Domain Module for WHMCS

Installation, Configuration & Management

Module Version 2.1.6

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About

Openprovider For WHMCS is a registrar module which allows you to offer Openprovider domains to your customers. Key features:

- Allows WHMCS to automatically perform domain and contact management tasks on your Openprovider domains, including:
    - Domain registration, renewal, and deletion
    - Domain updates (contact changes, nameserver changes, toggle client transfer prohibited status)
    - Contact creation
    - Domain transfer requests
    - Authcode retrieval
- Allow you to use the Openprovider API to check domain availability rather than using a standard WHOIS query, offering better performance for your customers.
- Synchronize the expiration dates and statuses of domain records between your WHMCS database and your Openprovider portfolio.
- Auto renewal settings are synchronized between Openprovider and WHMCS. If a domain is set to "Auto renew off" on WHMCS, then auto renew will also be turned off in Openprovider. If a domain in WHMCS has the setting "Auto renew on" then in your Openprovider account it will be set to your default global auto renew setting.

Additional features in 2.1 release:

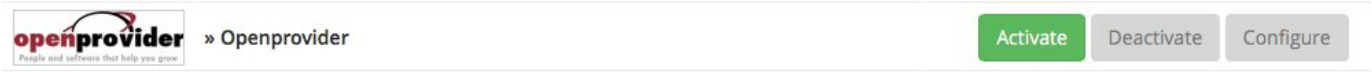
- Allow you to use DNS templates from your Openprovider account when registering domains through WHMCS.
- When ID protection is sold on a domain, whois privacy protection is automatically activated in Openprovider.
- When the Openprovider cron task is run, it generates a report detailing which domains were synchronized, and includes details about changes to status, expiration dates, WPP settings and auto renew settings.
- Expired domains are restored if the domain is still in soft quarantine when customer orders renew.
- Bug fixes:
    - When Openprovider cron sync runs, it sets the WHMCS expiration date according to the chosen offset, rather than setting the due date equal to the expiration date.
    - Additional logic so contacts are not unnecessarily updated by WHMCS.
    - Fixes error with the Openprovider check domain function.
    - Fixes error with registering multi-level domains (for example domain.com.cn)

Installation

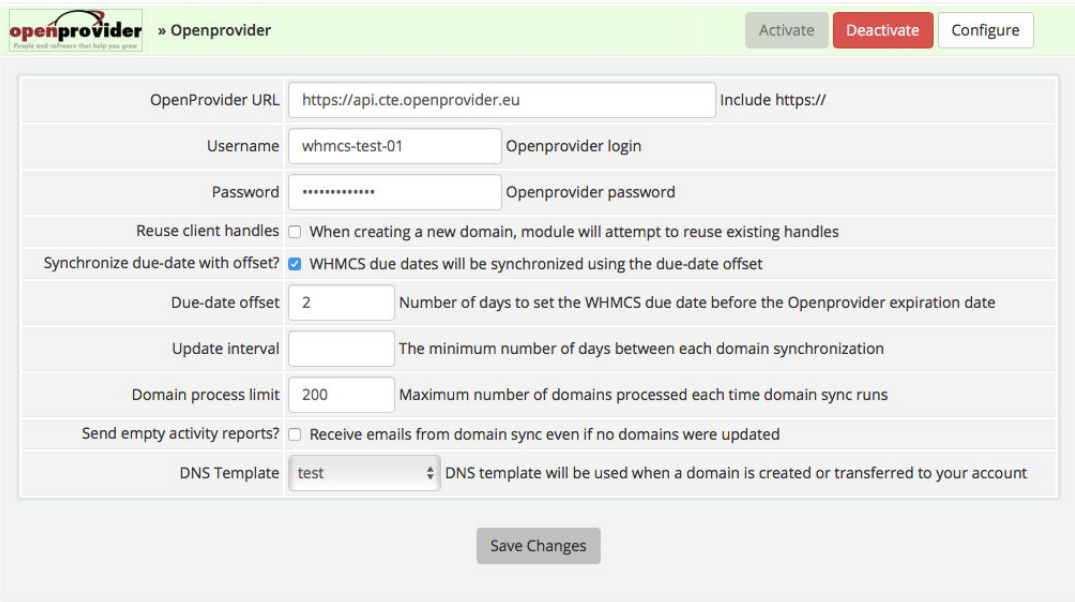
1. Download **Openprovider for WHMCS 7.2***
2. Upload **includes/hooks/openprovider.js** to your server at **<your WHMCS root Directory>/includes/hooks**
3. Upload the folder **modules/registrars/openprovider** to your server at **<your WHMCS root Directory>/modules/registrars**

