



ISPAPI Backorder Addon

Resell Domain Backorders using WHMCS & HEXONET

Version 1.1.0

September 6, 2017



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Version 1.1.0

September 6, 2017

The logo for HEXONET, featuring the word "HEXONET" in a bold, blue, sans-serif font. The "X" is stylized with a horizontal line through it.

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Introduction

Expiring domain names is one of the fast growing and most lucrative businesses in the domain industry. When a domain name expires and the underlying registry makes that domain name available to the public (drops) some of these expired domains names are valuable for existing Internet traffic or simply for the name's intrinsic worth. Resellers looking to increase profits should consider offering domain name backordering.

The ISPAPI Backorder Addon for WHMCS allows any reseller to quickly and easily offer domain name backorders. Once the module is installed, operations are fully automated.

Supported Features

The ISPAPI Backorder Addon supports the following functions and features:

- High Performance Drop-Catching Technology
- Supports gTLDs: .ASIA .BIZ .CLUB .COM .INFO .MOBI .NET .ORG .TOP
- Supports many Donuts and Rightside TLDS
- Supports ccTLDs: .CC .CH .CO .DE .LI .ME .TV .US
- Extra Commissions are Paid to Resellers for Successful Backorders
- Backorders are Free to Place and the Backorder Fee is Paid Only on Successful Registration
- Multiple Currencies Supported
- Multi-lingual (available in English, German with more to come)
- Includes a Backorder Domain Name Search Engine
- Automatic Drop List Update
- Auction Platform for Handling Multiple Backorders
- Easy to Install and Operate

Getting Started

1.Requirements

In order to run the ISPAPI Backorder Addon, your WHMCS installation must meet the following requirements:

- WHMCS version 7.0 or higher.
- PHP with ZIP Extension installed.
- ISPAPI Registrar Module version 1.0.44 or higher – available at https://wiki.hexonet.net/index.php/WHMCS_Modules.
- HEXONET Live or Test Account configured in the ISPAPI Registrar Module – create a free account at www.hexonet.net.

- Server time should be set to UTC

2.Installation

Copy the whole “ispapibackorder” directory to the “modules/addons/” directory.

3.Configuration

a) Addon Activation

In the WHMCS Admin area, go to **Setup** => **Addon Modules**

Activate the ISPAPI Backorder Addon and give the module “Full Administrator” Access Control rights.

| | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|--|-------------------------------------------------------------------------------|
| » ISPAPI Backorder This addon allows you to provide backorders to your customers. | 1.1.0 | | Activate Deactivate Configure |
| <div>Access Control</div> <div>Choose the admin role groups to permit access to this module: <input checked="" type="checkbox"/> Full Administrator <input type="checkbox"/> Sales Operator <input type="checkbox"/> Support Operator</div> <div>Save Changes</div> | | | |

b) Addon Configuration

In the WHMCS Admin area, go to **Addons** => **ISPAPI Backorder**

Select the “Pricing” tab and enter the desired prices you wish to charge your customers. Please keep in mind the price you will be charged (reseller prices are available on HEXONET’s web Control Panel).

ISPAPI Backorder

Manage

Pricing

Logs

Backorder Pricing

| Extension | EUR | USD | |
|----------------------|------------------------------------|------------------------------------|---------------------------------------|
| de | <input type="text" value="17.25"/> | <input type="text" value="20.25"/> | <input type="button" value="Delete"/> |
| com | <input type="text" value="219.9"/> | <input type="text" value="250.5"/> | <input type="button" value="Delete"/> |
| net | <input type="text" value="21"/> | <input type="text" value="25"/> | <input type="button" value="Delete"/> |
| holiday | <input type="text" value="65"/> | <input type="text" value="75"/> | <input type="button" value="Delete"/> |
| pizza | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="button" value="Delete"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | |

c) Add Cron Jobs

In order to fully automated the module, additional cron jobs must be installed.

Please configure the following cron jobs on your server.

```
1 0,10 * * * php -q {PATH_TO_WHMCS}/modules/addons/ispapibackorder/crons/daily_import_pendingdomainlist.php >/dev/null 2>&1
1 1,11 * * * php -q {PATH_TO_WHMCS}/modules/addons/ispapibackorder/crons/daily_dropdate_synch.php >/dev/null 2>&1
*/5 * * * * php -q {PATH_TO_WHMCS}/modules/addons/ispapibackorder/crons/batch.php >/dev/null 2>&1
```

** Replace {PATH_TO_WHMCS} with the real path of your WHMCS installation.*

The **batch.php** cron job should run every 5 minutes.

