

Changing a Service

<https://campus.barracuda.com/doc/99617211/>

Important!

Changes can only be made on an individual serial number basis.

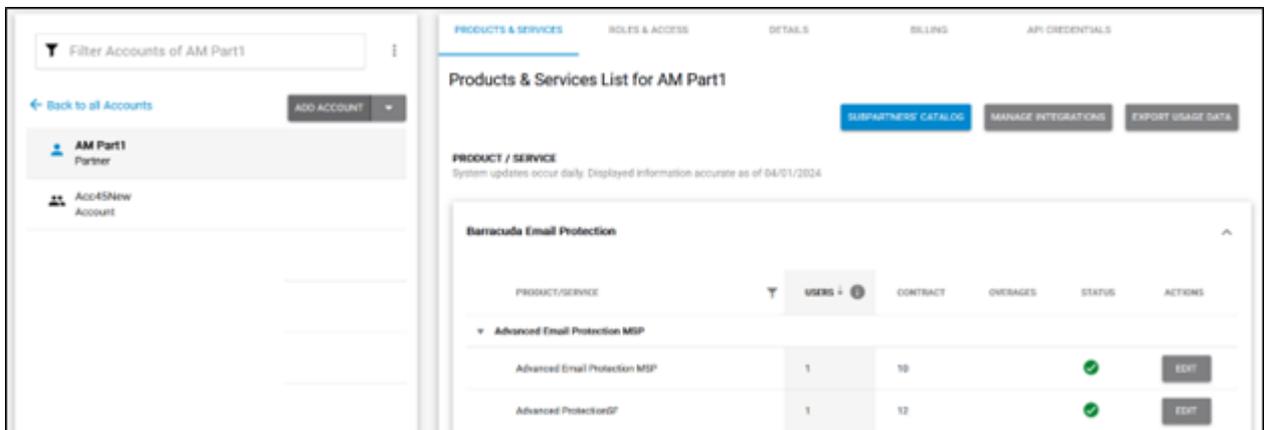
You cannot change to a service if that same service is already assigned or if the plan or bundle already contains a service that is assigned. See [About Changing a Service](#).

If the end user customer has multiple products or services, with multiple serial numbers, the Product Change Request Form must be used.

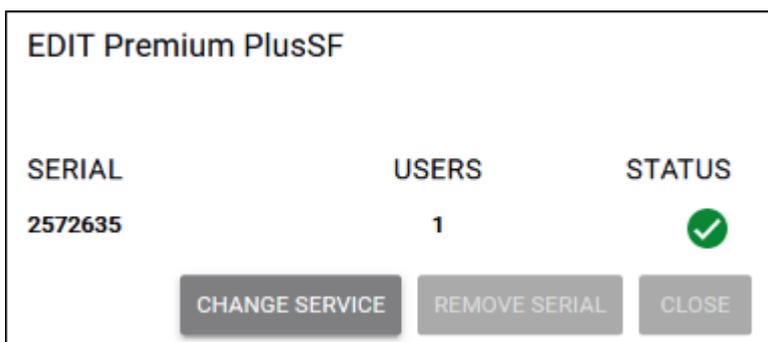
See [Deactivating a Barracuda Backup Appliance](#).

To change a service, perform the following steps.

1. At the account with the activated service select **Product & Services List**. The Account Product & Services List is displayed.



2. Click the **Edit** button. The Edit pop-up is displayed.



3. Click the **Change Service** button.

The Change pop-up is displayed.

CHANGE PremiumSF

[← Back to Edit PremiumSF](#)

Change From:

PRODUCT/SERVICE	SERIAL
Premium Email Protection MSP	2569231

Change To:

--Select--

[PRODUCT CHANGE REQUEST FORM](#) [CANCEL](#) [CONFIRM](#)

