Suspend, Unsuspend & Terminate

PUQ Web Hosting module **WHMCS**

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The WHMCS lifecycle commands map onto the same async, idempotent task model as provisioning.

Suspend / Unsuspend

- **Suspend** — disables the service's users across its servers (web/mail/dns) so sites and mail stop serving, without deleting anything. While suspended, client-area write actions are blocked.
- **Unsuspend** — re-enables them. Because the data was never removed, the service comes straight back.

These follow WHMCS automation (overdue suspend, etc.) or can be triggered manually from the service's Module Commands.

Terminate

Terminate removes the service's resources from every server it touches and cleans up the local rows in a transaction. A pending-terminate state is finalised by cron, and a **force-terminate** path exists for cases where a node is unreachable at termination time so the service can still be closed out cleanly.

The Vanity invariant

On a **Vanity** service these operations are deliberately scoped: they only ever touch that service's **own**

subdomain, its **single** mailbox and its **single** DNS record. The shared provider domain, its mail user and its DNS zone are never modified — that invariant holds through suspend, unsuspend, terminate, redeploy and factory reset alike. See **Vanity Mode → What it is & why**.

> Lifecycle commands always report `success` to WHMCS immediately and do the real work via the queue, mirroring the provisioning model — so a slow or temporarily unreachable node never blocks the WHMCS workflow.

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