

Client Area

Overview of the client-facing features available in the Mikrotik VPN WHMCS module, including the home screen (VPN server address, protocols, credentials, connection status, bandwidth limit), email notifications (traffic limit, suspension) and traffic usage statistics.

- [Home screen](#)
- [Email notification](#)
- [Traffic statistics](#)

Home screen

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Client area home screen

After authenticating to the client panel, the end customer sees the VPN service management page with the following sections:

Service information

- **User manual** — a button linking to the instruction URL (displayed only if configured by the administrator in product settings, "Link to instruction" field)
- **VPN server address** — the hostname or IP address the customer should connect to
- **VPN protocols** — information about which protocols (PPTP, L2TP) are available for this product, based on the "Support PPTP" / "Support L2TP" product settings
- **L2TP IPSec PSK key** — displayed when L2TP support is enabled
- **Username** — the VPN username with a **copy-to-clipboard** button
- **Password** — the VPN password with a **copy-to-clipboard** button
- **Connection status** — real-time indicator of whether the VPN account is currently connected on the router
- **Bandwidth limit** — displays the configured download / upload speed limits

Traffic information

- **Remaining traffic balance** — the current traffic balance for the customer
- **Traffic that will be added** on the next billing cycle

Sidebar navigation

The client area sidebar contains two menu items:

- **Information** — the main service details page (described above)
- **Traffic statistics** — historical traffic usage charts (see [Traffic statistics](#) page)

“ **Note:** If the service status is not Active or if the VPN account cannot be found on the Mikrotik router, an error page is displayed instead.

Screenshot

Prędkość pobierania: 10 Mb/s

Prędkość przesyłania: 10 Mb/s

Status połączenia

OFFLINE

Serwis: — Nazwa: —

Adres: — Czas pracy: —

Protokoły VPN

PPTP: Aktywny

L2TP PSK: Aktywny

L2TP IPsec z Kluczem PSK:

OpenVPN: Aktywny

Otwórz profil VPN: Pobierz

SSTP: Aktywny

10-home-

Email notification

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Email notification examples

The module sends two types of automatic email notifications based on the customer's traffic balance and the templates configured in the product settings.

1. Traffic limit about to be exhausted

Sent automatically when the remaining traffic balance falls below the threshold configured in the product settings ("Notification traffic remainder less than X GB"). Uses the template selected in "User notification traffic limit email template".

This letter informs you that the traffic limit of the service is coming to an end.

Product/Service: **VPN Warszawa 10M/10M/10GB**

Due Date: **13-09-2022**

Username: **igqitauu**

Left traffic: **-3.9496 GB**

After renewing the service, **10 GB** will be automatically added.

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11-email-notification-1.png

2. Suspension notification (traffic exhausted)

Sent automatically when the traffic balance reaches zero or below and the module suspends the VPN account on the Mikrotik router. Uses the template selected in "Suspend exceeding traffic limit email template".

exhaustion.

The traffic limit will be restored from the next service cycle.

It is also possible to switch to a package with a large amount of traffic.

Product/Service: **VPN Warszawa 10M/10M/10GB**

Due Date: **13-09-2022**

Username: **igqitauu**

Left traffic: **-3.9496 GB**

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12-email-

notification-2.png

“ **Note:** Both templates must be created manually in WHMCS before they can be selected in the product settings. See the [Email Template](#) pages in the Installation and Configuration chapter.

Traffic statistics

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Traffic usage statistics

The client can view traffic usage statistics in the sidebar menu item "**Traffic statistics**".

The statistics page shows the customer's traffic on a **daily basis**, broken down into **incoming** and **outgoing** traffic. Both charts are powered by Google Charts and automatically resize to fit the browser window. The raw data is collected by the WHMCS cron job and stored in the database for the number of days configured in the product settings ("Save traffic history (days)" parameter).

“ **Note:** Statistics data is only available after the WHMCS cron has run at least once with the UsageUpdate function. After each collection, traffic counters on the Mikrotik router are reset to zero to guarantee accurate accounting for the next interval.

Screenshots

Information

- Traffic statistics
- Addons

Actions

- Change Password
- Upgrade/Downgrade
- Request Cancellation

13-traffic-statistics-1.png

★ Overview

Information

Traffic statistics

Actions

- Change Password
- Upgrade/Downgrade
- Request Cancellation

Traffic statistics

Traffic statistics for the last 30 days.

Date	Download GB	Upload GB
30-01-2026	0.0	0.0
31-01-2026	2.0	0.1
01-02-2026	0.3	0.0
02-02-2026	0.0	0.0

Total traffic for all time per month.

Month	Download GB	Upload GB
2026-01	2.0	0.1
2026-02	0.3	0.0

Powered by WHMCompleteSolution

14-traffic-statistics-2.png