

WHMCS Registrar TLD & Pricing Sync Utility doesn't work or blank page is shown when running the sync

Update: Please [update the Openprovider domain registrar module](#) to the latest stable [version](#) if you are experiencing this issue. Please check the details [here](#) to get more information on the matter.

Symptoms

- TLD and Pricing synchronization utility doesn't produce any results upon running it
- The cogwheel animation in WHMCS is followed by a blank page

Cause

Due to the number of TLDs supported by Openprovider, some WHMCS installations may have time-outs when synchronizing the TLD pricing. This happens because Openprovider API needs to calculate custom prices (depending on the membership) for one's particular account and WHMCS requires a significant amount of time to process all 1500+ TLDs.

Resolution

1. Enable System Module Debug Log in WHMCS
2. Increase [max_execution_time](#) and [memory_limit](#) for PHP scripts
3. Start TLD Price sync
4. If the page goes blank after the animation disappears, navigate to the System Module Debug Log, and make sure `searchextensionrequest` API request is being called.

5. If it is, find whether or not the response is cut off abruptly.
 6. If point 5 is true, then the execution is most probably terminated by the timeout of the web server
 7. Try increasing the Timeout directive in the [config file of httpd service](#) or its equivalent for nginx
 8. Restart the synchronization.
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