

# 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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Revision #7

Created 18 March 2025 12:54:52 by Yuliia Noha

Updated 18 March 2025 17:56:56 by Ruslan