

# WHMCS set up guide

This guide helps you setting up your WHMCS preferences to enable a strong and effective connection between WHMCS and Realtime Register. To install the WHMCS module you need to have administrator rights within WHMCS.

Provisional version 12/2014

1

## Activating the Realtime Register module within WHMCS

1.1

### Login at WHMCS

1.2

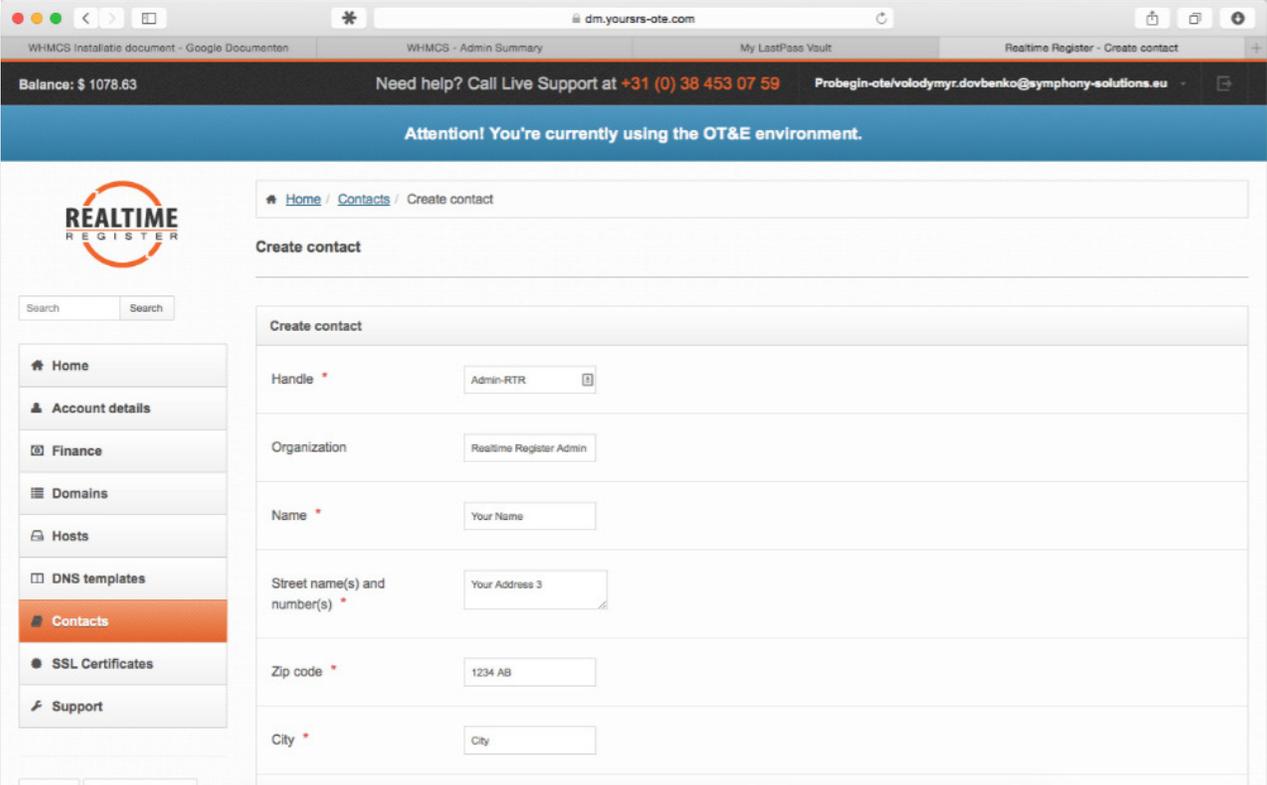
### Unzip the Realtime Register module and upload it to your root directory

`<whmcs root directory>/modules/registrars/realtimeregister/`

Please remove the standard module first and replace the details with the unzipped Realtime Register file.

