



# ISPAPI Backorder Addon

**Resell Domain Backorders using WHMCS & HEXONET**

**Version 1.1.0**

August 30, 2017



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### **ISPAPI Backorder Addon**

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Version 1.1.0

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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](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](http://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		<a href="#">Activate</a> <a href="#">Deactivate</a> <a href="#">Configure</a>
--	-------	--	---

Access Control

Choose the admin role groups to permit access to this module:  
☒ Full Administrator ☐ Sales Operator ☐ Support Operator

Save Changes

### 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 **batch\_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 batch_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.

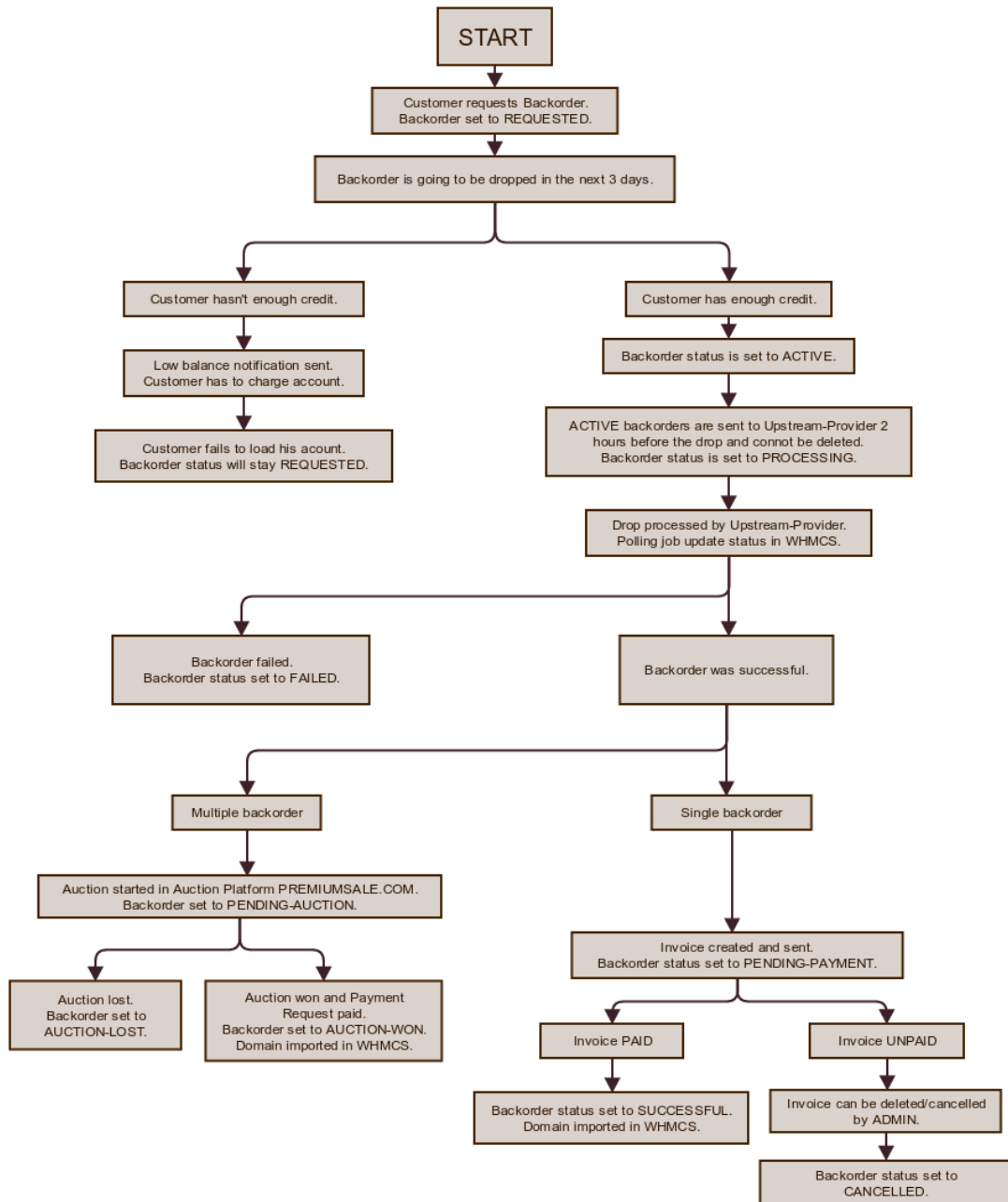
### *Multiple backorder*

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](http://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 shows the WHMCS interface for the 'Expiring Domains' page. The navigation bar at the top includes links for Home, Services, Domains, Billing, Support, Open Ticket, and Backorders. The user is logged in as 'Hello, Anthony!'. The main heading is 'Expiring Domains'. Below the heading, there is a breadcrumb trail: 'Backorder / Expiring Domains'. On the right, there is a button for 'My Backorders (42)'. The main content area displays a table of domains with the following columns: Domain Name, Drop Date (UTC), Chars, Digits, and Hyphens. The table shows 20 entries, with the first 10 visible. The sidebar on the left contains three sections: 'My Account' with account balance and funds available, 'Search' with a search term field and a search button, and 'Upcoming Drops' with a list of dates.

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 50 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"/>	<span>Delete</span>
com	<input type="text" value="219.9"/>	<input type="text" value="250.5"/>	<span>Delete</span>
net	<input type="text" value="21"/>	<input type="text" value="25"/>	<span>Delete</span>
holiday	<input type="text" value="65"/>	<input type="text" value="75"/>	<span>Delete</span>
pizza	<input type="text" value="0"/>	<input type="text" value="0"/>	<span>Delete</span>
<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

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- **Technical Support:** [support@hexonet.net](mailto:support@hexonet.net)