

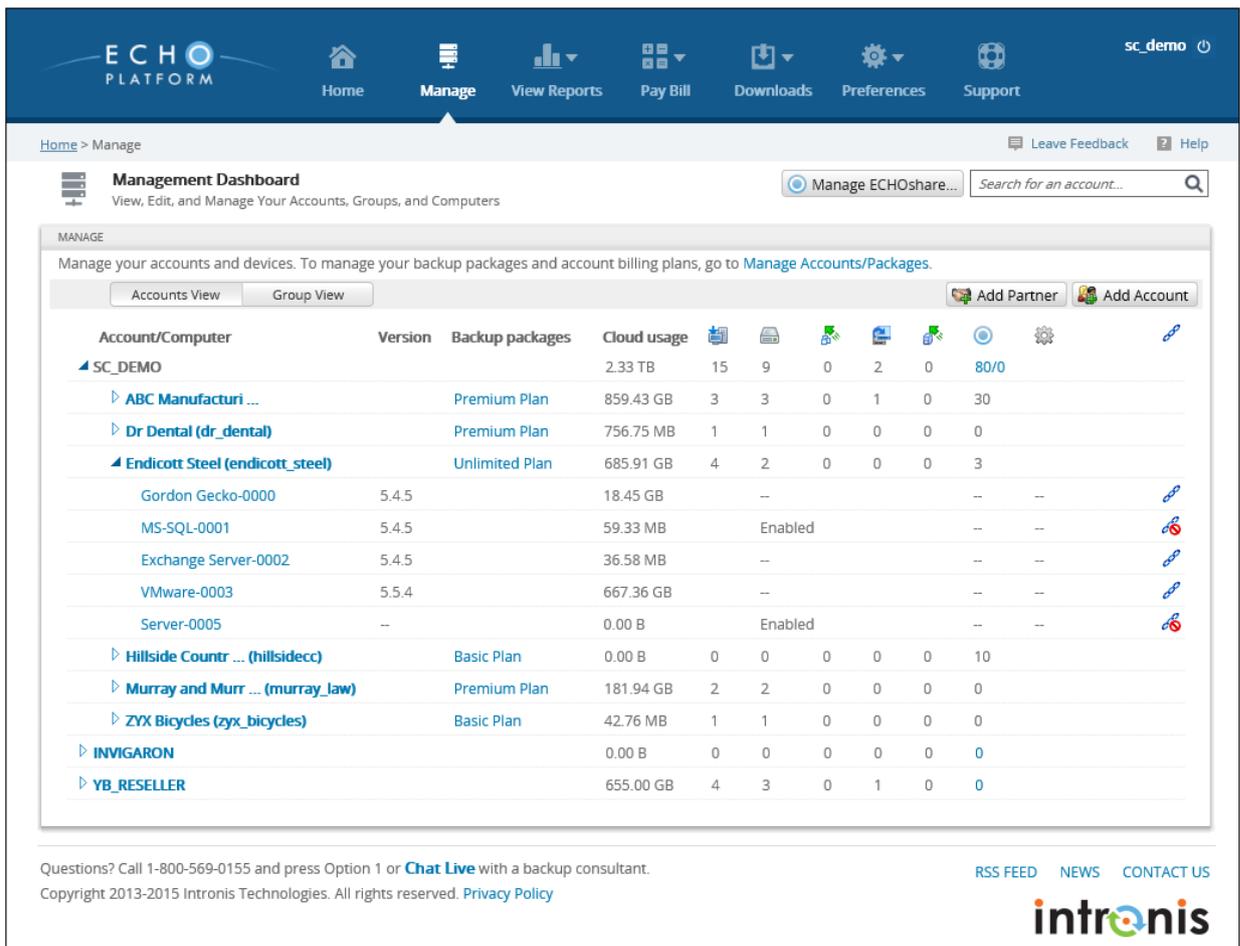
Deleting an Account (Computer, Client, or Subpartner)

<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.

