

Overwrite

PUQ Customization module **WHMCS**

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Screenshot of Overwrite Suspend/Termination configuration view by product

Home

Auto CC Management

Cancel Fund Invoices

Client Data Archive

Clients Only Access

Credit Management

Disabler of standard elements

Export JPK

GDPR Tools

Head/Footer Output

Maintenance Mode

Menu Manager

Overwrite Suspend/Termination

Configuration

Overwrite

Safe test

Pages Manager

Prorated Next Due Date

Service Data Archive

Show Services IP, Username

Support Hours Widget

Suspend After

License status: success

2024-01-04T18:40:42+01:00

PUQcloud

Minimise Sidebar

Overwrite

Overwrite Suspend/Termination

Global Configuration

| Enable Suspension | Suspend Days | Enable Termination | Termination Days |
|-------------------|--------------|--------------------|------------------|
| YES | 14 | YES | 30 |

Suspend Days - Enter the number of days after the service's next due date that you want to wait before suspending the account

Termination Days - Enter the number of days after the due payment date you want to wait before terminating the account

Save

VPN Warszawa (1)

Products: 2 | Overwrite Suspension: 2 | Overwrite Termination: 2

| ID | Product name | Overwrite Suspension | Suspend Days | Overwrite Termination | Termination Days |
|----|---------------------------|-------------------------------------|--------------------------------|-------------------------------------|--------------------------------|
| 1 | VPN Warszawa 10M/10M/10GB | <input checked="" type="checkbox"/> | <input type="text" value="0"/> | <input checked="" type="checkbox"/> | <input type="text" value="3"/> |
| 12 | VPN Warszawa 20M/20M/20GB | <input checked="" type="checkbox"/> | <input type="text" value="0"/> | <input checked="" type="checkbox"/> | <input type="text" value="3"/> |

HestiaCP (4)

Products: 3 | Overwrite Suspension: 3 | Overwrite Termination: 3

| ID | Product name | Overwrite Suspension | Suspend Days | Overwrite Termination | Termination Days |
|----|----------------------|-------------------------------------|--------------------------------|-------------------------------------|---------------------------------|
| 13 | Shared Hosting 5 Gb | <input checked="" type="checkbox"/> | <input type="text" value="5"/> | <input checked="" type="checkbox"/> | <input type="text" value="10"/> |
| 39 | Shared Hosting 10 Gb | <input checked="" type="checkbox"/> | <input type="text" value="5"/> | <input checked="" type="checkbox"/> | <input type="text" value="10"/> |
| 40 | Shared Hosting 30 Gb | <input checked="" type="checkbox"/> | <input type="text" value="5"/> | <input checked="" type="checkbox"/> | <input type="text" value="10"/> |

Screenshot of Overwrite Suspend/Termination Configuration View by Group

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Overwrite Suspend/Termination

Global Configuration

Enable SuspensionSuspend DaysEnable TerminationTermination Days

YES14YES30

Suspend Days - Enter the number of days after the service's next due date that you want to wait before suspending the account

Termination Days - Enter the number of days after the due payment date you want to wait before terminating the account

Save

| ID | Groups name | Products count | Overwrite Suspension | Suspend Days | Overwrite Termination | Termination Days |
|----|-----------------------------|----------------|-------------------------------------|--------------|-------------------------------------|------------------|
| 14 | Business-VPN | 2 | <input checked="" type="checkbox"/> | 1 | <input checked="" type="checkbox"/> | 2 |
| 17 | Dedicated Servers Amsterdam | 2 | <input checked="" type="checkbox"/> | 5 | <input checked="" type="checkbox"/> | 10 |
| 4 | HestiaCP | 3 | <input checked="" type="checkbox"/> | 2 | <input checked="" type="checkbox"/> | 5 |
| 7 | MiniO | 1 | <input checked="" type="checkbox"/> | 2 | <input checked="" type="checkbox"/> | 8 |
| 9 | Nextcloud | 3 | <input checked="" type="checkbox"/> | 3 | <input checked="" type="checkbox"/> | 8 |
| 16 | ownCloud | 2 | <input checked="" type="checkbox"/> | 2 | <input checked="" type="checkbox"/> | 8 |
| 12 | proxmox | 4 | <input checked="" type="checkbox"/> | 3 | <input checked="" type="checkbox"/> | 8 |
| 15 | PUQ WireGuard VPN | 1 | <input checked="" type="checkbox"/> | 2 | <input checked="" type="checkbox"/> | 5 |
| 13 | Support | 2 | <input checked="" type="checkbox"/> | 3 | <input checked="" type="checkbox"/> | 5 |
| 11 | Synology | 1 | <input checked="" type="checkbox"/> | 2 | <input checked="" type="checkbox"/> | 5 |
| 1 | VPN Warszawa | 2 | <input checked="" type="checkbox"/> | 3 | <input checked="" type="checkbox"/> | 5 |

On the "Overwrite" page, there will be a list of products or groups to set the "Overwrite Suspension" and "Overwrite Termination" parameters.

Here is a detailed description of the rules for setting these parameters:

1. Overwrite Suspension:

- For a product: If you want to set personalized suspension parameters for a specific product, locate it in the product list on the "Overwrite" page. Check the "Overwrite Suspension" checkbox next to the corresponding product.
- For a group: If you want to apply personalized suspension parameters to all products within a specific group, find the corresponding group in the group list on the "Overwrite" page. Check the "Overwrite Suspension" checkbox next to it.

2. Overwrite Termination:

- For a product: If you want to set personalized termination parameters for a specific product, locate it in the product list on the "Overwrite" page. Check the "Overwrite Termination" checkbox next to the corresponding product.
- For a group: If you want to apply personalized termination parameters to all products within a specific group, find the corresponding group in the group list on the "Overwrite" page. Check the "Overwrite Termination" checkbox next to it.

Setting the parameters involves selecting the appropriate checkbox for each product or group on which you want to apply the overwrite for suspension or termination. You can choose products, groups, or both simultaneously.

It is important to follow these rules:

- The value of the "Overwrite Suspension" parameter should not exceed the value of the "Suspend Days" from the global configuration (if it is active).
- The value of the "Overwrite Termination" parameter should not exceed the value of the

"Termination Days" from the global configuration (if it is active).

- The value of the "Overwrite Suspension" parameter should always be less than the value of the "Overwrite Termination" parameter if both parameters are active.

Note that if there are changes in the global parameters (enabling suspension, suspension duration, enabling termination, termination duration), the overwritten parameters (Overwrite Suspension, Suspend Days, Overwrite Termination, Termination Days) will not be automatically adjusted.

In the case of configuration by products, if a product is moved from one group to another, its parameters will not change. If configuration by groups is used, the product's parameters will depend on the group it belongs to.

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