

# CoCCAepp EPP module for WHMCS

CoCCA WHMCS v7 Registrar Module

Version 7.10.1  
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CoCCA WHMCS v7 Registrar Module  
Version 7.10.1

4/17/2020

## 1 About CoCCA Registry

CoCCA is an acronym for Council of Country Code Administrators.

CoCCA is an internet infrastructure support company established in 2004 by a consortium of ccTLD managers. As of April 2020, when this was authored, the registry software authored and maintained by CoCCA is the most widely deployed ccTLD registry solution in the industry. The CoCCA SRS is currently known to be in use to manage 56 ccTLDs and 6 gTLDs.

The CoCCA software may be hosted as a service by CoCCA or downloaded and installed locally. Use of the software requires an End User License Agreement (EULA).

CoCCA provides TLD managers who purchase EULA with Corrective Services (bug fixes and patches), training, hosting, data escrow, failover, disaster recovery and complaint resolution services.

### 1.1 63 TLDs operating on the CoCCA Registry Platform

As of May 2020, CoCCA Registry is known to be under use by the following Country Code Top-Level Domains (ccTLD), the WHCMS module will work with any of these TLDs. Grouped by region:

#### Africa (25 TLDs)

Benin (.bj), Botswana (.bw), Burundi (.bi), Cameroon (.cm), Chad (.td), Congo (.cg), Congo, The Democratic Republic Of The (.cd), Côte d'Ivoire (.ci), Egypt (.eg and IDN (xn--wgbh1c (مصر))), Ghana (.gh), Kenya (.ke), Libya (.ly), Madagascar (.mg), Mauritania (.mr and IDN (xn--mgbah1a3hjkrd (موريتانيا))), Mauritius (.mu), Morocco (.ma), Mozambique (.mz), Namibia (.na), Nigeria (.ng), Rwanda (.rw), South Sudan (.ss), Sudan (.sd), Zambia (.zm)

#### Europe (7 TLDs)

Anguilla (.ai), Greenland (.gl), Guernsey (.gg), Jersey (.je), Montserrat (.ms), South Georgia and South Sandwich Islands (.gs), Turks and Caicos Islands (.tc)

#### Asia / Australia / Pacific (17 TLDs)

Afghanistan (.af), American Samoa (.as), Christmas Island (.cx), Fiji (.fj), Iraq (.iq and IDN (xn--mgbtx2b (عراق))), Kiribati (.ki), Kuwait (.kw), Norfolk Island (.nf), Palestinian Territory, Occupied (.ps and IDN (xn--ygbi2ammx (فلسطين))), Philippines (.ph), Solomon Islands (.sb), Syria (.sy and IDN (xn--ogbpf8fl (سورية))), Timor Leste (.tl), Yemen (.ye)

#### Latin America / Caribbean (7 TLDs)

Dominican republic (.do), Ecuador (.ec), Guyana (.gy), Haiti (.ht), Honduras (.hn), Peru (.pe), Saint Kitts And Nevis (.kn)

#### North America (1 TLD)

Virgin Islands (.vi)

CoCCA is also registry for the following 6 gTLDs, providing the services and facilities needed for contracted parties with ICANN (ex: DNSSEC, Data Escrow, reporting, etc):

**DotRus .xn--p1acf (pyc), AsiaGreen .shia , .tci , .nowruz , .pars , .xn--mgbt3dhd (همراه)**

## 1.2 Contacting CoCCA

**Please note:**

Support for WHMCS is provided directly by WHMCS through whatever level of plan selected for your installation.

**COCCA does not provide general support for WHMCS.**

**Support from CoCCA for the COCCAepp WHMCS module is limited to confirming EPP login credentials are functioning and resetting passwords where applicable.**

About WHMCS

WHMCS is a web host billing and automation platform that is widely used. The company was founded in 2003

[https://docs.whmcs.com/Documentation\\_Home](https://docs.whmcs.com/Documentation_Home)

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## 2 Introduction

This guide outlines the integration with CoCCA Registry and the Registrar Module for WHMCS.

This document was updated by walking through the registration steps for integrating the module with WHMCS version 7.9.2, which was the most recent production release at the time of the document update.

### 2.1 Starting in the safe sandbox

Security and Stability are fundamental for registry systems, so we will not start out using production registry connections. Instead, we will work with a sandbox/test system where it is safe to experiment and test out new installations without breaking anything that would impact critical infrastructure.

CoCCA have a special environment set up to ensure that the TLDs that they operate are not impacted while developers integrate and test out connections.

#### 2.1.1 CoCCA Operational Test Environment

This manual follows steps in connecting to the CoCCA Operational Test Environment (or “OTE”) system.

