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Installation and Configuration Guide

Step-by-step instructions for installing, configuring, and setting up the Synology WHMCS module, including Synology DSM preparation, WHMCS integration, email templates, and product configuration.

- WHMCS Installation and Update
- Synology part setup guide
- Setup guide: WHMCS setup
- Email Template (puqSynology Notification disk limit)
- Add server (Synology NAS)
- Product Configuration

WHMCS Installation and Update

Synology module **WHMCS**

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System requirements

Requirement	Minimum
WHMCS	8.x+, 9.x+.
PHP	7.4, 8.1, 8.2, 8.3, 8.4
Synology DSM	7.x or higher
ionCube Loader	v15+

> **Note:** The module uses ionCube encoding. Make sure ionCube Loader is installed and active on your server.

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> **Note:** The module now uses **ionCube 15**, which provides universal out-of-the-box support for all encodings across modern PHP runtimes.

> All versions can be found at this link:
> https://download.puqcloud.com/WHMCS/servers/PUQ_WHMCS-Synology/
>
> Older module versions for WHMCS 8 are available in the archive directory:
> https://download.puqcloud.com/WHMCS/servers/PUQ_WHMCS-Synology/archive/

The module can be ordered and downloaded from PUQ Cloud:

- **Order Module:** https://puqcloud.com/whmcs-module-synology.php
- **Documentation:** https://doc.puq.info/books/synology-whmcs-module
- **All Versions / Download:** https://download.puqcloud.com/WHMCS/servers/PUQ_WHMCS-Synology/
- **Support:** https://puqcloud.com/submitticket.php
- **Community:** https://community.puqcloud.com/
- **Direct download link for the latest version:**

```
wget https://download.puqcloud.com/WHMCS/servers/PUQ_WHMCS-Synology/PUQ_WHMCS-Synology-latest.zip
```

After downloading, extract the archive:

```
unzip PUQ_WHMCS-Synology-latest.zip
```

Installation

Step 1: Upload files

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

```
cp -r puqSynology /path/to/whmcs/modules/servers/
```

Or target path:

```
WHMCS_WEB_DIR/modules/servers/puqSynology
```

Once the files are uploaded, proceed to the WHMCS Setup Guide to configure the server and product.

Update

The update procedure is the same as installation — replace the existing files with the new version:

1. Download the latest version as described in the Download section.
2. Unzip the archive.
3. Replace the existing `WHMCS_WEB_DIR/modules/servers/puqSynology` directory with the new one.
4. Verify the version number in the module interface matches the new release.

