**RPost Provisioning FAQ’s Document**

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## 

# Scope of the document

The scope of this document is to support customers/users with respect to provisioning of RPost Services.

# Add a Distributor/Provider

1. **Can I Add Multiple providers with Same Name?**

No, Provider name should be Unique.

1. **Can I Add Provider without any Plans?**

No, Provider cannot be added with No Plans.

Minimum of one plan should be associated to the new provider

1. **Can a Provider be associated with Duplicate Plans?**

No, a provider cannot have duplicate plans. (Even if same plan code is present multiple times in request, still only once the plan gets associated to provider in DB)

1. **Can a provider be created with just Default Plan?**

Yes, a Provider can be created with just a Default Plan. But users cannot be associated to Default plan.

1. **Can I associate end users directly to Provider?**

No, End users can only be associated to Customers.

If same provider is also acting as customer, then users can be associated to that particular customer.

1. **Whether a default plan gets associated to provider by default?**

No, Default plan will not get associated to provider by default. It has to be added explicitly to provider

1. **Can I associate multiple plans at a time to Provider?**

Yes, multiple plans can be associated to the provider in same request.

**Note:** Same FAQ’s applicable for Add Service Provider/Reseller etc.

# Add a Customer

1. **Can I add multiple customers with same name under same Provider?**

Yes, multiple customers can be created with same name, but each of them will have a unique reference key

1. **Can I create a Customer with no Plans?**

Yes, a customer can be created with No Plans. Rpost default plan get associated to all new customers by default.

1. **Can a customer have duplicate plans?**

No, a customer cannot have duplicate plans.

1. **Can I add customer with only Default Plan?**

Yes, a customer can be added with only default free plan.

1. **What are the different languages supported by Rpost for Customers?**

Currently only two languages are supported by Rpost (English and Dutch)

1. **Can I create a customer with no parent provider reference?**

Yes, customer can be created with no parent provider reference, but it will not be considered as a provision customer in this case.

Provision customer means, there should be a provider reference to the customer.

1. **How many plans can be added to a new customer?**

There is no limit on adding number of plans to customers.

1. **Can the same customer admin be used for multiple customers?**

Yes, same customer admin can be used to manage multiple customers

# Add Users

1. **How many maximum users can be added for a plan?**

Maximum users per plan are as set in DB per each plan.

For individual plans, max users is always 1

For shared plans, max users are as set in Rpost DB.

1. **Can I add users to Default Plan?**

No, users can not be explicitly added to the Default plan.

Users automatically get associated to default plan when customer changes plan.

1. **Can same user be associated to multiple plans at a time?**

No, a user can be associated to only one plan at any time.

1. **Can I directly add users to default plan?**

No, users can not be added to default plan explicitly, users gets added to default plan only when the user is not associated to any Active plans.

1. **Can I add users to a cancelled /On-Hold customer?**

No, users can be added to only Active customers.

1. **Can I add disabled user of one customer 1 to another Active customer 2?**

No, user should be first removed from customer 1 to add it to new customer 2.

1. **Can I add a user from cancelled customer 1 to new customer 2?**

Yes, only when the user is first removed from customer 1 and then added to customer 2

User cannot be associated to two plans at any point of time

1. **Why am I getting the error message as “insufficient instances available”**

This message means that there are no free instances of the plan available for the customer or the particular plan is not available for the customer.

# Add Plans to Customers (Increase/Decrease Instances)

1. **Can a default plan be added to Customers?**

No, Default plan cannot be added to customers explicitly.

But, for each new customer, by default the Rpost default plan gets added in backend

1. **Can same plan be added to customer again?**

Yes, if the plan is already active for customer, then the number of instances gets increased for the same plan

1. **Why am I getting “Invalid Plan Code” error?**

Invalid plan code error shows up, when the plan is not applicable to add to the customer.

Check if the plan is there in allowed plans for customer

Check if the plan is available for the provider

Check if the plan is Active or not.

1. **Why am I getting “Current Customer status prohibits adding/updating plans” error?**

The above error shows up when either the customer is in Cancelled (On-Hold) status or Deleted Status.

1. **How can i increase Instance count for a Customer Plan?**

By increasing the instance count in add plans to Customer, instances can be incremented for customer plan.

1. **How can I decrease the instances of Customer Plan?**

By decreasing the instance count in Add plans to customer, instances can be reduced for customer plan

Note that only unused instances or the instances to which users are not associated, only those can be reduced.

If customer tries to reduce the allocated instances, validation message shows up as “no available free instances to remove”

1. **When incrementing the instances, can I update the Allowed renewals count?**

Currently, it’s not supported.

The Auto renewal count gets updated for a plan, when the plan is added for first time

**Note:** This change will be an Enhancement

1. **Can I add multiple plans to customer by add plan?**

No, only one plan can be associated at a time to customer.

(Multiple plans can be added, while adding new customer though)

1. **How can I keep my plan to auto renew continuously for 5 years?**

If it’s a monthly plan, give the Allowed renewals as 60 months. Plan gets auto renewed after the first term and then will continue for next 60 months.

If its yearly plan, then give the allowed renewals as 5 years. Plan completes first term and then auto renewal is done for next 5 years. i.e. in total customer has used the service for 6 years.

1. **How can I keep my plan to auto renew for evergreen, means no expiration?**

Yes, a plan can be auto renewed evergreen, by passing the Auto renewal count as null.