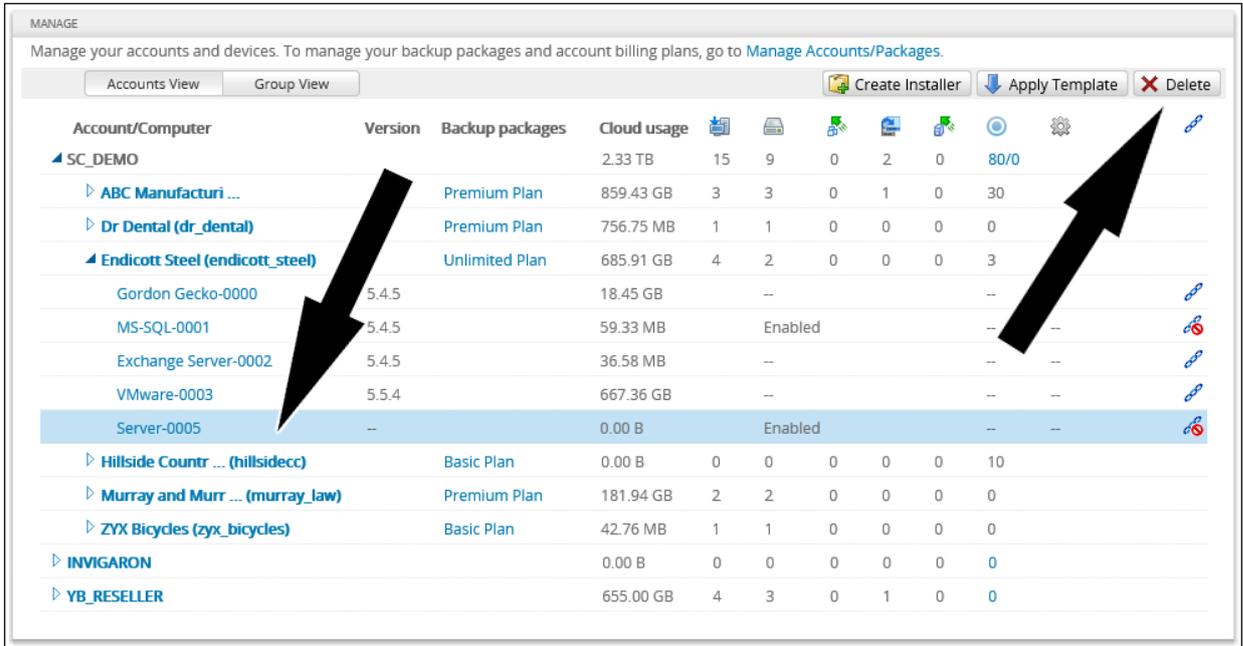


The screenshot shows the ECHO Platform Management Dashboard. The top navigation bar includes Home, Manage, View Reports, Pay Bill, Downloads, Preferences, and Support. The main content area is titled "Management Dashboard" and contains a table of accounts and computers. The table has columns for Account/Computer, Version, Backup packages, Cloud usage, and various status icons. The "SC_DEMO" account is expanded, showing a list of computer accounts. The "Endicott Steel (endicott_steel)" computer account is highlighted in blue, and the "Delete" button is visible in the upper-right corner of its row.

Account/Computer	Version	Backup packages	Cloud usage	15	9	0	2	0	80/0	Settings	Link
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		

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.