Synology part setup guide

Synology module **WHMCS**

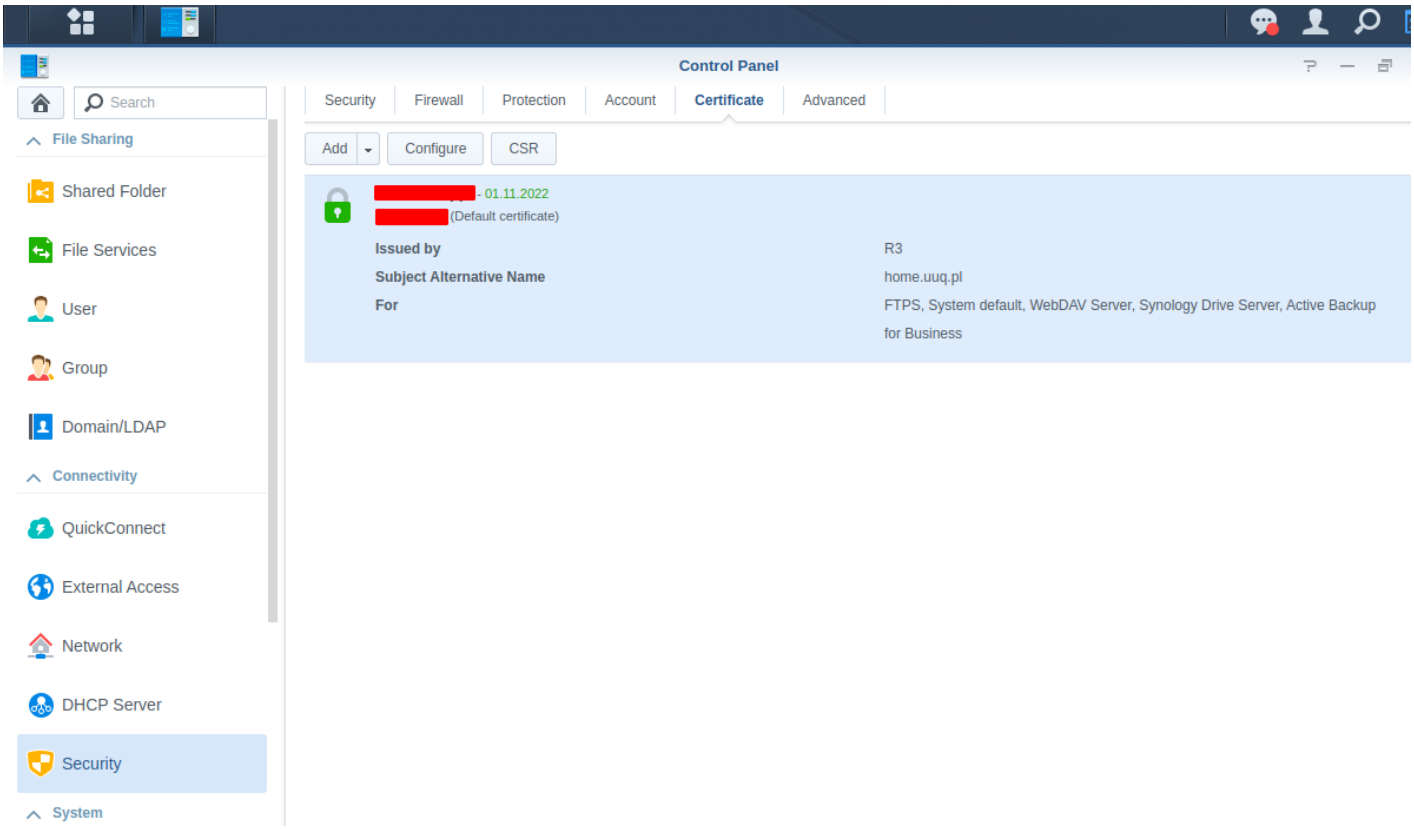
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Here are the initial steps of configuring Synology devices to prepare them for use with the WHMCS module.