Module Configuration

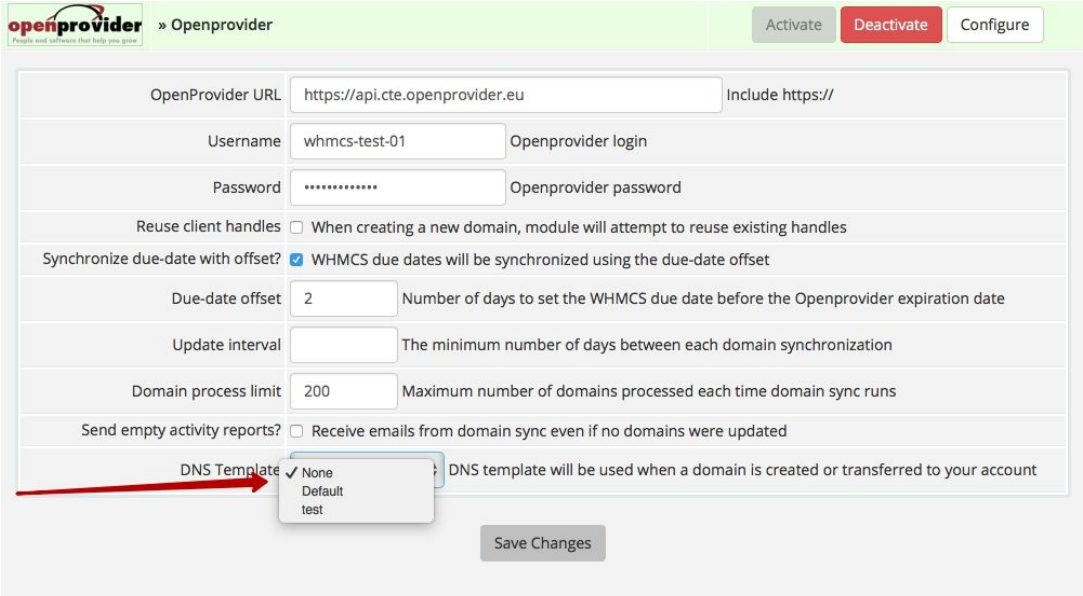
1. From the admin area of your WHMCS installation, open the registrars configuration page at **<your WHMCS domain>/admin/configregistrars.php** or through the menu **Setup>Products/Services>Domain Registrars**
2. Find Openprovider in the list of registrars and click **Activate**



3. Fill in your Openprovider API credentials and save changes.



4. If the connection to your account is successful, a dropdown box will appear with a list of the DNS templates in your Openprovider account



5. Choose your preferences and press "save changes" again
    a. OpenProvider URL -> which API you would like to use, whether the live environment or the test environment
    b. Username/password pair for making Openprovider API calls. Note that this is not the password hash
    c. Reuse client handles when creating new domain -> The plugin will attempt to reuse Openprovider handles when creating a new domain
    d. Synchronize due-date with offset? -> determines whether to use the “Next due date offset” when syncing domains. If this is not checked, then the WHMCS due date will be set equal to the openprovider expiration date.
    e. Next due date offset -> the number of days to set between the WHMCS due day and the Openprovider due date. For example, if this is "3" days, then a domain with expiration date of May 10 in Openprovider will be synchronized with a WHMCS due date as May 7.
    f. Update interval -> Minimum number of hours between each time a domain is synchronized. For example, if set to "2," then any particular domain will be be synchronized at most, once every 2 hours, even if the DomainSync.php cron task is set to run more frequently. Set to 0 to have domains be synchronized each time DomainSync.php is run
    g. Max domains per sync -> Sets the maximum number of domains synchronized each time the DomainSync.php cron task runs.
    h. Send empty activity reports? -> If this is selected, then an email will be sent each time the DomainSync cron task is run, even if no domains have their status changed.