1.3

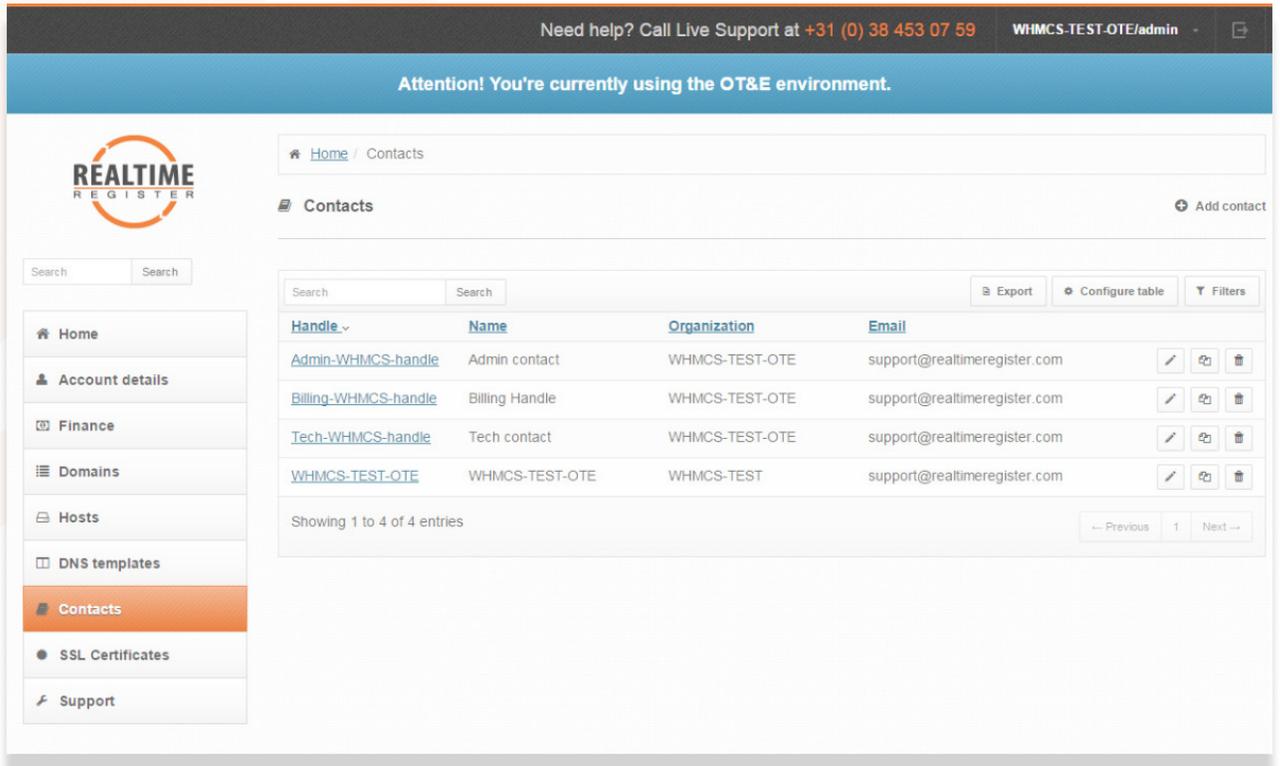
### Create your admin, billing and tech handle inside the Realtime Register domain manager. You can manage these handles afterwards through WHMCS



The screenshot shows a web browser window with the URL `dm.yoursrs-ote.com`. The page displays a navigation menu on the left with options like Home, Account details, Finance, Domains, Hosts, DNS templates, Contacts (highlighted), SSL Certificates, and Support. The main content area is titled 'Create contact' and contains a form with the following fields:

- Handle: Admin-RTR
- Organization: Realtime Register Admin
- Name: Your Name
- Street name(s) and number(s): Your Address 3
- Zip code: 1234 AB
- City: City

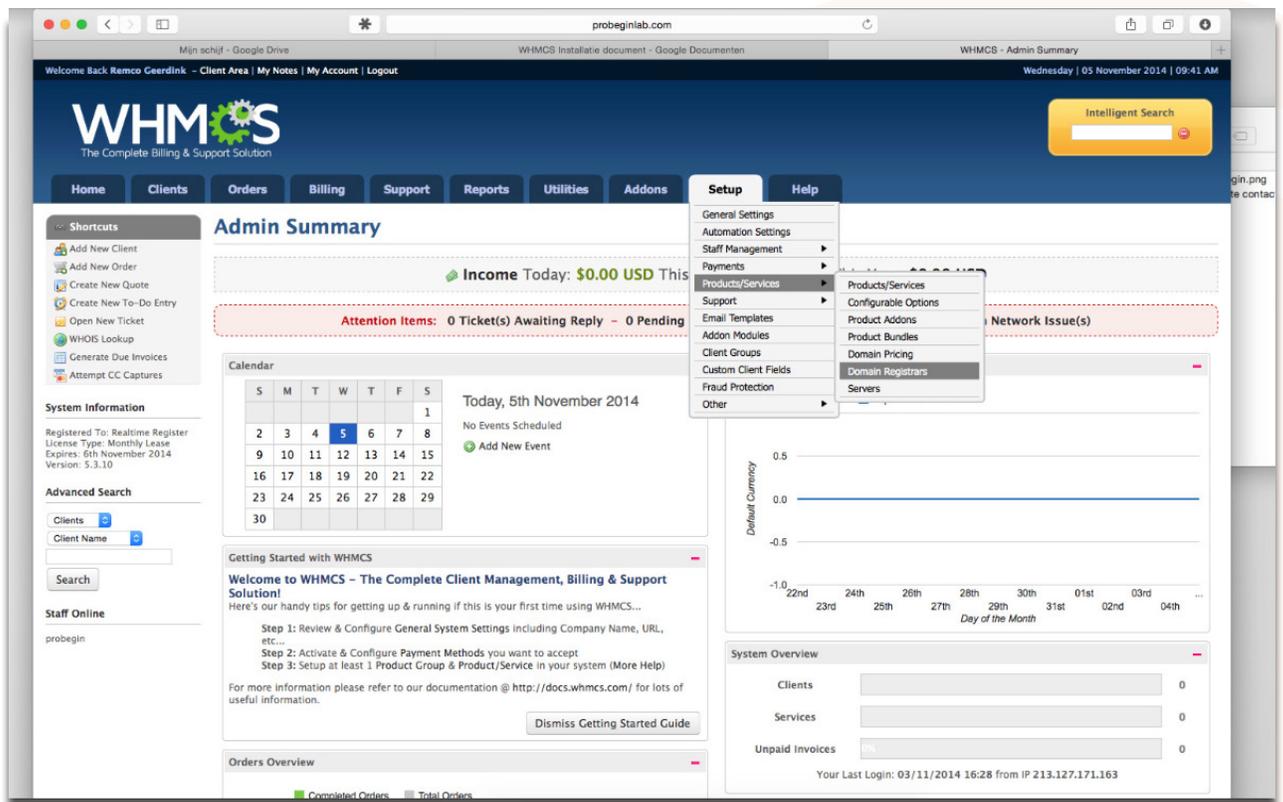
At the top of the page, there is a blue banner that reads: 'Attention! You're currently using the OT&E environment.'



