

# **WHMCS Multisite Module**

- Installation and User guide

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#### 1. Introduction WHMCS Multisite module

First of all we thank you for purchasing this module. With our WHMCS Multisite module you can manage at least two (or more) brandings (and associated by the specific branding styles) under just one WHMCS license. So all brands have their own layout and their own ordering system's, you can manage them in a single WHMCS admin area. All texts and logos of each brand are set separately in the WHMCS Multisite configuration. The management for all customers in WHMCS will be displayed with the standard brand. The customers (client area, mails etc.) are displayed only in the brand to which they are linked. Before your start the installation (or update), check if the Multisite version number corresponds with the Multisite version number of this user guide.

- Multisite module: see file name of the downloaded Multisite module.
- User guide Multisite module: See bottom of this page.

#### 1.1 System requirements

- PHP 5.6, PHP 7.1 or PHP 7.2
- PHP mcrypt
- PHP MySQLi
- MySQL 5+ (or simulair)
- Ioncube loader (current version)
- WHMCS installation ( > version 7.1 up to and including version 7.7.0)

This module is fully tested with WHMCS v7.7.0 and PHP v7.2.4 (from Debian, with Zend OPcache). The modules might work with other versions, however we can't really support it in dept and we can't guarantee it.

#### 1.2 Required Settings

Each client-template will be visible under its own brand and its own URL. So you'll have to setup your configuration so that each domain point to the same server and same directory on the server. Point all domain names you'll use for the client areas to the installation directory of your WHMCS installation. Don't use (frame based) redirection.

- my.companyone.com
- my.companytwo.com
- my.comapnythree.com
- etc

In addition to this setting, also set the same domain names in the license section in http://my.tools4isp.com, see next paragraph.

The redirects are caused by a WHMCS setting:
Setup ▶ General Settings ▶ General ▶ WHMCS SSL System URL

If you put the https URL in WHMCS it should enforce it for every page normally: Addons ▶ Multisite ▶ Brands ▶ Edit (behind the brand name) ▶ WHMCS url

## 2. Updating/Installation WHMCS Multisite module

If you are familiar with WHMCS and follow the steps of this user guide, you can install and set up the module by yourself. Always make a complete backup of your current WHMCS installation (including the MySQL database).

If you are not familiar with WHMCS, you can consider to make the installation by our professional Tools 4 ISP team for a small fee. We'll install the module for you and setup a minimal required basic configuration for two brands, two URLS and two client groups. Please contact us for details.

#### 2.1 Updating/Installing WHMCS Multisite module

When updating the WHMCS Multisite module (or WHMS), always read carefully the release notes and double check if the Multisite module version number is compatible with your installed WHMCS version number.

IMPORTANT: From Multisite 2.8 the selection of orderform template 'per brand' is not longer possible anymore. In the standard WHMCS configuration you can choose the default order template that applies to brands (of course you can customize the order template yourself).

- 1. Make a complete backup of your current WHMCS installation (including the MySQL database).
- 2. Login to your client area at http://my.tools4isp.com.
- 3. Download the latest version of WHMCS Multisite to your local machine.
- 4. Unzip the WHMCS Multisite zip file.
- 5. Upload the unzipped WHMCS Multisite files to the root of your WHMCS folder. (Overwrite existing files if asked)

Verify if you successfully updated the Multisite module by clicking "Setup" ▶ "Addon Modules" and check if the current version number of Multisite is the same as the latest version number:

#### » Multisite

Tools 4 ISP Multisite module. Version 2.3, latest version: 2.3.

#### 2.2 Activate WHMCS Multisite module

Login the admin area of WHMCS and activate the "WHMCS Multisite" module you've just uploaded.

Click on the tab "Setup" ▶ "Addon Modules" and activate the addon "Multisite".

## Setup Help **General Settings Automation Settings** Staff Management ь **Payments** Products/Services ۰ ۶ Support **Email Templates** Addon Modules Client Groups **Custom Client Fields** Fraud Protection Other

#### 2.3 Set license Key

Also on the page "Addon Modules" you have to fill in the license key, you received a license key by your order, if not please contact us how to get a valid license key.

Note: Without the license key you can't use the WHMCS Multisite module. The same applies when the expiration of the license, invalid data or if IP addresses are not correct set.

your installed license key (Setup ▶ addon modules ▶ WHMCS Multisite ▶ configuration) must match with the license key you'll find in your http://my.tools4isp.com. In our panel you can also see the period of validation of your license key.

