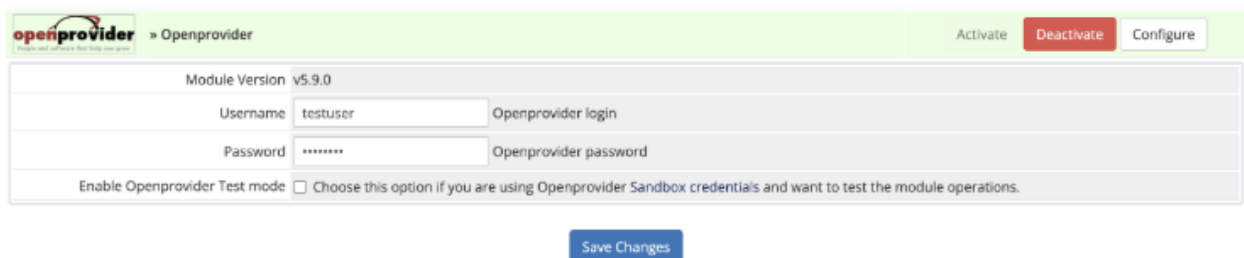


WHMCS Frequently asked questions

1. Why am I getting an authentication error or not able to connect to API?

Check the following things, after changing your password in Openprovider:

- Ensure that API access is enabled on the account. You can find instructions to enable API access at [How to enable API access](#)
- Ensure that the correct password is being entered into the module.
- Ensure that the password, and not the hash, is entered into the module.
- Ensure that you see that the module authenticates after clicking "save" (see screenshot, Username, and Password are **not** marked in red with asterisks *)



The screenshot shows the 'Openprovider' module configuration page. At the top, there's a green header with the 'openprovider' logo and navigation links: 'Activate', 'Deactivate', and 'Configure'. Below the header, the 'Module Version' is 'v5.9.0'. The main form has two rows: 'Username' with the value 'testuser' and 'Password' with masked characters '*****'. To the right of these fields are labels: 'Openprovider login' and 'Openprovider password'. At the bottom of the form, there's a checkbox for 'Enable Openprovider Test mode' with a note: 'Choose this option if you are using Openprovider Sandbox credentials and want to test the module operations.' A 'Save Changes' button is located below the form.

- Ensure that you have signed the "Processor Agreement" to be able to use Openprovider API and services.
You can see all the contracts at **Openprovider Dashboard >> Account >> Contracts**
- Ensure that you haven't checked the option "Openprovider Test Mode" if you are not using CTE/Sandbox credentials (i.e. when using RCP credentials) and vice versa.

- If you are getting error **Access denied** (error code: 10005), this indicates that the IP address sending the API call is denied by your API whitelist or blacklist. It can happen that you whitelisted IPv4 address and requests are coming from IPv6 address of the server. You can check the public IP address of the server hosting your WHMCS instance by the following command (run it via SSH/terminal of your WHMCS server):

```
curl ifconfig.me
```

Then you can whitelist the IP you got from the command output.

2. I'm getting an error "Sync Not Supported by Registrar Module"

In order to sync domain statuses, renewal dates, WPP settings, and auto-renew settings between your Openprovider account and your WHMCS instance, you will need to set up the Openprovider cron job (**Openprovider cron sync is deprecated and not recommended for WHMCS versions 8+.** Please use native WHMCS cron), which is detailed in the [document](#).

3. Does the module support the default domain sync in WHMCS?

Yes, native domain synchronisation is supported since version 3.3. Please ensure that "**syncUseNativeWHMCS**" is set to "true" in the file 'modules/registrars/openprovider/configuration/advanced-module-configurations.php' to use default domain sync and cron job is configured as per [WHMCS documentation](#). When enabled, WHMCS' native synchronization feature will be used to sync domain data.

Note: Please be aware that WHMCS native sync will only sync data of domains with statuses - **Pending Transfer, Pending Registration, and Active**. After a domain enters **Grace Period (Expired)** or **Expired** status, the WHMCS native sync won't sync data of such domains and the status will only be transitioned out by completing the Renew module command (Registrar Commands >> Renew).

4. How can I allow registering domains which require additional information, such as .es, .us, .travel, .ru, .se, .nu and so on?

The 2.3-beta release of the module introduced a function `openprovider_additional_fields()` function, which retrieves the list of required additional information for any given TLD from the Openprovider API.

