Terminate an Entity

If you no longer need an Account, Organization or Customer, you can terminate the entity.

Note: Before you terminate an Account, Organization or Customer entity, we strongly recommend taking the following steps to clean up any infrastructure and third-party dependencies associated with the entity you wish to terminate in Frame Console:

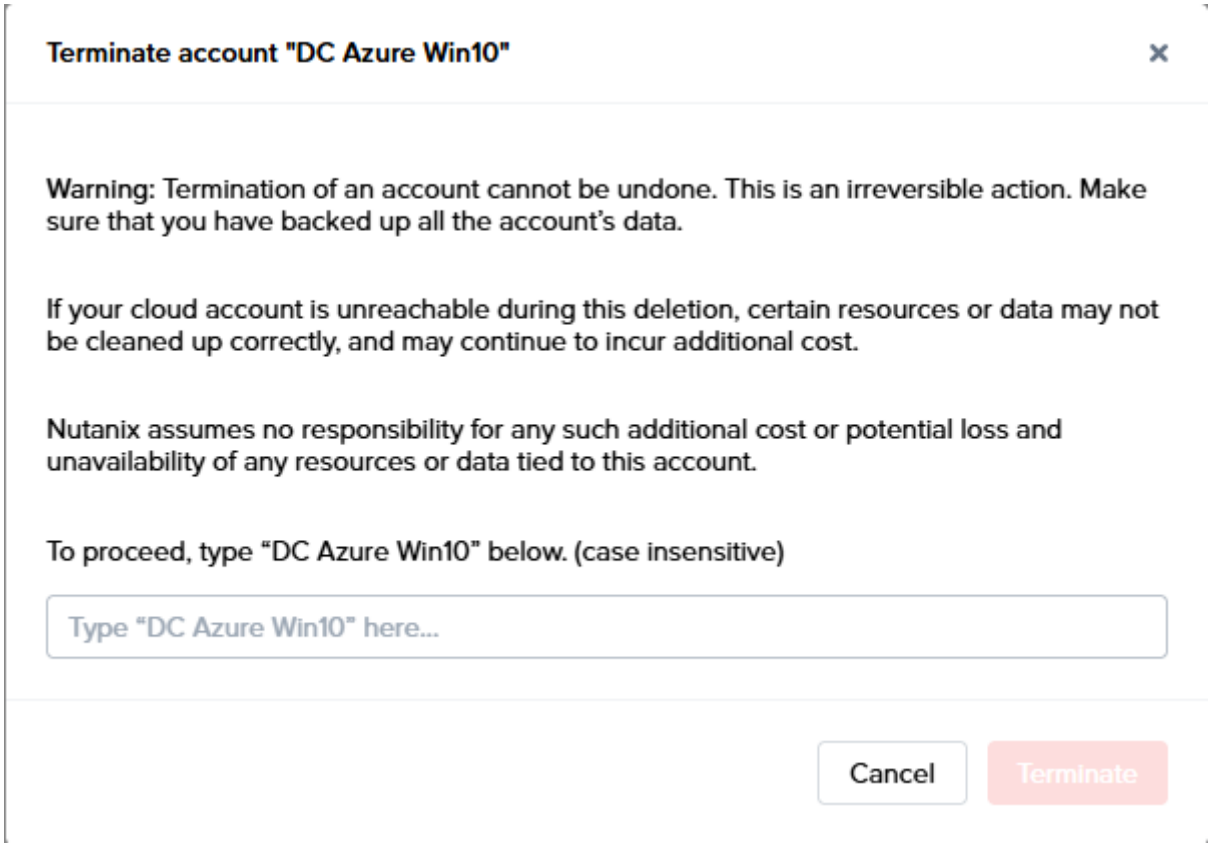
- Reduce the Default Capacity max value to 0 for all Accounts you wish to terminate or all Accounts associated with an Organization you wish to terminate.
- Delete any Sandbox/Utility server backups.
- Delete any Enterprise Profile/Personal Drives and their backups.
- If Frame accounts were created using Frame-managed networking, customers using BYO infrastructure should delete any cloud resources (such as a VPN Gateway, a VPC/VNET peer, manually created and attached volumes, or manually created VMs) associated with the Frame Account VPCs/VNETs from their BYO infrastructure console **before** terminating their Frame Account/Organization/Customer entity.
- Remove any identity providers registered on the Account or Organization entity to be terminated.
- Remove any BYO infrastructure registered on the Organization entity you wish to terminate (after all Accounts in that Organization are terminated).
- Make sure to break federation between your cloud accounts and Frame

Entity termination is an irreversible action.