#### 2.4 Set configuration for access control.

On the same page as above "Addon Modules" you have to configure the access role for the module. Choose the admin role groups you want to have permissions to access this module.



#### 2.5 Configure your allowed URL's in the license information section.

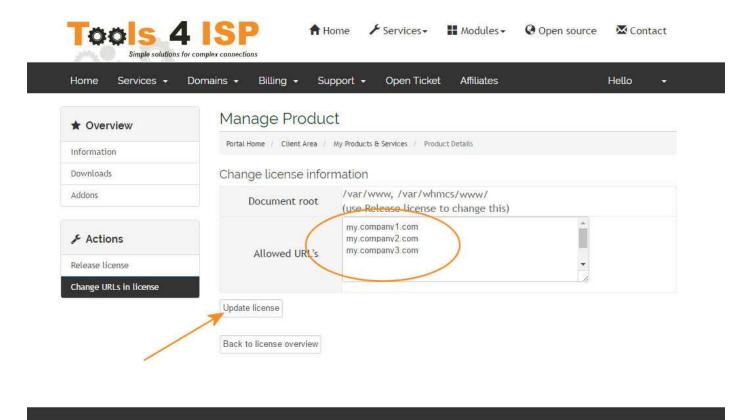
In order to get the Multisite module to work, you must first configure the allowed URLs in the license information.

Login to: http://my.tools4isp.com

Goto: Services ▶ My Services ▶ find your Multisite module and click on it ▶ (scroll down) and click on the button "Change URLs in license"

Change URLs in license

Add your URLs in the field "Allowed URL's" and click on the button "Update license"



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Note: The license usually handles one IP, if you're using more than one IP please let us know .it can prevent that a domain name is assigned to another IP, in that case contact us.

# 3. Basic configuration

Use the tab's to manage respectively the Brands, Groups and Sites.

For each item you want to edit, use the icon:

For each item to delete use the icon:

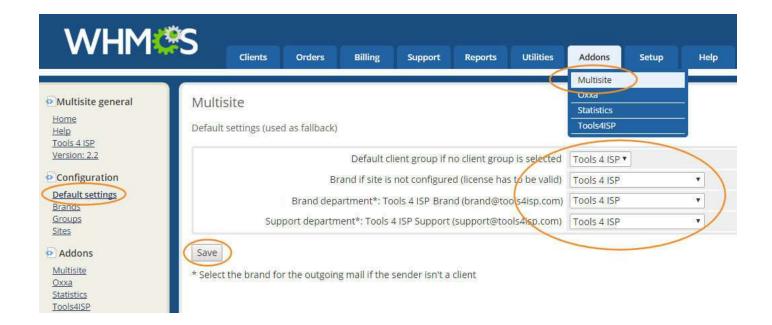
#### 3.1 Setup groups in WHMCS

Add "Client groups" in WHMCS, so all clients can be assigned to a group. Depending on the group customers are assigned to a brand.

Assign for each brand under "Add Client group" a "Group Name" and click on "Save Changes"

## 3.2 Setup default brand

If no brand is assigned to a client, you have to setup a default brand. Click on Addons ▶ Multisite ▶ Default settings, set the default brand after each section and save your settings.



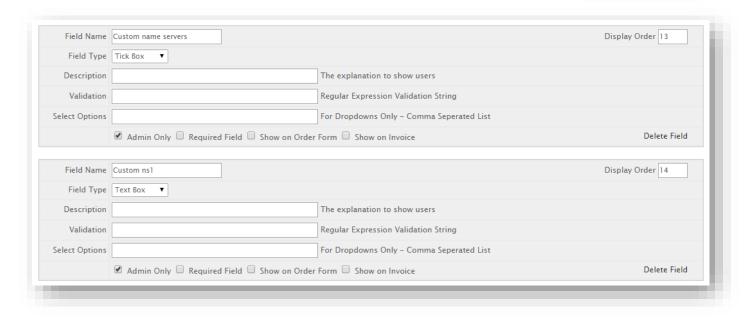
#### 3.3 Setup Custom name servers per client

To setup the custom name servers dropdown, go to "Setup" ▶ "Custom Client Fields" and scroll down un till you'll see form fields like below.

Configure here the fields for the dropdown by defining a "Field name", setting the Field Type as "Tick box" and select "Admin Only". Also define the "Display Order" in your order.