> **Note:** At the beginning, you should prepare the appropriate domain with the correct DNS entries so that you can generate a correct SSL certificate for Your Synology NAS server.

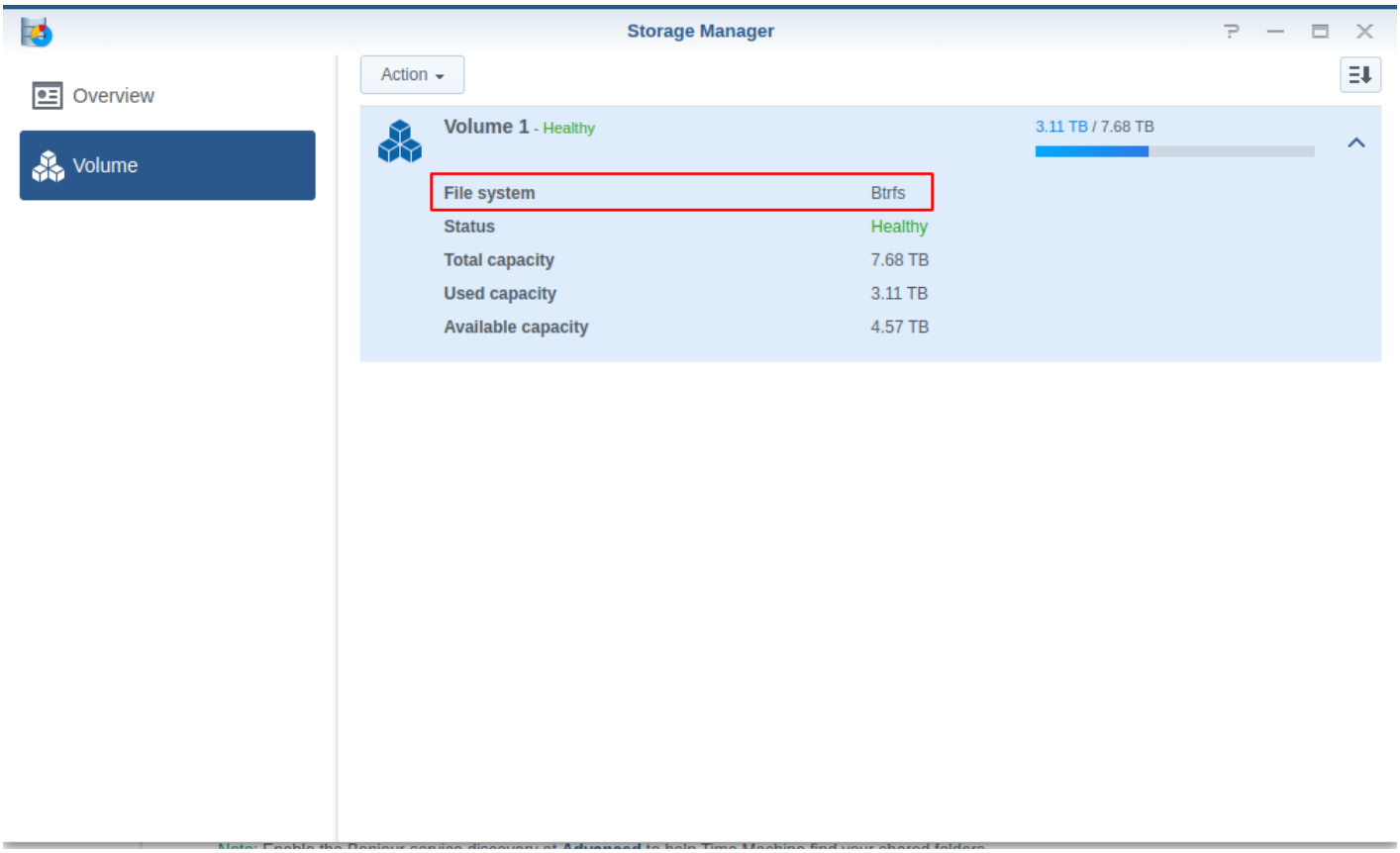
1. Generate an SSL certificate for your domain.