Once you have confirmed the ability to connect to the TLD managers OTE system, you will be familiar with the settings in WHMCS and can change your settings to connect with whatever other production CoCCA registry.

#### 2.1.2 Fictional Test Namespace “.ote”

The TLD OTE system has a test namespace ready for the process of experimentation provisioning the “.ote” and “.org.ote” fictional extensions.

In this guide, we will be configuring COCCAepp to speak with the CoCCA OTE System to work with the .ote Top Level Domain.

Later, once this is familiar, the familiarity built through the setup process will benefit in changing to the TLD(s) and CoCCA Production System for the registry that you’ll work with in production.

## 3 Recommendations

### 3.1 Technical Process

The steps are technical and should be performed by someone familiar with the platforms and technologies described.

### 3.2 Start with OTE

When installing, start first with the safe sandbox of the OTE system. It is also recommended that troubleshooting or testing be performed using Operational Test Environment (OTE) to ensure that no live domain names are disrupted.

### 3.3 Complete setup then Switch to Production

After testing has been performed, CoCCA Registry connections are validated, and appropriate performance tuning (WHMCS Pricing, registry configuration, etc.) and strengthening (Firewall ACL).

Moving to production should be a matter of updating the module settings configuration(s) for the CoCCA module in the panel, and updating a whois json file, all of which is described later in this document.

### 3.4 Other Basic Recommendations

Use of version control such as Git, frequent backups, and the simple act of documenting your steps as you go can make for rapid recovery while starting out.



## 4 Prerequisite Requirements

Installation will require some prerequisite software, and the document assumes that the installing party will have these prerequisites in place when following the steps within.

### 4.1 WHMCS Version 7 or higher needed

Make sure you have WHMCS installed and operational. If you have not gotten your WHMCS installation up and running, stop here for now, and come back once you have that all set up.

This document does not go into detail on setting up WHMCS, and CoCCA limit their interaction to supporting your WHMCS platform to being able to login and communicate EPP within the scope of the module and support basic whois functions.

WHMCS Installation Documentation is available from WHMCS at the following URL:  
[https://docs.whmcs.com/Installing\\_WHMCS](https://docs.whmcs.com/Installing_WHMCS)

#### 4.1.1 Operational WHMCS installation

*4.1.1.1 Important: Ability to connect to Port 700*

*4.1.1.2 Important: Ability to add cron jobs*

*4.1.1.3 Administrative URL and User/Password*

#### 4.1.2 FTP / SFTP Access to WHMCS directories

#### 4.1.3 SSH / Console Access (Or ability to generate SSL Certificate PEM)

### 4.2 CoCCA Registry Access

#### 4.2.1 Registrar Account credentials with a registry operating the CoCCA platform

#### 4.2.2 Account with EPP connection activated

#### 4.2.3 Appropriate Firewall ACL configuration

### 4.3 Other Basic Needs

#### 4.3.1 FTP Client, Zip/Unzip Utilities, text editor

#### 4.3.2 Appropriate rights and permissions on host

#### 4.3.3 Basic PHP, networking and development capabilities

## 5 Functions

### 5.1 COCCAepp Module

#### 5.1.1 Register Domains

#### 5.1.2 Renew Domains

#### 5.1.3 Manage domain transfers

#### 5.1.4 Request

##### 5.1.4.1 *Approve*

##### 5.1.4.2 *Cancel*

##### 5.1.4.3 *Reject*

#### 5.1.5 Modify contact details

#### 5.1.6 Manage Domain Nameservers

#### 5.1.7 Create child Nameservers

#### 5.1.8 Request for a domain deletion

#### 5.1.9 Domain Synchronization

### 5.2 WHOISQUERY Script

#### 5.2.1 Check Domain Availability

## 6 Worksheet: Your Installation Information

To simplify the process of the installation, you will need to have a few important things sorted out, and the following table helps gather that information so that it is available to you for the installation process.

Type these into the document or print this page and write these values in, but it will be helpful and can benefit the pace of the install to have them ready as you follow the process of the installation and configuration.