See example:





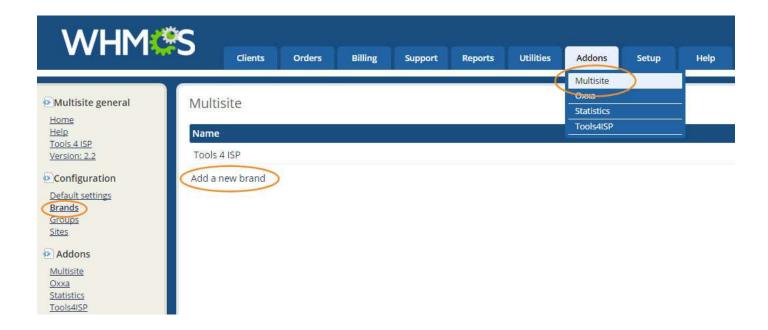
## 4. Managing brands

This section explain how to manage and configure specific brands.

## 4.1 Adding a new brand

To add and configure a new brand to the system Click on:

Addons ▶ Multisite ▶ Brands ▶ Add a new brand



### Multisite

### Add a new brand

Brand name (required)			
Default client group	Tools 4 ISP	*	
Comany name (required)			
Comany logo file name (required)			
Company site (required)			
Company logo url (required)			
Twitter user name *			
Display affiliate support *	Enabled *		
	Enabled *		



Formfield:	Description:
Brand name (required)	Enter the main brand or company name of your brand.
Default client group	Set the client group for this brand/company (in clients profile, a group must be assigned to a brand/company)
Company name (required)	Enter the main company name
Company logo file name (required)	Rename your company logo to logo.png and upload the file to the specific path of the used template (eg /templates/six/images/logo.png)
Company site (required)	Enter the URL of your company (eg: http://www.tools4isp.com)
Company logo url (required)	Enter the full URL where the system can find your logo (eg: http://my.tools4isp.com/templates/tools4isp/images/logo_tools4isp.png)
Company Terms of Service link	Link to the "Company Terms of Service" page
Twitter user name *	If you want to display the twitter feed, fill in the name of your twitter account. Also configurate the tweet button in your WHMCS settings.  Setup ▶ General Settings ▶ Social, and enable "Announcements Tweet"  (For this option to work it also has to be enabled within WHMCS)
Display Store *	If enabled, the button "Store" will be displayed in the menubar of the client area. (only supported in template six) (For this option to work it also has to be configured within WHMCS)
Display affiliate support *	If enabled, the button "Affiliate Support" will be displayed in the menubar of the client area. (only supported in template six) (For this option to work it also has to be enabled within WHMCS)
Display order system *	If enabled, the button "Order system" will be displayed in the menubar of the client area. (only supported in template six) (For this option to work it also has to be enabled within WHMCS)
Display add funds *	If enabled, the button "add funds" will be displayed in the menubar of the client area. (only supported in template six) (For this option to work it also has to be enabled within WHMCS)
Display mass payments *	If enabled, the button "mass payments" will be displayed in the menubar of the client area. (only supported in template six) (For this option to work it also has to be enabled within WHMCS)
Display option to update creditcard *	If enabled, the button "update creditcard" will be displayed in the menubar of the client area. (only supported in template six) (For this option to work it also has to be enabled within WHMCS)
Display support/ticket system *	If enabled, the button "support/ticket" will be displayed in the menubar of the client area. (only supported in template six) (For this option to work it also has to be enabled within WHMCS)
Display server status *	If enabled, the button "server status" will be displayed in the menubar of the client area. (only supported in template six) (For this option to work it also has to be enabled within WHMCS)
Display network issues *	If enabled, the button "network issues" will be displayed in the menubar of the client area. (only supported in template six) (For this option to work it also has to be enabled within WHMCS)
Display knowledgebase *	If enabled, the button "knowledgebase" will be displayed in the menubar of the client area. (only supported in template six) (For this option to work it also has to be enabled within WHMCS)
Display downloads *	If enabled, the button " downloads" will be displayed in the menubar of the client area. (only supported in template six) (For this option to work it also has to be enabled within WHMCS)
Display announcements *	If enabled, the button " announcements" will be displayed in the menubar of the client area. (only supported in template six) (For this option to work it also has to be enabled within WHMCS)
WHMCS url (end with a /) (required)	Enter the fully WHMCS URL and with / (eg: https://my.tools4isp.com/)
General email sender name (required)	Enter the Name (or description) of the general email sender (eg: Your Company)
General email sender address (required)	Enter the email address of the general sender (used by the system and used as general reply email address)
Invoice email sender name (required)	Enter the Name (or description) of the invoice email sender (eg: Administration Your Company)
Invoice email sender address (required)	Enter the email address of the invoice sender (used by the system and used as reply email address on the invoices)
Ticket email sender name (required)	Enter the Name (or description) of the support email sender (eg: Support Your Company)

