

"Invalid suffix field!" when trying to create a contact handle

Symptoms

When trying to register a domain or when creating a domain handle, the following error is being thrown:

Invalid suffix field!

Cause

"Address line 2" of WHMCS contact information tends to be mapped to the "*Suffix*" field of the [createCustomerRequest](#) API call.

Openprovider API validates the suffix field and does not allow the comma character (,) in it.

Resolution

This is a software issue of older versions of the WHMCS Registrar module. Please update to the new version available [here](#).

Please suggest customer simplifying his Address Line 2 field, without the comma ",".

Revision #2

Created 2026-08-13 09:59:56 UTC by Sarath

Updated 2026-08-13 10:06:15 UTC by Sarath