### 6.1 Basic Host Installation Information

The following information about your WHMCS installation will be important to the process

ELEMENT	VALUES
FTP / SSH ACCOUNT USERNAME	
FTP / SSH ACCOUNT PASSWORD	

### 6.2 WHMCS Installation Information

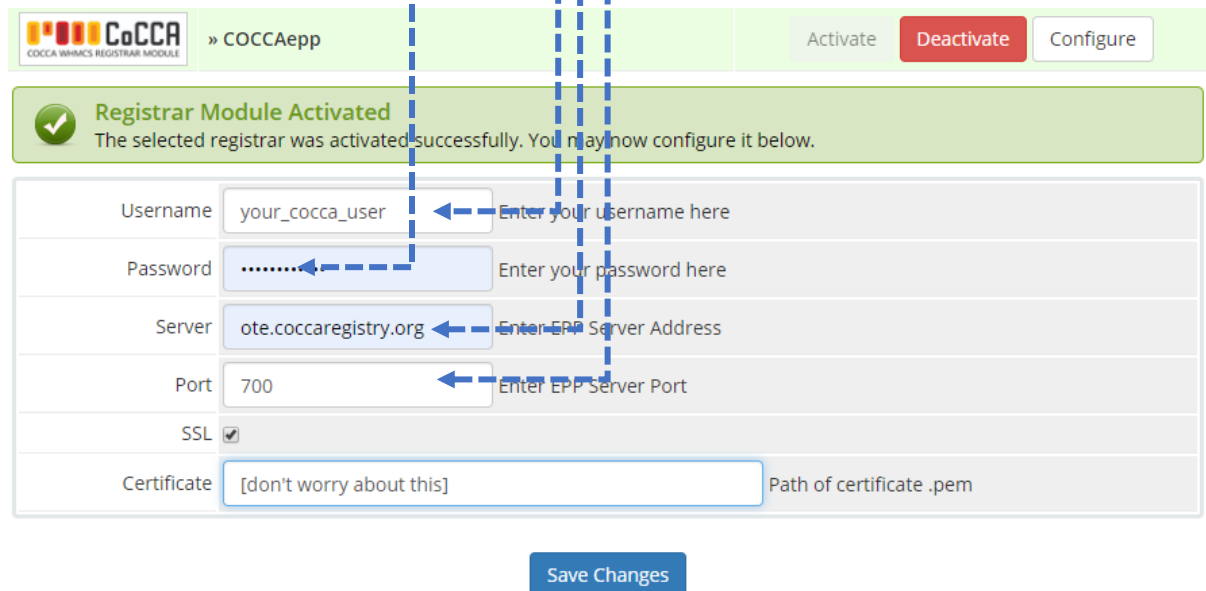
The following information about your WHMCS installation will be important to the process

ELEMENT	VALUES
<b>WHMCS VERSION</b> This can be found in the WHMCS Admin Page on your installation	
<b>HOSTNAME OF WHMCS SERVER</b>	
<b>IP ADDRESS OF WHMCS SERVER</b>	
<b>HOST INSTALLATION PATH OF WHMCS</b> This is the full file path from the root directory on the host.	
<b>WWW WHMCS INSTALLATION PATH</b> This is the path within web tree, typically a subpath of the host installation path beginning at the document root for the www server.	
<b>WHMCS ADMIN USERNAME</b>	
<b>WHMCS ADMIN PASSWORD</b>	

### 6.3 CoCCA Credential Information

The following information about your CoCCA credentials and host connection attributes will be important to the process.

ELEMENT	VALUES
<b>COCCA USERNAME</b>	
<b>COCCA PASSWORD</b>	[protect your password – perhaps not here]
<b>COCCA REGISTRY SERVER HOSTNAME</b> (ie ote.coccaregistry.org)	
<b>COCCA EPP SERVER PORT NUMBER</b> (ie 700)	
<b>PATH/FILE OF CERTIFICATE (OPTIONAL)</b> This is the path within web tree, typically a subpath of the host installation path beginning at the document root for the www server.	
<b>COCCA EPP USERNAME (IF DIFFERENT)</b>	
<b>COCCA EPP PASSWORD</b>	



CoCCA » COCCAepp [Activate] [Deactivate] [Configure]

**Registrar Module Activated**  
The selected registrar was activated successfully. You may now configure it below.

Username	your_cocca_user	Enter your username here
Password	.....	Enter your password here
Server	ote.coccaregistry.org	Enter EPP Server Address
Port	700	Enter EPP Server Port
SSL	<input checked="" type="checkbox"/>	
Certificate	[don't worry about this]	Path of certificate .pem

[Save Changes]

For initial setup, we will work with the top-level domain “.ote” and connect it up to the CoCCA OTE environment as above, but clear out the certificate field.

## 7 Installation

Installing the CoCCAeppregistrar module can be performed by following some steps in order of operation.

The process for installing will require downloading, uncompressing, and uploading the module, as well as modification of some configuration files, some settings in the WHMCS Administrative Panel.

If you are reading these instructions from the zip file downloaded from CoCCA immediately after download, skip to 8.3.