If you do not have the file `<your WHMCS directory>/resources/domains/additionalfields.php` then add the example version from [resources/domains/additionalfields.php](#). Otherwise, add the following lines to the top of your `additionalfields.php` file :

```
<?php
if (function_exists('openprovider_additional_fields'))
    $additionaldomainfields = openprovider_additional_fields();
```

Once this has been added, the correct text fields and/or select boxes will be created automatically on the WHMCS checkout page.

Here you will find more information from the [WHMCS website](#).

5. I want to add IDN support

Some TLDs require an additional data element for IDN support. This can be set up for a given TLD by doing the following:

in the file `<WHMCS root>/resources/domains/additionalfields.php` add the following line of array element definitions:

```
$com_idn_type = array (
    'English'    => 'ENG',
    'Slovenian'  => 'SLV',
    'Russian'    => 'RUS'
);

$additionaldomainfields[".com"][] = array(
    'Name' => "idnScript",
    'DisplayName'=> "IDN language",
    'Type' => "dropdown",
    'Options' => join ( $com_idn_type, ',' ),
    'Default' => "English",
    'Required' => true);
```

6. How can I add intendedUse for certain TLDs?

Some TLDs require an "intended use" statement when registering. You can set this up for your customers quite easily by doing the following:

In the file `<WHMCS root>/resources/domains/additionalfields.php` add the following line of array element definitions:

```
$additionaldomainfields['.cat'][] = array(
    'Name'          => 'intendedUse',
    'DisplayName'    => 'Intended Use',
    'Type'           => 'text',
    'Size'           => '30',
    'Required'       => true
);
```

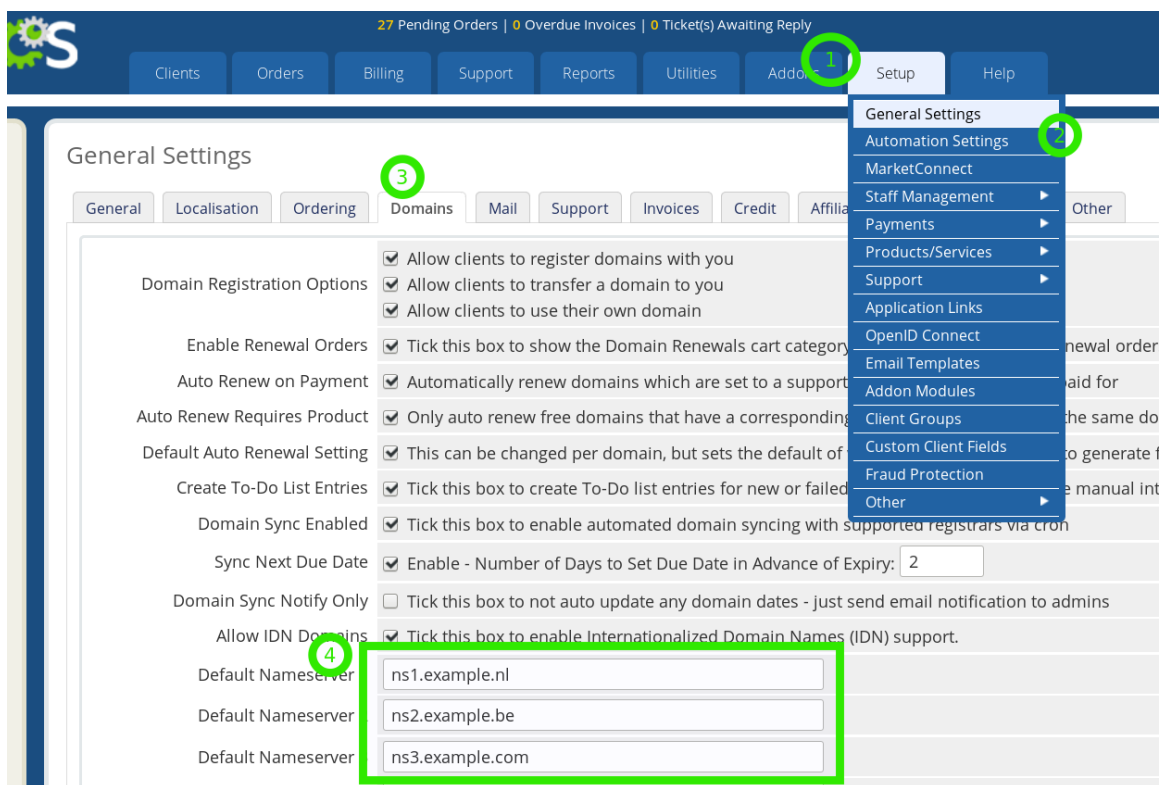
Now when the domain is being registered, there will be a text box where the customer can write a description, which the module will send to Openprovider via API.