MANAGE

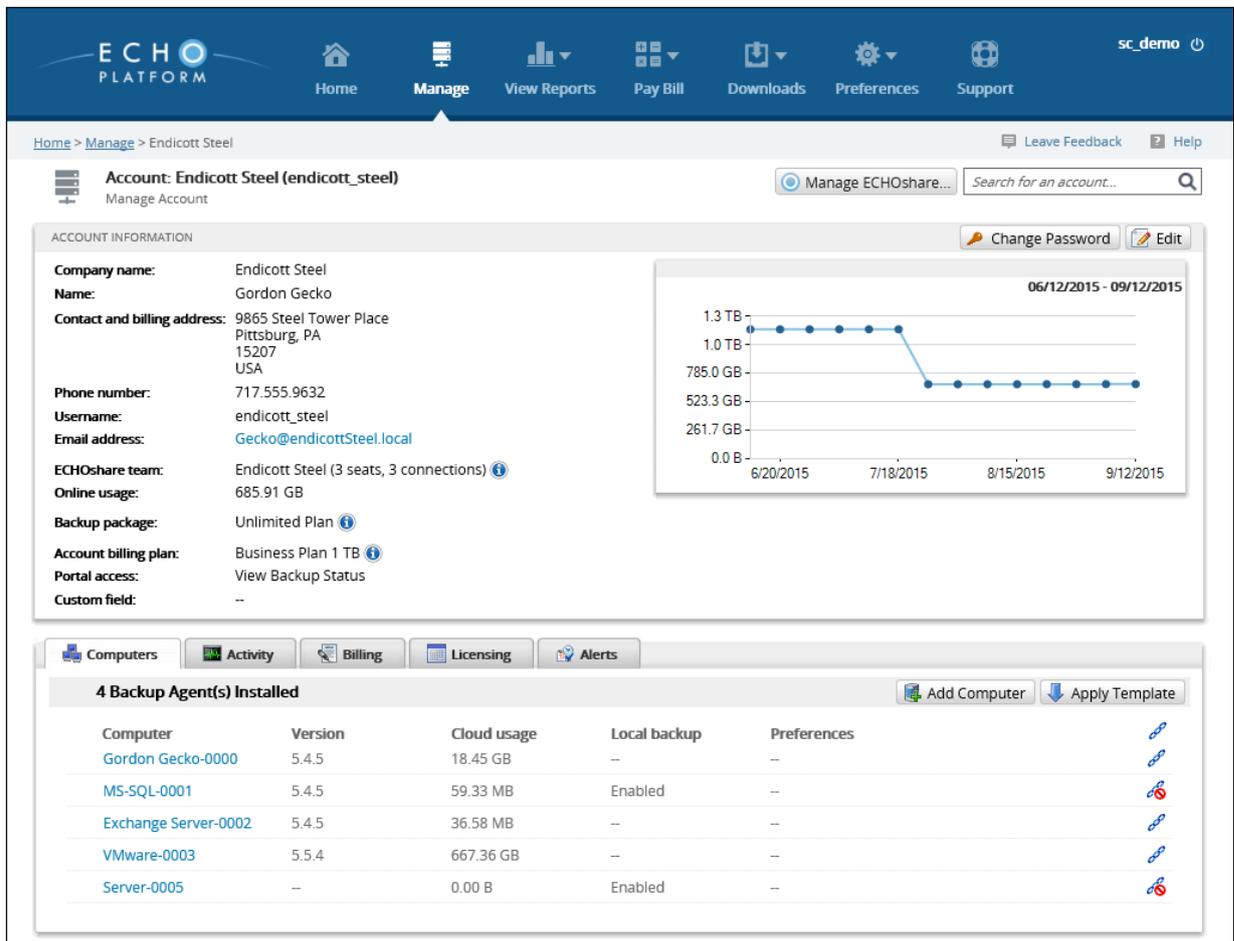
Manage your accounts and devices. To manage your backup packages and account billing plans, go to [Manage Accounts/Packages](#).