### 7.1 Download the CoCCAeppregistrar Module

URL for download is <https://cocca.org.nz/>

### 7.2 Uncompress the .zip File

Review the file listing, you should see a folder called "COCCA-WHMCS-EPP-Registrar-Module-master-2". Open this folder, it contains the COCCAepp module and whoisquery script folders for the next step.

### 7.3 Uploading the Module components

#### 7.3.1 Connect to your FTP or SSH Server to upload software

#### 7.3.2 Navigate to the base WHMCS installation directory on the server

This folder will be where you have installed WHMCS is the base WHMCS installation directory. You should see the following folders present there 'assets', 'attachments', 'crons' (there are more folders, but this should help identify that you are in the correct location).

#### 7.3.3 Upload the folder 'whoisquery' into the base WHMCS installation directory

#### 7.3.4 Change to 'modules/registrars/' within the base WHMCS installation directory

#### 7.3.5 Upload the folder 'COCCAepp' into that registrars directory

### 7.4 Activating Module in WHMCS

#### 7.4.1 Login to your WHMCS Admin Account

#### 7.4.2 Click on "Setup" -> "Products/Services" -> "Domain Registrars"

There should be several tabs that are at the top of the header region, where "Setup" is located.

If you do not immediately find this, locate the WHMCS Logo in the upper left of the browser window.

Follow the tabs across to the right, and the "Setup" menu should be just before the right-most "Help" tab.

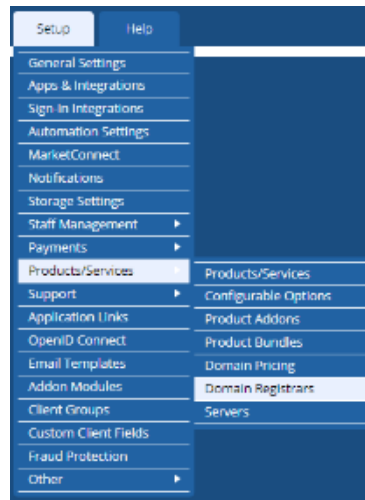


Figure 1 WHMCS Admin Tab - Setup Registrars

Hover over “Setup” and find “Products/Services” about midway in the dropdown, and within that sub-menu, will be “Domain Registrars”, as seen in the following picture. Click on “Domain Registrars”.

#### 7.4.3 Enable the “CoCCAepp” module

Click the green “Activate” button to the right of the COCCAepp as shown in the following image. If the ‘Deactivate’ is red, the module has already been activated.

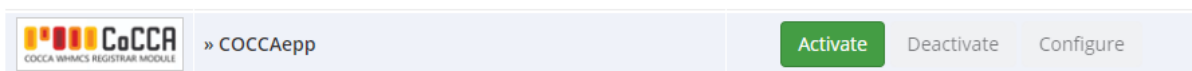




Figure 2 COCCAepp Module to Activate

#### 7.4.4 Configure the COCCAepp module

Often, upon activation, the configuration option form is displayed.

If you have clicked Activate and see the red “Deactivate” but not the entry fields for Username and other COCCA information, or are loading the Domain Registrars page shows the COCCAepp but not the full form as shown in the following image, clicking the “Configure” button will toggle the display or hiding of the form.


» COCCAepp
Activate
Deactivate
Configure


**Registrar Module Activated**  
 The selected registrar was activated successfully. You may now configure it below.

Username	<input type="text" value="your_cocca_user"/>	Enter your username here
Password	<input type="password" value="....."/>	Enter your password here
Server	<input type="text" value="ote.coccaregistry.org"/>	Enter EPP Server Address
Port	<input type="text" value="700"/>	Enter EPP Server Port
SSL	<input checked="" type="checkbox"/>	
Certificate	<input type="text" value="[don't worry about this]"/>	Path of certificate .pem

Save Changes

Figure 3 Activated COCCAepp Module with example details filled out

Using the CoCCA Credential Information, fill out the EPP Username, Password, Server and Port and click the SSL button. Leave the Certificate field blank for now.

**Note:** The TLD that you are connecting to, as a CoCCA-Based registry, may have provided you different information than is listed above. Use the information provided by your registry.

Click the blue “Save Changes” button.

#### 7.4.5 Disable other registrar modules for this exercise

In our examples, on our server, the documentation team have turned off all other registrar modules and have the CoCCAepp registrar module as the only module operating.

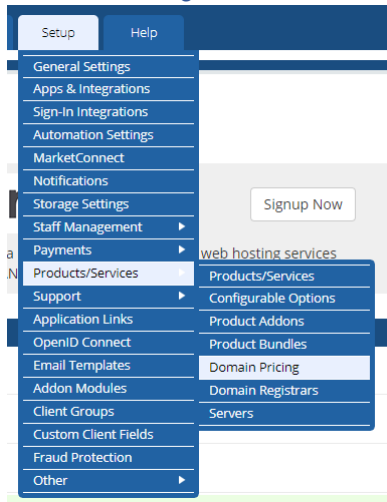
CoCCAepp can coexist with other Registrar Modules but having it run alone simplifies things and we do this to keep the exercise distraction-free while configuring and following the install process.