1.4

## Activate the uploaded Realtime Register module within WHMCS

=>Setup => Products/Services => Domain Registrars => activate Realtime Register



## Configure the module and set the most important settings

=>Setup => General Settings => Realtime Register

Use the available options to setup the collaboration between WHMCS and Realtime Register.

The screenshot shows the WHMCS administration interface. The top navigation bar includes Home, Clients, Orders, Billing, Support, Reports, Utilities, Addons, Setup, and Help. The 'Setup' menu is open, showing a list of settings categories: General Settings, Automation Settings, Staff Management, Payments, Products/Services, Support, Email Templates, Addon Modules, Client Groups, Custom Client Fields, Fraud Protection, and Other. The 'General Settings' page is active, displaying various configuration options under the 'General' tab. The settings include:

- Company Name: Company Name (with a dropdown arrow) Your Company
- Email Address: changeme@changeme.com The default se
- Domain: http://www.yourdomain.com/
- Logo URL: Enter your logo URL to display in email messages
- Pay To Text: Address goes here... This text is displayed on the invoice as the Pay To details
- WHMCS System URL: http://probeginlab.com/realtime/register/ URL of the WHMCS installation, eg. http://www.yourdomain.com/members/
- WHMCS SSL System URL: URL of the WHMCS installation for secure access, eg. https://www.yourdomain.com/members/ (leave blank for no SSL)
- Template: Default The template you want WHMCS to use
- Limit Activity Log: 10000 The Number of Activity Log Entries you wish to keep
- Records to Display per Page: 50
- Maintenance Mode:  Tick to enable - prevents client area access when enabled
- Maintenance Mode Message: We are currently performing maintenance and will be back shortly.
- Maintenance Mode Redirect URL: If specified, redirects client area visitors to this URL when Maintenance Mode is enabled

A 'Save Changes' button is located at the bottom right of the settings form.

## Configuration settings

Below you find instructions for each setting which you can set in the config within WHMCS Renewal period selection for TLDs .de and .nl Here you can choose 1 or 12 months renewal period for .de, and 3 or 12 months for .nl TLDs.

### 2.1

*Please note: auto renew will stay enabled in RTR even you disable it in WHMCS, in case renewal period for .de or .nl TLDs is not 12 months.*

- **Realtime Register Account**  
Please enter your Realtime Register credentials
- **General settings WHMCS module**  
Activate general settings if you want to test, debug or receive debug test reports.
- **Create your Registration Profile**  
You can choose to create a standard set of handles which are used for Admin, Billing and Tech. If you do not use this option, the registrant details will be used.

» Realtimeregister  
You are running latest module version (v0.14).

Activate
Deactivate
Configure

|                                  |   |     |
|----------------------------------|---|-----|
| <b>Realtime Register Account</b> | <p><b>Please fill in your Realtime Register credentials.</b></p> <p>Customer handle <input type="text" value="Realtime-01"/> Enter your Realtime Register customer handle here.</p> <p>Username <input type="text" value="user01@realtimeregister.com"/> Enter your Realtime Register account username here.</p> <p>Password <input type="password" value="*****"/> Enter your Realtime Register account password here.</p>   | 2.1 |
| <b>General settings</b>          | <p><b>General settings for management of your WHMCS module.</b></p> <p>Test mode <input checked="" type="checkbox"/> Use the test environment, request a test account at <a href="mailto:support@realtimeregister.com">support@realtimeregister.com</a></p> <p>Ignore SSL errors <input checked="" type="checkbox"/> Enable this ONLY when you are having connectivity issues with Realtime Register due to SSL errors.</p> <p>Debug errors <input type="checkbox"/> Debug mode for extensive information when you encounter errors. Activate for troubleshooting.</p> <p>Debug API requests <input type="text" value="info@realtimeregister.com"/> Specify your email address to which you want to receive debug information. If you do not want to receive debug information, leave this field empty.</p>   |     |
| <b>Registration Profile</b>      | <p>With your registration profile you can set default handles for Admin, Billing and Tech contact which will be used for domain registrations and transfers. If you do not use this option, the registrant details will be used for Admin, Billing and Tech.</p> <p>Registration profile admin handle <input type="text"/> Optionally override the default contact handle for Admin.</p> <p>Registration profile billing handle <input type="text"/> Optionally override the default contact handle for Billing.</p> <p>Registration profile tech handle <input type="text"/> Optionally override the default contact handle for Tech.</p>  |     |
| <b>Renewal options</b>           | <p><b>Options to manage domain name renewals.</b></p> <p>Activate auto renew synchronization <input type="checkbox"/> All domains auto renew values will be synchronized with Realtime Register.<br/>* This setting will apply only for new/updated domains.<br/>* Requirement: <b>Default Auto Renewal Setting</b> must be activated. See installation guide for instructions.</p>   | 2.2 |
| <b>Domain availability check</b> | <p><b>Use Realtime Register WHOIS check instead of WHMCS for a more quick and better result.</b></p> <p>Use Realtimeregister WHOIS <input type="checkbox"/> Adds WHOIS layer over WHMCS core to check domain availability. See installation guide for instructions.</p>   | 2.3 |
| <b>Synchronization options</b>   | <p><b>Use multiple synchronization options to effectively manage your administration.</b></p> <p>Synchronize Domain Status <input type="checkbox"/> This option synchronizes the domain status between WHMCS and Realtime Register.<br/>*Cron Job Required: Please see installation guide.</p> <p>Synchronize Expiry Date <input checked="" type="checkbox"/> This option synchronizes the expiry date between WHMCS and Realtime Register.</p> <p>Synchronize Due Date <input checked="" type="checkbox"/> This option synchronizes the due date between WHMCS and Realtime Register.</p> <p>Due date offset <input type="text" value="0"/> Due date will be calculated based on Expiry Date +/- number of days entered.</p> <p>Cron scripts limit <input type="text" value="100"/> Input maximum number of domains to process per one request.</p> <p>IP restriction for RTR cron scripts <input type="text"/> Enter trusted IP addresses to run Realtime Register cron scripts or leave it empty to allow running scripts from any IP.</p> | 2.4 |
| <b>Required cron jobs</b>        | <p><b>Description.</b></p> <p>Fix for renewal issues specific TLD extensions Add cron job for TLDs with a difference between the WHMCS and Realtime Register expiry dates (.NL, .IT, .FR, .DE, .BE, .AT, .AM, .FM, RU, .LI, .CH). Please use the URL <a href="http://www.registreeerwebsite.nl/login/modules/registrar/realtimeregister/cron/simulatexpiration.php">http://www.registreeerwebsite.nl/login/modules/registrar/realtimeregister/cron/simulatexpiration.php</a></p> <p>Synchronize Domain Status In order to synchronize domain status (and optionally dates), please also configure cronjob with the URL: <a href="http://www.registreeerwebsite.nl/login/modules/registrar/realtimeregister/cron/syncdomainstatus.php">http://www.registreeerwebsite.nl/login/modules/registrar/realtimeregister/cron/syncdomainstatus.php</a></p>   |     |