Connect the certificate for all services that will be used in the server.(FTPS, System, Synology Drive, etc...)



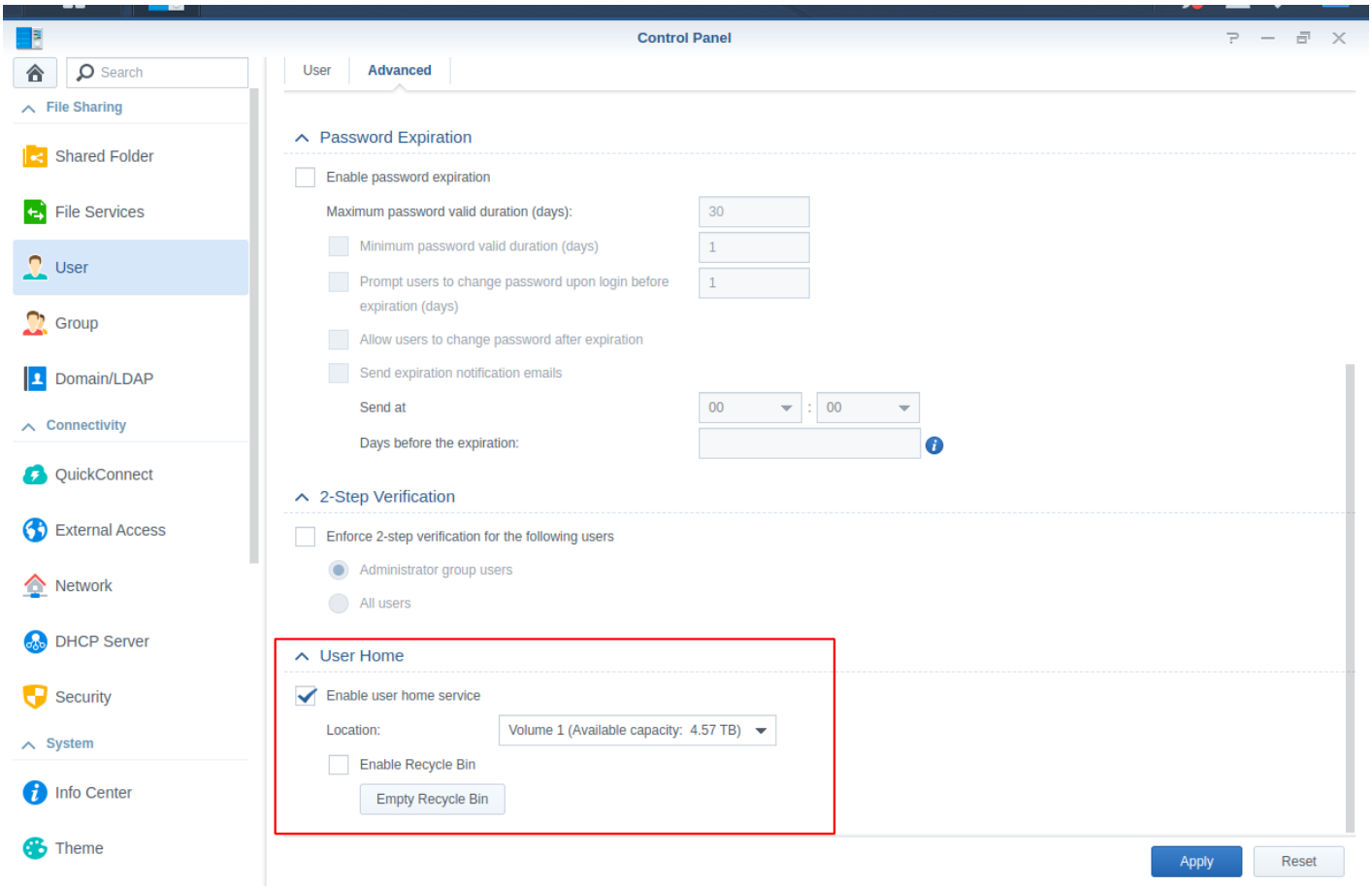
04-synology-setup-1.png

2. Make sure the partition is formatted in BTRFS