**Note:** At this time, COCCAepp is designed to operate a single instance.

## 7.4.6 Add .ote and .org.ote TLD(s) to WHMCS

We use .ote and .org.ote as examples in this document, but the process is similar or identical for the CoCCA-based registry you might be integrating with. Use TLD information provided by your registry, replacing .ote with the respective registry TLD you are integrating with.

### 7.4.6.1 Navigate to the Domain Pricing Page in WHMCS Admin



In the “Setup” tab, select “Setup”->“Products/Services”->“Domain Pricing”

Domains/TLDs

This is where you configure the TLDs that you want to allow clients to register or transfer to you. As well as pricing, you can set which addons are offered with each TLD, if an EPP code is required for transfers, and whether registration should be automated and if so, with which registrar.

Spotlight TLDs: .com, .net, .org, .org.ote

TLD	DNS Management	Email Forwarding	ID Protection	EPP Code	Auto Registration
.com	Pricing				None
.net	Pricing				None
.org	Pricing				None
Add TLD (eg. com)					None

Save Changes Duplicate TLD

Lookup Provider: WHMCS NAMESPINNING

Premium Domains: OFF

Bulk Management: Pricing

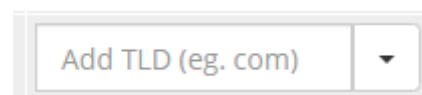
	1 Year	USD
Registration	\$ 0.00	USD
Transfer	\$ 0.00	USD
Renewal	\$ 0.00	USD

You will see the Domains/TLDs page, which displays a table of the TLDs and some base configuration, spotlight, lookup, pricing and other attributes.

### 7.4.6.2 Add .ote TLD

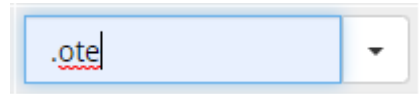
We will add a new TLD row to the table for .ote.

- 1 Start by clicking in “Add TLD (eg. com)”





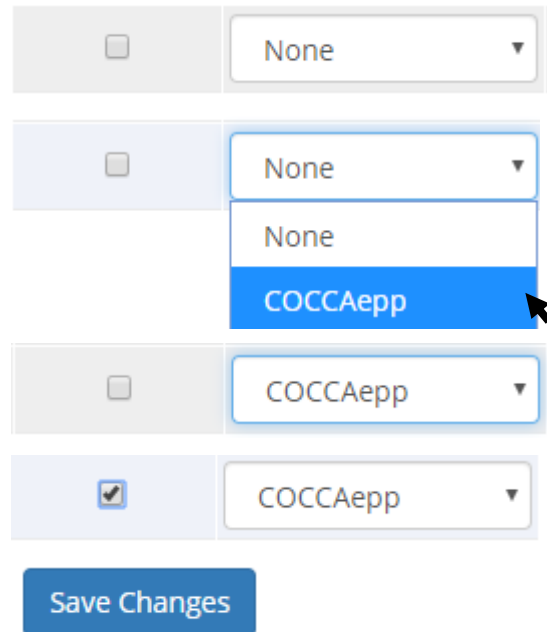
- 2 Type “.ote” (with the dot)



Don't save changes yet.

#### 7.4.6.3 Assign .ote a "Registration Handler"


- 3 In that same row, you will see a dropdown that says "None"
- 4 Click "None" and it will activate a dropdown where you will see COCCAepp. Click COCCAepp.
- 5 It should now show COCCAepp selected for the .ote TLD
- 6 Tick the EPP Code box to the left
- 7 Click the blue "Save Changes"



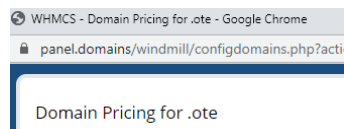
Note: The "EPP Code" tickbox configures the TLD to require EPP Auth Codes. You may as well tick that box now but it has nothing to do with our current setup and can be configured at a later time.

#### 7.4.6.4 Set the Pricing for .ote

- 8 Click the "Pricing Button" to the immediate right of .ote



- 9 A new Pop-Up window will open. (make sure your browser allows pop-ups or this won't work)



- 10 Tick the box to enable “1 Years”

Domain Pricing for .ote

Check the Enable box to enable the pricing for that currency and term. Set Transfer/Renew pricing to -1 to disable transfers and renewals for that term.

