

# Deleting Subpartners

<https://campus.barracuda.com/doc/96768199/>

To delete a Subpartner, perform the following steps.

- 1. At the Subpartner Details page, click **Delete**.

PRODUCTS & SERVICES

ROLES & ACCESS

DETAILS


Details for SubpartBBS

DELETE

ID

1033702888

Type

 Subpartner

Echo Username

subpartba6a094f9

Contact Information

EDIT

Company Name

SubpartBBS

Contact Name

SubpartBBS

Email

SubpartBBS@c.com

Address

2600 Benjamin Franklin Parkway

City

Philadelphia

State

PA

Country

United States

Zip/Postal Code

19130

Phone

11111111111111

- 2. Select from the conditions in the table below.

If...	Then...
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the Delete Subpartner pop-up is displayed.

A screenshot of a web application dialog titled "Delete Subpartner". At the top, there is a yellow warning box with a triangle icon containing an exclamation mark. The text inside the warning box reads: "Caution! This deletion is permanent and cannot be undone. This action deletes the subpartner from your accounts list and all associated subpartner-level logins. All direct accounts of this subpartner and the associated account-level logins will be deleted." Below the warning box, the text says "Click the **Delete** button below to proceed." At the bottom right of the dialog, there are two buttons: a light blue "CANCEL" button and a darker blue "DELETE" button.

a. Click the **Delete** button.  
The Confirm pop-up is displayed.

A screenshot of a web application dialog titled "Confirm Deletion of Subpartner SubpartBBS". It contains a single checkbox that is currently unchecked. To the right of the checkbox, the text reads: "I am aware that this deletion is permanent and cannot be undone. All account-level logins and associated user data with this subpartner will be deleted from all products and services." At the bottom right, there are two buttons: a light blue "BACK" button and a greyed-out "CONFIRM" button.

b. Select the check box.  
The **Confirm** button is enabled.


A screenshot of the same "Confirm Deletion of Subpartner SubpartBBS" dialog. In this state, the checkbox is checked, indicated by a blue checkmark. The text remains the same. The "CONFIRM" button at the bottom right is now active and blue, while the "BACK" button remains light blue.

c. Click the **Confirm** button.  
The Subpartner is deleted.

active serial numbers are associated with the subpartner,

the following confirmation is displayed.

### Delete Subpartner SubpartBBS

 **Caution!** This deletion is permanent and cannot be undone.

This action deletes the subpartner from your accounts list and all associated subpartner-level logins.

All direct accounts of this subpartner and the associated account-level logins will be deleted.

The subpartner's activated products/services that will be deleted are listed below.

Click the **Delete** button below to proceed.

ACTIVATED PRODUCTS/SERVICES ↑	MODEL NUMBER	SERIAL NUMBER
Barracuda Backup Server MSP	BBS-490-MSP2	193934
C5plusSF Barracuda Content Shield Plus	N/A	2568145
Premium PlusSF Premium Plus Email Protection MSP	N/A	2568144

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Items per page 15

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CANCEL

DELETE

a. Click the **Delete** button.  
The Confirm pop-up is displayed.

### Confirm Deletion of Subpartner SubpartBBS

☐

I am aware that this deletion is permanent and cannot be undone.

All account-level logins and associated user data with this subpartner will be deleted from all products and services.

BACK

CONFIRM

b. Select the check box.  
The **Confirm** button is enabled.

### Confirm Deletion of Subpartner SubpartBBS

☒

I am aware that this deletion is permanent and cannot be undone.

All account-level logins and associated user data with this subpartner will be deleted from all products and services.

BACK

CONFIRM

c. Click the **Confirm** button.  
The Subpartner is deleted.

the account has pending serial numbers to be activated,

the Delete Subpartner pop-up is displayed.

Delete Subpartner

This subpartner cannot be deleted because one or more products/services are being activated.

Please try again after the products/services finish activating.

If a product/service remains in a pending state, contact support [click here](#) or call 1-800-569-0155, Option 1.

ACTIVATED PRODUCTS/SERVICES ↑	MODEL NUMBER	SERIAL NUMBER
Premium PlusSF	N/A	2572634
Premium Plus Email Protection MSP		

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Items per page

15

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CANCEL

- a. Select the **click here** link or call the listed partner support number.
- b. Click the **Cancel** button.

## Figures

1. del sub details page1.png
2. del sub no serial.png
3. del sub confirm.png
4. del sub confirm1.png
5. del sub serial.png
6. del sub serial1.png
7. del sub serial2.png
8. del sub pending.png

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