7. How can I set up default name servers?

This can be found in the [WHMCS knowledge base](#) for domain configurations.

To set the default nameservers that WHMCS will use for domain only registrations ordered through the system, navigate to **Setup > General Settings > Domains tab**.

See attached screenshot (link at the bottom) to see how to do this.



8. How can I hard-code nameservers into the module?

If you are using the "DNS management" plugin for WHMCS, this is most likely the issue. A previous version of the module had the Openprovider nameservers hard-coded to be used in the case that

DNS management is selected. This has since been removed.

If you'd like to hard-code your nameservers into the module, to be used for register and transfer operations, you can modify the function `createNameserversArray` in the file `<WHMCS root>modules/registrars/openprovider/OpenProvider/API/APITools.php`

Add these variables:

```
$params['ns1'] = <desired nameserver>
$params['ns2'] = <desired nameserver>
$params['ns3'] = <desired nameserver>
$params['ns4'] = null;
$params['ns4'] = null;
```

and your domains will be created using the nameservers you've specified.

9. How to debug a "Blank Page/Oops, something went wrong and we couldn't process your request" error?

You may encounter this error while navigating or performing specific operations in WHMCS.

?name=Screenshot+from+2018-02-20+11-14-28.png

This is a generic WHMCS error message and doesn't reveal the actual issue. To view the actual error, please enable Display Errors following the instructions [here](#).

Example detailed error with Display Errors enabled:

Oops!

Something went wrong and we couldn't process your request.

Please go back to the previous page and try again.

For additional assistance, please reference the [WHMCS Troubleshooting Guide](#).

```
TypeError: OpenProvider\API\ApiHelper::getTldMeta(): Argument #1 ($tld) must be of type string, null given, called in /app/whmcs/modules/registrars/openprovider/Controllers/System/DomainController.php on line 253 and defined in /app/whmcs/modules/registrars/openprovider/OpenProvider/API/ApiHelper.php:591
Stack trace:
#0 /app/whmcs/modules/registrars/openprovider/Controllers/System/DomainController.php(253): OpenProvider\API\ApiHelper->getTldMeta()
#1 /app/whmcs/modules/registrars/openprovider/vendor/wedevlopcoffee/wpower/src/Core/Instance.php(47): OpenProvider\WhmcsRegistrar\Controllers\System\DomainController->transfer()
#2 /app/whmcs/modules/registrars/openprovider/vendor/wedevlopcoffee/wpower/src/Core/Launch.php(54): WeDevelopCoffee\WPow\Core\Instance->execute()
#3 /app/whmcs/modules/registrars/openprovider/openprovider.php(394): WeDevelopCoffee\WPow\Core\Launch->output()
#4 /app/whmcs/modules/registrars/openprovider/openprovider.php(79): openprovider_registrar_launch_decorator()
#5 [internal function]: openprovider_transferDomain()
#6 /app/whmcs/vendor/whmcs/whmcs-foundation/lib/Module/AbstractModule.php(0): call_user_func()
#7 /app/whmcs/vendor/whmcs/whmcs-foundation/lib/Module/Registrar.php(0): WHMCS\Module\AbstractModule->call()
#8 /app/whmcs/includes/registrarsfunctions.php(0): WHMCS\Module\Registrar->call()
#9 /app/whmcs/admin/clientsdomainreg.php(0): RegTransferDomain()
#10 [main]
```

IMPORTANT: Once you are done, be sure to disable Display Errors or to remove the display_errors flag option from configuration file.

Example error from PHP error log:

```
[Tue Feb 20 11:14:33.488187 2018] [:error] [pid 15335] [client 90.74.128.238:57986] [WHMCS Application] ERROR: exception
'Whoops\\Exception\\ErrorException' with message 'Class 'DOMDocument' not found'
in /home/corpitse/public_html/clients/modules/registrars/openprovider/OpenProvider/API/Request.php:21
```

Stack trace: [#0](#)

```
/home/myuser/public_html/clients/vendor/whmcs/whmcs-foundation/lib/Utility/Error/Run.php(0):
WHMCS\\Utility\\Error\\Run->handleError(1, 'Class 'DOMDocum...',
'/home/corpitse/...', 21) #1 [internal function]:
WHMCS\\Utility\\Error\\Run->handleShutdown() #2 {main}
{"exception":"[object] (Whoops\\Exception\\ErrorException(code: 1):
Class 'DOMDocument' not found at
/home/myuser/public_html/clients/modules/registrars/openprovider/OpenProvider/API/Request.php:
21)"}
[], referer: https://mydomain.com/clients/admin/configregistrars.php
```

Based on this error, it appears that the DOM extension is not installed on your server. This extension is usually installed by default, so it may have simply been disabled by you or your hosting provider. If you're using CloudLinux, check to see if DOM is enabled.