Pricing Slab for: Default Base Slab ?

	Currency	Enable	Register	Transfer	Renewal
1 Years	USD	<input checked="" type="checkbox"/>	0.00	0.00	0.00

- 11 Enter in 5.00 in each box  
(**Note:** define the price yourself, this is for example only)

Enable	Register	Transfer	Renewal
<input checked="" type="checkbox"/>	5	5	5

- 12 Scroll to bottom and click blue “Save Changes” Button

Save Changes

- 13 Close the popup window

- 14 Click the blue “Save Changes” Button

Save Changes

- 15 Tick the box to the left of .ote

☒ .ote ? Pricing

Add TLD (eg. com) ?

- 16 On the right in the “Bulk Management” area, set registration, transfer and renewal prices to \$5.00, and tick the box next to “Set 2-10 years based upon 1 year price”.

**Bulk Management**

**Pricing**

1 Year

Registration	\$ 5	USD
Transfer	\$ 5	USD
Renewal	\$ 5	USD

☒ Set 2-10 years based on 1 year price

Save Changes

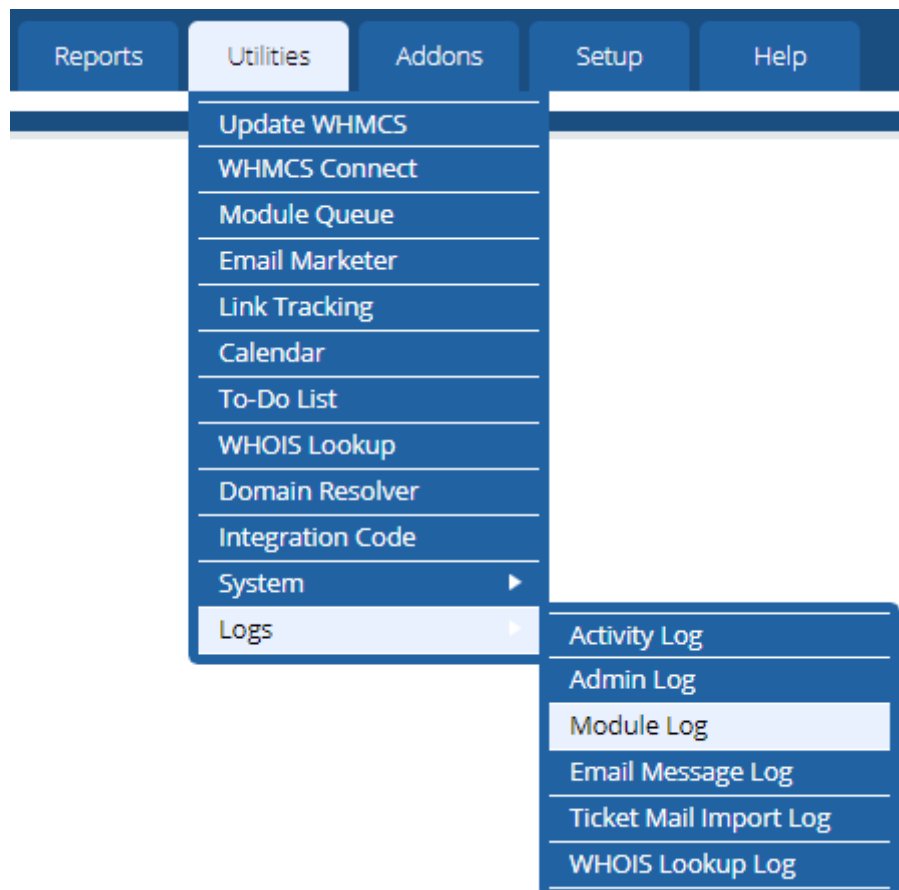
- 17 Click white “Save Changes”

7.4.6.5 Repeat these steps to add .org.ote

For more information on the Domain Pricing page, visit the WHMCS Documentation [https://docs.whmcs.com/Domain Pricing](https://docs.whmcs.com/Domain_Pricing)

#### 7.4.7 Configure WHMCS to provide logging

It is suggested, although not required, to keep the module log enabled.



In the Admin login, under the “Utilities” -> “Logs” -> “Module Log”.



Click the green “Enable Debug Logging” button.

It should turn red, which indicates it is operating and can be turned off using the red button.



This is helpful when troubleshooting your installation but will also prove valuable if left on for production use. It helps to facilitate the diagnosis of problems reported by customers.

By having this always active, it won't be necessary to ask the customer to retrace their steps to troubleshoot, especially where it might be necessary to redo a transaction for an issue to be diagnosed.

