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The most common WHMCS problems, and what causes them

Choosing the Right Plan

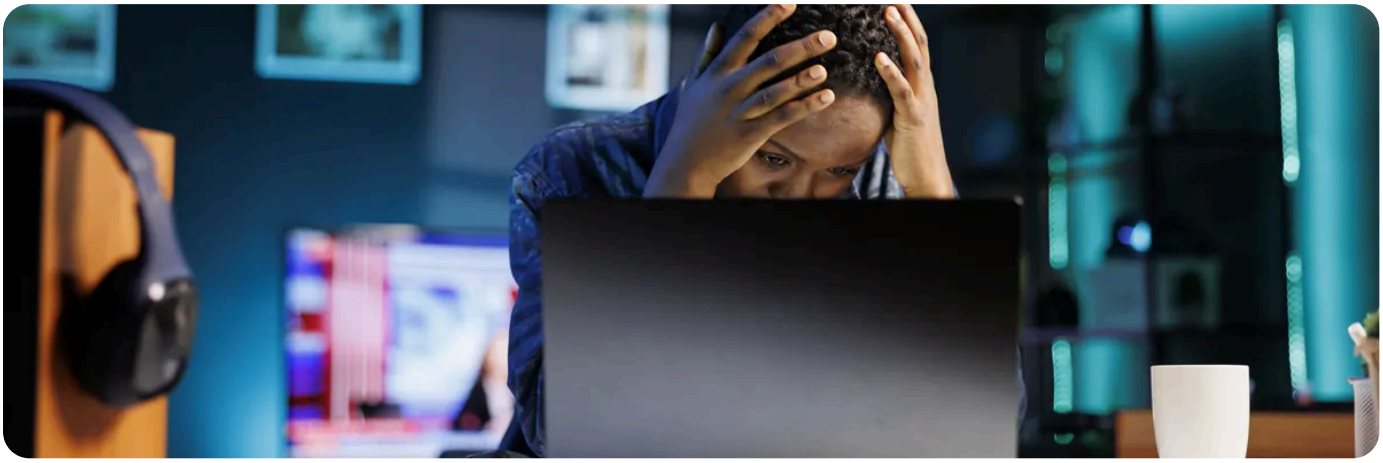
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The most common WHMCS problems, and what causes them

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Almost everything that goes wrong in a WHMCS falls into one of five families: the PHP loader, the licence, the scheduled job, the server link, and e-mail. Knowing that halves the search, because each family has symptoms of its own.

A blank page, or a complaint about the loader

WHMCS ships with its code protected and needs a PHP extension to open it. If that extension is not active on the PHP version that address is using, the program does not start, and what you see is a blank page or a message about the loader.

1. **Confirm which extensions are loaded in that folder**, with a PHP information page. It is the only proof that counts. See **viewing your PHP configuration**.

2. **If it is not there, switch it on in the cPanel PHP version selector**, in that version's extension list. The walkthrough is in **installing WHMCS**.

3. **Mind the version.** This bites hardest right after a PHP version change: extensions are per version, and the new one arrives without them. If it broke immediately after you touched PHP, this is it.

Licence problems

Message	The usual cause
Invalid licence after a move	The licence is tied to the address and the IP. You changed server, domain or folder, and you have to reissue it with the maker. Not with us.
Unable to verify the licence	The server could not reach the licensing service. Usually temporary; if it persists, talk to us so we can confirm nothing is holding the outbound connection.

Message	The usual cause
Licence expired	It is a subscription. If you did not renew it with the maker, it stops working. Check their invoice, not ours.

Do not ask us for the licence key.
We neither sell nor resell WHMCS licences, and we have no access to yours. The account is yours with the maker, and only you can reissue the key.

The scheduled job, which is the quietest failure of all

If the scheduled job is not running, WHMCS looks perfectly healthy: pages open, the administrator logs in, customers log in. It is just that **nothing happens on its own**. It is the failure found latest and costing most, because by the time anyone notices, weeks have passed.

What you notice	Suspect
This month's invoices never went out	The scheduled job.
Nobody got renewal reminders	The scheduled job.
People who did not pay still have working services	The scheduled job.
E-mails sit in a queue and never leave	The scheduled job.
All of the above at once, from one day to the next	The scheduled job, beyond any doubt.

1. **Look inside WHMCS for when it last ran.** It shows that, and it shows the state of each internal task too.
2. **Confirm the line exists in cPanel**, in scheduled jobs, written exactly as the program gave it to you. See **cron jobs**.
3. **If it runs but some internal tasks are stuck**, an error partway through an earlier run may have left those tasks marked as in progress. In that state they never start again, and the next run skips them silently. That is a case for the automation status screen, not for adding another scheduled job.
4. **Do not run the job more often to compensate.** Two runs at once get in each other's way and burn resources your plan counts.

Accounts that never appear, and stuck orders

A paid order that sits still is nearly always one of three things: the payment was never confirmed inside WHMCS, automatic setup is off for that product, or the server link failed. The third has its own article, with the list of errors: **connecting WHMCS to WHM**.

E-mails that never arrive

1. **Use an authenticated mailbox on your own domain**, not plain PHP sending. This server's settings are in **sending e-mail from your own code**.
2. **If it leaves but lands in the recipient's bin**, the domain identity is missing: **SPF, DKIM and DMARC**.
3. **If it never even leaves the queue**, go back to the scheduled job section: that is what empties the queue.

A slow admin area, and two others

Symptom	What it usually is
The admin area takes forever to open	The activity log grew for years and nobody cleared it. The program has maintenance for exactly that. Take a copy first.
You cannot get into the admin area	The folder was renamed, or there is an address restriction, or you lost the second factor. None of the three is solved by trying the password again, and trying blocks your IP: **unblocking your IP**.
Blank page right after an update	Either the update did not finish, or the new version needs a different PHP. The PHP error log says which: **where the PHP error log is**.

! **Before any update, copy the files and the database.**
In here live the invoices, the payments and your customers' details. An update that goes wrong with no copy is not a scare, it is a legal problem. See **making and keeping your own backup**.

NEED A HAND?

Is the problem on the server side rather than the program? Give us the address and the time and we will read the logs.

Open a support ticket →

SEE ALSO

- **Reseller hosting** →
- **Support Policy: how far our help goes** →

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