

# WHMCS Integration Manual

Manual for installing and configuring WHMCS module

## 1. Introduction

BackupAgent has integrated its service as a module into WHMCS v5 and higher. Service Providers who use WHMCS can now easily roll-out online backup services using BackupAgent and provision those services through the WHMCS interface. This shortens time-to-market significantly and increases possible margins and return-on-investment.

### 1.1 Seamless integration

The integration was due to popular demand by WHMCS customers. Since BackupAgent supports authentication and provisioning using an API, integrating BackupAgent's services with WHMCS is a straightforward and seamless effort.

### 1.2 Easy provisioning

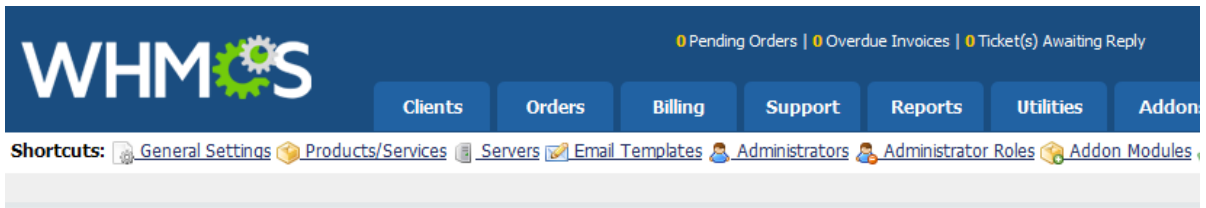
Service Providers can provision BackupAgent subscriptions and add custom subscription plans using WHMCS as a central provisioning platform.

## 2. Installation

BackupAgent provides a zip file containing the module binaries which must be copied to the main WHMCS folder on the server(s). The zip file contains two subfolders in `\whmcs\modules`.

- Unpack and upload the module to the WHMCS folder
  - Copy the 'backupagent\_owned\_storage' folder to `\whmcs\modules\addons`
  - Copy the 'backupagent' folder to `\whmcs\modules\server`
- Login to WHMCS as administrator and go to Setup -> Addon Modules

- You can now activate the BackupAgent Owned Storage addon and assign its privileges to your administrator group:



## Addons



This is where you can activate and manage addon modules in your WHMCS installation. Older legacy modules will still allow you to activate/deactivate configuration options, version or author information.

Module	Version
<b>Addon Example</b> This is an open source addon module sample that can be used as a starting point for custom modules - has no function by default	1.0
<b>BackupAgent Owned Storage</b>	1.0

## 2.1 Connection to BackupAgent server(s)

The next step is to connect the module to the BackupAgent server(s) in the datacenter. You need to specify a new server for this by going to Setup > Products/Services > Servers

- Add a new Server Group
- Add a new Server to the newly created Server Group
- Now you will see this form:

### Servers

Add Server

Name	<input type="text" value="YourBackupService"/>
Hostname	<input type="text" value="backup.yourcompany.com"/>
IP Address	<input type="text" value="10.01.01.10"/>
Assigned IP Addresses (One per line)	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>
Monthly Cost	<input type="text"/>
Datacenter/NOC	<input type="text"/>
Maximum No. of Accounts	<input type="text" value="200"/>
Server Status Address	<input type="text"/> To display this server on the server status page, enter the full path http://www.whmcs.com/status/
Enable/Disable	<input type="checkbox"/> Tick to disable this server

- You need to set the following items, which are mandatory:
  - **Name:** Friendly name of this server
  - **Hostname:** DNS which hosts the BackupAgent server(s)
  - **IP Address:** Current IP address of the BackupAgent server(s)
- The remaining settings are not mandatory and for administrative purposes only.
- The next step is to set login credentials for the server:

#### Server Details

The screenshot shows a configuration form for a server. The fields are as follows:

- Type:** Backupagent (dropdown menu)
- Username:** administrator
- Password:** masked with 10 dots
- Access Hash:** (Instead of password for cPanel servers) - empty text area
- Secure:**  Tick to use SSL Mode for Connections
- Save Changes:** A blue button at the bottom right.

- The type should be set to 'BackupAgent'
- The username and password should be set:
  - This can either be your administrator password (of the BackupAgent management console) or
  - A group login username and password in case you want to assign this server to a reseller. You can define any server for an existing reseller with the same host settings and reseller login credentials.

After completing these steps the BackupAgent services can be provisioned to customers.

