

# Installation and Configuration Guide

Step-by-step instructions for installing and configuring the Support by Time WHMCS module:  
WHMCS deployment, product creation, hour package and per-currency hourly rate setup.

- [WHMCS setup \(install/update\)](#)
- [Product Configuration](#)

# WHMCS setup (install/update)

Support by Time module **WHMCS**

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## System requirements & compatibility

The module supports **PHP 7.4, 8.1 and 8.2+** and is published as a separate ionCube build per PHP version. **Download the build that matches the PHP version your WHMCS server actually runs on.**

WHMCS version	PHP version	Module build to download
WHMCS 8.x	PHP 7.4	<code> php74 </code>
WHMCS 8.x	PHP 8.1	<code> php81 </code>
WHMCS 8.x	PHP 8.2	<code> php82 </code>
WHMCS 9.x	PHP 8.2	<code> php82 </code>

- **WHMCS 8** runs on PHP 7.4 / 8.1 / 8.2 — pick the build matching your PHP (`|php74|`, `|php81|` or `|php82|`).
- **WHMCS 9** runs on PHP 8.2 — use the `|php82|` build.
- **PHP 8.2 and any newer PHP** (8.3, 8.4, ...): always use the `|php82|` build.
- **ionCube Loader** v13 or newer (v14, v15) must be installed and active.

“ **Note:** The module uses ionCube encoding. Make sure the ionCube Loader for your PHP version is installed and active on your server.

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# Download

The module can be ordered and downloaded from PUQ Cloud:

- **Order / Download:** <https://puqcloud.com/whmcs-module-support-by-time.php>
- **All versions and builds (browse everything):**  
[https://download.puqcloud.com/WHMCS/servers/PUQ\\_WHMCS-Support-by-time/](https://download.puqcloud.com/WHMCS/servers/PUQ_WHMCS-Support-by-time/) — contains the `[php74]` / `[php81]` / `[php82]` directories, each with the latest archive and all previous versions.
- **Community:** <https://community.puqcloud.com/>
- **Direct download — choose the build that matches your PHP version:**

```
# PHP 7.4 (WHMCS 8 on PHP 7.4)
wget https://download.puqcloud.com/WHMCS/servers/PUQ_WHMCS-Support-by-time/php74/PUQ_WHMCS-Support-by-time-latest.zip

# PHP 8.1 (WHMCS 8 on PHP 8.1)
wget https://download.puqcloud.com/WHMCS/servers/PUQ_WHMCS-Support-by-time/php81/PUQ_WHMCS-Support-by-time-latest.zip

# PHP 8.2 and newer (WHMCS 8 on PHP 8.2, or WHMCS 9) — use php82
wget https://download.puqcloud.com/WHMCS/servers/PUQ_WHMCS-Support-by-time/php82/PUQ_WHMCS-Support-by-time-latest.zip
```

“ **Which build?** Match the build to your server's PHP version, not to WHMCS: PHP 7.4 → `[php74]`, PHP 8.1 → `[php81]`, PHP 8.2 or newer → `[php82]`.

After downloading, extract the archive:

```
unzip PUQ_WHMCS-Support-by-time-latest.zip
```

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# Installation

# Step 1: Upload files

Extract the module archive and copy the `puqSupportByTime` directory to the WHMCS servers module directory:

```
WHMCS_WEB_DIR/modules/servers/puqSupportByTime
```

# Step 2: Create product

Navigate to **System Settings** → **Products/Services** → **Create a New Product**:

1. Select the **PUQ Support by Time** module in the **Module settings** section
2. Configure the product parameters (see [Product Configuration](#))

“ The Support by Time module is a **server module without a server**: no server entry is required in WHMCS *System Settings* → *Servers* — the module does not connect to any external system.

# Update

## Step 1: Backup

Before updating, it is recommended to back up:

- WHMCS database
- Module files in `modules/servers/puqSupportByTime/`

## Step 2: Upload new files

Download and extract the new version, then overwrite all files in:

```
WHMCS_WEB_DIR/modules/servers/puqSupportByTime/
```

# Step 3: Verification

1. Log in to the WHMCS admin panel
2. Verify the home screen has no license warnings for your products
3. Open one of your support products and verify all configuration values are still set

“ **Important (v3.0):** The product configuration form was redesigned. After updating to v3.0, open every Support by Time product and re-save its settings to migrate existing values into the new structured storage format.

# Product Configuration

## Support by Time module **WHMCS**

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## Add a new product to WHMCS

Navigate to **System Settings** → **Products/Services** → **Create a New Product**.

In the **Module Settings** tab select the **PUQ Support by Time** module (leave **Server Group** as *None* — this is a server module without a server). Two billing modes are supported, selected by the product's WHMCS billing cycle:

- **Recurring billing cycle** (Monthly, Quarterly, Annually, ...) — the included hours reset every month and overage hours are billed automatically by the daily cron at the end of each month.
- **One Time** — the included hours are a fixed bucket that the service consumes ticket by ticket. When all hours are used, the service is automatically terminated by the next cron run.

Edit Product

Details Pricing Module Settings Custom Fields Configurable Options Upgrades Free Domain Cross-sells Other Links

Module Name

Server Group

License key   
success: 2027-01-06T15:02:16+01:00

### Support package

**Hours per month**

Hours of support included in the package. For one-time billing cycles this is the total bucket of hours; for cyclic plans it resets every month.

**Invoice action**

How the billable item for hours used outside the package is generated at the end of the month (per ticket; one billable item per ticket with overage).

**Invoice item name**

Description prefix used for billable items. Example: **Support t.**

**Client visibility**

 Show work log to client  
When ON, the client sees the operator name + admin's note for each ticket in the per-ticket list on their service page. Date and time spent are always shown regardless of this setting.