Save Changes

## Domain Renew Management

Activate Auto-renew synchronization  
All domains auto renew values will be synchronized with Realtime Register.

### Required

Requirement: "Default Auto Renewal Setting" must be activated.  
=> *Setup => General => Domains (see screenshot)*

### Set two required cron jobs for domain renewal

The two Cron jobs below will keep your domains up-to-date and active.

#### Cron job 1

Cron job 1 handles the specific requirements for the TLD'S .NL / .IT / .FR / .DE / .BE / .AT / .AM / .FM / .RU). without the use of con job 1, renewal will fail.

#### Cron job 2

Cron job 2 synchronizes the expiry dates between Realtime Register and WHMCS. The dates in the Realtime Register system will be used. This cron job keeps your domain expiry dates up-to-date.

### Create the next cron job on your server:

Cron job 1:

<your\_url>/modules/registrars/realtimeregister/cron/simulatexpiration.php

Cron job 2:

<your\_url>/modules/registrars/realtimeregister/cron/syncexpirydate.php

### Advice cron job:

Recommandation: we recommend to run both cron jobs daily to keep yor domains in sync. *More info about cronjobs: <http://en.wikipedia.org/wiki/Cron>*

### Use the Realtime Register availability check (optional)

Realtime Register's availability check offers:

- + Unlimited availability checks (fair use policy applies)
- + Support for all TLD's
- + Stable and reliable performance

In order to use Realtime Register's availability check over the WHMCS WHOIS services, please use the instructions below.

**Activation instructions:**

'Use Realtime Register WHOIS' inside module configuration and replace domainchecker.tpl inside your template (theme) directory with: /realtimeregister/domainchecker/templates/default/domainchecker.tpl

**Please NOTE!**

The template is optimized for the 'default' theme. If you want to use the Realtime Register WHOIS with any other template (theme), please replace the variables below within domainchecker.tpl.

|                       |       |                          |
|-----------------------|-------|--------------------------|
| \$available           | ----> | \$rtravailable           |
| \$invalid             | ----> | \$rtrinvalid             |
| \$error               | ----> | \$rtrerror               |
| \$invalid             | ----> | \$rtrinvalid             |
| \$availabilityresults | ----> | \$rtravailabilityresults |

**Synchronization Options****Synchronize Expire date (Required)**

Activate this option to synchronize the expiry date between Realtime Register and WHMCS. Realtime Register is leading.

**Synchronize Due date (Not recommended)**

Activate this option to synchronize the due date between Realtime Register and WHMCS. The due date will be the same date as the Expiry date.

Only activate this option if you are sure and backup before proceeding.

**Due date offset (extra setting if Synchronize Due date is active)**

The due date which will be calculated based on Expiry Date +/- amount of days you will type in.

**Cron script limits**

Set the maximum number of domains which will be processed when the cron runs.

**Restriction for Realtime register cron scripts**

Enter trusted IP addresses to run Realtime Register cron scripts or leave it empty to allow run scripts from any IP.

**Domain Registration:**

To register new domain there should be placed order with domain registration where domain name and other options (if available - DNS Management, Email Forwarding and ID Protection) are set.