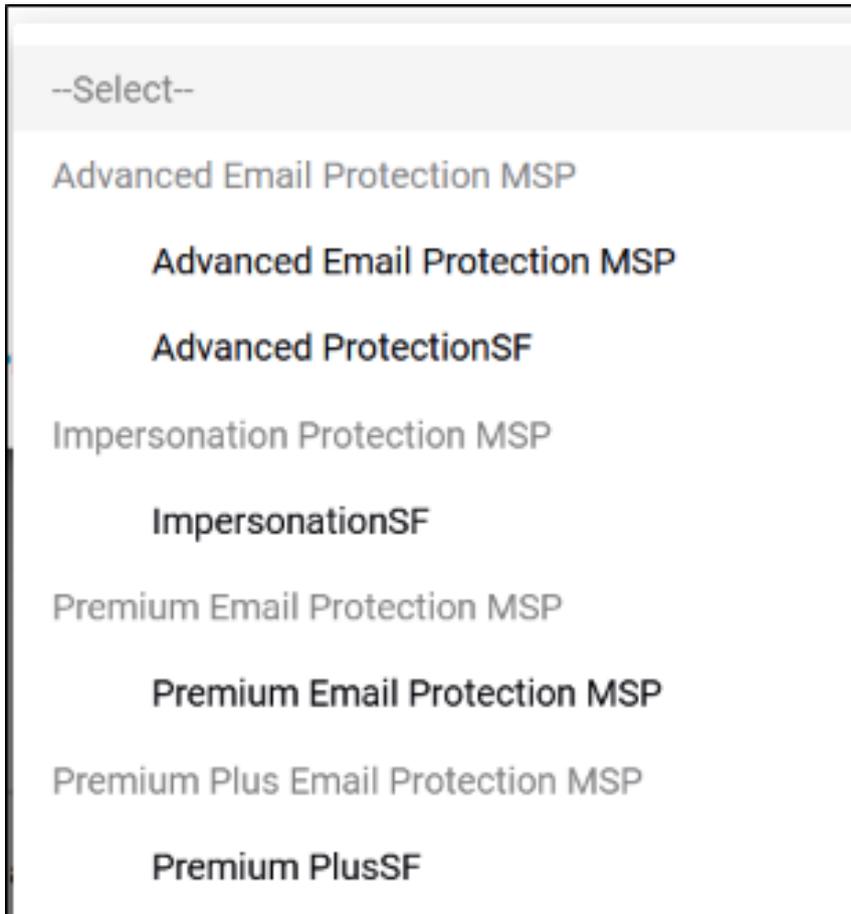
4. Select the **Change To** down arrow.

You cannot change to a service if that same service is already assigned or if the plan or bundle already contains a service that is assigned.

You must use the Product Change Request Form. See [Deactivating a Barracuda Backup Appliance](#)

The list of service options assigned to the partner or subpartner is displayed.

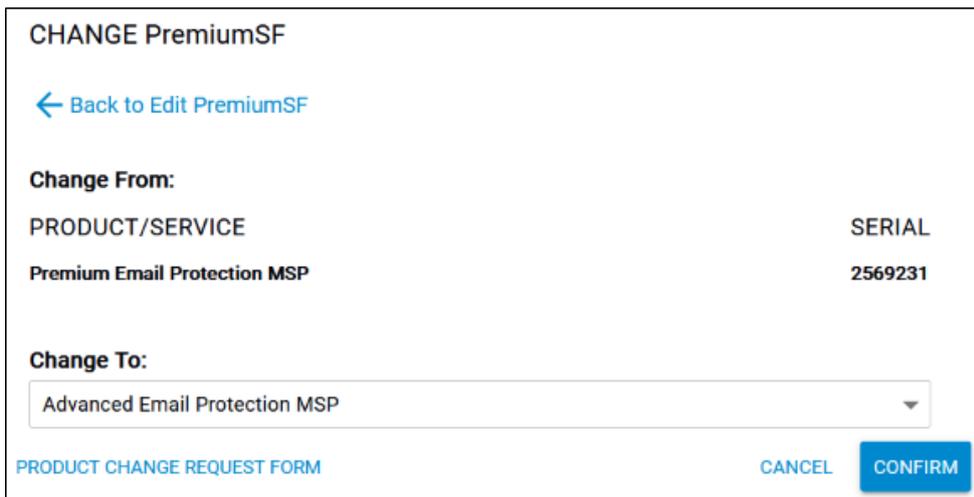
Note: Indented services indicate multiple services are assigned. Grayed-out services service names indicate the service category.



--Select--

- Advanced Email Protection MSP
- Advanced Email Protection MSP
- Advanced ProtectionSF
- Impersonation Protection MSP
- ImpersonationSF
- Premium Email Protection MSP
- Premium Email Protection MSP
- Premium Plus Email Protection MSP
- Premium PlusSF

5. Select the service you want change to.
 The new service is displayed in the **Change To** field.



CHANGE PremiumSF

[← Back to Edit PremiumSF](#)

Change From:

PRODUCT/SERVICE	SERIAL
Premium Email Protection MSP	2569231

Change To:

Advanced Email Protection MSP

[PRODUCT CHANGE REQUEST FORM](#) [CANCEL](#) [CONFIRM](#)

6. Click **Confirm** .
 The Confirmation pop-up is displayed.
 To change multiple services or older services, click **Product Change Request Form**.
 See [Changing or Deactivating Products & Multiple Services](#).
 The Confirm pop-up is displayed.

Change Service

Changing from **PremiumSF** to **Advanced Email Protection MSP**.

Please confirm to proceed or cancel to select a different license to change.

CANCEL

CONFIRM

Your change is displayed in the Product & Services List.

It may take 5 - 7 minutes for the change to take effect.

Any usage associated with the serial number being changed is applied to the new service and removed from the old service.

The MSP invoice reflects the product, serial number, and usage changes accordingly.

Figures

1. campus change service.png
2. campus change service1.png
3. campus change service2.png
4. campus change service3.png
5. campus change service4.png
6. campus change service5.png

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