Please see <http://php.net/manual/en/dom.installation.php> for more information

10. I want to run the cron job from the web, and not from the command line

Important : Openprovider domain sync cron is deprecated since version 5.3 of the Openprovider domain module, and is not recommended for WHMCS 8+ versions. We suggest that you use the WHMCS native domain sync and do not use the Openprovider custom sync for WHMCS 8 and higher.

From the file `<whmcs root>/modules/registrars/openprovider/cron/DomainSync.php` comment out the following:

```
if((!isset($_SESSION['adminid']) && $_SESSION['adminid'] == false) && !is_cli())
{
    exit('ACCESS DENIED. CONFIGURE CLI CRON.');
```

This will allow you to run the file from a public folder.

11. Updating registrant details via WHMCS fails

Reseller is trying to update registrant details via WHMCS having international phone number input interface and automatic formatting option enabled.

Request:

```
Array
(
    [postValues] => <?xml version="1.0" encoding="UTF-8"?>
    <openXML><credentials><username>YHWHMCS</username><password>*****</password><client
```

```
>whmcs-2.2.8</client></credentials><createCustomerRequest><companyName>De Beste
B.V.</companyName><vat></vat><name><initials>J.V</initials><firstName>Jos</firstName><prefix><
/prefix><lastName>Verkerk</lastName></name><gender>M</gender><address><street>Boddens
Hosangweg</street><number>64</number><suffix></suffix><zipcode>2481
LA</zipcode><city>Woubrugge</city><state>Zuid-
Holland</state><country>NL</country></address><phone><countryCode>+31</countryCode><areaCode>+
31</areaCode><subscriberNumber>.31880101200</subscriberNumber></phone><email>10008@my.yourhost
.nl</email><handle>NL904610-
NL</handle><additionalData></additionalData></createCustomerRequest></openXML>
)
```

Response:

```
Array
(
    [curlResponse] => <?xml version="1.0" encoding="UTF-8"?>
    <openXML><reply><code>133</code><desc>Invalid telephone region code
    number!</desc><data/></reply></openXML>
    [curlErrNo] => 0
    [errorMessage] =>
```

The option can be toggled in WHMCS Admin Dashboard > **Configuration** > **System Settings** > **General Settings** > **Localisation** (tab).

Phone Numbers ☒ Check to enable international phone number input interface and automatic formatting

The option changes the appearance of the phone number input box from one having pre-formatted configuration like:

Telefoonnummer  +31 172 820 216

to a simple empty text field.

Having this option enabled results in wrong number formatting and thus the registrant details update fails.

To workaround just disable the option and specify the phone number in a format like +XXX.XXXXXXXX having dot (.) symbol included as a delimiter.

12. Error: "You have not signed the latest version of the contract for registering this domain"

The error indicates that you must sign TLD contracts before ordering domains. You can find TLD contracts at: <https://cp.openprovider.eu/documentation/contracts.php> and please sign the contract for the TLD for which you got error (for example, if you got the error while trying to register yourdomain.com, sign the .com contract)

13. The cron for downloading the TLD prices was not run yet.

TLD Import & Pricing Sync

To begin, please choose a domain registrar to fetch TLDs and Pricing Information from.



The cron for downloading the TLD prices was not run yet. You can run the prices download manually here. If this fails, it is likely that your WHMCS installation does not support a long execution time. Check the manual to run the cron command instead.



Update: This was fixed in version [5.8.0](#), we strongly recommend you to update the module to [latest version](#).

Due to the number of TLDs supported by Openprovider, some WHMCS installations may have time-outs when synchronizing the TLD pricing. Loading the TLD prices still requires some time to process after running this command. WHMCS requires a significant amount of time to process all TLDs. The speed depends on how fast your server is as well as your browser. In order to resolve the problem, we suggest,

- Running the script a few more times when there are no other WHMCS tasks/cron jobs running.
- Increase the amount of PHP memory allocated for running scripts (memory_limit=256M or higher).

