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Troubleshooting

This chapter provides troubleshooting instructions and solutions for common issues encountered during setup, invoice payments, or callback processing.

- Troubleshooting

Troubleshooting

NOWPayments Payment Gateway module

WHMCS

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1. Invoices Under $7-8 Fail to Load Payment Methods

Problem Description

When viewing an invoice in WHMCS whose total is less than approximately $7.00 - $8.00 USD, the currency estimator fails or displays an error indicating that the amount is below the minimum limit.

Why This Occurs

- **Cryptocurrency Network Limits:** Cryptocurrencies require network mining fees and exchange liquidity buffers. For top assets like **Bitcoin (BTC)** and **Ethereum (ETH)**, NOWPayments requires a minimum payment threshold of typically **$7.00 to $15.00 USD** .
- If a customer or the selector defaults to BTC on an invoice of $3.00, the NOWPayments API returns an error (`AMOUNT_MIN_LIMIT: Amount is less than minimum`).
- If your NOWPayments merchant account only has BTC or ETH enabled in your *Coins Settings*, the NOWPayments hosted page will have no available currencies that support micro-invoices under $7.00.

Solution & Best Practices

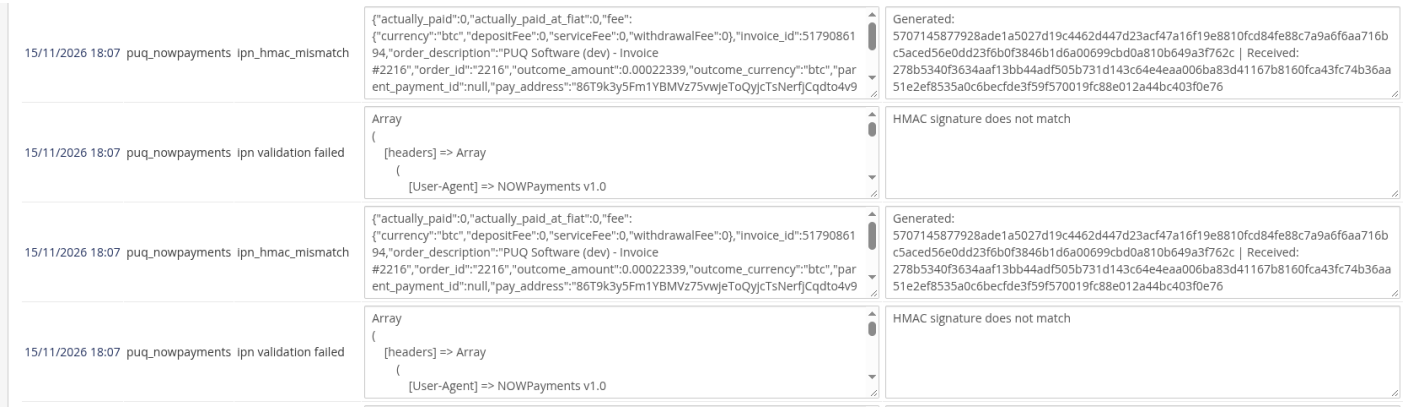
1. **Enable Low-Minimum Cryptocurrencies:** In your NOWPayments Dashboard > Coins Settings, ensure you enable cryptocurrencies that feature very low network fees and micro-minimums (typically **$1.00 - $2.00 USD**):
   - **Litecoin (LTC)**
   - **TRON (TRX)**
   - **Tether on TRON (USDTTRC20)**
   - **Dogecoin (DOGE)**
   - **Solana (SOL)**
   - **Binance Coin (BNB / BSC)**
2. **Module Guidance:** In v4.0.0+, if a customer selects a currency whose minimum is above the invoice amount, the module displays the exact minimum threshold returned by the API and advises the customer to select an alternative low-fee coin.
3. **Use Direct Hosted Flow:** You can switch the module setting **Payment Flow** to **Direct Hosted Checkout**. This passes an open invoice to NOWPayments without pre-fixing the currency, allowing NOWPayments to display only the coins eligible for that specific amount.
4. **Set Minimum Invoice Amount:** In the module settings, configure **Minimum Invoice Amount** (e.g. `5.00` or `8.00`). If an invoice is below this threshold, a notice is displayed, guiding the customer, or strict blocking can be enabled.