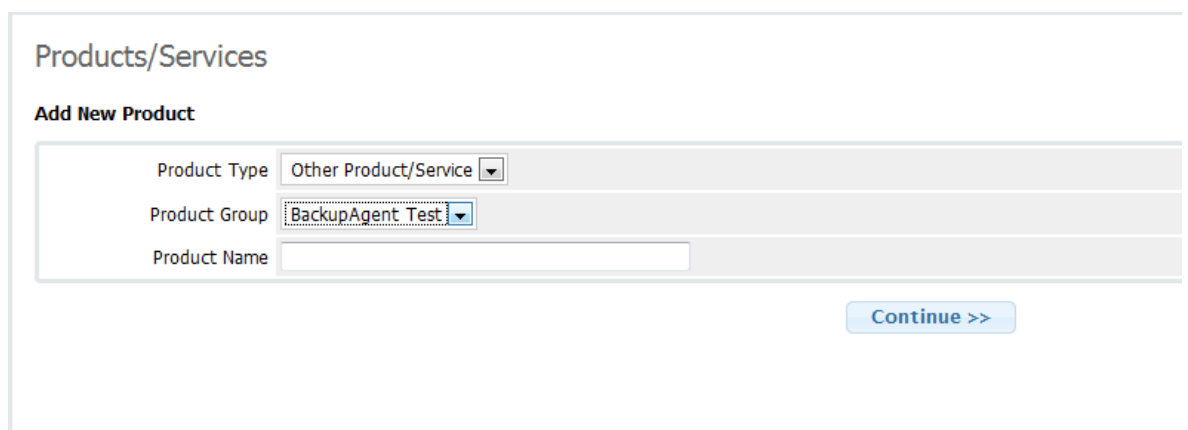
**Note:** SOAP and Mcrypt are not standard compiled modules in a WHM webserver with EasyApache. Please remove the **mcrypt\_module\_get\_algo\_key\_size** string from the `disable_functions` at **php.ini\*** file and make sure that your server's PHP installation has the SOAP extension enabled.

**Note:** To prevent 'Fatal error: Class 'SoapClient' not found in /home/neocorps/public\_html/clientes/modules/servers/backupagent/baws/soapclient.php.' you must make sure that your server's PHP installation has the SOAP extension enabled.

### 3. Provisioning services

Customers can obtain BackupAgent services through WHMCS. The first step is to create the product offerings in WHMCS. To create a new product, go to Setup > Products/Services > Products Services

- Create a new Group
- Create a new Product:



Products/Services

**Add New Product**

Product Type

Product Group

Product Name

[Continue >>](#)

- Go to module settings and specify (mandatory):
  - **Module name:** BackupAgent
  - **Server group:** [Your predefined BackupAgent server group]
  - **User quota:** Any quantity in GB of storage
  - **Automatic accept:** Activates the account upon provisioning
  - **User profile:** Workstation or Server backup account
  - **Storage ID:** The ID of the storage location (see Management Console of BackupAgent, e.g. '1002').
  - **Parent name:** Name of group under which accounts must be created (can be 'administrator').

## Products/Services

### Edit Product

**Changes Saved Successfully!**  
Your changes have been saved.

Details	Pricing	<b>Module Settings</b>	Custom Fields	Configurable Options	Upgrades	Free Domain	Other	Links
Module Name	Backupagent							
Server Group	BackupAgent Test							
User Quota	100	User Quota in GB (1, 5, 10, 25, 50, 75, 100, 200, 500)	Storage ID	1002				
Maximum Bandwidth		KB/s, leave empty for Unlimited (128, 256, 512, 1024, 2048, 5120)	Parent Name	administrator Administrator)				
Language	en-GB		Username Prefix					
Redundant Backups Optionname	Plus SLA	Name of the Redundant Backups config option	Redundant Backups Username Prefix	is active				
Automatic Accept	<input checked="" type="checkbox"/> Tick to automatically activate the account after create		Redundant Storage ID	is active				
User Profile	Workstation							
<input checked="" type="radio"/> Automatically setup the product as soon as an order is placed								
<input type="radio"/> Automatically setup the product as soon as the first payment is received								
<input type="radio"/> Automatically setup the product when you manually accept a pending order								
<input type="radio"/> Do not automatically setup this product								

Save Changes

Back to Product List

**Note:** The remaining settings are optional and advanced. Please contact our support department for further support and possibilities.

### 3.1 Provisioning the service to clients

The products that have been created can be provisioned to clients. Here is an example on how to service a customer:

Add New Order

Client	Robbert Tester (Acme co)
Payment Method	
Promotion Code	None
<b>Product/Service</b>	
Product/Service	BackupAgent Test - BackupAgent
Domain	
Billing Cycle	Monthly
Quantity	1
Price Override	(Only enter to manually override default product pricing)
<a href="#">Add Another Product</a>	
<b>Domain Registration</b>	
Registration Type	<input checked="" type="radio"/> None <input type="radio"/> Registration <input type="radio"/> Transfer
<a href="#">Add Another Domain</a>	
<b>Order Settings</b>	
Order Confirmation	<input checked="" type="checkbox"/> Send Email
Invoice Generation	<input type="checkbox"/> Generate Invoice <input type="checkbox"/> Send Email
Order Status	Active