**Note:** If the domain you are transferring relates to the nameserver that is not existed in Realtime Register, then you should create nameservers and domain for them in RTR. See steps below how to add them (for example, your domain nameservers are ns1.xxxxxxx.nl, ns2.xxxxxxx.nl, ns3.xxxxxxx.nl,;):

1. Go to your RTR account.
2. Register domain xxxxxx.nl (in contacts can be used admin contact or the one you want, nameservers may be left empty).
3. Go to Hosts tab and add new hosts: ns1.xxxxxxx.nl, ns2.xxxxxxx.nl, ns3.xxxxxxx.nl

Now user can register domain with those nameservers.

1. Create order with domain registration.
2. Open order through Orders -> List all Orders and search for order you need.
3. The page 'Manage Orders' will be opened:

### Manage Orders Help

|   |   |
|---|---|
| Date 26/06/2015 14:40   | Payment Method Banktransfer   |
| Order # 3855242629 (ID: 30290)  | Amount €19.60   |
| Client <b>Remco Geerdink</b><br>koetsierbaan 93<br>ALMERE, Flevoland, 1315SJ<br>Netherlands | Invoice # 28096   |
| Promotion Code  | Status <span style="border: 1px solid #ccc; padding: 2px;">Pending</span> |
|   | IP Address 194. . . - Lookup   Filter   Ban                               |
|   | Affiliate None - Manual Assign  |

**Order Items** Add Notes

| Item          | Description  | Billing Cycle | Amount | Status  | Payment Status    |
|---------------|--|---------------|--------|---------|-------------------|
| <b>Domain</b> | Registration - testdomain123.nl<br>+ DNS Management<br>+ Email Forwarding<br>+ ID Protection | 1 Year        | €19.60 | Pending | <b>Incomplete</b> |

Registrar: None  Send to Registrar  Send Confirmation Email

**Total Due: €19.60**

Accept Order
Cancel Order
Cancel & Refund
Set as Fraud
Set Back to Pending
Delete Order

4. Choose Registrar 'Realtimeregister' from dropdown.
5. Click Accept Order button.
6. Order will be proceeded and record with this domain will appear in client's profile.

## 3.2

### Domain transfer:

Steps almost the same but instead of Registration user chooses Transfer and EPP code must be inserted while order creating.

Once order was submitted user should go to that order and choose registrar 'Host-control'.

1. Open order through Orders -> List all Orders and search for order you need.
2. The page 'Manage Orders' will be opened
3. Choose Registrar 'Hostcontrol' from dropdown.
4. Click Accept Order button.
5. Order will be proceeded and record with this domain will appear in client's profile.

## 4

### Client Area

User can manage registered domains from client area.

1. Go to tab 'Domains -> My Domains'. There will be the list of registered domains.
2. Press button 'Manage domains' to open information about this domain or press arrow down near button to choose specific management: Manage Nameservers, Edit Contact Information, Auto renewal Status.
3. Button 'Manage domains' opens Information page. Here user can see Domain name, Registration date, Expiration Date (Next due date), First Payment Amount, Recurring Amount and Payment method. User can also go to Child host management from this page.

The screenshot displays the WHMCS interface for managing a domain. At the top, the WHMCS logo is visible. Below it is a navigation bar with links for Home, Services, Domains, Billing, Support, and Open Ticket, along with a user greeting 'Hello, Iryna!'. The main heading is 'Managing [redacted].com'. A red notification banner states: 'Domain Currently Unlocked! You should enable the registrar lock unless you are transferring the domain.' Below this is a tabbed interface with 'Information' selected. The 'Information' section contains the following details:

- Domain:** [redacted].com Active
- Registration Date:** 30/07/2015
- Next Due Date:** 30/07/2015
- First Payment Amount:** \$0.94
- Recurring Amount:** \$1.00 Every 1 Year/s Renew Now
- Payment Method:** [redacted]

At the bottom of the page, there is a button labeled 'Child Hosts Management'.

## 4.1

### Child Hosts Management

1. Go to specific domain.
2. Open Information tab
3. Press 'Child Hosts Management' button
4. User can add/edit/delete child hosts on this page.

**Note:** There can be added maximum 13 Child Hosts but there should be at least 1 Child Host with Version V4.

Home Services Domains Billing Support Open Ticket Hello, [User]!

### Child Hosts Management

.....com

Your unique name server.

|             |            |        |
|-------------|------------|--------|
| ns1.....com | Manage IPs | Delete |
| ns2.....com | Manage IPs | Delete |

#### Add New

Your unique name server. IP address. Version.

V4

Back Save

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Language: English

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5. To add new child host insert nameserver in the field under 'Add new' title, insert IP address and choose version. Press Save button. This action will also add this child host to domain in RTR account.
6. To edit child host press on 'Manage IPs' button near existing child host. This will open page with IP addresses and versions.

Home Services Domains Billing Support Open Ticket Hello, !

