

FUJITSU Cloud Service S5

Cancelling a Contract

This guide describes the process for cancelling a contract with the FUJITSU Cloud Service S5

An Administrator can choose to cancel their contract at any time. Cancelling a contract is permanent with all Users and Virtual Systems being deleted from FUJITSU Cloud Service S5. Customers who cancel a contract are not prohibited to ever access FUJITSU Cloud Service S5 in the future, but access can only be granted by starting a new contract.

How to Delete a Virtual System

Firstly, all Virtual Systems within the contract must be Returned (deleted). In order to delete a Virtual System, all resources within the Virtual System must be stopped including the Firewall.

Note: All active Global IP Addresses must be disabled at this point.

Select the "System Manager" from the Startup menu and choose the required Virtual System.

1. Click the "Details" button

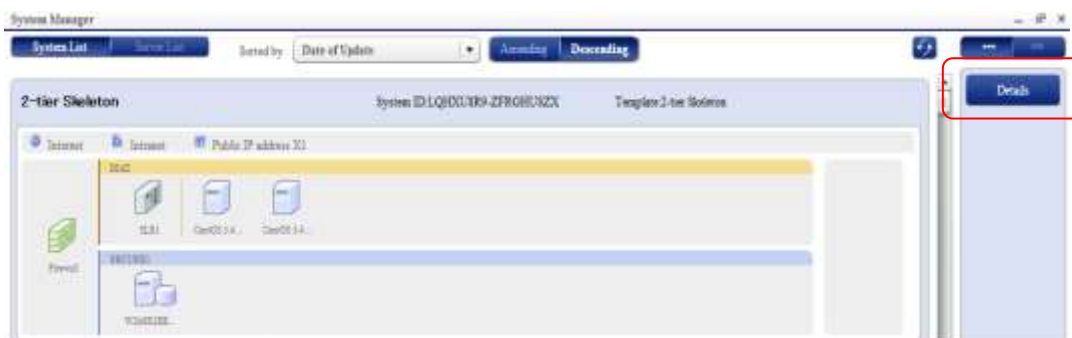