Ticket email sender address (required)	Enter the email address of the ticket sender (used by the ticket system
01-1-1-5	and used as reply email address on the tickets)
Global Email Signature ****	Signature of the global WHMCS email messages
Global Email CSS Styling*****	CCS code of the global WHMCS email messages
Global Email Header Content****	Header of the global WHMCS email messages
Global Email Footer Content *****	Footer of the global WHMCS email messages
Custom name servers	Enable if you want to set custom name servers
Custom name server 1 - 5	If "custom name servers" is set Enabled, fill in a valid name server
Custom name servers per client	Select custom name servers per client (see further how to config)
Custom name server 1 - 5 per client	Select custom name server per client (see further how to config)
Invoice address/payto information	This info will be printed on the invoices, fill in your company details and billing details.
PayPal account	Fill in your PayPal account (email address that is linked to your PayPal
Domain registrations	account)  Enable or disable domain name registrations in the client area (For this
Domain registrations	option to work it also has to be enabled within WHMCS)
Domain transfers	Enable or disable domain name transfers in the client area (For this
	option to work it also has to be enabled within WHMCS)
Allow own domains	Enable or disable domain name ownership in the client area (For this
	option to work it also has to be enabled within WHMCS)
Domain bulk actions	Enable or disable domain bulk actions in the client area (For this option
	to work it also has to be enabled within WHMCS)
Default language for brand	Set the default language for the client area
Client template	Select the client template you'll use for the client area (the default
·	WHMCS template "six" is supported). The default WHMCS template
	should be multisite (see further how to config). You can customize "five"
	and "six" template to your own needs. Just copy, rename and
	customize.
Order template	Select the order template in the multisite configuration, this applies to all
	brands.
Product groups	Select the product groups that will be used for this brand. You can select
	Multiple groups. When unselected it will not be displayed
Knowledge base category	If you've enabled the knowledgebase button (see above) then select the
	knowledge base categories you want to use by this brand. When
	unselected it will not be displayed
Download category	If you've enabled the downloads button (see above) then select the
	download categories you want to use by this brand. When unselected it
	will not be displayed
Ticket departments	If you've enabled the support/ticket system (see above) then select the
	support departments you want to use by this brand. When unselected it
	will not be displayed

*	For this option to work it also has to be enabled within WHMCS. Also support for it has to be in the template files (if you want to know more about this read the documentation).
**	For this option to work the default WHMCS template should be multisite.
***	For this option to work the default cart should be multisite.
****	When hidden it will not be displayed.
****	Please check the documentation for how this works.

The sequence of assign A name server position for orders in the client, it is first:

- 1. When in use per customer Asked name server
- 2. When in use by brand name server set
- 3. WHMCS default name server

## 4.2 Edit or delete existing brand

To edit or delete an existing brand click:

Addons ▶ Multisite ▶ Brands ▶

For each item you want to edit, use the icon: 🔛

For each item to delete use the icon:

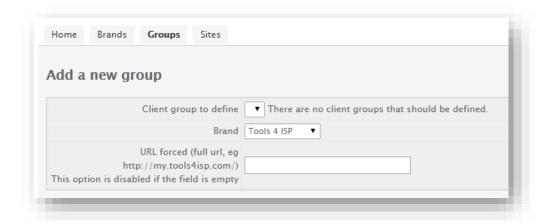
## 5. Managing the Groups

This section explain how to manage and assign the groups to a specific brand.

#### 5.1 Link a brand to a group

Click on the tab "Groups" and hit the button "link new group". Use the dropdown to couple a "client group" to a "brand". Each group can and should be linked to at least one brand, one brand might entail 100000 groups.

Forced URL/Redirect after login to specific page is optional.