i. DNS template -> If you have created a DNS template in the RCP > DNS management > DNS template management, and select it here, then all domains created with the Openprovider name servers will have DNS zones created using the template

Openprovider Domain Sync

Setting up cron task

In order for the Openprovider plugin for WHMCS to function properly, a cron job needs to be scheduled for the script **<your WHMCS root Directory>/modules/registrars/openprovider/cron/DomainSync.php**

This task keeps domain statuses, expiration dates, WPP, and auto renew settings synchronized between Openprovider and WHMCS. Domain statuses and expiration dates are led by domain settings on Openprovider, and auto renew settings are led by WHMCS settings. This script updates by default 200 domains per execution (the value can be changed in the module configuration), and should be run so that all domains are synchronized within 6 hours. For example, if you have 7000 domains in WHMCS with Openprovider, the cron job needs to be run 7000 / 200 = **35** times every six hours, i.e. at least once every 10 minutes. (360 minutes / 35 syncs = at most 10.2 minutes/sync)

Note that WHMCS has a different script, cron.php, which it uses to perform many of its functions, including generating invoices, and syncing domain statuses with other registries. The DomainSync script from Openprovider is in addition to the WHMCs cron job, and needs to be scheduled separately.

Domain Sync Email Update

The DomainSync task from the Openprovider domain module sends an email report every time a domain object in WHMCS or Openprovider is modified. If "Send empty activity reports is selected" in the module configuration window, then the update will be sent every time the task runs, even if no domains have been modified.

To configure, in the WHMCS admin area, navigate to **Setup > Staff Management > Administrator Roles**, and select the group of administrators which you want to receive the emails. Ensure that "system emails" is selected in this group:

The domain sync summarizes the following changes to the WHMCS domain objects:

Openprovider is leading, WHMCS settings are updated:

1. Expiration date
    a. This sets the WHMCS expiration date equal to the Openprovider expiration date. Note that for certain TLDs there is an offset between the Openprovider expiration date and the Registry expiration date, but the Openprovider expiration date is the date for which payment is due for renewals.
2. Due date
    a. This is the date for which WHMCS invoices are due, and is equal to the WHMCS expiration date offset by the value selected in "Next due date offset" in the Openprovider domain module settings window (if “synchronize due date with offset?” is checked). For example, if the expiration date is "20 May", and the offset is set as "10" then the next due date will be set as "10 May"
    b. If “synchronize due date with offset?” is not checked, then due date will be set equal to expiration date.
3. Domain status
    a. This lists domains which had their statuses changed in WHMCs to reflect their status in Openprovider. Domains statuses are mapped according to the following:
    b. 'ACT' => 'Active', // ACT The domain name is active
    c. 'DEL' => 'Expired', // DEL The domain name has been deleted, but may still be restored.
    d. 'PEN' => 'Pending', // PEN The domain name request is pending further information before the process can continue.
    e. 'REQ' => 'Pending', // REQ The domain name request has been placed, but not yet finished.
    f. 'RRQ' => 'Pending', // RRQ The domain name restore has been requested, but not yet completed.
    g. 'SCH' => 'Pending', // SCH The domain name is scheduled for transfer in the future.
    h. If a domain has the status FAI in Openprovider, because of a transfer failure, then an error will be logged in the admin area as " The domain name request has failed "