## Child Hosts Management

.com

ns1. .com

In order to delete IP address, simply remove its.

| Your IP address. | Version. |
|------------------|----------|
| 11.11.11.13      | V4 +     |
| 11.11.11.14      | V4       |
| 11.11.11.15      | V4       |

Back Save

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Language: English

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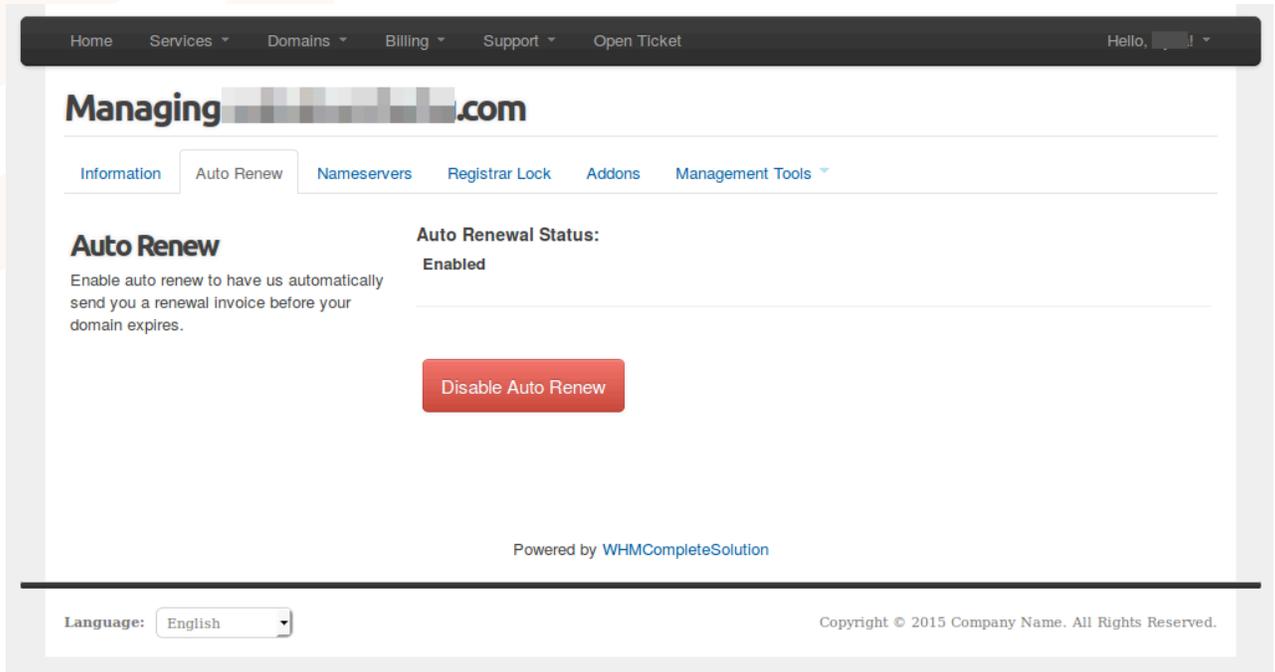
7. You can add IP address to child host by clicking on '+' icon near first IP address.
8. To remove IP address clear the 'Your IP address' field and click Save button.
9. To go back press 'Back' button.
10. To delete child host press delete button near the exact child host. Press 'Ok' on confirmation message.
11. To return to information page press 'Back' button.

If user add child host in client area, it will automatically appear under that domain in RTR. Go to your RTR account and open domain to see if it was saved successfully.

Editing and deleting also is synchronized with RTR, so actions done in WHMCS client area will lead to matching changes in RTR.

## Auto Renew

User can disable or enable Auto Renew of his domain. On 'Information' tab user can see amount that will withdrew.



The screenshot displays a web interface for managing a domain. At the top, there is a navigation bar with links for Home, Services, Domains, Billing, Support, and Open Ticket, along with a user greeting 'Hello, [username]!'. Below this, the main heading is 'Managing [domain].com'. A horizontal menu contains several tabs: Information, Auto Renew (which is currently selected), Nameservers, Registrar Lock, Addons, and Management Tools. The 'Auto Renew' section is titled 'Auto Renew' and includes a sub-heading 'Auto Renew Status: Enabled'. Below the status, there is a red button labeled 'Disable Auto Renew'. A descriptive text states: 'Enable auto renew to have us automatically send you a renewal invoice before your domain expires.' At the bottom of the page, there is a language dropdown menu set to 'English' and a copyright notice: 'Copyright © 2015 Company Name. All Rights Reserved.' The page is powered by WHMCompleteSolution.

1. Click on 'Disable Auto Renew' button to cancel renewal
2. Click on 'Enable Auto Renew' button to enable it.

User can Renew domain manually on 'Information' tab.

1. Go to 'Information' tab
2. Click on 'Renew now' button. This action will open checkout page where payment can be proceeded.
3. After successful payment, domain expiry (due) date should be changed to the period which was mentioned in renewal. Changes should apply in both systems: WHMCS and RTR.

## Nameservers

User can change nameservers for his domain.

1. Go to 'Nameservers' tab.

The screenshot shows the WHMCS interface for managing domain nameservers. At the top, there is a navigation bar with links for Home, Services, Domains, Billing, Support, and Open Ticket, along with a user greeting 'Hello, [username]!'. Below this is the main header 'Managing [domain].com'. A secondary navigation bar contains tabs for Information, Auto Renew, Nameservers (which is selected), Registrar Lock, Addons, and Management Tools. The main content area is titled 'Nameservers' and features two radio buttons: 'Use default nameservers' (which is selected) and 'Use custom nameservers (enter below)'. Below the radio buttons, there is a warning message: 'You can change where your domain points to here. Please be aware changes can take up to 24 hours to propagate.' Underneath, there are five input fields labeled 'Nameserver 1' through 'Nameserver 5'. The first three fields contain the text 'ns1.', 'ns2.', and 'ns4.' followed by a blurred domain name and '.com'. The last two fields are empty. At the bottom right of the form is a blue button labeled 'Change Nameservers'.