Terminate via Frame Admin Console

You terminate a Frame Account/Organization/Customer entity, as follows:

1. Navigate to the entity you wish to terminate in the Admin Console.
2. Select the Account/Organization or Customer which you wish to terminate
3. Navigate to "Setting"
4. Click **Terminate** in the upper row.
5. A dialog box will appear prompting you to confirm your decision by typing the name of the entity into the field provided and clicking **Terminate** once again.

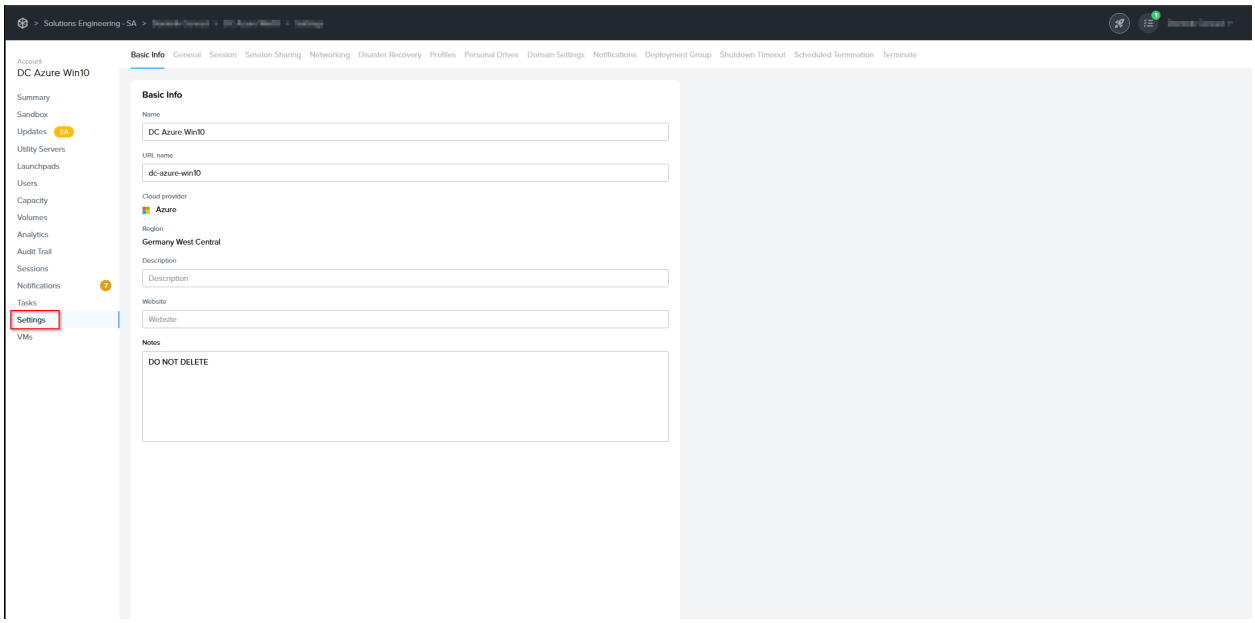


Frame will now begin terminating the entity. Once the entity is terminated, you will see the task marked as **Done** in the Notification Center.