Submit Order

In some cases the provisioning of the service might not be automatic. You can go to a Clients Profile detail page and go to tab 'Products/Services':

The screenshot shows the 'Clients Profile' page for 'Robbert Tester (Acme co)'. The 'Products/Services' tab is selected. The main content area displays details for a 'BackupAgent Test' service. Key fields include: Order # 2, Product/Service 'BackupAgent Test - BackupAgent', Server 'evaluation.backupagent.com (1/200 Accounts)', Domain 'www.whois.whoisintoDNS', Username 'whmcs-testuser', Password 'testtest', and Status 'Active'. Below these fields are several control buttons: 'Create', 'Suspend', 'Unsuspend', 'Terminate', and 'Reset Password'. There are also checkboxes for 'Override Auto-Suspend' (set to 'Do not suspend until 00/00/0000') and 'Auto-Terminate End of Cycle' (with a 'Reason' field). At the bottom, there are 'Save Changes', 'Cancel Changes', and 'Delete' buttons.

If the account is not created, you can click the 'create' button to trigger WHMCS to create the backup account. All specified actions are:

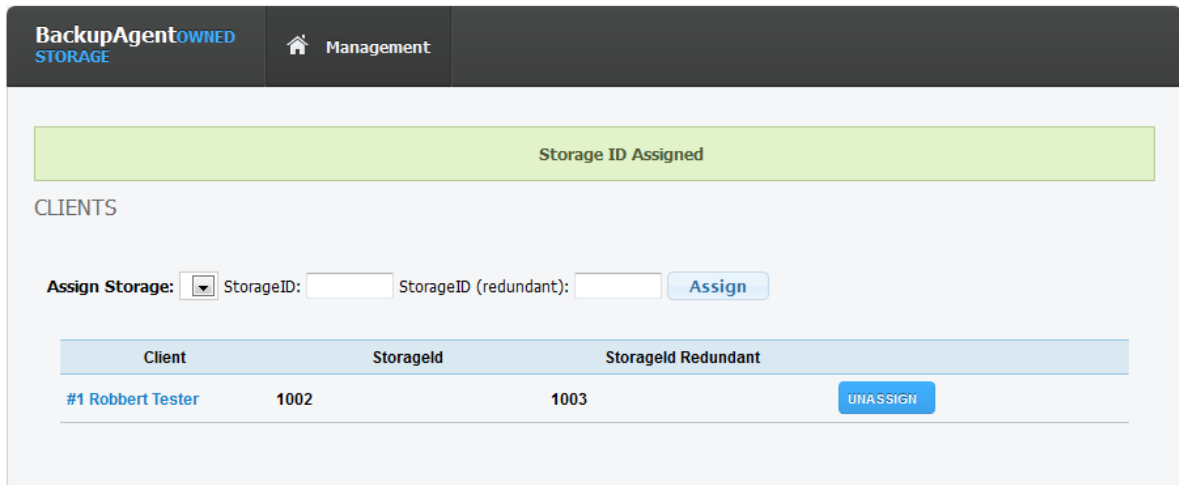
- **Create:** Will create the account
- **Suspend:** Will deactivate the account on the BackupAgent system
- **Unsuspend:** Will activate the account on the BackupAgent system
- **Terminate:** Will delete the account (and all backup data) for this client
- **Reset password:** Will reset the password for this user

All remaining settings are default WHMCS options and fields for administrative or billing purposes and have no interaction with the BackupAgent system.

### 3.2 BackupAgent Dedicated Storage

In some exceptional cases a customer might require that their backups are stored on a separate physical storage location, which is configured separately in the BackupAgent Management

Console. In order to set this up and integrate it with WHMCS you can go to Addons > BackupAgent Dedicated Storage:



The screenshot shows the BackupAgent Storage Management interface. At the top, there is a dark header with the BackupAgent logo and a 'Management' tab. Below the header, a green notification bar reads 'Storage ID Assigned'. Underneath, the 'CLIENTS' section contains an 'Assign Storage' form with a dropdown menu, two input fields for 'StorageID' and 'StorageID (redundant)', and an 'Assign' button. Below the form is a table with columns for 'Client', 'StorageId', and 'StorageId Redundant'. The table contains one row for '#1 Robbert Tester' with StorageId '1002' and StorageId Redundant '1003'. An 'UNASSIGN' button is located to the right of the table row.

Client	StorageId	StorageId Redundant	
#1 Robbert Tester	1002	1003	UNASSIGN

You can select a customer and assign two possible storage locations, which will become the storage location on which users will be provisioned for this customer. We recommend you to contact our support department in case you want to use this feature.