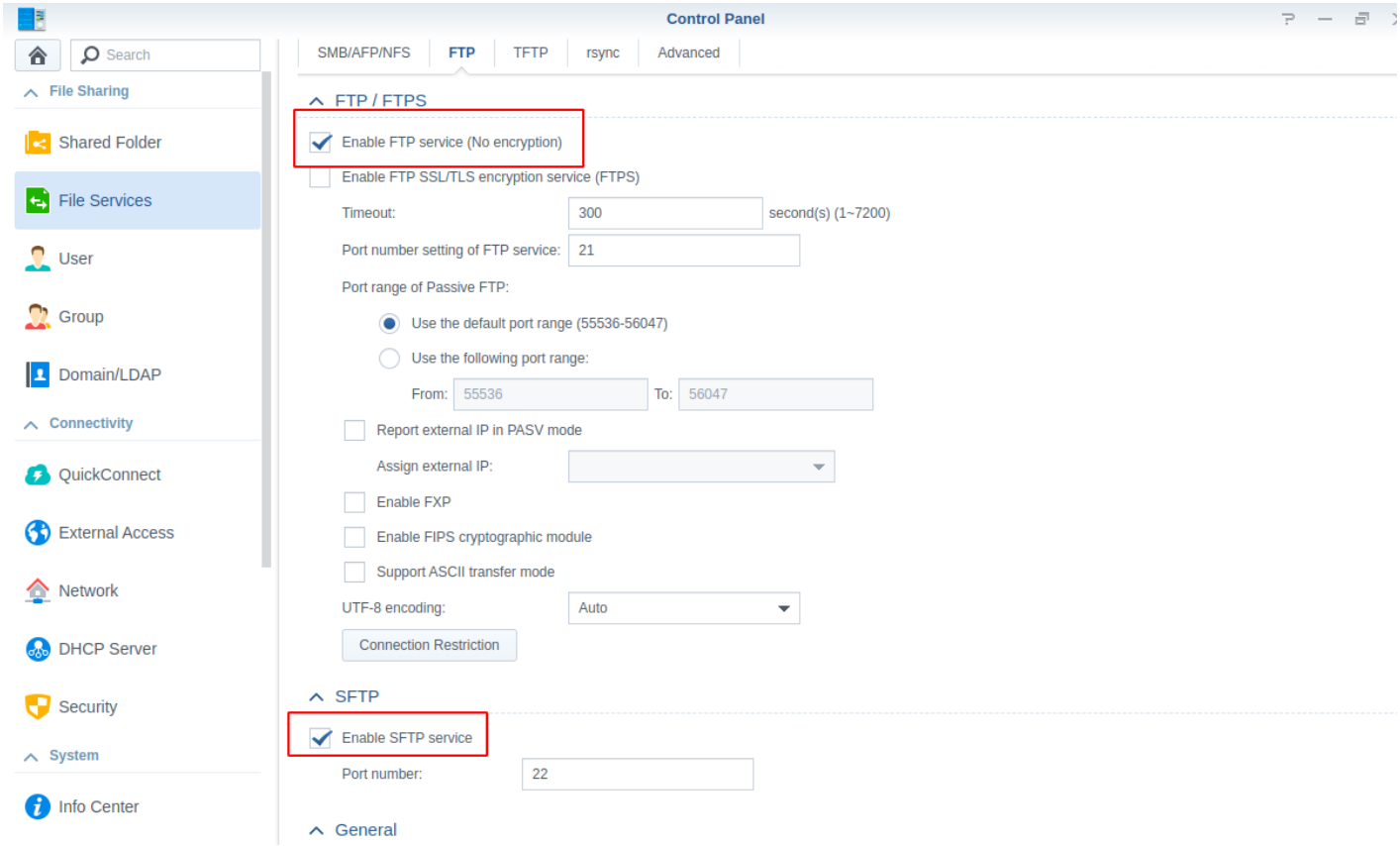
07-synology-setup-4.png

3. Enable the user's home folder.



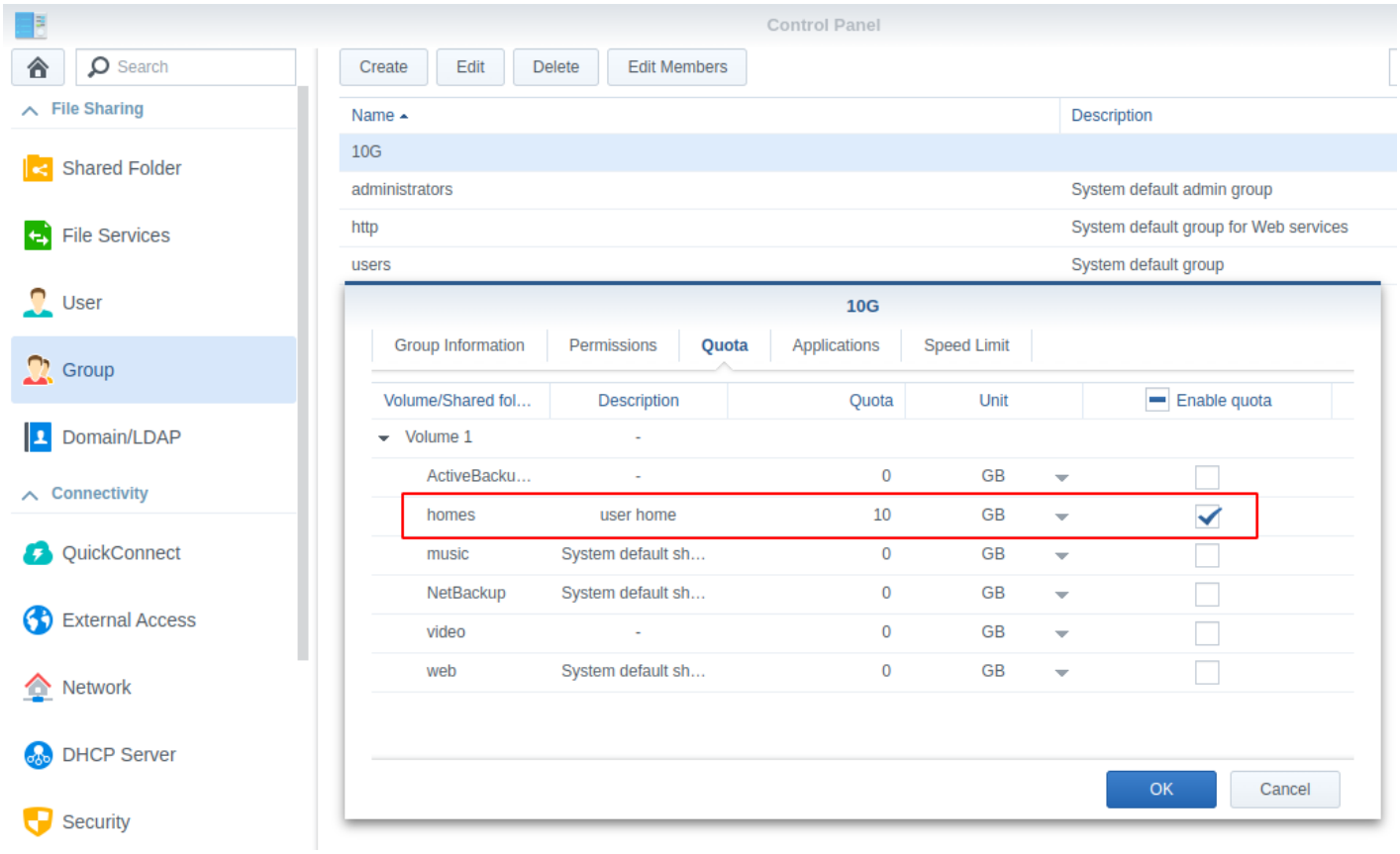
08-synology-setup-5.png

4. Enable all necessary file services (ie: FTP, FTPS, SFTP, etc.).