## 5.2 Edit or delete existing group

To edit or delete an existing group click:

Addons ▶ Multisite ▶ Groups ▶

For each item you want to edit, use the icon: For each item to delete use the icon:

## 6. Managing site's

Each client-template will be visible under its own brand and its own URL. So you'll have to setup your configuration so that each domain point to the same server and same directory on the server.

#### 6.1 Coupling URL to brand.

By clicking the tab "Sites", you can couple your URL to the specific brand. Be sure you've configured your URL to the same location.



## 6.2 Edit or delete existing site

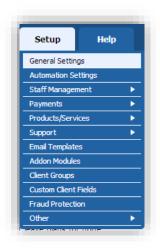
To edit or delete an existing site click:

Addons ▶ Multisite ▶ Sites ▶

For each item you want to edit, use the icon: For each item to delete use the icon:

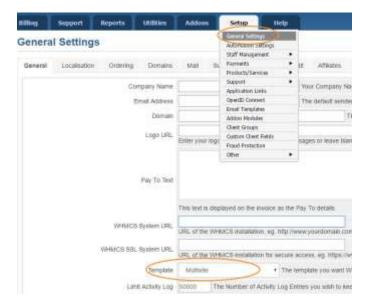
## 7. Setup the default templates

In addition to assigning a client template to specific brand (in the Multisite brand configuration), you have to set the main WHMCS template setting. The Multisite template in the General Settings of WHMCS ensures that each brand has its own template that is configured by the Multisite module.



## 7.1 Setup default client-template in WHMCS

Setup the default client-template in WHMCS go to the tab "Setup" en choose "General Settings". Here have to set the dropdown behind Template on "Multisite".



## 7.2 Setup default or custom order-template in WHMCS

This option is no longer configurable per brand from Multisite 2.8 In the standard WHMCS configuration you can specify the order template that applies to all brands.

## 8. Templates

Only template "six" is supported by the Multisite module. Others may work, but we don't guarantee whether it will be 100% work.

### 8.1 Custom templates

If you want customize your own template, we advice to use template "six" as a basic template and customize it to your needs. Rename the template (eg: six\_companyone) and assign the new template to the specific brand in the "Brand" Multisite configuration.

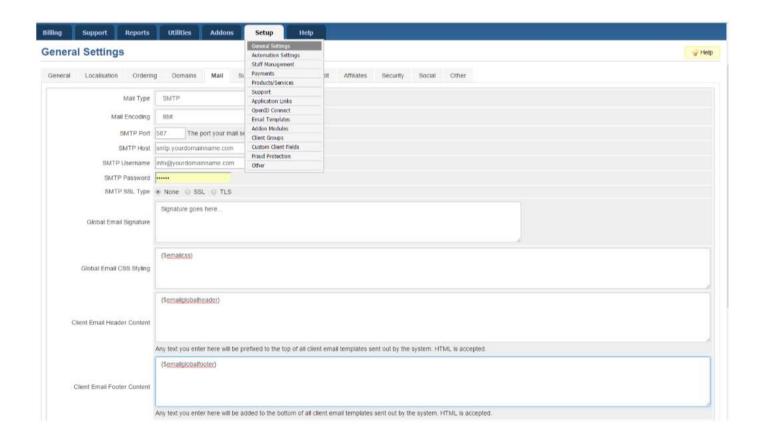
## 9. Customizable options for email messages

#### 9.1 Styling your email per brand

Put in WHMCS "setup" -> "General settings" the following variable in the respectiv fiels as the image below:

Global Email Signature: {\$signature} Global Email CSS Styling: {\$emailcss}

Client Email Header Content: {\$emailglobalheader} Client Email Footer Content: {\$emailglobalfooter}



Note; You cannot set variables in the default "Client Email Header Content" and the "Client Email Header Content" settings on the main configuration from Multisite.

Now it can be specified by brand In Multisite. This can be done by putting the following example in the mail header field:

```
<style>
body,td {
font-family: verdana; font-size: 11px; font-weight: normal;
}
a {
color: #0000ff;
}
</style>
<a href="http://www.tools4isp.com" target="_blank"><img
src="https://my.tools4isp.com/images/logo_tools4isp.jpg" alt="Tools 4 ISP" border="0" /></a>
```

Apply the same for the footer field, of course you'll use the footer (html) source code.