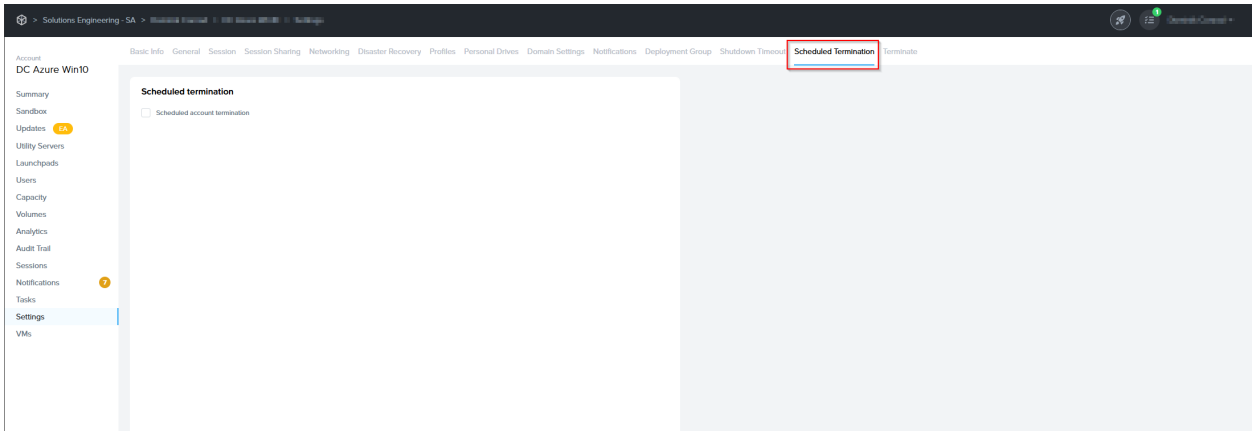
Scheduled Account Termination
Customers who want a Frame Account to be terminated automatically on a specific date/time can enable the Scheduled Termination feature. When the configured date and time passes, Frame will terminate the account. Administrators can disable the Scheduled Termination feature and change the Scheduled Termination date/time.

Enable Scheduled Termination

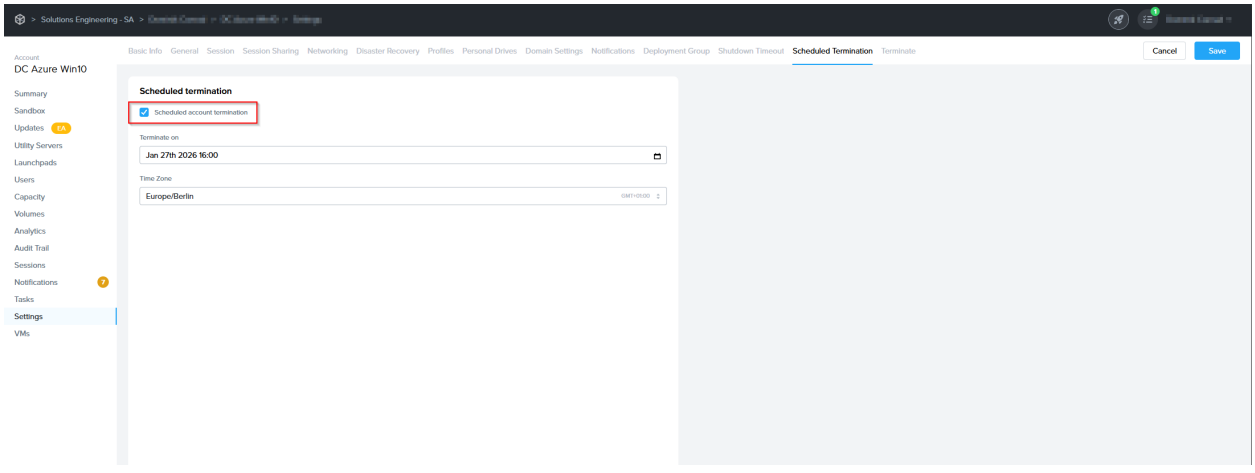
1. From the Frame Account Dashboard, go to Settings page.