The **daily_import_pendingdomainlist.php** cron job should run twice a day at 0:01 and 10:01.

The **daily_dropdate_synch.php** cron job should run twice a day at 1:01 and 11:01.

d) Import Drop List

The first time using the module, you must import the drop list. In order to do that just execute the following script from your command line:

- Go to the “crons” directory of the module
- Execute: `php -q daily_import_pendingdomainlist.php`

The script takes a few minutes to complete.

e) Customize Email Templates [optional]

The module comes with one pre-installed email template. The template is called “backorder_lowbalance_notification” and is available under [Setup](#) => [Email Templates](#).

This template is used to send email notices to customer that do not have enough funds in their accounts to properly process a domain name backorder. Failure to provide additional funds will result in a domain name backorder to be abandoned.

Resellers can customize the content of this template.

Technical information

1. Functioning

Once the module is completely installed and configured your customers will be able to backorder domain names. Keep in mind that backordering domain names is based on a PREPAID balance. Customers with insufficient account funds will result in their backorders being abandoned. Your customers can add funds with WHMCS' default "Add Funds" functionality.

PLEASE KEEP IN MIND THAT, the reseller must also have enough prepaid funds in their HEXONET account that covers all the pending backorders of their customers. Reseller's with insufficient funds will also have some or all of their domain name backorders fail.

- Your customers can click on a domain backorder, which will set the backorder status for the respective domain name to **REQUESTED**.
- Three (3) days before the drop date of a backordered domain name, the backorder status is set to **ACTIVE**. This will trigger the system to obtain the backorder fees from the customer's account and hold those funds as reserved. Again, if the customer has insufficient funds, a low balance notification email is sent and the backorder itself will remain status **REQUESTED**.
- Two (2) hours before the respective domain name's drop time, the status of the backorder will change from **ACTIVE** to **PROCESSING**. Once in processing backorders can't be deleted.
- The drop-catch system will then try to obtain the respective domain name..

There are different backorder results:

a) The Backorder Failed

If the system failed to get the domain name the backorder status will change from **PROCESSING** to **FAILED** and the reserved monies will be released.

b) The Backorder was Successful

Single backorder

If the system successfully got the domain and the customer was the only person on the system to have backordered the domain name (single backorder), then the status will change from **PROCESSING** to **PENDING-PAYMENT** and the customer will receive an

invoice, indicating they have obtained the backorder they have requested. And since backordering is a prepaid system, the invoice will be immediately and automatically paid. The backorder status will be changed from **PENDING-PAYMENT** to **SUCCESSFUL**. The acquired domain name will now be displayed in the customer's account.