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2. IPN Signature Does Not Match

Symptoms

Payments confirm on the blockchain, but the WHMCS invoice remains in **Unpaid** status. The Gateway Log or Module Log displays an `HMAC Signature Mismatch` error:



module-log-hmac-mismatch.png

Resolution

1. Verify whether your gateway is configured in **Production** or **Sandbox** mode.
2. Confirm that the **IPN Secret Key** in WHMCS strictly matches the secret configured in your NOWPayments account for that environment:
   - Production Secret: https://account.nowpayments.io/store-settings#notifications
   - Sandbox Secret: https://account-sandbox.nowpayments.io/store-settings#notifications
3. Ensure no trailing or leading whitespace is present in the copied key.
4. The module automatically tests all configured IPN secrets (active mode, production secret, and sandbox secret) to guarantee valid signature resolution.

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3. Webhook Callback Not Reaching WHMCS

Symptoms

No callback entries appear in **Billing** → **Gateway Log** after a customer completes a payment.

Resolution

1. Ensure your server firewall (UFW, iptables, Cloudflare, ModSecurity) does not block incoming POST requests to `/modules/gateways/callback/puq_nowpayments.php`.
2. Ensure your SSL/TLS certificate is valid and not expired. NOWPayments requires valid HTTPS certificates to send webhook notifications.
3. In your NOWPayments dashboard under Notifications, verify that the webhook URL is saved correctly and test the connection.

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4. Inspecting Logs & Audit Trail

WHMCS Gateway Log

Whenever NOWPayments delivers a callback, an entry is added to **Billing → Gateway Log** (or **Utilities → Logs → Gateway Log**):

Gateway Transaction Log

Search/Filter

4 Records Found, Page 1 of 1 — Jump to Page: 1 Go

Date	Gateway	Debug Data	Result
15/11/2026 18:09	NOWPayments	Invoice ID => 2216 Transaction ID => 6019095007 Gateway Module Name => puq_nowpayments Gateway Name => NOWPayments Client ID => 1 Client Email => ruslan@polovyi.com	success
15/11/2026 18:09	NOWPayments	Invoice ID => 2216 Transaction ID => 6019095007 Gateway Module Name => puq_nowpayments Gateway Name => NOWPayments Client ID => 1 Client Email => ruslan@polovyi.com	success
15/11/2026 18:07	NOWPayments	error => HMAC signature does not match headers => User-Agent => NOWPayments v1.0 X-Nowpayments-Sig => 278b5340f3634aaf13bb44adf505b731d143c64e4eaa006ba83d41167b8160fca43fc74b36aa51e2ef8535a0c6becfde3f5	Validation Failed: HMAC signature does not match
15/11/2026 18:07	NOWPayments	error => HMAC signature does not match headers => User-Agent => NOWPayments v1.0 X-Nowpayments-Sig => 278b5340f3634aaf13bb44adf505b731d143c64e4eaa006ba83d41167b8160fca43fc74b36aa51e2ef8535a0c6becfde3f5	Validation Failed: HMAC signature does not match

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gateway-transaction-log.png

WHMCS Module Log

For detailed API tracing with sanitized sensitive keys:

1. In the WHMCS Admin Area, navigate to **Utilities → Logs → Module Log**.
2. If module logging is not already enabled, click **Enable Debug Logging**.
3. Search for entries with Gateway `puq_nowpayments` to inspect raw queries, live estimates, and webhook payloads:

Date	Module	Action	Request	Response
15/11/2026 18:09	puq_nowpayments	incoming ipn	Array ([headers] => Array ([User-Agent] => NOWPayments v1.0	Array ([actually_paid] => 0 [actually_paid_at_fiat] => 0 [fee] => Array
15/11/2026 18:09	puq_nowpayments	payment processed	Array ([actually_paid] => 0 [actually_paid_at_fiat] => 0 [fee] => Array	Invoice ID => 2216 Transaction ID => 6019095007 Gateway Module Name => puq_nowpayments Gateway Name => NOWPayments Client ID => 1
15/11/2026 18:09	puq_nowpayments	incoming ipn	Array ([headers] => Array ([User-Agent] => NOWPayments v1.0	Array ([actually_paid] => 0 [actually_paid_at_fiat] => 0 [fee] => Array
15/11/2026 18:09	puq_nowpayments	payment processed	Array ([actually_paid] => 0 [actually_paid_at_fiat] => 0 [fee] => Array	Invoice ID => 2216 Transaction ID => 6019095007 Gateway Module Name => puq_nowpayments Gateway Name => NOWPayments Client ID => 1

module-log-payment-processed.png