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Suspend After

Allows you to set the date and time after which you want to Suspend the client service.

- Description
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Description

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Suspend After

"Suspend After" is a unique add-on that allows administrators to set a date and time for suspending a client's service before the end of the billing cycle. This functionality serves several purposes. Firstly, it enables the automation of service suspension for violations of usage policies. For instance, if a virtual server belonging to a client has been compromised and is engaging in malicious activities, the client is notified and given 24 hours to rectify the issue. If no action is taken within that timeframe, the service will be suspended. This method helps the support team to ensure that problematic services are not overlooked.

Here are four examples of situations where this functionality can be beneficial:

1. Compliance Enforcement: If a client's service is found to be in violation of compliance regulations, such as hosting illegal content, the "Suspend After" feature can be utilized to automatically suspend the service after a specified grace period. This ensures prompt action is taken to address the violation.
2. Payment Reminders: In cases where a client's payment is overdue, the "Suspend After" functionality can be employed to set a deadline for payment. If the client fails to settle the outstanding balance within the specified timeframe, their service can be automatically suspended until payment is received.
3. Resource Abuse Prevention: If a client consistently exceeds the allocated resources of their service plan, causing strain on the server or negatively impacting other clients, the "Suspend After" feature can be used to temporarily suspend their service until the issue is resolved or they upgrade to a higher resource plan.
4. Security Response: In the event of a security breach or suspected malicious activity originating from a client's service, the "Suspend After" functionality can be employed to promptly suspend the service until a thorough investigation is conducted and the issue is resolved, ensuring the security and integrity of the system.

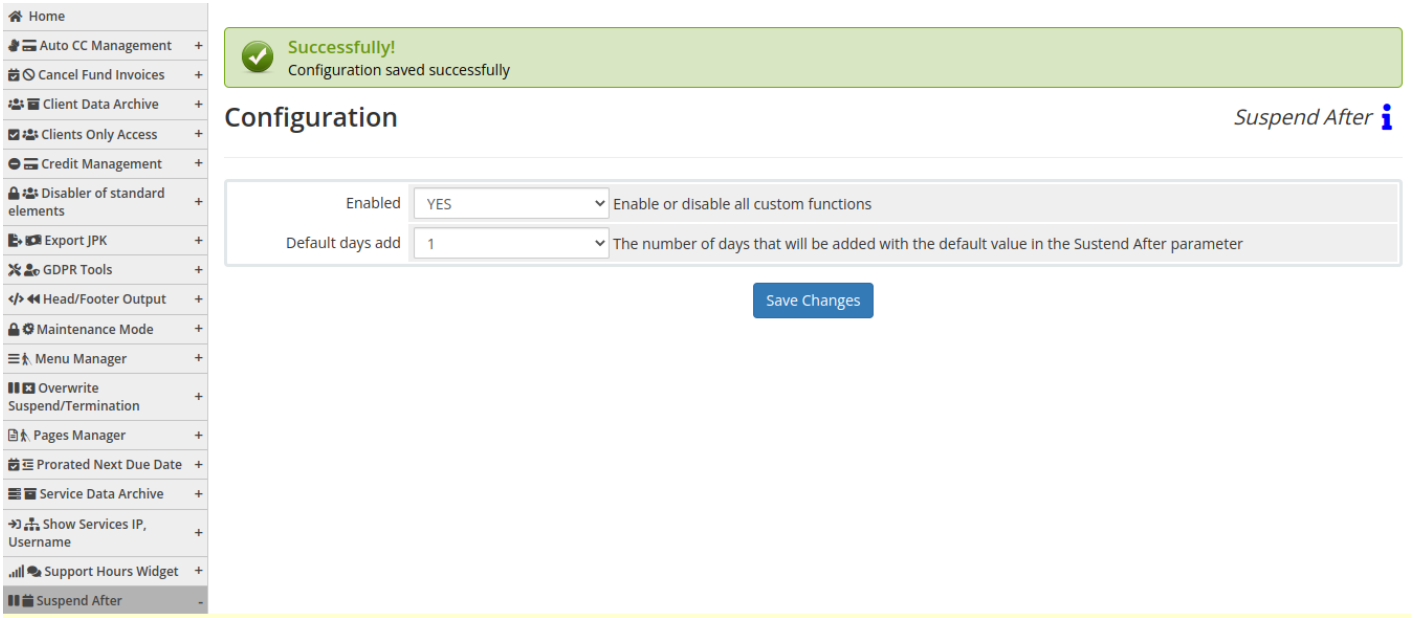
By using the **"Suspend After"** add-on, administrators can effectively manage and enforce compliance, streamline payment processes, prevent resource abuse, and maintain the security

and stability of the hosting environment.