#### 9.2 Variables for outgoing mail

You can use all variables below in outgoing mail. These are updated/set by Multisite, others available within WHMCS will also work (but they are set by WHMCS and not updated by Multisite).

```
{$pw_reset_url} (password reset mail only)
{$invoice_link} (invoice mail only)
{$ticket_link} (ticket mail only)
{$brand}
{$brandlink}
{$signature}
{$whmcs_link}
{$whmcs_url}
{$company_domain}
{$company_name}
{$company_logo_url}
{$brandsig}
```

## 10. Logo setup

To display the brand logo's on the right places you've to make some custom changes. Make sure the ratio of the images is correctly (otherwise the images are very wide or narrow) and only use .jpg of .png.

#### 10.1 Logo e-mail templates

For the email templates use the you can set also a logo per Brand. To setup your company logo, simply upload your logo to the [WHMCS ROOT]/assets/img/ and configure the logo (image name) in the field "Company logo file name" in the Multisite module configuration from the specific brand.

#### 10.2 Logo PDF invoices

The upload path for .pdf invoices is the same as the e-mail templates (see 9.1). Since our module is not created for each template, you must edit the use following in the template you'll use.

#### Open the file: templates/[template name]/invoicepdf.tpl

Remove the current rules for the logo (normal between "# Logo " and the next #). Replace this with following code:

```
if(file_exists(ROOTDIR.'/custom/header_fix.php')){
    require_once(ROOTDIR.'/custom/header_fix.php');
    $msconfig = msconfiginvoice($clientsdetails);
    if (file_exists($msconfig['logofullpath'])) $pdf->Image($msconfig['logofullpath'],20,25,75);
}
```

## 10.3 Logo on brand website templates

To display your logo on the website, set the "logo filename" and "logo URL" in the Multisite brand configuration:

By default goto: Addons ▶ Multisite ▶ Brands ▶ [select your brand]

Alternative (or with custom templates) you can replace the logo.png with your own logo.png in the template you'll use for the specific brand. (e.g.: templates/[template name]/img/logo.png)

# 11. Product development

Our goal is to deliver the best possible product. So help us to improve this product. Did you find a bug, or you've a feature request or other comment regarding this product, please feel free to contact us and let us know. info@tools4isp.com

## 11.1 Changes and fix history

Feature/Bugfix description	Status	Ver.
WHMCS 7.7.0 compatible	fixed	2.9
White screen Orderform	fixed	2.9
Add more clear items in userguide	fixed	2.9
PHP 7.2 compatible	fixed	2.8
WHMCS 7.5 compatible	fixed	2.8
Wrong price in order form	fixed	2.8
Order template no longer customizable	fixed	2.8
Wrong output whois requests Enom whois (Change this to your default whois)	fixed	2.8
License Issue fixed	fixed	2.8
Special characters in mail subject and sender	fixed	2.7
Password recover fix	fixed	2.7
Price per brand	fixed	2.7
Welcome mail per brand fix	fixed	2.7
Global email signature	fixed	2.7
Various variable fixes	fixed	2.7
Various Change sender fixes	fixed	2.7
Store button configurable (navbar)	added	2.6
Orderform add missing templates (white screen)	added	2.6
Custom mail headers fix after by updating	fixed	2.6
Various changes for supporting WHMCS version 7.2.2	fixed	2.6
Custom mail headers	added	2.5
Orderform free domain fix	fixed	2.5
Contact form fix	fixed	2.5
Download file fix / Popular downloads	fixed	2.5
Knowledgebase fix (no group selected)	fixed	2.5
Oh an an an alan fin	<i>t</i> : 1	0.1
Change sender fix	fixed	2.4