If you have SSH access, you can try running the script manually as follows:

1. Log in to your server via SSH.
2. Navigate to the folder '**modules/registrars/openprovider/cron**'
3. Execute the following command:

```
php -d error_log='' -d max_execution_time=0 -d memory_limit=256M DownloadTldPrices.php
```

If you don't have SSH/terminal access to the server, please try adding a cron job like,

```
15 0 * * * php -d max_execution_time=0 -d memory_limit=256M  
/PATH_TO_WHMCS/modules/registrars/openprovider/cron/DownloadTldPrices.php
```

Note: The above cron will run at 12:15 AM at night, please adjust the time if required. Once the cron has been executed, please ensure to remove the cron task since it is a memory-intensive task for your WHMCS server.

14. How to Update Openprovider domain registrar module to latest/newer version

Updating using script [Beta]

- To upgrade the Openprovider domain registrar module, run the following commands from WHMCS root directory as the hosting/website user (e.g., on a cPanel server, run it as the cPanel user under which the WHMCS website is hosted).
- **Note:** Depending on the permissions of the user running the script, you may need to use the sudo command (e.g., sudo /bin/bash -s)

```
curl -s https://raw.githubusercontent.com/openprovider/Openprovider-WHMCS-domains/refs/head
```

Manual update

If you haven't made any customization to the existing module, you can simply remove the 'openprovider' folder from "modules/registrars/" and "modules/addons/" and add/copy those folders from the new version - <https://github.com/openprovider/Openprovider-WHMCS-domains/releases>. If you have made any custom changes to current installation, please perform the following steps:

1. Make a backup of your WHMCS database and module folders ('modules/registrars/openprovider', 'includes/hooks', 'resources/domains/additionalfields.php' and 'modules/addons/openprovider'), with any

custom modifications.

2. Download the version of the module you need from [releases \[Latest Version\]](#). Extract it and upload contents as described in: [Install and configure Openprovider domain registrar module](#).
3. Make sure the advanced config file 'modules/registrars/openprovider/configuration/advanced-module-configurations.php' has the right settings. If you have any custom settings in the current version, please ensure to copy/apply those to the new/old version. You can find detailed documentation about advanced module configuration at: [Advanced configurations](#).

15. How to enable/disable ID protection (WPP), DNS management and EPP Code for TLDs

You can configure domain addons you want to offer to your customers like DNS Management, ID protection (Whois Privacy Protection) and EPP code (also known as auth code or transfer code) from your WHMCS Admin Dashboard.

1. Navigate to **Configuration >> System Settings >> Domain Pricing**.
2. Select the addon options you want to offer/enable for TLDs using the checkboxes.
3. Click on **Save Changes**.

☐	TLD		DNS Management	Email Forwarding	ID Protection	EPP Code	Auto Registration			
☐	.biz	▼	Pricing	☒	☐	☒	☒	Openprovider	▼	
☐	.blog	▼	Pricing	☐	☐	☐	☒	Openprovider	▼	
☐	.com	▼	Pricing	☐	☐	☒	☒	Openprovider	▼	
☐	.net	▼	Pricing	☐	☐	☒	☒	Openprovider	▼	
☐	.ca	▼	Pricing	☐	☐	☐	☒	Openprovider	▼	

Import Notes:

- Enable EPP Code option to require an EPP code for transfers of domains that use this extension. If this option is disabled, clients will be able to submit transfer requests without an EPP code (auth code).
- Openprovider does not offer e-mail forwarding at this moment.

If you would like to offer these addons to your customers with a price, you can also configure it from **Domain Pricing** page (on the right pane).

Domain Addons

DNS Management	
EUR	1.00
USD	1.09
INR	91.66

Email Forwarding	
EUR	0.00
USD	0.00
INR	0.00

ID Protection	
EUR	5.00
USD	5.45
INR	458.28

Save Changes

* ID Protection (Whois Privacy Protection) is free with Openprovider [Membership Plans](#).

For more details about Domain Addons in WHMCS, please refer to official [WHMCS documentation](#).

16. How to enable Domain Auto Registration

Automatic domain registration automates registration and transfer request submissions to supported registrars. Openprovider domain module supports automatic domain registration and transfer submissions and this can be enabled for TLDs either from **Registrar TLD Sync** or from **Domain Pricing** page.

From **Registrar TLD Sync** page (**Utilities > Registrar TLD Sync**):

TLD Import & Pricing Sync

To begin, please choose a domain registrar to fetch TLDs and Pricing Information from.



Margin Type Choose the type of markup to apply to cost prices	Percentage ▾
Profit Margin The markup amount to apply to cost prices	20 %
Round to Next Use to round prices to a common human friendly number	No Rounding ▾
Sync Redemption/Grace Fee Enable to sync redemption and grace fees using same markup	No
Automatic Registration Enable auto-register upon payment for synced TLDs	No

From **Domain Pricing** page (**Configuration >> System Settings >> Domain Pricing**):

For TLDs you would like to enable auto registration/transfer, select Openprovider from Auto Registration drop down list and click on **Save Changes**.