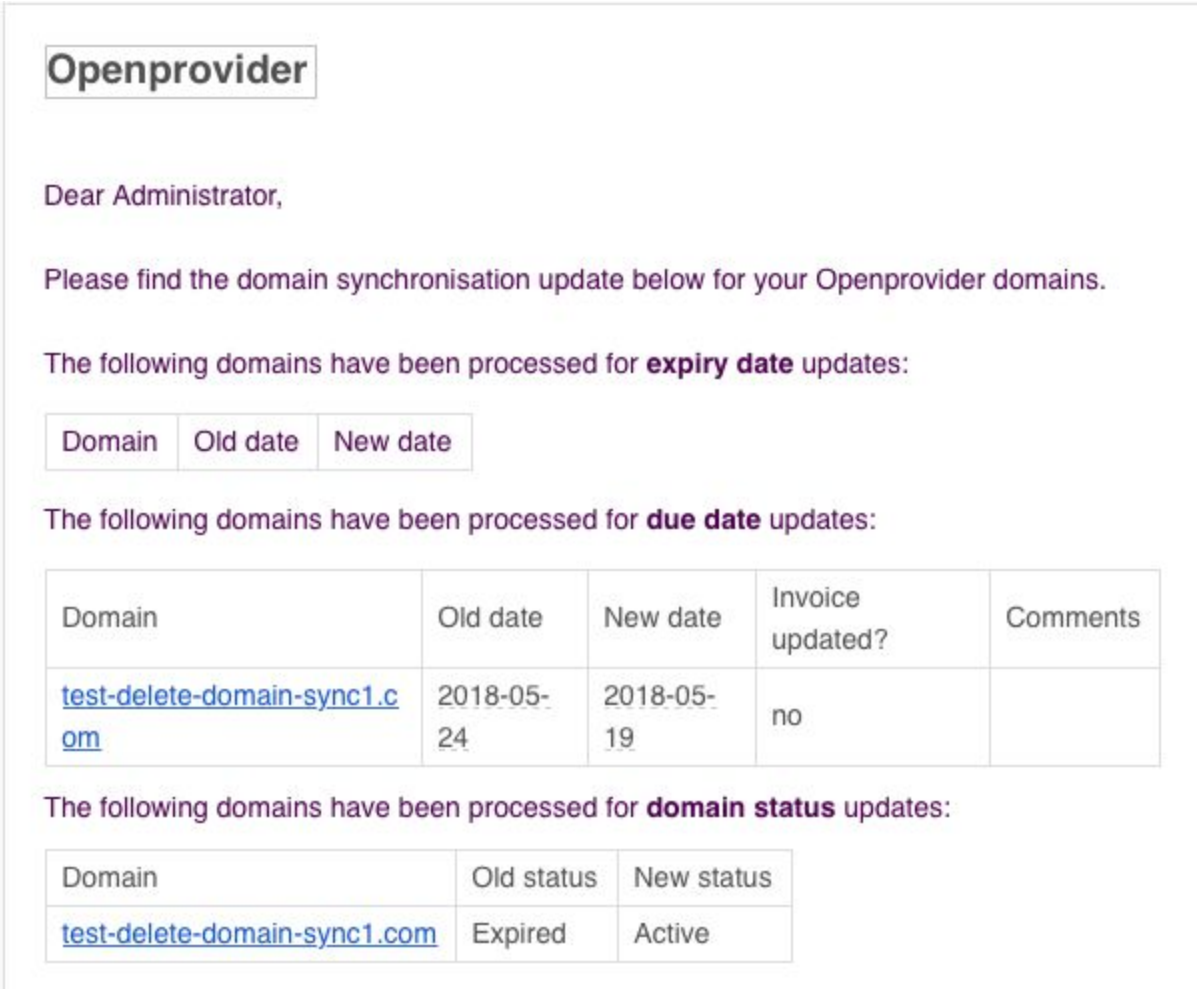
WHMCS is leading, Openprovider settings are updated:

Domain Auto-renew and ID protection settings are sent to Openprovider immediately if any changes are made from WHMCS. If something is changed in Openprovider, then the DomainSync task will ensure that auto-renew and ID settings stay synchronized.