Add/Remove group button	fixed	2.4
Whois hanging fix	fixed	2.4
Show Twitter feed fixed	fixed	2.4
Other bug fixes	fixed	2.4
Changed MySQL to MySQli in source	fixed	2.3
Terms and conditions per brand	added	2.2
Use of default settings if client not configured (fallback)	added	2.2
Other small bug fixes	fixed	2.2
License check fix	fixed	2.2
Product listing per product	fixed	2.2
Pagination issue by 10+ products	fixed	2.2
Affiliate link pointing to wrong domain	fixed	2.2
Payment gateway (blank page)	fixed	2.2
Order system with Ajax fixed	fixed	2.2
Show Twitter feed (template six) fixed	fixed	2.2
Enable/Disable menu items supported by default in template "five" and "six"	fixed	2.2
Knowledge base link	fixed	2.2
Reply email address from support tickets fixed	fixed	2.2
Bug fix blank pages	Fixed	2.1
Knowledgebase doesn't show all categories when setup in brand configuration	Fixed	2.0
Knowledgebase with url rewrite ON it doesn't work	Fixed	2.0
Support tickets not being linked correct	Fixed	2.0
Various changes for supporting WHMCS version 6	Fixed	2.0
Add documentation for possible variables to use in email templates	Added	1.8
Optional redirect after login to correct URL for brand	Added	1.8
Email styling per Multisite	Added	1.8
Show certain knowledge base articles groups for a brand	Added	1.8
Database automatically created/updated if needed	Added	1.8
Don't overwrite group id if already set by adding a user	Added	1.8
Set default name servers adjustable by client	Added	1.8
Add credits to client not possible	Fixed	1.8
One time payments are not being listed as being recurring anymore	Fixed	1.8
Affiliate links not updated/replaced with new URL	Fixed	1.8
Correct total prices of configurable options	Fixed	1.8
Correct contact details in printable invoice	Fixed	1.8
Invoice and company logo visibility fixed	Fixed	1.8
Emails won't open in client area	Fixed	1.8
Special characters fixed in Payto block	Fixed	1.8

Single and double quotes possible in names and addresses	Fixed	1.8
Default language is also running for admin area	Fixed	1.8
Removed the limits of productgroups and downloadgroups	Fixed	1.8
Remove duplicate in emails	Fixed	1.8
Added option to set standard name server per Multisite	Added	1.7
Fixed discount for product codes	Fixed	1.7
Fixed free domainname calculating 0	Fixed	1.7
Fixed incorrect prices for domainnames with promotion codes	Fixed	1.7
Make quotes brand aware (use brand information based on client information)	Added	1.6
Fixed issue with quote not being displayed as pdf	Fixed	1.6
Fixed empty products in cart (when viewing a cart)	Fixed	1.6
Printable version re-ordered	Fixed	1.6
Fixed that only 1 product category was available for orders	Fixed	1.6
Added option to set a language per brand (only for clients that aren't logged in	Added	1.5
Added option to set a language per brand (only for clients that aren't logged in	Added	1.5
When you use custom messages from within WHMCS they weren't send, this is now fixed and using custom mail templates is now supported	Fixed	1.5
Logs where filling, changed a few things and should be fixed now	Fixed	1.5
Fixed when people did go to cart.php within WHMCS products from the first product category where available even when they shouldn't be available for that brand	Fixed	1.5
Fixed a bug so people can use a directory on a domain (eg https://www.example.com/secure/) for WHMCS	Fixed	1.5
Fixed bug when people are logged out when they are trying to pay	Fixed	1.5
		· · · · · · · · · · · · · · · · · · ·

# 11.2 Version and release history

Version:	Release date:	Added	Fixed	WHMCS version*
2.9	Feb 2019	0	3	7.7.0
2.8	March 2018	0	6	7.5
2.7	Sept 2017	0	7+	7.2.2
2.6	June 2017	2	2	7.2.2
2.5	May 2017	1	4	7.1.2
2.4	26 april 2017	0	5+	7.1.2
2.3	31 dec 2016	-	1	7.1.0
2.2	8 aug 2016	2	11	6.3.1
2.1	23 sept 2015	-	1	6.1
2.0	22 sept 2015	-	4	6.0
1.8	8 jun 2015	7	12	5.3.14
1.7	26 jan 2015	1	3	5.3.11
1.6	18 nov 2014	1	4	5.3.10
1.5	16 nov 2014	2	5	5.3.10
1.4	24 oct 2014	N/A	N/A	5.3.10
1.0	N/A	N/A	N/A	5.2

\* Supported WHMCS version, other versions might work but are not guaranteed.

## 12. Support

This module can also be installed by the Tools 4 ISP professionals for additional charges, contact us for more information. If you've suggestions to improve this module please let us know.

Description	One time	Yearly	Apiece
Module license (includes 1 year Update downloads and support contract free)	€ 200		
Module installed by Tools4ISP	+€30		
* Update downloads and support contract		€ 50,-	
Update installed by Tools4ISP			+ € 30,-
Theme added by Tools4ISP			+ € 50,-
Custom theme by Tools4ISP			on request

<sup>\*</sup> the \*Update downloads and support contract\* is not required but highly recommended



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