	TLD		DNS Management	Email Forwarding	ID Protection	EPP Code	Auto Registration		
☐	.biz	Pricing	☐	☐	☐	☒	Openprovider ▾	⚙️	⬅️ ➡️
☐	.blog	Pricing	☐	☐	☐	☒	None	⚙️	⬅️ ➡️
							Openprovider	⚙️	⬅️ ➡️

- When you enable this for an extension, WHMCS will automatically submit the request to Openprovider as soon as the client pays you for it. WHMCS never submits domain registrations before you receive payment.

- If you disable automatic domain registration, the system will wait to submit the registration until after a client has paid and an admin manually reviews the order and accepts it.

17. TLD Sync Error - Unable to display TLD cost pricing as currency 'XXX' is not defined with an exchange rate.

Popular

Arts and Entertainment

Business

Geographic

Sports

Technology

Services

Money and Finance

Education

The selected registrar returned pricing in the following currencies: EUR. All prices below are shown converted to your system default currency USD.

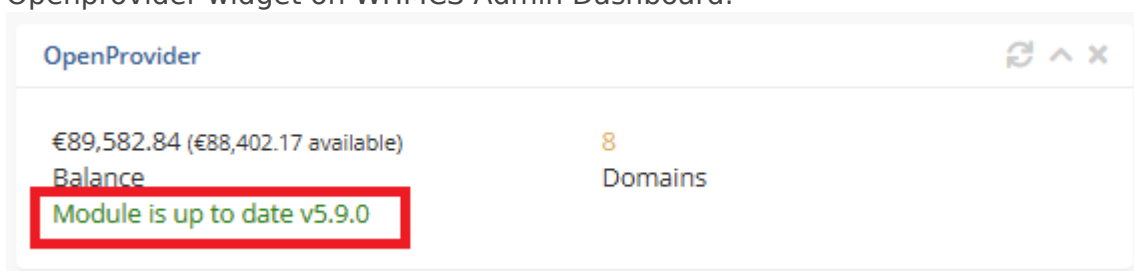
				Register		Renew		Transfer		Grace		Redemption	
☐	TLD	Existing TLD	Reg Period	Current Cost	Margin	Current Cost	Margin	Current Cost	Margin	Current Cost	Margin	Current Cost	Margin
	.com		✓ 1 Year	Unable to display TLD cost pricing as currency 'EUR' is not defined with an exchange rate.								Pricing	
	.biz	✗	1 Year	Unable to display TLD cost pricing as currency 'EUR' is not defined with an exchange rate.									

The error indicates that you haven't configured the currency shown in the error message in WHMCS **Currencies (Configuration >> System Settings >> Currencies)**. For more information, please refer to <https://docs.whmcs.com/payments/currencies/>

18. How to check my WHMCS, PHP and Openprovider module versions for support?

- **Module Version:**

- Starting from version v5.9.0, you can easily check module version from Openprovider widget on WHMCS Admin Dashboard.