1. **When I am adding the instances, whether my Plan start and end dates change for the new** **instances?**

No, Adding instances will not have any impact on the Plan start and end dates.

All the instances will end on the same date, when plan ends.

1. **When I am reducing the instances, whether my Plan start and end dates change for the new** **instances?**

No, reducing instances will not have any impact on the Plan start and end dates.

All the instances will end on the same date, when plan ends.

1. **When all the instances are cancelled or make instances as zero. Whether that plan gets cancelled for customer?**

No, still plan will be active for customer but with zero instances.

# Delete/Cancel Customers

1. **Can I cancel a Customer?**

Yes a customer can be cancelled by using cancel customer option. The customer or any of the users under the cancelled customer will not be allowed to use any of the Rpost services.

1. **Can I put a Customer on-Hold status?**

Yes, a customer can be restricted to user Rpost services temporarily by putting the customer on On-Hold status, by cancelling the Customer

1. **Can I Re-activate the cancelled customer?**

Yes, a cancelled customer can be reactivated by using reactivate link.

All the plans of the customer will be reactivated automatically (provided the plans have not expired)

1. **Can I delete a customer?**

Yes, a customer can be restricted to use the Rpost services, by deleting the customer completely.

1. **What happens to User, when user is Cancelled Status?**

All the users under cancelled customer automatically updated to on-hold status

Once the customer is reactivated, all the users under that customer get reactivated automatically.

1. **Can user be able to send messages, when customer is in Cancelled Status?**

No, automatically all the users under the customer goes to on-hold status, when the customer is cancelled.

1. **Can user be able to send messages, when customer is in Deleted Status?**

No, automatically all the users under that customer will be unauthorized, when the customer is deleted

1. **Whether the plans get auto renewed, when customer is in cancelled status?**

Yes, Plans get auto renewed (based on plan auto renewal setting and auto renewal terms), even if customer is in cancelled status.

And users will not be able to send messages, unless customer is updated to Active status.

1. **Whether the plans get auto renewed, when customer is in deleted status?**

No, plans will not get auto renewed, as customer is deleted.

# Disable/Remove Users

1. **Can I put a user on on-hold status?**

Yes, a user be disabled, which means the user will not be able to send messages temporarily

1. **Whether the plan instance will be freed up, when user goes to on-hold status?**

No, Plan instance will not get freed up, when user goes to cancelled /on-hold status.

1. **Can I completely delete the user?**

Yes, a user can be completely deleted from a plan by using remove user

1. **Whether the plan instance will be freed up, when user goes to on-hold status?**

Yes, plan instance gets freed up and can be used to allocate another user for the customer plan, when user is deleted from the customer.

# Enable/Reactivate Users

1. **Can I enable a disabled user?**

Yes a user can be enabled for same plan for same customer.

1. **Can I enable the user for a different plan?**

No, a user can be enabled for the same customer and for same plan.

As the user was only on on-hold status, not completely removed from customer.

1. **Can I reactivate a deleted user for same customer plan?**

Yes, a user can be reactivated for same customer and same plan, provided there are available free instances of that plan under same customer.

1. **Can I reactivate a deleted user for some new customer plan?**

Yes, once user is in deleted status, which means that user, can be associated to any other customer or plans.

1. **Can I reactivate the user and assign to default plan?**

No, users can not be directly assigned to default plans

1. **Can I reactivate the deleted user to another plan of same customer?**

Yes, a reactivated user can be associated to any plan /any customer without any limitation.

# Update Customer Data

1. **Can I update the language of a specific Customer?**

Yes, language can be updated for the customer by update customer data

1. **Can I update the name of a specific Customer?**

Yes, Name can be updated for the customer by update customer data

1. **When language is updated for customer, whether all the users under that customer gets updated with same language?**

No, this language update is specific to customer only.

None of the users under the customer will have impact with this language update.

**Note:** Users language update can be done by update user data

# Update User Data

1. **Can I update the language of a specific user?**

Yes, language can be updated for the user by update user data

1. **Can I update the name of a specific user?**

Yes, Name can be updated for the user by update user data

1. **Can I update the email address of the specific user?**

No, Email address cannot be updated for the user as email address is unique for each user and is not editable.

If still wanted to update the email address, delete the user with existing email address, which frees up the instance and add the user again with updated email address

# Get Users usage data

1. **Can I get Usage data for a Deleted user**

Currently, this feature is not supported.

Usage data cannot be pulled for the deleted user.

This feature will come as an enhancement.

1. **User has changed multiple plans within a month, when I get users usage data, does it show all those** **plans usage?**

No, user’s usage data shows only current Active plan usage.

1. **Can I get usage data of a cancelled/on-hold user?**

Yes, usage data can be retrieved for a cancelled/on-hold user, for current plan

1. **Can I get usage data of a user, who is assigned to default plan?**

Yes, usage data can be retrieved for a user assigned to default plan as well.

1. **Can I get usage data of a user, under a cancelled customer?**

Yes, usage data can be retrieved for a user under a cancelled customer

1. **Can I get usage data of a user, under a deleted customer?**

No, the user will also be set to deleted status with a deleted customer and hence are not assigned to any plans

Currently, this feature is not supported.

Usage data cannot be pulled for the deleted user.

This feature will come as an enhancement

# Version Control

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