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Email Templates

Proxmox KVM module **WHMCS**

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Overview

The module uses five email templates to notify clients about VM lifecycle events. These templates must be created manually in WHMCS before the module can send the corresponding notifications.

Creating Email Templates in WHMCS

1. Navigate to **Setup > Email Templates** in the WHMCS admin area
2. Click **Create New Email Template**
3. Set the **Type** to **Product/Service**
4. Set the **Unique Name** to the exact template name listed below
5. Fill in the subject line and email body using the available variables
6. Click **Save Changes**

Repeat for all five templates.

> **Important:** The template unique names must match exactly as listed below. The module looks up templates by their unique name, so any mismatch will prevent the email from being sent.

Email Templates

1. puqProxmoxVKM Welcome Email

> **Note the spelling.** The original template name is literally `puqProxmoxVKM Welcome Email` (with `VKM`, not `KVM`). It has stayed like this since v1.0 for backwards compatibility — if you rename it the module will stop sending the welcome email.

Sent to the client as an order confirmation when a new Proxmox KVM service is created. At this point the VM is not yet ready — this email just tells the client their order has been accepted.

When sent: Upon service creation / order acceptance, before the deploy pipeline runs.

Unique Name: `puqProxmoxVKM Welcome Email` **Email Type:** Product/Service **Subject:** `Virtual Machine Order Information`

Body:

```
Dear {$client_name},

Your order has been accepted for implementation.
Installing and pre-configuring the virtual machine will take some time.
Please wait for an e-mail with information that the virtual machine is ready for use, also
with access parameters.

Product/Service: {$service_product_name}
Payment Method: {$service_payment_method}
Amount: {$service_recurring_amount}
Billing Cycle: {$service_billing_cycle}
Next Due Date: {$service_next_due_date}

Important note - if you have also purchased the backup options, do not forget to configure
the schedule in the service's subpage.

Thank you for choosing us.
```

```
{$signature}
```

---

2. puqProxmoxKVM VM is ready

Sent to the client when a new virtual machine has been successfully deployed and is ready for use. **This is the most important template** — it contains the VM access credentials (IP, username, password).

When sent: After the deploy pipeline reaches the `ready` state and the VM is confirmed running.

Unique Name: `puqProxmoxKVM VM is ready` **Email Type:** Product/Service **Subject:** `Virtual Machine is ready`

Body:

```
Dear {$client_name},

Your virtual machine is already ready.
You can connect to it using data.

Product/Service: {$service_product_name}
Payment Method: {$service_payment_method}
Amount: {$service_recurring_amount}
Billing Cycle: {$service_billing_cycle}
Next Due Date: {$service_next_due_date}

IP address: {$service_dedicated_ip} or {$service_domain}
Username: {$service_username}
Password: {$service_password}

Thank you for choosing us.

{$signature}
```

---

3. puqProxmoxKVM Reset password

Sent to the client after a password reset operation on their virtual machine.

When sent: After a password reset is performed via the admin area or client area — once cloud-

init has re-applied the new credentials and the VM has been restarted.

Unique Name: `puqProxmoxKVM Reset password` **Email Type:** Product/Service **Subject:** `Reset password is ready`

Body:

```
Dear {$client_name},

Password reset successful.

IP address: {$service_dedicated_ip} or {$service_domain}
Username: {$service_username}
Password: {$service_password}

Thank you for choosing us.

{$signature}
```

---

4. puqProxmoxKVM Backup restored

Sent to the client after a backup has been successfully restored.

When sent: After a backup restore operation completes and the module has re-applied CPU/RAM/disk/network settings and restarted the VM.

Unique Name: `puqProxmoxKVM Backup restored` **Email Type:** Product/Service **Subject:** `Backup restored successful`

Body:

```
Dear {$client_name},

Backup restored successful.

Product/Service: {$service_product_name}
Payment Method: {$service_payment_method}
Amount: {$service_recurring_amount}
Billing Cycle: {$service_billing_cycle}
Next Due Date: {$service_next_due_date}
```

```
IP address: {$service_dedicated_ip} or {$service_domain}

Thank you for choosing us.

{$signature}
```

---

5. puqProxmoxKVM Upgrade Email

Sent to the client after a package upgrade or downgrade completes.

When sent: After the `change_package` state machine finishes applying the new product parameters to the VM and starts it back up.

Unique Name: `puqProxmoxKVM Upgrade Email` **Email Type:** Product/Service **Subject:** `Virtual Machine upgrade is ready`

Body:

```
Dear {$client_name},

Virtual Machine upgrade is successful.

Product/Service: {$service_product_name}
Payment Method: {$service_payment_method}
Amount: {$service_recurring_amount}
Billing Cycle: {$service_billing_cycle}
Next Due Date: {$service_next_due_date}

IP address: {$service_dedicated_ip} or {$service_domain}

Thank you for choosing us.

{$signature}
```

> “

> The bodies above are the original PUQcloud templates shipped with v1.0 through v3.0. You are free to customize subjects and bodies to match your brand — only the **Unique Name** and **Email Type** must stay as documented, because the module looks up templates by their unique name.

Available Template Variables

The following merge fields are available in all email templates:

Standard WHMCS Variables

Variable	Description
`{$client_name}`	Client's full name
`{$service_product_name}`	Product/service name
`{$service_dedicated_ip}`	Primary IPv4 address assigned to the VM
`{$service_domain}`	Service domain / hostname
`{$service_username}`	Operating system username
`{$service_password}`	Operating system password
`{$service_recurring_amount}`	Recurring billing amount
`{$service_billing_cycle}`	Billing cycle (Monthly, Quarterly, etc.)
`{$service_next_due_date}`	Next payment due date
`{$signature}`	Email signature configured in WHMCS

Module-Specific Variables

Variable	Description
`{$service_assigned_ips}`	All assigned IP addresses
`{$vm_id}`	Proxmox virtual machine ID (VMID)
`{$server_hostname}`	Proxmox server hostname

In addition, all standard WHMCS client and service merge fields are available.

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