Accounts View Group View Create Installer Apply Template Delete

Account/Computer	Version	Backup packages	Cloud usage							
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_jaw)		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	

Alternative Method for Deleting a Computer Account

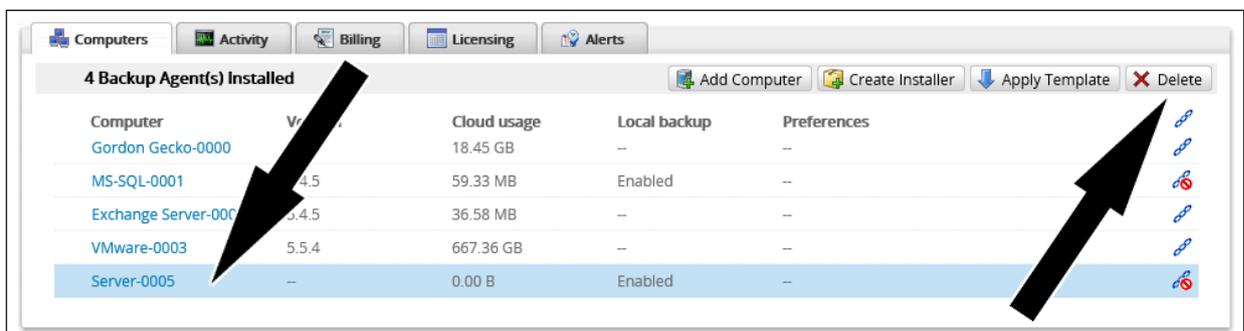
- Log into the [management portal](#) client and navigate to the **Manage** tab.



The screenshot shows the ECHO PLATFORM interface. The top navigation bar includes Home, Manage, View Reports, Pay Bill, Downloads, Preferences, and Support. The current page is 'Manage > Endicott Steel'. The account information section displays details for 'Endicott Steel (endicott_steel)', including company name, address, phone number, and billing plan. A line graph shows cloud usage from 6/20/2015 to 9/12/2015, with a notable drop from approximately 1.1 TB to 0.7 TB around 7/18/2015. Below the account info, the 'Computers' tab is active, showing a table of 4 installed backup agents.

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	--

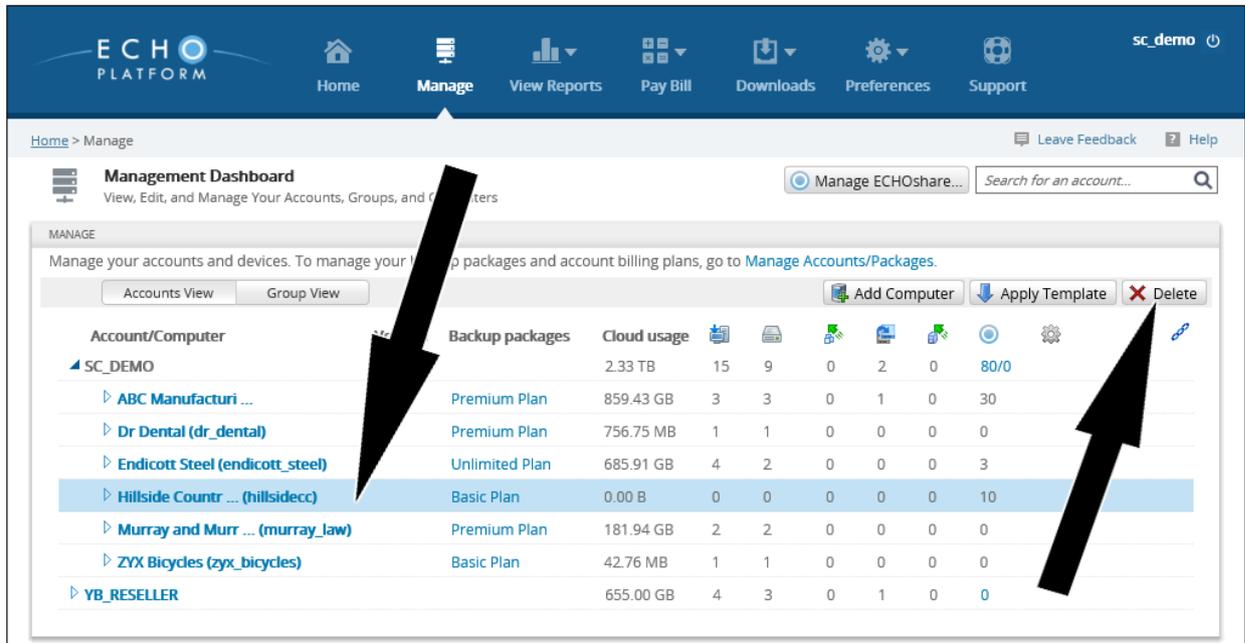
2. Click on the client account to which the computer account you wish to delete belongs to bring you to the client account page.
3. Under the **Computers** tab, click next to the computer account name (not on the name) to highlight the computer account's row blue.
4. Click the **Delete** button and then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



