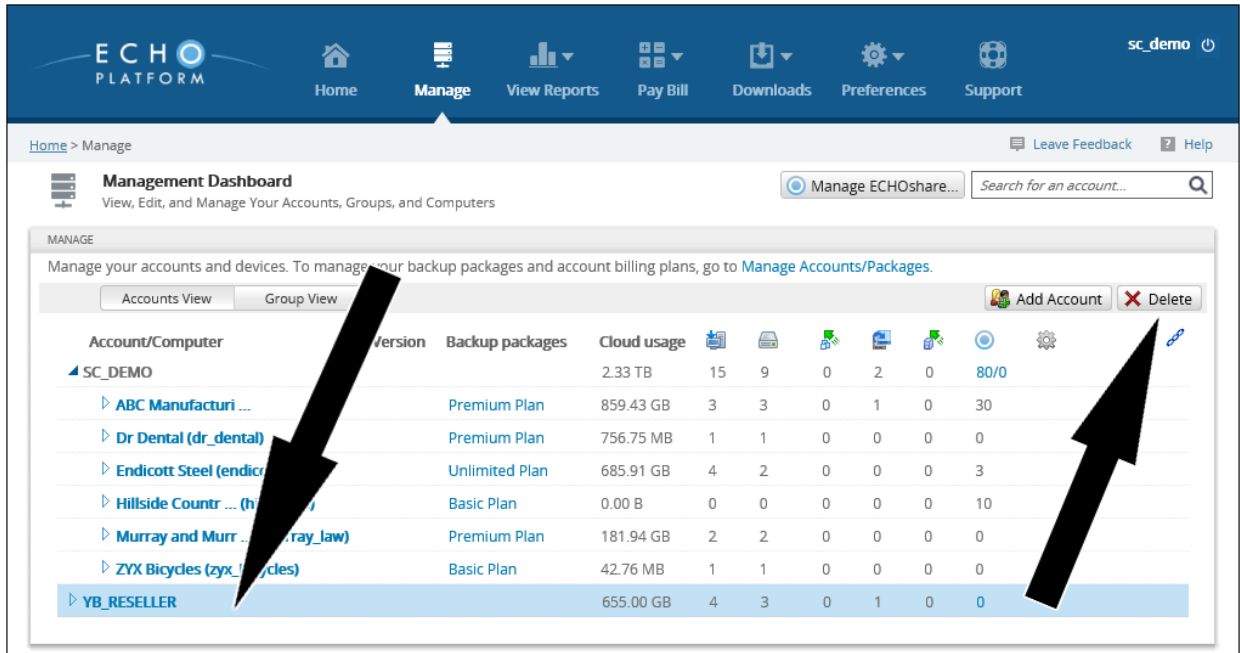
1. Log into the [management portal](#) and navigate to the **Manage** tab.



2. Find the client account you want to delete and click next to its name (not on the name) to highlight the account's row blue; this should make the **Delete** button appear in the upper-right.
3. Select that **Delete** button, check the box next to **Cancel the account and delete all its data and information**, and hit **Yes** to finish the client account deletion.

Deleting a Subpartner Account

1. Log into the [management portal](#) and navigate to the **Manage** tab.



The screenshot shows the ECHO Platform Management Dashboard. The top navigation bar includes Home, Manage, View Reports, Pay Bill, Downloads, Preferences, and Support. The main content area is titled 'Management Dashboard' and contains a table of accounts. The 'YB_RESELLER' account is highlighted in blue. A large black arrow points from the 'YB_RESELLER' account name to the 'Delete' button in the top right corner of the account list. Another large black arrow points from the 'Delete' button to the 'Cancel the partner and delete all its data and information' checkbox.

Account/Computer	Version	Backup packages	Cloud usage	15	9	0	2	0	80/0
SC_DEMO			2.33 TB	15	9	0	2	0	80/0
ABC Manufacturi ...	Premium Plan	859.43 GB	3	3	0	1	0	30	
Dr Dental (dr_dental)	Premium Plan	756.75 MB	1	1	0	0	0	0	
Endicott Steel (endicott)	Unlimited Plan	685.91 GB	4	2	0	0	0	3	
Hillside Countr ... (hillside)	Basic Plan	0.00 B	0	0	0	0	0	10	
Murray and Murr ... (murray_law)	Premium Plan	181.94 GB	2	2	0	0	0	0	
ZYX Bicycles (zyx_bicycles)	Basic Plan	42.76 MB	1	1	0	0	0	0	
YB_RESELLER		655.00 GB	4	3	0	1	0	0	

2. Find the subpartner account you want to delete and click next to its name (not on the name) to highlight the account's row blue; this should make the **Delete** button appear in the upper-right.
3. Select that **Delete** button, check the box next to **Cancel the partner and delete all its data and information**, and hit **Yes** to finish the subpartner account deletion.

Figures

1. expandedsubaccountlist.png
2. deletesubaccount1.png
3. clientaccountpage1.png
4. deletesubaccount3.png
5. deleteclientaccount.png
6. deletesubpartneraccount.png

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