2. Click on the **Scheduled Termination** tab.



3. Click the checkbox next to **Scheduled account termination**.

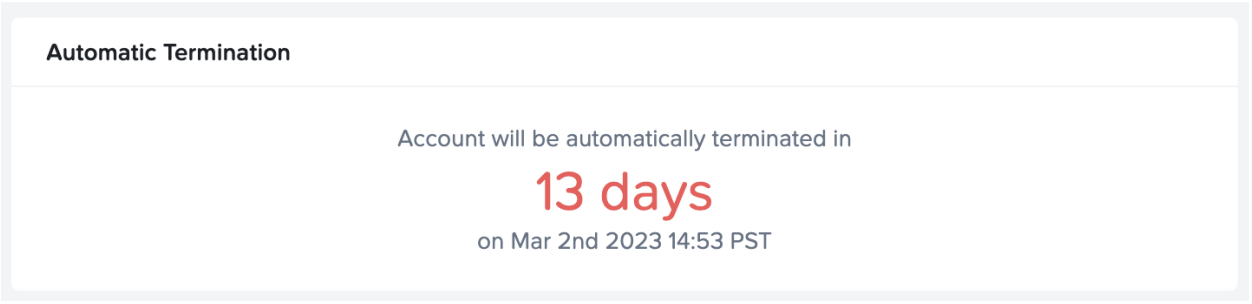


4. Specify the date, time, and timezone when Frame will terminate the Frame Account. Be sure to click on the **Save** button in the upper right corner of the page to save your settings.

Once you have enabled Scheduled Termination, you will see a banner at the top of your Dashboard stating the Frame Account has been configured for Scheduled Termination.



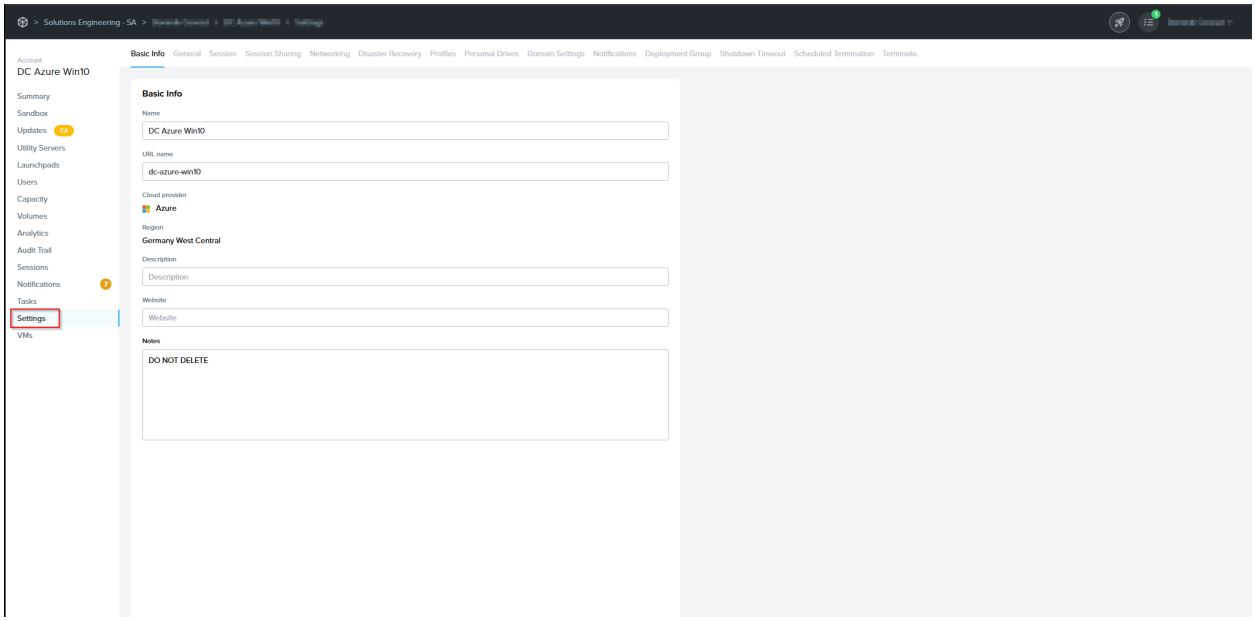
In the Dashboard > Summary page, the number of days remaining before the account is terminated and the date/time when the account is terminated are shown.