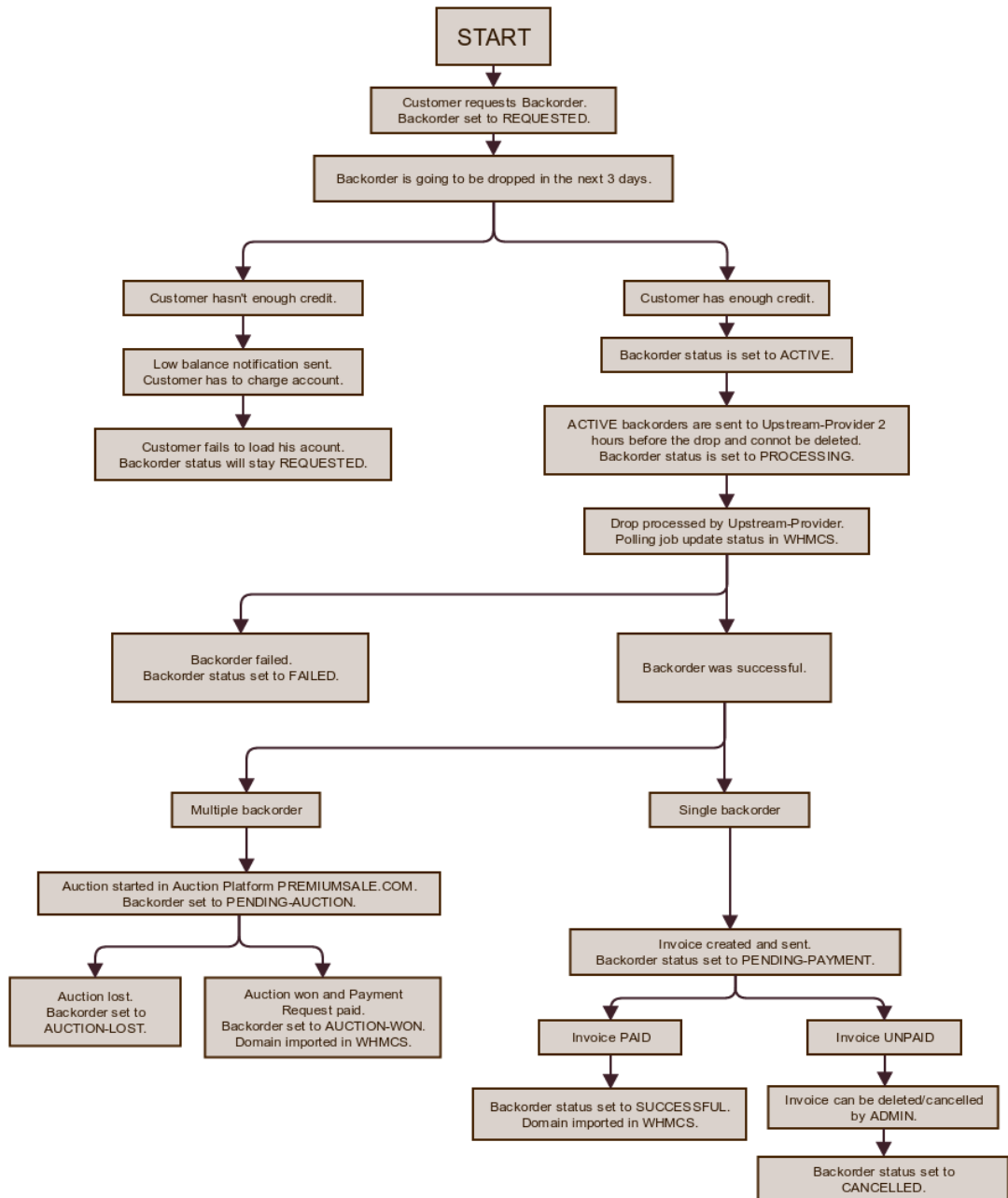
Multiple backorder

If a domain backorder was successfully obtained, but two (2) or more accounts placed backorders for the same domain name (multiple backorders) then the domain name will go to a private auction (between the backorder participants) at www.premiumsale.com. Emails are automatically sent to the participants by the auction house Premiumsale and the status of the backorder will change from **PROCESSING** to **AUCTION-PENDING**.

The losers of the auction at PremiumSale.com will have the status of their backorders changed from **AUCTION-PENDING** to **AUCTION-LOST**. Any reserved money held for the backorder will be released.

The winning customer of the private auction, once the winning auction bid is paid to PremiumSale.com will have the status of their backorder changed from **AUCTION-PENDING** to **AUCTION-WON**. The winning and paid domain name will show up in the account of the winning bidder.

2. Process Diagram for Backorders



Frontend

Once the addon installed, a new item named “Backorders” will be displayed in the Navigation.

This new navigation item contains 2 pages:

- Expiring Domains
- My Backorders

Expiring Domains screenshot

The screenshot displays the WHMCS Expiring Domains interface. At the top, the WHMCS logo is visible, along with navigation links: Home, Services, Domains, Billing, Support, Open Ticket, and Backorders. A user greeting "Hello, Anthony!" is shown on the right. Below the navigation bar, the page title "Expiring Domains" is displayed. A breadcrumb trail shows "Backorder / Expiring Domains".

On the left sidebar, there are three main sections:

- My Account:** Shows account balance (682,30 EUR), reserved deposits (-242,00 EUR), unpaid invoices (-0,00 EUR), and funds available (440,30 EUR).
- Search:** Includes a search term field, a regex support checkbox, a TLD dropdown (set to "All"), a displayed results dropdown (set to "20"), an advanced search button, and a green search button.
- Upcoming Drops:** Lists upcoming drop dates: 2017-03-06, 2017-03-07, and 2017-03-08.