1. Domain Auto renew
    a. If a domain is set to auto renew "on" in WHMCs, then the corresponding domain object in Openprovider is set to "global default." If the WHMCS domain object is set to auto-renew "off" then the corresponding domain object in Openprovider is also set to off.
2. Domain Whois Privacy Protection (ID protection)

a. ID protection settings on a domain are mapped to Openprovider whois privacy protection settings.

Any changes made to a domain by the DomainSync task will be listed in an email sent to the administrators in the group you have specified:



Openprovider

Dear Administrator,

Please find the domain synchronisation update below for your Openprovider domains.

The following domains have been processed for **expiry date** updates:

Domain	Old date	New date

The following domains have been processed for **due date** updates:

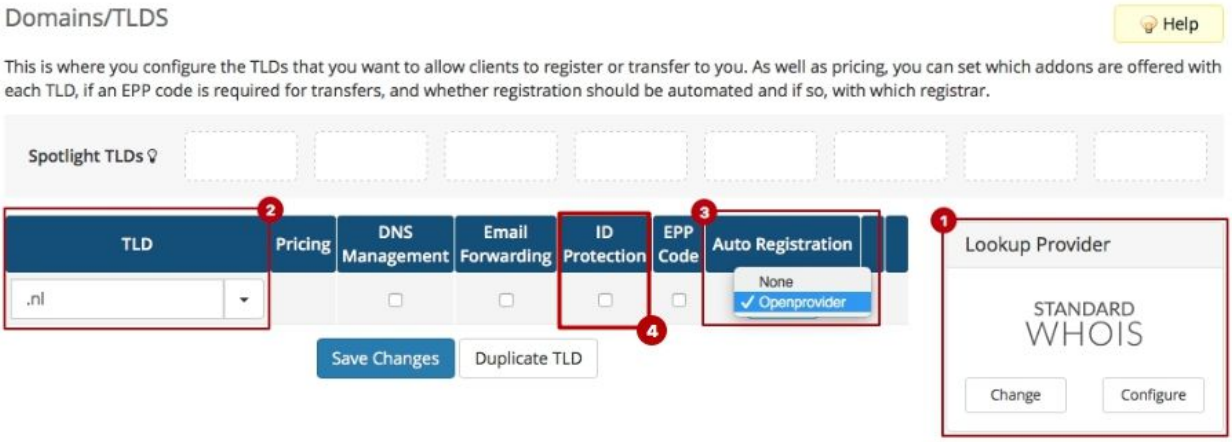
Domain	Old date	New date	Invoice updated?	Comments
test-delete-domain-sync1.com	2018-05-24	2018-05-19	no	

The following domains have been processed for **domain status** updates:

Domain	Old status	New status
test-delete-domain-sync1.com	Expired	Active

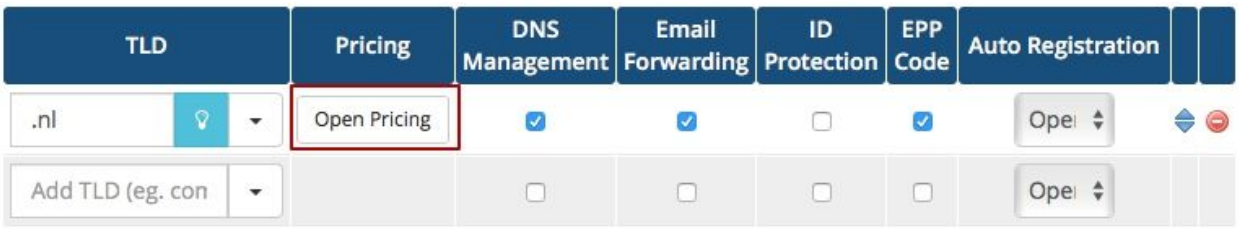
TLD Management and Check domain availability

Navigate to the "config domains" page, located at **<your WHMCS domain>/admin/configdomains.php** or through the menu at **Setup>Products/Services>Domain Pricing** where you will see (1) a place to select the lookup provider details, (2) a place to choose a TLD, (3) a dropdown to choose which domain provider to choose as the default registrar for the domain, and (4) offer ID protection, which will synchronize ID protection orders with whois privacy protection WPP.