2. Choose radiobutton 'Use default nameservers' to use default nameservers.
3. Choose radiobutton 'Use custom nameservers (enter below)' and enter nameservers that were created through Child Hosts Management tool in the fields below. Press 'Change Nameservers' button.
4. User can also edit or remove nameservers.

If user add, edit or remove nameservers in WHMCS client area this automatically make changes in RTR.

1. Go to your RTR account
2. Open your domain
3. Check section Nameserver

## Registrar Lock

User can disable or enable Registrar Lock of his domain. This means that without his permission domain won't be changed, transferred or removed.

**Note:** Not all TLDs support REGISTRAR-LOCK. Domain locking is available for .COM, .NET, .ORG, .INFO, BIZ, .NAME, .ASIA, .TEL, .MOBI, .AU, .BZ, .CA, .CC, .CO, .IN, .IT, .ME, .TV, .US and .WS domains. But there also can be exceptions as org.uk, so please check this with you registrar.

The screenshot shows a web interface for managing a domain. At the top, there is a navigation bar with links for Home, Services, Domains, Billing, Support, and Open Ticket, along with a user greeting 'Hello, [name]!'. Below this, the main heading is 'Managing [domain].com'. A horizontal menu contains links for Information, Auto Renew, Nameservers, Registrar Lock (which is highlighted), Addons, and Management Tools. The 'Registrar Lock' section displays the status as 'Enabled' and includes a red button labeled 'Disable Registrar Lock'. A footer section shows a language dropdown set to 'English' and a copyright notice: 'Copyright © 2015 Company Name. All Rights Reserved.' The interface is powered by WHMCompleteSolution.

1. Click on 'Disable Registrar Lock' button to unlock your domain and allow to make changes without your permission.
2. Click on 'Enable Registrar Lock' button to lock your domain and prevent any changes without your authorization.

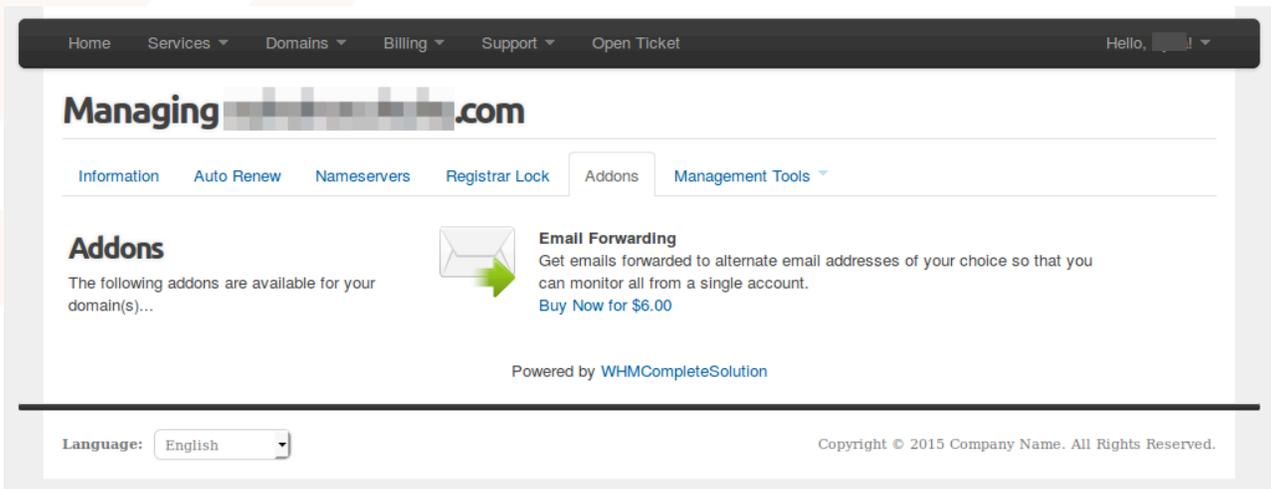
This change can be seen in RTR also.

1. Go to your RTR account
2. Open domain
3. Click on 'Update' link on the top right of overview
4. Go to Status section
5. Check field 'Client transfer prohibited':
  - a. If checkbox is ticked then Registrar lock is enabled.
  - b. If checkbox is not ticked then Registrar lock is disabled.

4.5

## Addons

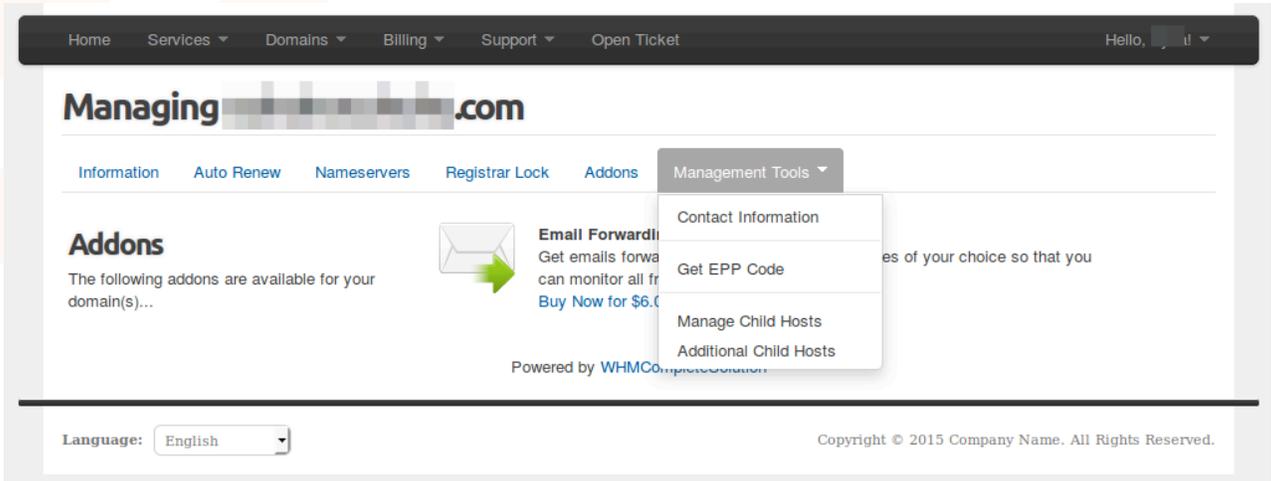
User can order addons that are provided with the domain, e.g.: Email Forwarding.