The main content area shows a table of expiring domains. The table header indicates "Showing 1 to 20 of 295,360 entries". The table columns are: Domain Name, Drop Date (UTC), Chars, Digits, and Hyphens. Each row includes a "BACKORDER" button next to the domain name.

| Domain Name | Drop Date (UTC) | Chars | Digits | Hyphens |
|-------------------------------------|---------------------|-------|--------|---------|
| BACKORDER a-aenterprises.com | 2017-03-06 17:00:00 | 14 | 0 | 1 |
| BACKORDER a-and-main.com | 2017-03-06 17:00:00 | 10 | 0 | 2 |
| BACKORDER a-asr.com | 2017-03-06 17:00:00 | 5 | 0 | 1 |
| BACKORDER a-better-path.com | 2017-03-06 17:00:00 | 13 | 0 | 2 |
| BACKORDER a-c-photography.com | 2017-03-06 17:00:00 | 15 | 0 | 2 |
| BACKORDER a-desmaissieres.com | 2017-03-06 17:00:00 | 15 | 0 | 1 |
| BACKORDER a-div.com | 2017-03-06 17:00:00 | 5 | 0 | 1 |
| BACKORDER a-dvice.com | 2017-03-06 17:00:00 | 7 | 0 | 1 |
| BACKORDER a-foods.com | 2017-03-06 17:00:00 | 7 | 0 | 1 |
| BACKORDER a-lunaazul.com | 2017-03-06 17:00:00 | 10 | 0 | 1 |
| BACKORDER a-matldecasnovas.com | 2017-03-06 17:00:00 | 18 | 0 | 1 |
| BACKORDER a-mujeresprogresistas.com | 2017-03-06 17:00:00 | 21 | 0 | 1 |
| BACKORDER a-oneherbal.com | 2017-03-06 17:00:00 | 11 | 0 | 1 |

My Backorders screenshot

My Backorders

Backorder / My Backorders

Expiring Domains

My Account

Account Balance: 682,30 EUR
 Reserved Deposits: - 400,00 EUR
 Unpaid Invoices: - 0,00 EUR
 Funds Available: 282,30 EUR

Status Filter

REQUESTED (3)
 ACTIVE (4)
 SUCCESSFUL (20)
 FAILED (6)
 AUCTION-WON (5)
 AUCTION-LOST (4)
 Show All (42)

Create Backorder

domain.tld

Create Backorder

\$ Pricing

| TLD | Price |
|------------|------------|
| .com | 100,00 EUR |
| .pizza | 120,50 EUR |
| .city | 100,00 EUR |
| .company | 95,00 EUR |
| .education | 100,00 EUR |

Show More

Showing 1 to 20 of 42 entries

| | ID | Domain Name | Drop Date (UTC) | Status |
|--------|-----|-------------------------|---------------------|-------------|
| DELETE | 615 | evanthonny.com | 2017-03-06 17:00:00 | ACTIVE |
| DELETE | 583 | abbyroadvintage.com | 2017-03-06 17:00:00 | ACTIVE |
| DELETE | 582 | abbylovesmusic.com | 2017-03-06 17:00:00 | ACTIVE |
| DELETE | 581 | abbyandgeoff.com | 2017-03-06 17:00:00 | ACTIVE |
| DELETE | 499 | a-w-a-r-d.com | 2017-03-03 17:00:00 | SUCCESSFUL |
| DELETE | 498 | aakashpunatar.com | 2017-03-03 17:00:00 | SUCCESSFUL |
| DELETE | 494 | a-venl.com | 2017-03-03 17:00:00 | AUCTION-WON |
| DELETE | 493 | aantarikshintl.com | 2017-03-03 17:00:00 | SUCCESSFUL |
| DELETE | 488 | a-kwan.com | 2017-03-03 17:00:00 | AUCTION-WON |
| DELETE | 477 | domain.com | 0000-00-00 00:00:00 | REQUESTED |
| DELETE | 476 | antico.pizza | 2017-03-02 11:48:52 | FAILED |
| DELETE | 475 | bathroom.today | 2017-03-03 13:51:10 | SUCCESSFUL |
| DELETE | 472 | giga.pizza | 2017-03-03 13:51:58 | SUCCESSFUL |
| DELETE | 471 | dededed44444.com | 0000-00-00 00:00:00 | REQUESTED |
| DELETE | 469 | anthonyaverbeck.com | 2017-03-03 17:00:00 | SUCCESSFUL |
| DELETE | 468 | markanthonyfashions.com | 2017-03-03 17:00:00 | SUCCESSFUL |

Backend

In the admin area of WHMCS a new item will be displayed under **Addon** => **ISPAPI Backorder**.