Select a TLD and Auto Registration

1. Insert the desired TLD (2) and from the Auto Registration dropdown (3) select Openprovider
2. Click Save, and an option "open pricing" will appear



3. Click "open pricing" and define prices for register, transfer, and renewal in the popup box which appears
4. That's it! your WHMCS installation is ready to offer domains for registration for your clients

Select ID protection (Whois Privacy Protection in Openprovider)

By selecting ID protection for a given TLD, when clients purchase it on a domain, whois privacy protection (WPP) will be automatically activated in Openprovider. Note that there will be a charge from Openprovider for this service. If clients deactivate it in WHMCS, it will also be deactivated in Openprovider.

Choose Lookup Provider

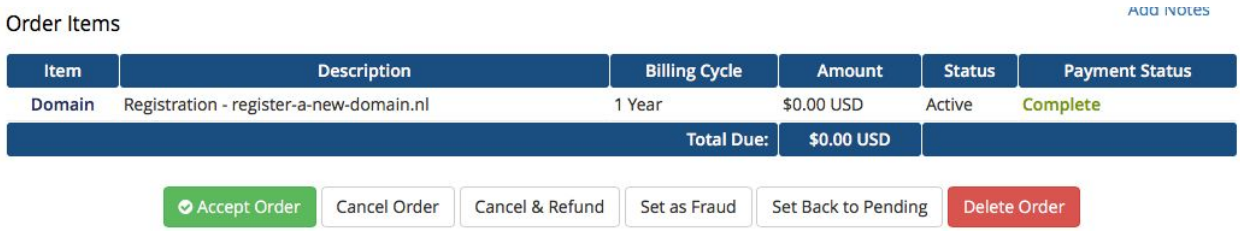
1. Under lookup provider (1) choose "change" and from the popup menu select "Openprovider"
2. The lookup provider should be displayed as such:

3. All domain availability checks by your customers will now be performed using the Openprovider API.

Admin Area

Accepting Orders

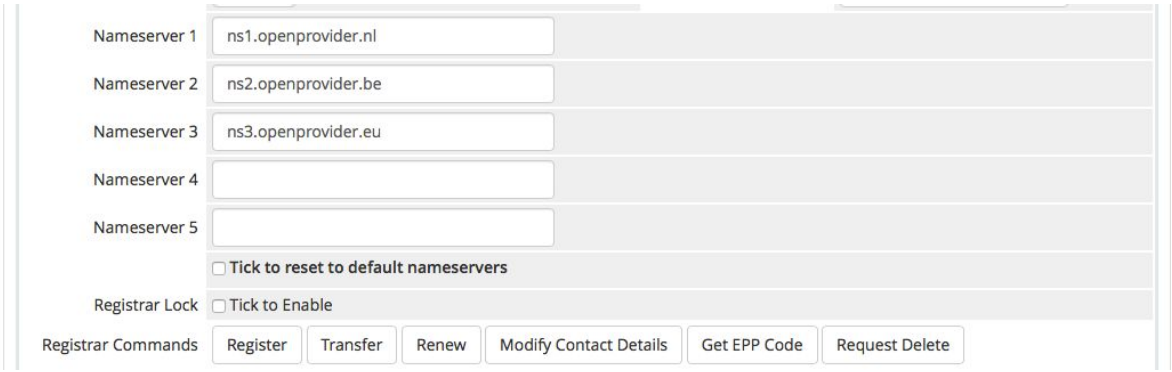
Once a domain has been ordered by a client, the order appears as pending in the admin area **<your WHMCS domain>/admin/orders.php** or through the menu at **Orders>Pending Orders**. WHMCS logic is that all orders must be approved by an administrator before being ordered at the registrar. Below the client has ordered and paid for the domain "register-a-new-domain.nl" but it hasn't yet been approved.



