Why Does a Timeout Error Occur on the First SERVICE in WHMCS/WISECP?

Instructions for Preparing Docker Images Before First Service Deployment

Background

When ordering a service for the first time, Docker needs to download all the necessary containers for the service to run. This process may cause timeout issues with WHMCS or WISECP modules.

Recommended Action

To avoid potential timeout problems, we recommend downloading all required container images before the first service deployment through the WHMCS or WISECP billing systems.

Steps to Follow:

1. Identify all container images needed for the service.
2. Open a terminal or command prompt on the server where Docker is installed.

3. For each required image, run the following command:
   `docker pull [image_name]:[tag]`
4. Verify that all images have been successfully downloaded by running:
   `docker images`
5. Once all images are downloaded, proceed with the service deployment through WHMCS or WISECP.

Benefits

- Reduces the risk of timeout errors during service deployment
- Ensures a smoother first-time setup experience
- Allows for faster service initialization

By following these instructions, you can preemptively address potential issues and ensure a more reliable service deployment process.

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