The backend part of this module contains 3 pages:

- **Manage**

This page allows to manage all the existing backorders.

- **Pricing**

This page allows to manage the pricing of each TLDs. If a price is set to 0 or empty then the customer will not be able to backorder this TLD.

- **Logs**

This page allows to search for a domain and see all the status changes. This is very useful to see what happened exactly to a backorder.

Manage page screenshot

ISPAPI Backorder

| | | |
|--------|---------|------|
| Manage | Pricing | Logs |
|--------|---------|------|

Manage Backorders

Reload

Show entries Search:

| ID | DOMAIN | CLIENT | DROPPDATE | STATUS | REFERENCE | |
|-----|-------------------------|-----------------------|---------------------|--------------|-----------|--------|
| 204 | advertisinginsports.com | Anthony Schneider [2] | 2017-02-20 17:00:00 | REQUESTED | | Delete |
| 203 | accro-sports.com | Anthony Schneider [2] | 2017-02-20 17:00:00 | ACTIVE | | Delete |
| 200 | anthony.net | Anthony Schneider [2] | 0000-00-00 00:00:00 | REQUESTED | | Delete |
| 193 | anthonymorganty.com | Anthony Schneider [2] | 2017-02-13 17:00:00 | FAILED | | |
| 192 | anthony-theoharis.com | Anthony Schneider [2] | 2017-02-13 17:00:00 | AUCTION-LOST | 11666 | |
| 189 | a-bright-idea.com | Anthony Schneider [2] | 2017-02-13 17:00:00 | SUCCESSFUL | 11664 | |
| 188 | a-b-club.com | Anthony Schneider [2] | 2017-02-13 17:00:00 | AUCTION-WON | 11663 | |
| 186 | a-brealty.com | Anthony Schneider [2] | 2017-02-10 17:00:00 | SUCCESSFUL | 11661 | |
| 156 | a-county.com | Anthony Schneider [2] | 2017-02-07 17:00:00 | AUCTION-LOST | 11620 | |

Pricing page screenshot

ISPAPI Backorder

Manage Pricing Logs

Backorder Pricing

| Extension | EUR | USD | |
|----------------------|------------------------------------|------------------------------------|---------------------|
| de | <input type="text" value="17.25"/> | <input type="text" value="20.25"/> | Delete |
| com | <input type="text" value="219.9"/> | <input type="text" value="250.5"/> | Delete |
| net | <input type="text" value="21"/> | <input type="text" value="25"/> | Delete |
| holiday | <input type="text" value="65"/> | <input type="text" value="75"/> | Delete |
| pizza | <input type="text" value="0"/> | <input type="text" value="0"/> | Delete |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | |

Save Changes

Logs page screenshot

ISPAPI Backorder

Manage Pricing Logs

Backorder Logs

Reload

Show 50 entries

Search: a-b-club.com

| ID | CRON | DATE | STATUS | MESSAGE |
|------|------------------------------|------------------------|--------|-------------------------------------------------------------------------------------------------------------|
| 4164 | BATCH_POLLING | 2017-02-13 15:35:02 | ok | BACKORDER a-b-club.com (backorderid=188, userid=2) set from to AUCTION-WON, domain imported in user account |
| 4158 | BATCH_POLLING | 2017-02-13 15:30:02 | error | StatusDomain for a-b-club.com (backorderid=188) currently not possible (Please wait) |
| 4136 | BATCH_PROCESSING_APPLICATION | 2017-02-13 15:05:03 | ok | BACKORDER APPLICATION a-b-club.com SENT TO HEXONET (reference=11663) |
| 4127 | BATCH_ACTIVE_PROCESSING | 2017-02-13 15:00:02 | ok | BACKORDER a-b-club.com (backorderid=188) set from ACTIVE to PROCESSING |
| 4047 | BATCH_REQUESTED_ACTIVE | 2017-02-13 11:00:02 | ok | BACKORDER a-b-club.com (backorderid=188, userid=2) set from REQUESTED to ACTIVE |
| 4038 | command.CreateBackorder | 2017-02-13 10:57:43 | ok | BACKORDER a-b-club.com set to REQUESTED |

Showing 1 to 6 of 6 entries (filtered from 15,558 total entries)

Previous 1 Next

Support

For support, please visit our online wiki or contact us:

- **Wiki:** wiki.hexonet.net
- **Technical Support:** support@hexonet.net