### Price per hour outside the package

**PLN**

 zł

**EUR**

 EUR

**UAH**

 грн

**USD \$**

Hourly rate charged for time exceeding the package allocation, configured per WHMCS currency.

# Configuration parameters

All settings live in the **Module Settings** tab. Saving the product persists them as a single JSON document in `|tblproducts.configoption24|` (the license key stays in `|configoption1|`).

Parameter	Description
<b>License key</b>	A pre-purchased license key for the PUQ Support by Time module. The license must be active for correct operation. After saving, the verification status (and the period it is valid until) is displayed below the field.
<b>Hours per month</b>	Number of support hours included in the package. For <i>One Time</i> billing cycles this is the total bucket of hours.
<b>Invoice action</b>	How the billable item for overage hours is generated at month-end: <b>Invoice on Next Cron Run, Add to User's Next Invoice</b> , or <b>Do not invoice</b> .
<b>Invoice item name</b>	Description prefix used for billable items (default: <code> Support </code> ). The final description is composed as <code>&lt;name&gt; #&lt;ticket&gt; &lt;YYYY-MM&gt; &lt;hours&gt; Hour(s) (&lt;currency&gt; &lt;rate&gt;/Hour)</code> .
<b>Show work log to client</b>	When ON, the client sees the operator name and the per-entry note for each ticket in their service-page ticket list. Date and time spent are always shown regardless of this setting.
<b>Price per hour outside the package</b>	Hourly rate charged for time exceeding the package allocation, configured per WHMCS currency.
<b>Notify thresholds (% of package)</b>	Comma-separated percentages (e.g. <code> 80,100 </code> ). When a client's monthly usage reaches a threshold, the email template below is sent — once per threshold per month. Empty disables notifications.
<b>Notification email template</b>	WHMCS Product/Service email template used for usage alerts. Available custom variables: <code> \$puq_used_hours </code> , <code> \$puq_package_hours </code> , <code> \$puq_used_percentage </code> , <code> \$puq_threshold </code> , <code> \$puq_hours_left </code> , <code> \$puq_used_hours_outside_package </code> , <code> \$puq_price_per_hour </code> , <code> \$puq_currency_prefix </code> , <code> \$puq_currency_suffix </code> , <code> \$puq_how_much_pay </code> .

## Support package

## Support package

### Hours per month

Hours of support included in the package. For one-time billing cycles this is the total bucket of hours; for cyclic plans it resets every month.

### Invoice action

How the billable item for hours used outside the package is generated at the end of the month (per ticket; one billable item per ticket with overage).

### Invoice item name

Description prefix used for billable items. Example: **Support**.

### Client visibility

Show work log to client

When ON, the client sees the operator name + admin's note for each ticket in the per-ticket list on their service page. Date and time spent are always shown regardless of this setting.

# Price per hour (per currency)

## \$ Price per hour outside the package

PLN

zł

EUR

EUR

UAH

грн

USD \$

Hourly rate charged for time exceeding the package allocation, configured per WHMCS currency.

# Usage notifications

## 🔔 Usage notifications

### Notify thresholds (% of package)

Comma-separated percentage thresholds. When a client's monthly usage reaches a threshold, the email below is sent — once per threshold per month. Example: **80,100** sends an email when 80% and again when 100% of the package is consumed. Leave empty to disable.

### Notification email template

WHMCS email template (Product/Service type) used for usage alerts. Available custom variables: **`{ $puq_used_hours }`**, **`{ $puq_package_hours }`**, **`{ $puq_used_percentage }`**, **`{ $puq_threshold }`**, **`{ $puq_hours_left }`**, **`{ $puq_price_per_hour }`**.

# How billing works

## Recurring billing cycle

1. During the month, operators log time on tickets through the **Save time / Close ticket and save time** form (or the live timer) in the ticket header. Each save is stored as a separate entry, and the parent ticket record snapshots `|package_hours|` and `|price_hour|` the first time it is touched.
2. The first daily cron of the next month scans all support services that have unbilled tickets for the previous month. The package-hour pool is allocated across that service's tickets (oldest first); for every ticket whose hours exceed the remaining pool, **one billable item per ticket** is created for the overage: `|overage_hours × price_hour|`. The invoice action chosen in the product configuration determines how the billable item appears.
3. Tickets fully covered by the package allocation are flagged as processed (`|billableid = 0|`) and no billable item is created for them.

## One Time billing cycle

1. Operators log time the same way; each entry deducts hours from the bucket.
  2. After the cron run, services that have used 100 % of their hours are automatically terminated through `|ModuleTerminate|`, and their tickets/entries are flagged so no further billing is attempted.
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## Important notes

“ **Warning:** This module is a **server module** (Products/Services). It cannot be used as an addon. Attempting to use it as an addon will return an error.

“

**License gate:** Every entry point (Create / Suspend / Unsuspend / Change Package / Terminate, ticket header, configuration page) verifies the license. If `license.puqcLOUD.com` is unreachable and the offline cache has expired, module actions fail until connectivity is restored.

“ **Configuration storage:** Starting with v3.0 the entire product configuration (hours, invoice action, item name, work-log visibility, per-currency rates, notification settings) is stored as a JSON document in `tblproducts.configoption24`. Existing v2.x installations are migrated automatically — legacy values stored in the old `configoption3` (package settings) and `configoption4` (per-currency price) slots are read transparently when `configoption24` is empty, so no manual reconfiguration is needed. Re-saving the product through the v3.0 form is recommended (it consolidates everything into `configoption24`) but not required.