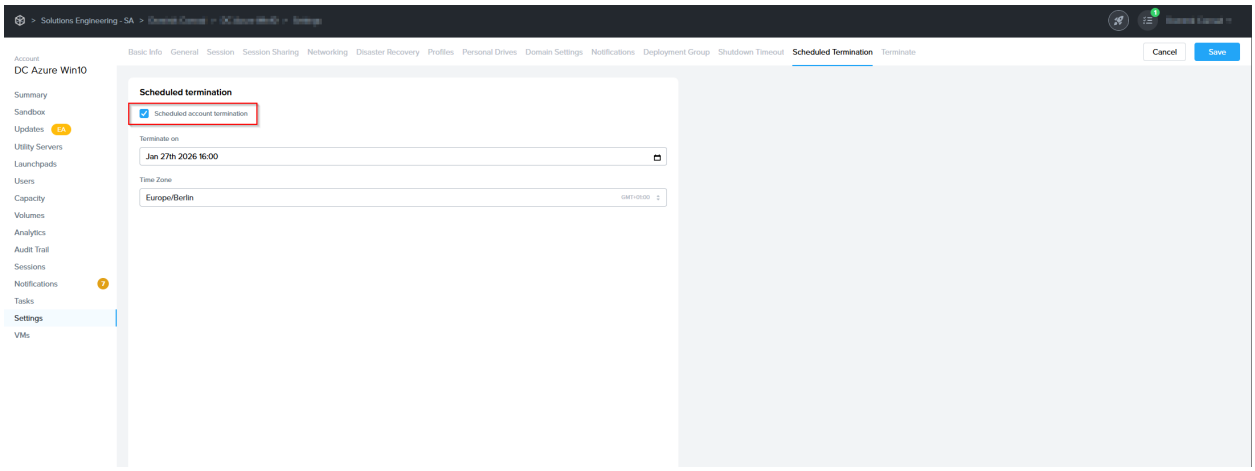
Disable Scheduled Termination

To disable Scheduled Termination:

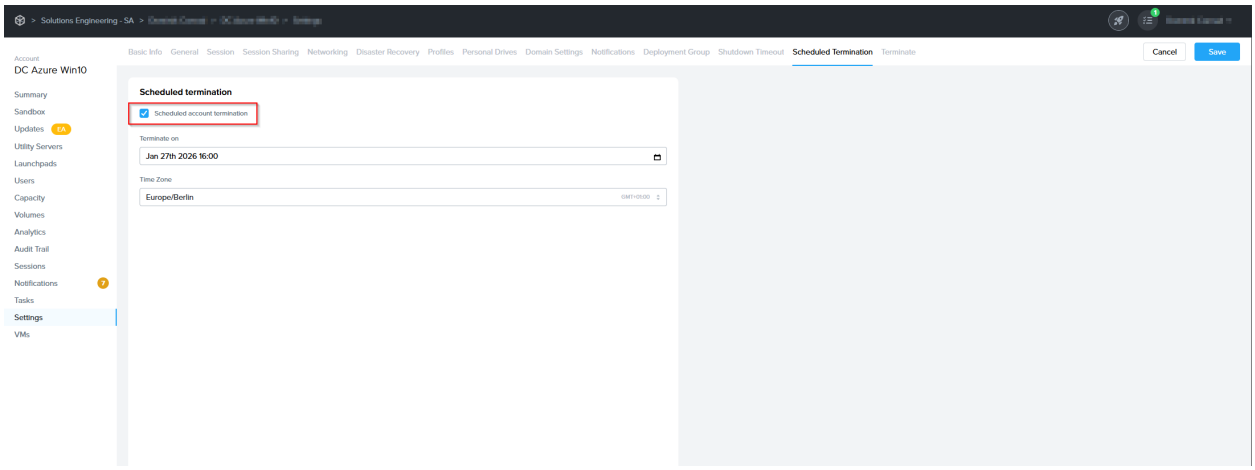
1. From the Frame Account Dashboard, go to Settings page.



2. Click on the **Scheduled Termination** tab.



3. Click the checkbox next to **Scheduled account termination** to disable the feature.



4. Click on the **Save** button in the upper right corner of the page to save your settings.

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