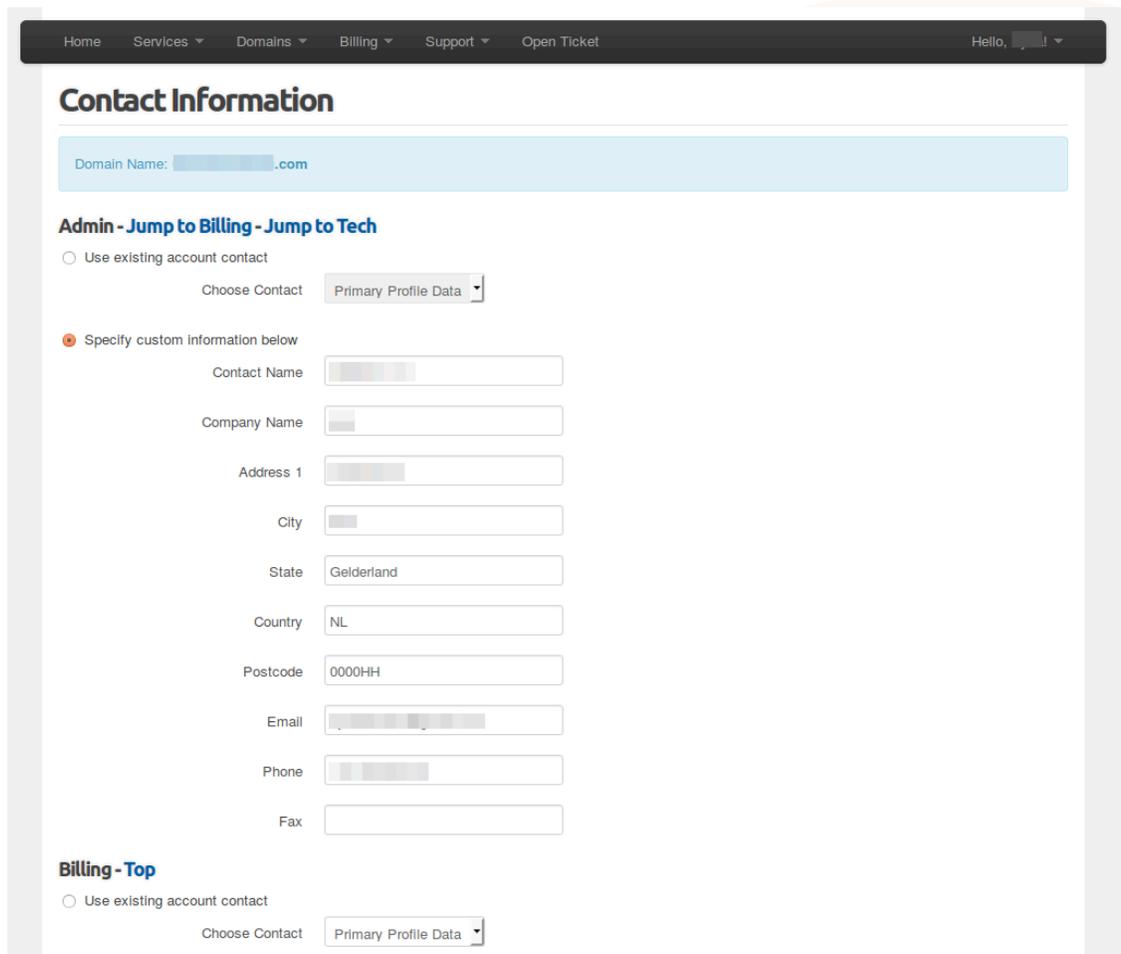
4.6

## Management Tools

User can change Contact Information, Get EPP code or go to Child Host management through dropdown menu 'Management Tools'.



1. Contact information: user can change admin, billing and tech contact information for domain.



2. Get EPP Code: this action will show user Autho-code for his domain.

Home Services Domains Billing Support Open Ticket Hello, [redacted]!

## Get EPP Code

Domain Name: [redacted].com

The EPP Code is basically a password for a domain name. It is a security measure, ensuring that only the domain name owner can transfer a domain name. You will need it if you are wanting to transfer the domain to another registrar.

The EPP Code for your domain is: CGXx1.[redacted]!

[« Back](#)

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Language:

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3. Manage Child Hosts: this action will lead to Child Hosts Management page.

## Contact

If you need any support to install or configure this WHMCS module, please send an email to [support@realtimeregister.com](mailto:support@realtimeregister.com).