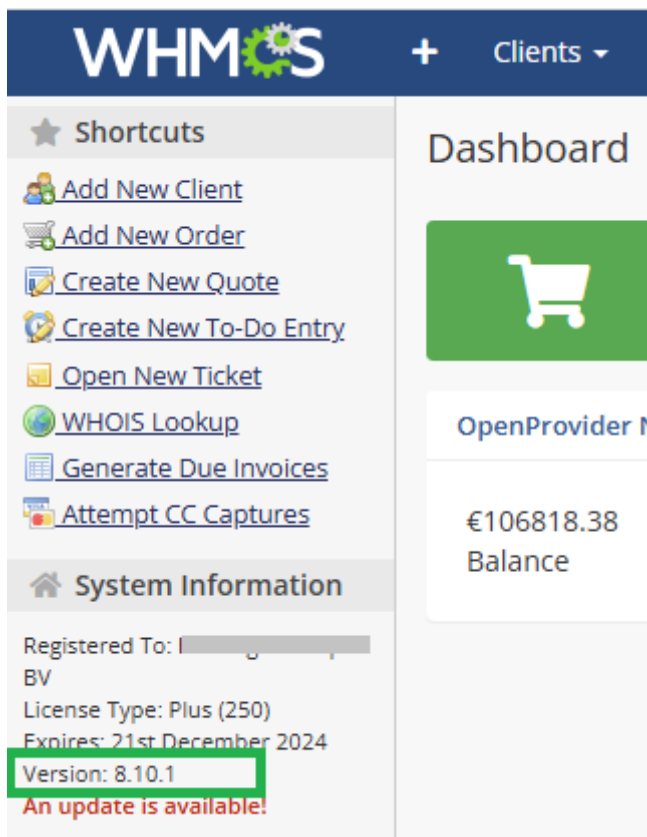


- In versions before v5.9.0, you can check the Openprovider domain registrar module version from WHMCS Admin Dashboard >> **System Settings** >> **Domain Registrars** >> **Openprovider** >> click on "**Configure**" button). You can also check module version in file: **modules/registrars/openprovider/OpenProvider/API/APIConfig.php** (look for a line with "*static public \$moduleVersion*").

Eg:

```
static public $moduleVersion = 'whmcs-5.8.0-REST';
```

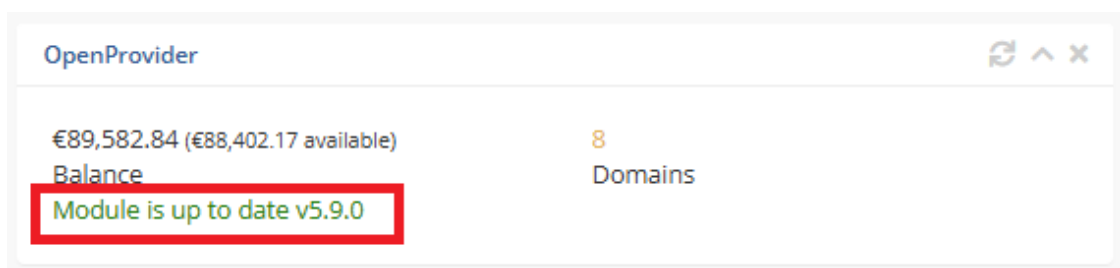
- **WHMCS Version** - You should be able to find the WHMCS version from admin dashboard under System Information (on the left pane).



- **PHP version** - You can check this from WHMCS Admin Dashboard >> **Utilities** >> **System** >> **PHP Info**.

19. How can I get notified about new module version releases?

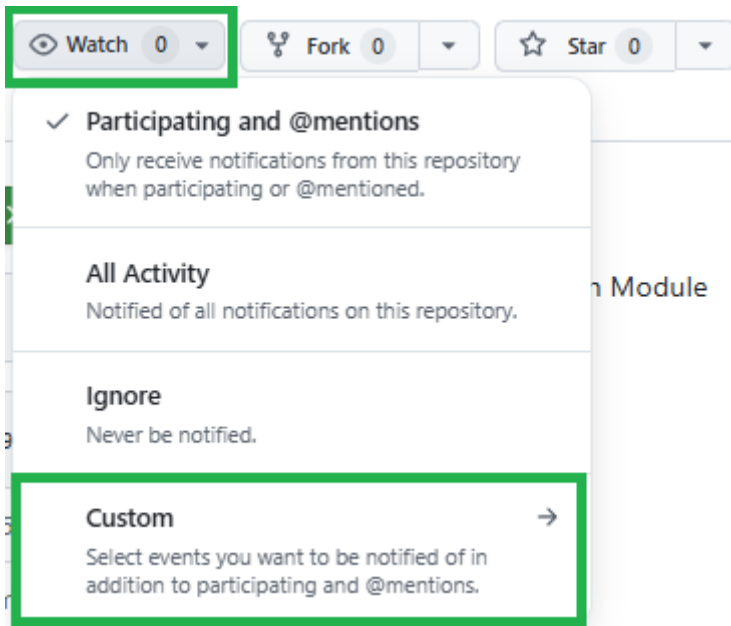
- Starting from version v5.9.0, you can easily check for new module version updates (stable releases) from Openprovider widget on WHMCS Admin Dashboard.