This screenshot shows the 'Computers' tab with the 'Server-0005' row highlighted in blue. A large black arrow points to the 'Server-0005' row. Another large black arrow points to the 'Delete' button in the top right corner of the table area. The 'Delete' button is represented by a red 'X' icon.

Deleting a Client Account

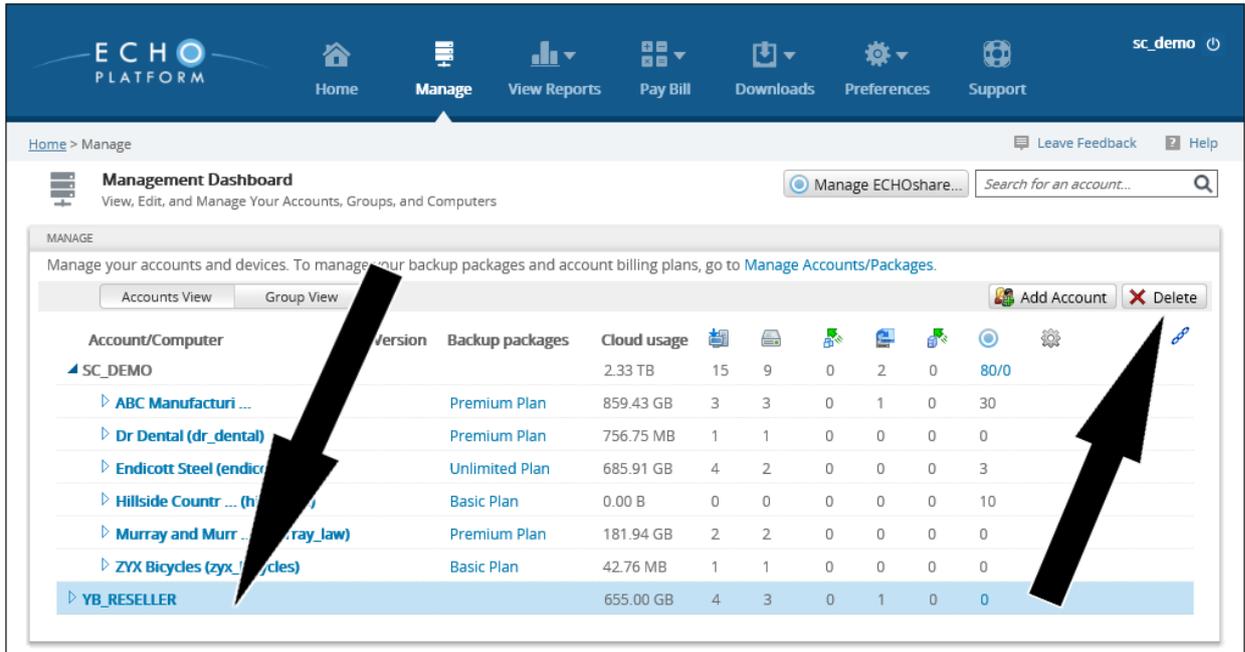
1. Log into the [management portal](#) and navigate to the **Manage** tab.



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 Barracuda 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 table has columns for Account/Computer, Version, Backup packages, Cloud usage, and various status icons. The "YB_RESELLER" account is highlighted in blue. A "Delete" button is visible in the upper right corner of the table. Two large black arrows point to the highlighted row and the "Delete" button.

Account/Computer	Version	Backup packages	Cloud usage							
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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