Note from the previous section that Openprovider has been set as the registrar for auto registration for ".nl" domains. When you click accept order, the order is automatically placed at Openprovider. If there are other registrar options, there is a dropdown menu that can be chosen.

Managing Domains

Once a domain has been registered and activated, the domain can be managed from the admin area. You can navigate to **Clients>Domain Registrations** and select the desired domain. From here, there are options to send commands to Openprovider, including register, transfer, renew, change contact details, edit name servers, toggle registrar lock, and delete the domain.



Renewing Domains

If "automatic renew on payment" is selected (which can be found in WHMCS admin area, **setup > general settings > domains)** and Openprovider is set as the auto registration provider, then the module will automatically register or renew the domain in Openprovider via API as soon as a client pays for domain renewal or registration.

When a domain expires in Openprovider, depending on the TLD, it can be put into 'soft quarantine.' When a domain is in soft quarantine, the domain can be restored for the normal renewal fee, but restoration needs to be requested with the "restore domain request" API command. The Openprovider domain module automatically detects when the domain is in soft quarantine, and make the appropriate API to request a restore. The module will not request renewal if the domain has already passed into "hard quarantine" and can only be restored for an additional fee.

Using Custom DNS Templates

Once you've created a custom DNS template in the Openprovider control panel (DNS management > Manage DNS templates), and selected it in the module configuration window, any domain created with the Openprovider name servers will have a DNS zone automatically created on the Openprovider name servers.

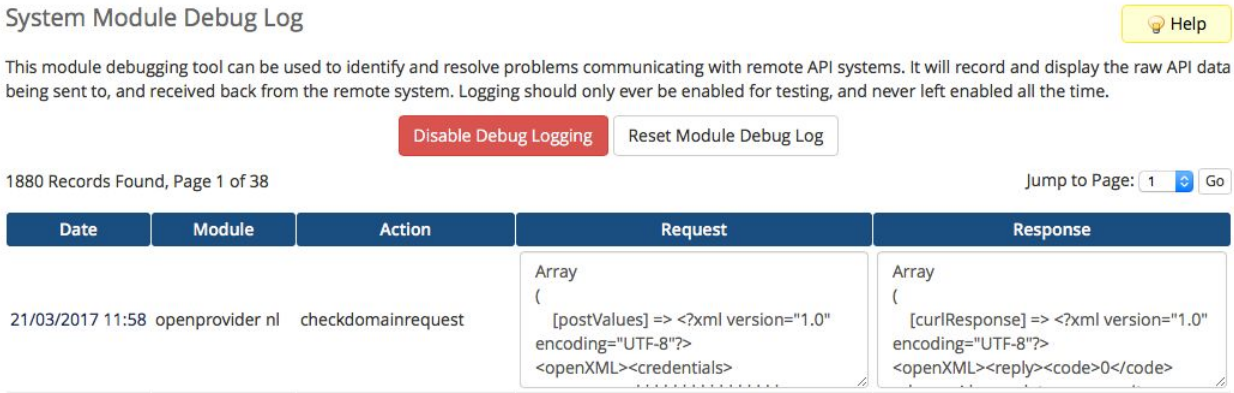
Auto Renew Configurations

WHMCS suggests that you have auto renew to "off" in the Openprovider system. This greatly reduces the chance that a domain will be "double renewed" in your account, which is possible if a domain has a once from auto renew, and again when the customer pays. Please thoroughly read the WHMCS documentation before deciding on the business logic you will use concerning auto-renew settings.

Troubleshooting

If there are any issues with connection with Openprovider, or for some reason API commands are not working, the first troubleshooting step should be to look at the API logs.

Navigate to **Utilities>Logs>Module Logs** or **<your WHMCS domain>/admin/systemmodulelog.php** and you can find the raw API commands being sent and received by your WHMCS modules. The responses should contain some information about how the problem can be solved.



Please contact our support staff with any questions
Support@Openprovider.nl