

# Cancel Armor Complete.mobile.phone

## Armor Knowledge Base

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### Cancel Armor Complete

While every AMP account is unique, at a high-level, you can use these instructions to cancel your Armor Complete account. In some cases, you may need to contact Armor Support to complete this process.



These instructions only apply to account administrators.

#### Step 1: Delete your virtual machines

There are two ways to delete a virtual machine. You can delete a virtual machine now or at the end of your billing cycle.



If you delete a virtual machine before the end of the billing cycle, you will still be charged for the full amount.

If you delete a virtual machine before the end of the billing cycle, you will still be charged for the full amount; however, in the next invoice, you will receive a credit to offset the cost.

Additionally, any add-on products or add-on subscriptions associated with the deleted virtual machine must be canceled separately.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Infrastructure**.
2. Click **Virtual Machines**.
3. Locate and hover over the desired virtual machine.
4. Click the vertical ellipses.
5. Click **Power Off**.
6. Click **Power Off** again.
7. Hover over the virtual machine, and then click the vertical ellipses.
8. Click **Delete**.
9. Click **Delete VM**.

#### Step 2: Delete your workloads



You can only delete an empty workload. You cannot delete a workload that contains a virtual machine.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Infrastructure**.
2. Click **Workloads**.
3. Locate and select the desired workload.
4. Hover over the gear icon, and then click the **Delete Workload** (trash) icon.
5. Click **Delete Workload**.

#### Step 3: Unassign and remove an existing public IP address

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Infrastructure**.
2. Click **IP Addresses**.
3. If you have virtual machines in various data centers, then in the top menu, select the corresponding data center.
4. Click **Public**.
5. Locate and hover over the desired public IP address.
6. Click the vertical ellipses.
7. Click **Remove NAT**.
8. Click **Remove NAT** again.
9. Locate and hover over the desired public IP address.
10. Click **Relinquish IP**.
11. Click **Relinquish IP** again.
12. Repeat these steps for every public IP address assigned to your account.

#### Step 4: Delete your L2L tunnels

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Infrastructure**.

2. Click **L2L VPN**.
3. If you have virtual machines in various data centers, then click the corresponding data center.
4. Locate and hover over the desired virtual machine.
5. Click the vertical ellipses.
6. Click **Delete**.
7. Click **Save Changes**.
8. Repeat these steps for every L2L tunnel in your account.

### Step 5: Remove SSL VPN access for your users

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Infrastructure**.
2. Click **SSL VPN**.
3. Click **Members**.
4. In the top bar, select the desired data center.
5. Locate and hover over the desired user.
6. Click the trash icon that appears.
7. Click **Remove Access**.

### Step 6: Cancel subscription-based products



When you cancel a product subscription, the cancellation will take place immediately; however, you will still be charged for the full amount until the end of the billing cycle.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Marketplace**.
2. Click **Purchased Products**.
3. Locate and hover over the desired product.
4. Click the vertical ellipses.
5. Click **Cancel**.
6. Click **Cancel Subscription**.

### Step 7: Remove vulnerability scanning (compliance) product



When you delete a vulnerability scanning option, the changes will take place at the end of the billing cycle.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Security**.
2. Click **Vulnerability Scanning**.
3. Click the gear icon, and then select **Remove Service**.
4. Click **Remove Vulnerability Scanning**.

### Step 8: Remove log retention upgrade

By default, logs are retained for 30 days; however, all users have the option to upgrade their log retention rate to 13 months. If you upgraded your log retention, you must send a support ticket to cancel.

### Step 9: Disable your user accounts



A user cannot disable or remove their own user account.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Account**.
2. Click **Users**.
3. Locate and hover over the desired user.
4. Click the vertical ellipses.
5. Click **Disable**.
6. Click **OK**.
7. Locate and hover over the desired user.
8. Click the vertical ellipses.
9. Select **Remove User from Account**.
10. Click **OK**.
11. Repeat these steps for every user in your account.



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