Figure 1 Cancelling a Contract

2. When all Virtual System resources have been stopped, click the "Return All" button in the "System Details" window.

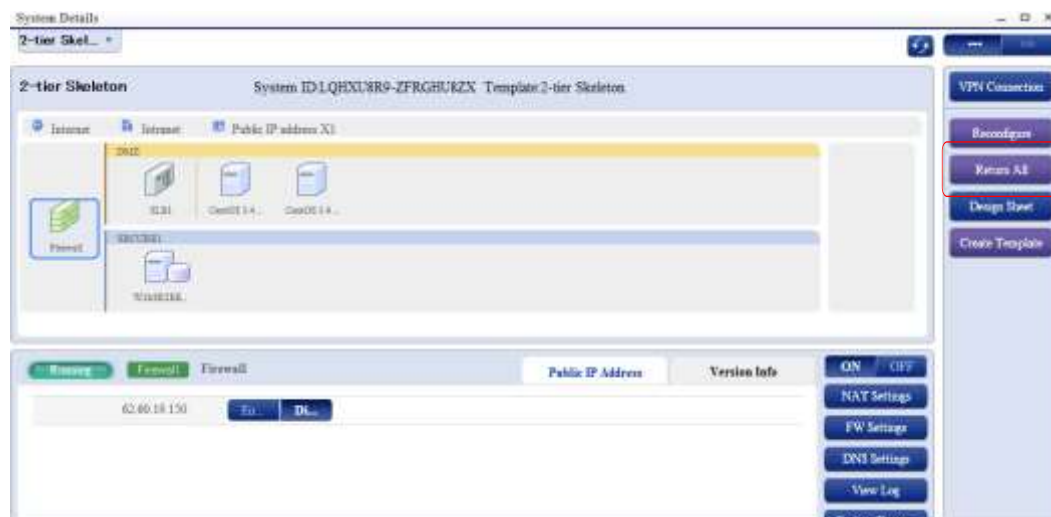


Figure 2 Cancelling a Contract

3. Confirm the Virtual System to Return and click the “Next” button

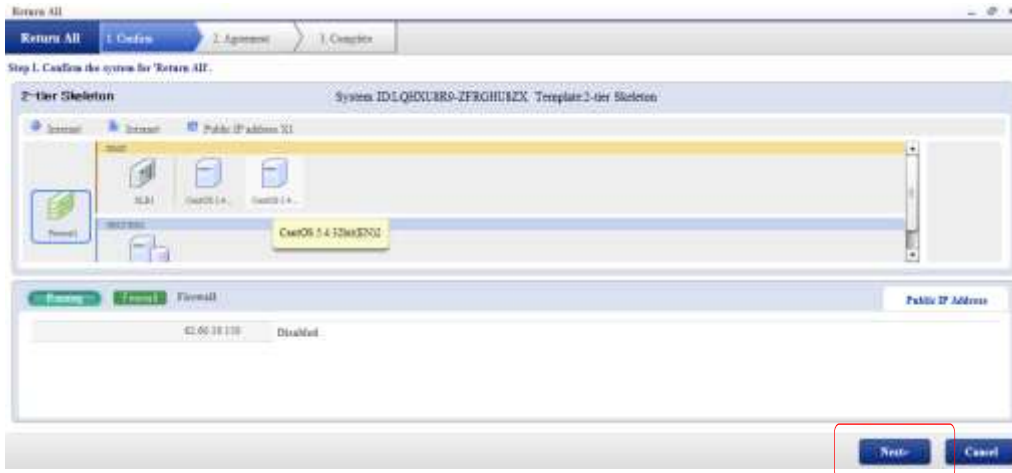


Figure 3 Cancelling a Contract

The Service Usage Agreement screen appears

When Users click the “Output as PDF” button, they can download the Service Usage Contract in PDF format.

4. Check the “Agree to the Terms of Service” box and click the “Final Confirmation” button

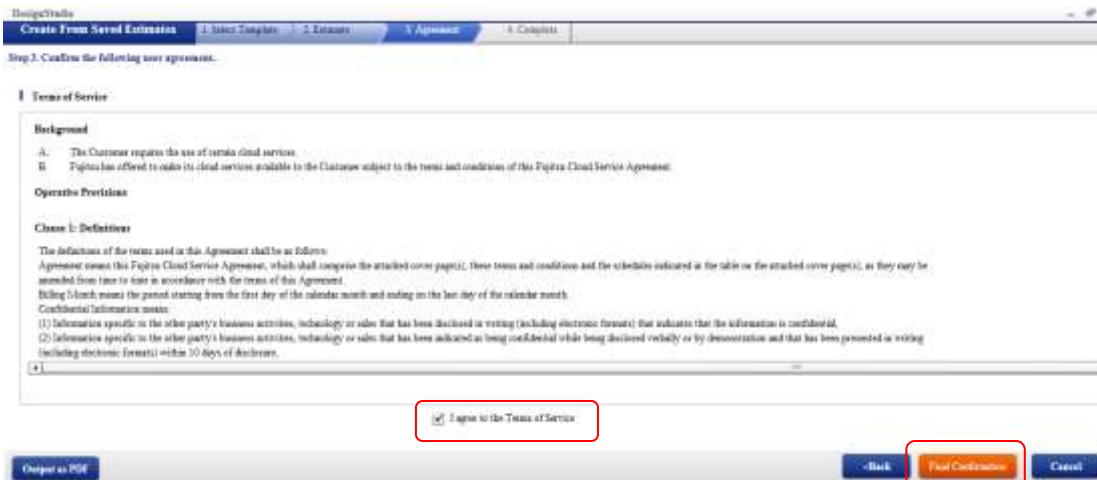


Figure 4 Cancelling a Contract

FUJITSU Cloud Service S5 will now delete the Virtual System.

How to Cancel the Contract

Once all of the Virtual Systems have been deleted, it is possible to cancel the FUJITSU Cloud Service S5 contract.

Note: Only Users with an Administrator's ID can execute the cancellation.