## 7.5 Manually Modified Settings

### 7.5.1 Domain Check Options in dist.whois.json

#### 7.5.1.1 *Make .ote and .org.ote check via EPP method*

For the TLD(s) you will be provisioning via this module, it is necessary to modify a json file that defines the per TLD handler for availability checking.

Rather than WHOIS as the means to check availability of a domain, this module provided a whoisquery folder and query.php script which communicates through the EPP interface configured in the COCCAepp module to issue a check command via EPP.

This will by default show available or taken, but the query takes place as specified in RFC 4931. If your registry implements special message conditions, you might opt to modify the query.php to handle different cases or messaging conditions.

To configure your WHMCS domain checker to use the EPP method, just follow those steps:

Just as in the prior step, you'll use a text editor to modify the dist.whois.json file.

Again, the WHOIS server definitions can be found in /resources/domains/dist.whois.json and we need to check if our TLD is already exist, or add it. If exists we need to be ensure the whois format is right as the following:

```
{
  "extensions": ".ote,.org.ote",
  "uri": "http://[THE WHMCS SERVER NAME]/whoisquery/query.php?domain=",
  "available": "Available"
}
```

If your TLD is not present in dist.whois.json create new file /resources/domains/whois.json to add our TLD. Was there no dist.whois.json? Create the file with the TLD section if it does not exist, and encase it inside of square brackets ("[" and "]") so it is properly formatted json.

Remember to use correct json formatting, such as placing a comma between curly braces or ensuring there are square brackets before and after the definition if you are creating a new json file.

#### Notes:

- If the TLD is not present in the json file, all availability searches will return unavailable or will error.

- If the TLD is present in the json file, but is not modified to use the special EPP-based query, searches will go to whois, which may or may not provide the expected availability results.
- The module will show availability when the 'available' string is matched, so set this to reflect the string returned by the registry if it is different, such as where responses contain a different indication of availability.

## 7.5.2 Enable Domain Sync between WHMCS and Registry

### 7.5.2.1 General domain sync setting in WHMCS

WHMCS has a setting to enable Domain Sync between WHMCS and Registry SRS, to ensure the Status and the Expiry Date of domains names match, and the date in WHMCS is always correct, which will help to avoid any failure when renew or update domains.

To ensure this feature is active, from within the Admin login, go to Setup --- > General Settings -----> Domains then tick the option in WHMCS to enable domain sync:

Domain Sync Enabled ☒ Tick this box to enable automated domain syncing with supported registrars via cron

Figure 4 WHMCS automated syncing for domains

Once that setting is saved, you will need to configure the following cron job on your server:

```
/usr/bin/php -q /path/to/home/public_html/WHMCSpath/crons/domainsync.php
```

### 7.5.2.2 CoCCAeppSync Script between WHMCS and Registry

CoCCAeppModule contain a Sync script " **CoCCAeppsync.php** " to check all domains Status in WHMCS and check their Expiry Dates to sync these domains with Registry Database, to use this script you need to add it as cron job and you can pass the script output to mail command to send an email notification. so just create new file like: **CoCCAepp\_sync.sh** then paste the following:

```
#!/bin/bash
/usr/bin/php -q /WHMCS_PATH/modules/registrars/CoCCAepp/CoCCAeppsync.php
|/bin/mail -r "do-not-reply@YOUR_WHMCS_HOST" -s "CoCCAeppSync Report"
YOUR@EMAIL_ADD
```

then make this script executable by run:

```
chmod +x CoCCAepp_sync.sh
```

Then you can copy file **CoCCAepp\_sync.sh** to /etc/cron.daily/ folder so it is run every day and you will get an email with script output.

### 7.5.2.3 CoCCAeppPOLL Script between WHMCS and Registry

You can use CoCCAeppmodule's script " **CoCCAeppPoll.php**" to sync your domains between WHMCS and Registry, this script use epp poll command to contact Registry to discover and retrieve service messages queued by Registry for WHMCS clients, if the domain transferred away from this client the script will delete this domain from WHMCS. to use this script you can add it to cron job, or you can make new script to pass the script out put to your email address. so just create new file like: **CoCCAepp\_Poll.sh** then paste the following:

```
#!/bin/bash
/usr/bin/php -q /WHMCS_PATH/modules/registrars/CoCCAepp/CoCCAeppPoll.php
|/bin/mail -r "do-not-reply@YOUR_WHMCS_HOST" -s "CoCCAeppPoll Report"
YOUR@EMAIL_ADD
```


then make this script executable by run:

```
chmod +x CoCCAepp_poll.sh
```

Then you can copy file **CoCCAepp\_poll.sh** to `/etc/cron.daily/` folder so it is run every day and you will get an email with script output.