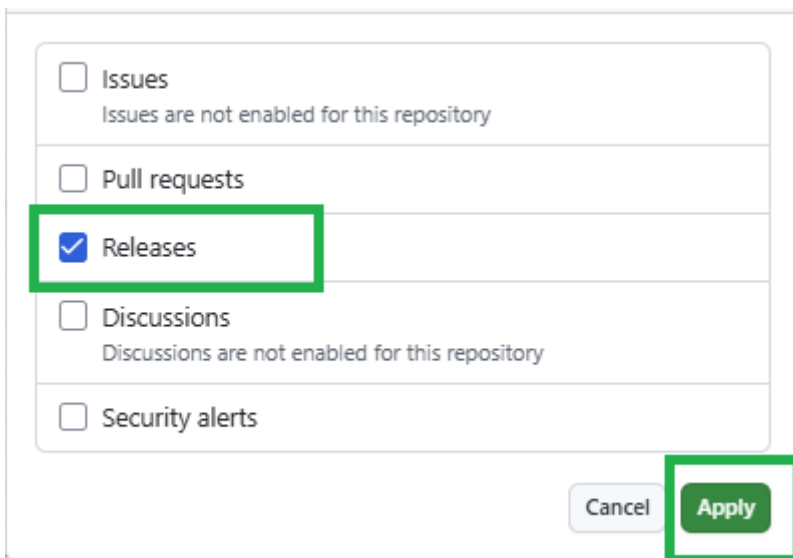
- If you are using an older version of the module or would like to get notified about new module releases including beta version, go to the Openprovider WHMCS module [GitHub](#)

[repo](#) (ensure to Sign in to your GitHub account).

- Click on **Watch** >> Select **Custom**



- Under "**Subscribe to events for openprovider/Openprovider-WHMCS-domains**", select **Releases** checkbox.
- Click on **Apply**.



20. How should I configure domain renewals between WHMCS and Openprovider to avoid double billing or renewal issues?

To ensure domain renewals work smoothly and to avoid problems such as double renewals or incorrect status sync, it is important to configure WHMCS and Openprovider properly.

We **recommend disabling Openprovider's global auto-renewal** and using WHMCS to manage renewals based on invoice payments. This aligns with WHMCS best practices and prevents duplicate charges or unsynced domain states.

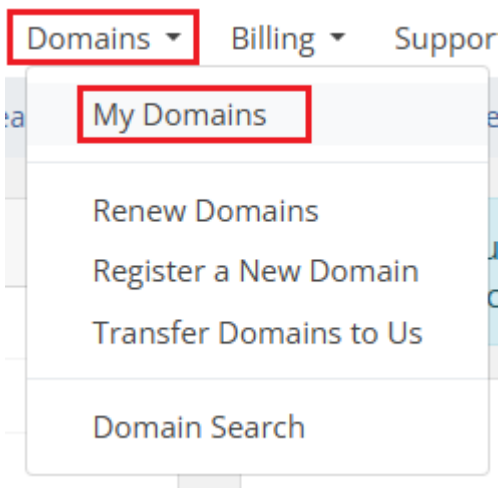
For a full explanation of each scenario, recommended settings, and behavior when domains enter quarantine, please refer to our detailed guide:

[Managing Domain Renewals in WHMCS with Openprovider](#)

21. How to create and manage private nameservers (glue records) from WHMCS

If you would like to create and manage (update/delete) nameservers (eg: ns1.yourdomain.tld/dns2.yourdomain.tld) using your domain registered with Openprovider via WHMCS, you can do it following the steps below:

- From WHMCS Client Area, navigate to **Domains > My Domains** > Click on the domain



- Click on **Private Nameservers** from the left menu (under **Manage** section) as shown in the image below:

Portal Home / Client Area / My Domains / aaaaatest123.be / Register Nameservers

Manage

Overview

Auto Renew

Nameservers

Registrar Lock

Contact Information

Private Nameservers

Get EPP Code

+ Actions

Renew Domain

Register a New Domain

Transfer in a Domain

From here you can create and manage custom nameservers for your domain (eg. NS1.example.com, NS2.example.com...).

Register a NameServer Name

Nameserver: ns1 .aaaaatest123.be

IP Address: 172.168.1.100

Save Changes

Modify a NameServer IP

Nameserver: .aaaaatest123.be

Current IP Address:

New IP Address:

Save Changes

Delete a NameServer

Nameserver: .aaaaatest123.be

Save Changes

- To create/register nameserver object
 - **Nameserver**: Enter the name you want to use for the nameserver object. Eg. **ns1** (ns1.yourdomain.tld), **dns2** (dns2.yourdomain.tld)
 - **IP Address**: IP address of the DNS server that will host the DNS zone for the domain.

Notes:

- Creating nameservers with IPv6 is not currently supported from WHMCS client area.
Please use RCP (Reseller Control Panel) > [Domain management > Nameserver management](#) for creating nameserver objects with IPv6 address.
- Although Glue records are created, you must also create the A records to the respective hosts IP (ns1.yourdomain.tld/dns2.yourdomain.tld) in the DNS zone of the domain.

Please refer to [this article](#) for more information about nameserver objects/glue records.

Revision #7

Created 2026-08-13 10:03:55 UTC by Sarath

Updated 2026-10-08 09:04:11 UTC by Sarath