1. Select "Cancel" from the User Management menu

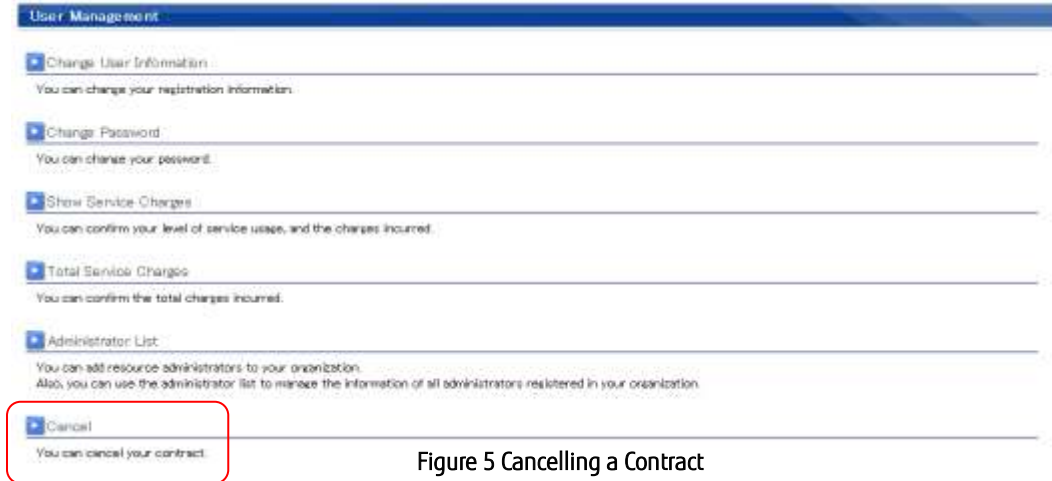


Figure 5 Cancelling a Contract

Agree to the Cancellation Advisory Notes

2. Check the "Agree" box and then click the "Cancel" button

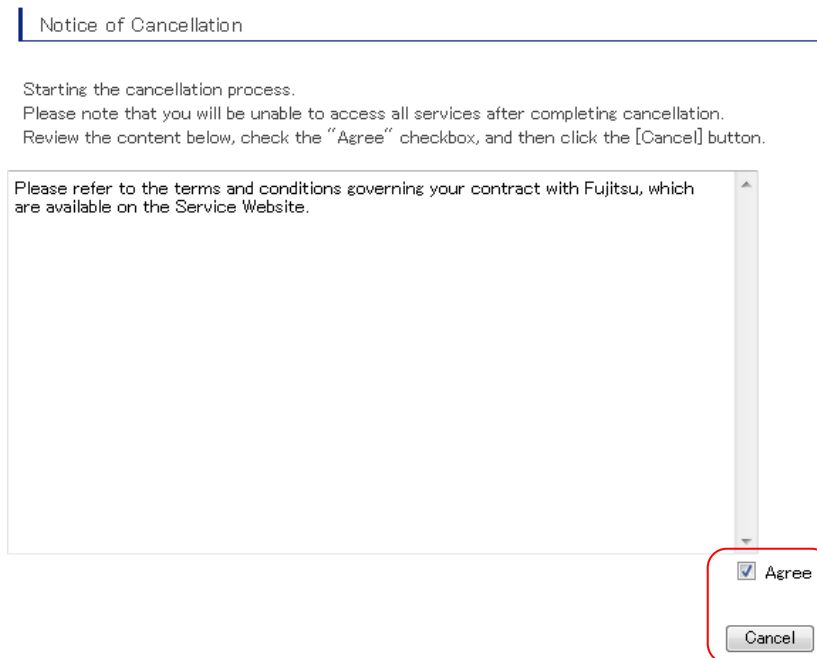


Figure 6 Cancelling a Contract

3. At the Confirmation Screen, click the "OK" button

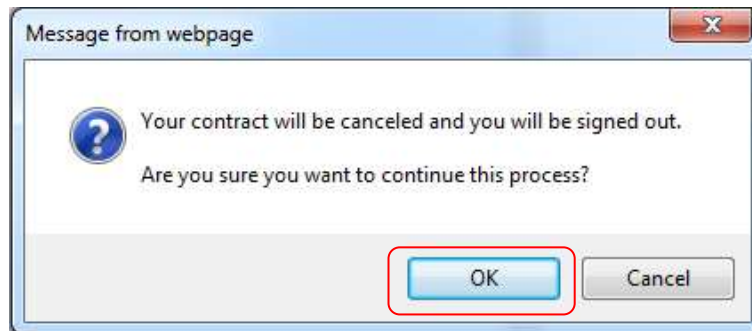


Figure 7 Cancelling a Contract

Note: It is not necessary to delete Resource Controller IDs.

The contract with FUJITSU Cloud Service S5 is now terminated and Users will no longer have access to their Virtual Systems. A new contract will have to be entered into before any further access can be granted.