Configuration

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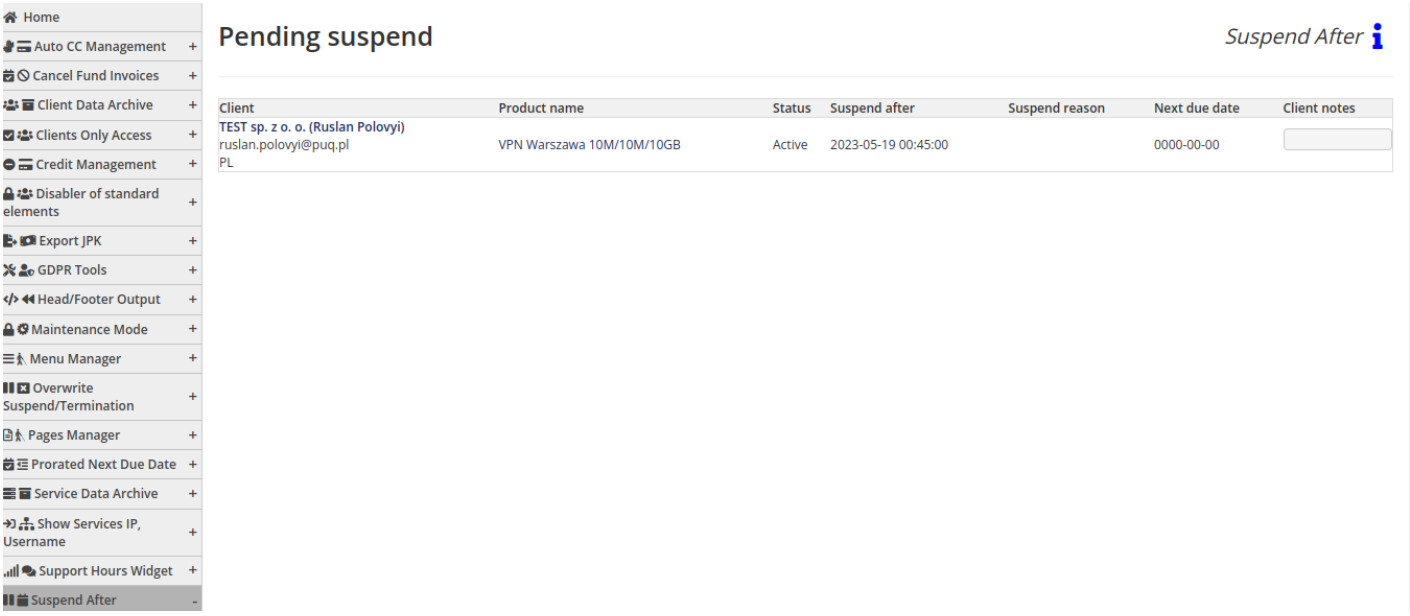
Enabled - Enabling or disabling all custom functions of this extension affects the automation and visibility of its features in the client area. When extension disabled, the automation capabilities and related features provided by the extension will not be active or visible to clients. However, as an administrator, you will still have access to configure and utilize the extension's functionalities through the administration interface. This gives you the flexibility to control the visibility and automation aspects of the extension based on your specific needs and preferences.

Default days add - The number of days that will be added with the default value in the Sustend After parameter

Pending suspend

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On the "Pending Suspend" page, you will find a list of services that are queued for suspension. The table consists of the following fields:

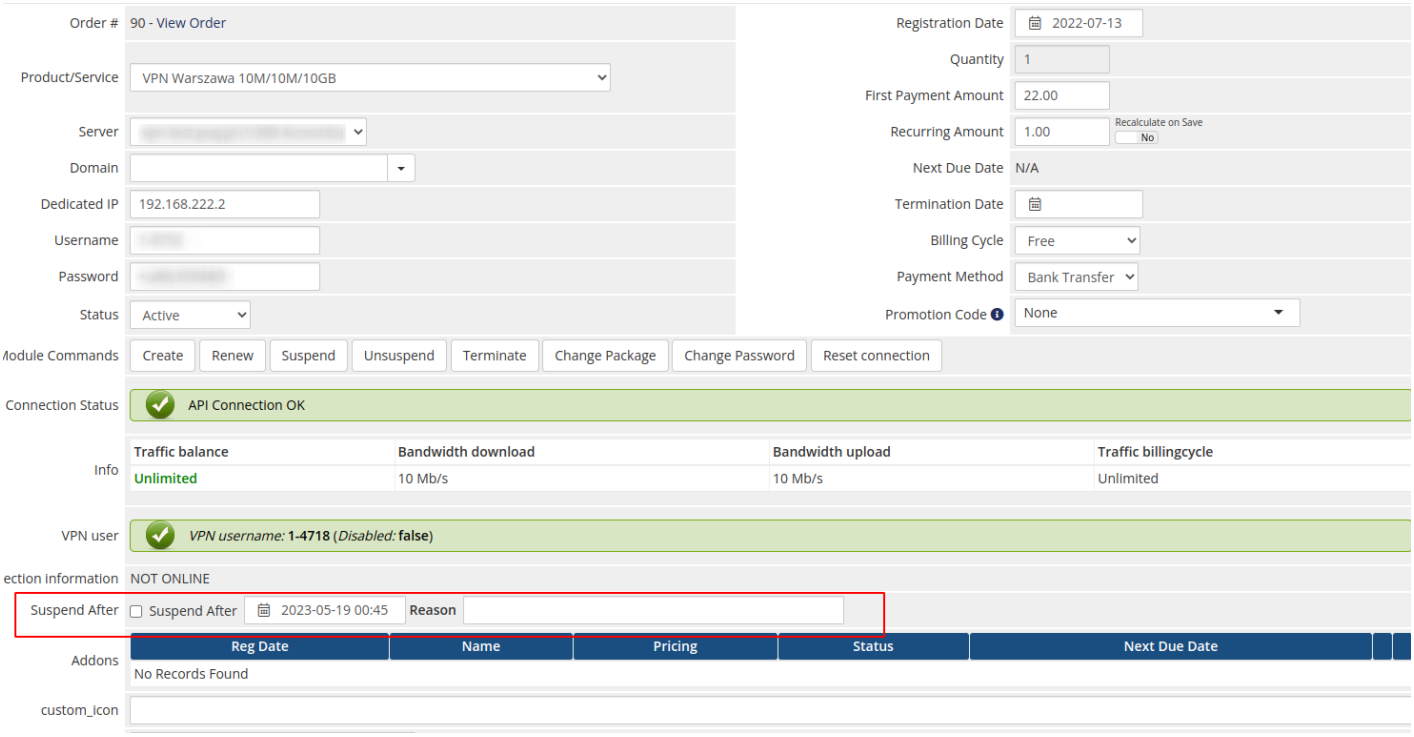
1. Client: The name or identifier of the client associated with the service.
2. Product Name: The name or description of the service/product.
3. Status: The current status of the service, indicating whether it is pending suspension.
4. Suspend After: The date and time when the service is scheduled to be suspended.
5. Suspend Reason: The reason or explanation for the upcoming suspension.
6. Next Due Date: The next due date or renewal date of the service.
7. Client Notes: Any additional notes or comments related to the client or service.

This table provides an overview of services that are awaiting suspension, allowing you to manage and monitor the pending suspensions efficiently. You can review the details and take appropriate actions based on the information provided in each field.

Admin area

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To set a date for when a service will be suspended, follow these steps:

1. Locate the specific service for which you want to configure the suspension. This can typically be done through the service management section or client management area of your administration panel.
2. Access the configuration settings for the chosen service. This may involve selecting the service and navigating to its details page or accessing an edit option for the service.
3. Look for the "Suspend After" field or checkbox within the service configuration. Enable the checkbox to activate the suspension feature.
4. Enter the desired date and time when the service should be suspended. This can usually be done by selecting a calendar date and inputting the time or by entering the date and time manually in a specific format.
5. Provide a reason or explanation for the suspension. This helps communicate the purpose of the suspension to both the client and the support team.
6. Save the changes to update the configuration for the service. This ensures that the

specified suspension date and reason are applied.

By following these steps, you can effectively set a specific date and time for suspending a service, ensuring that it will be automatically blocked according to your configuration.