## 8 Connect to the CoCCA OTE

Configure your credentials into the COCCAepp Module for your OTE connection, using your Username and Password furnished by CoCCA, or the OTE credentials of the registry, if different.



» COCCAepp

Activate
Deactivate
Configure



**Registrar Module Activated**  
 The selected registrar was activated successfully. You may now configure it below.

Username	<input type="text" value="your_cocca_user"/>	Enter your username here
Password	<input type="password" value="....."/>	Enter your password here
Server	<input type="text" value="ote.coccaregistry.org"/>	Enter EPP Server Address
Port	<input type="text" value="700"/>	Enter EPP Server Port
SSL	<input checked="" type="checkbox"/>	
Certificate	<input type="text" value="[don't worry about this]"/> <span style="font-size: small;">Path of certificate .pem</span>	

Save Changes

The Server and Port should be configured as above, tick the box next to SSL if it is not ticked, and empty the Certificate field, as we'll bypass use of Certificate to start with.

### 8.1 Test the OTE Connection with a domain check

[https://\[put your server name here\]/whoisquery/query.php?domain=jothansmart.ote](https://[put your server name here]/whoisquery/query.php?domain=jothansmart.ote)  
 Fix the url above with the hostname of the WHMCS installation, and then visit it In a browser. You should see "available", "taken" or an error code that will help you troubleshoot your connection.

## 9 Troubleshooting

Most of the time, when following all the steps, things work immediately.

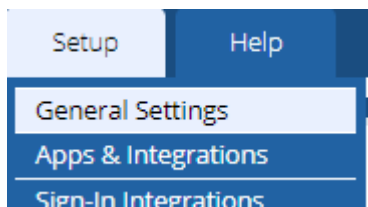
When that is not the experience that happens, here are some quick means of testing things.

You should have Module Logging activated from the step “Configure WHMCS to provide logging”. Go back and follow those steps to activate it if you have not, as it will aid in troubleshooting the module and configuration.

Configure your logging and test a query.

### 9.1 Enable Display of Errors in WHMCS

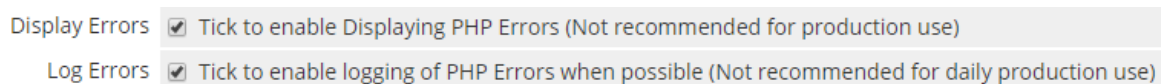
Within Admin Login, click on “Setup”->“General Settings”



Click “Other” (rightmost) tab on the General Settings Page



Scroll to bottom of page. Click “Other” (rightmost) tab.



Tick the boxes next to both Display Errors and Log Errors.

Click the blue “Save Changes” button.

Remember to turn these off once you are done with the setup and troubleshooting.

### 9.2 Common issues with Installing CoCCAeppModule

The CoCCA Registry encrypts the connection and communicates with the server that was defined in the Setup->Products/Services->Domain Registrars page within the COCCAepp configuration.



Validate CoCCA Registry is very versatile and includes configuration options for the EPP port of your registry. Typically, you should use port 700 to connect the EPP interface, unless your registry states to configure otherwise.

### 9.3 Don't forget to configure Auto-Renewals

Setup -> Automation Settings will be a place you can configure invoicing preferences, and General Settings -> Domains -> Auto Renew on Payment allows you to configure this further. See WHMCS's documentation for more information about this.

[https://docs.whmcs.com/Domain Registrars](https://docs.whmcs.com/Domain_Registrars)

## 10 Support

This module is provided as-is, and support arrangements should be made with the registry of the TLD that is being integrated into the WHMCS platform.

Some common elements of first time activation of a registrar to confirm with the registry:

- Is the registrar account approved for the TLD within the CoCCA Registry?
- Is there pricing configured for the TLD within the CoCCA Registry?
- Is there appropriate credit or prepayment balances to allow registrations?
- Is the IP address of the WHMCS configured in the WHITELIST for the credential?

**Troubleshooting Tip:** Test basic connection using the `/whoisquery/query.php?domain=exampletest.ote` directly at the WHMCS website for a domain name known to be available at the registry.

Good Luck, and don't hesitate to contact your TLD administrator for further guidance as directed.

## 11 Document Revision History

Date	Author(s)	Notes
	Mustafah Rifaee	Initial Version WHMCS 4 - 6
September 2018	Mustafah Rifaee	Updated with WHMCS 7 Notes
March 2020	Jothan Frakes	Updated to reflect WHMCS 7.9.2, Removed pre-WHMCS 7 instructions, prerequisites and other information relevant to installing with WHMCS 7.9.2
April 2020	Jothan Frakes	Updated for WHMCS 7.10.1