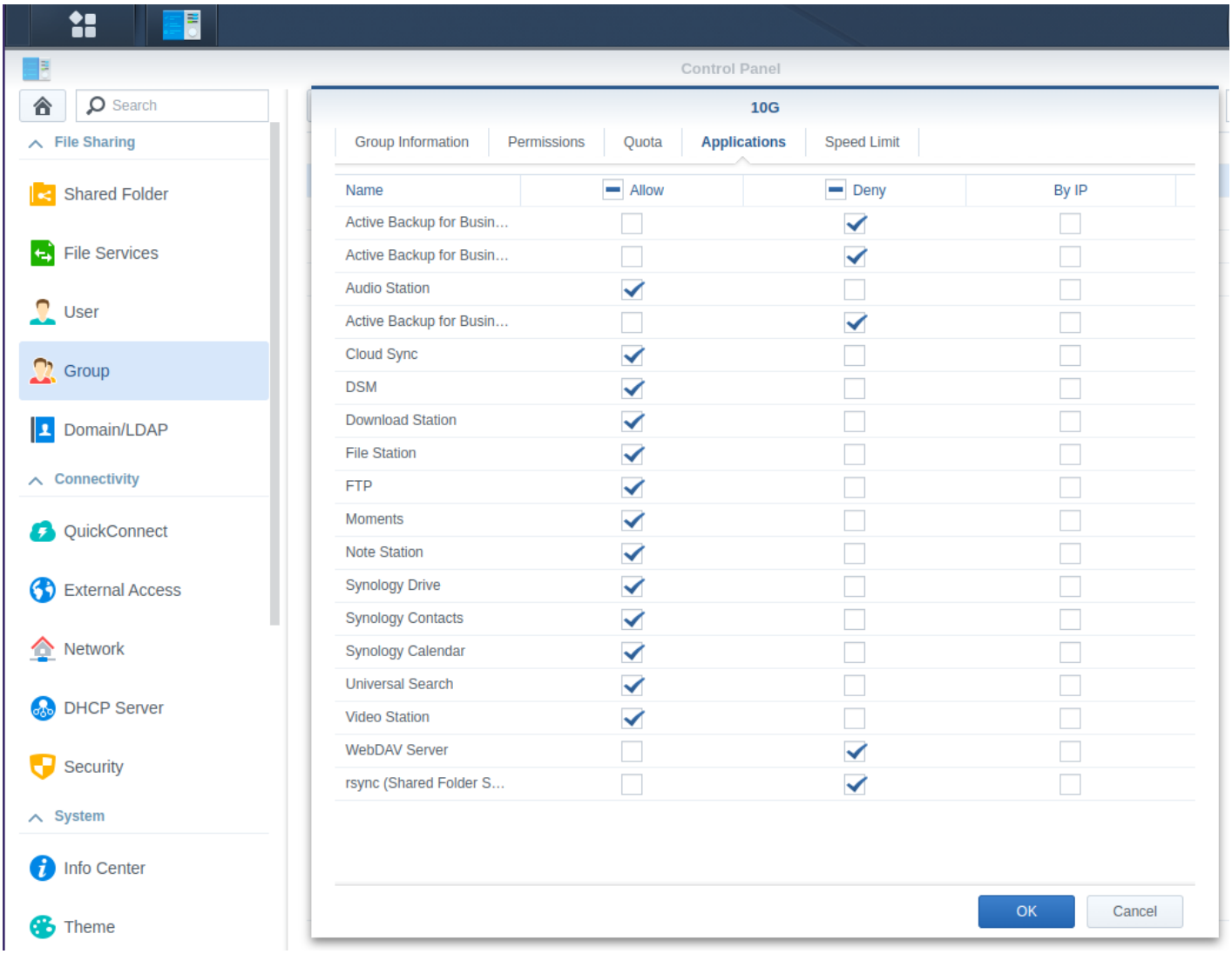


09-synology-setup-6.png

5. Create user groups with the necessary quotas and permissions.



05-synology-setup-2.png



06-synology-setup-3.png

Setup guide: WHMCS setup

Synology module **WHMCS**

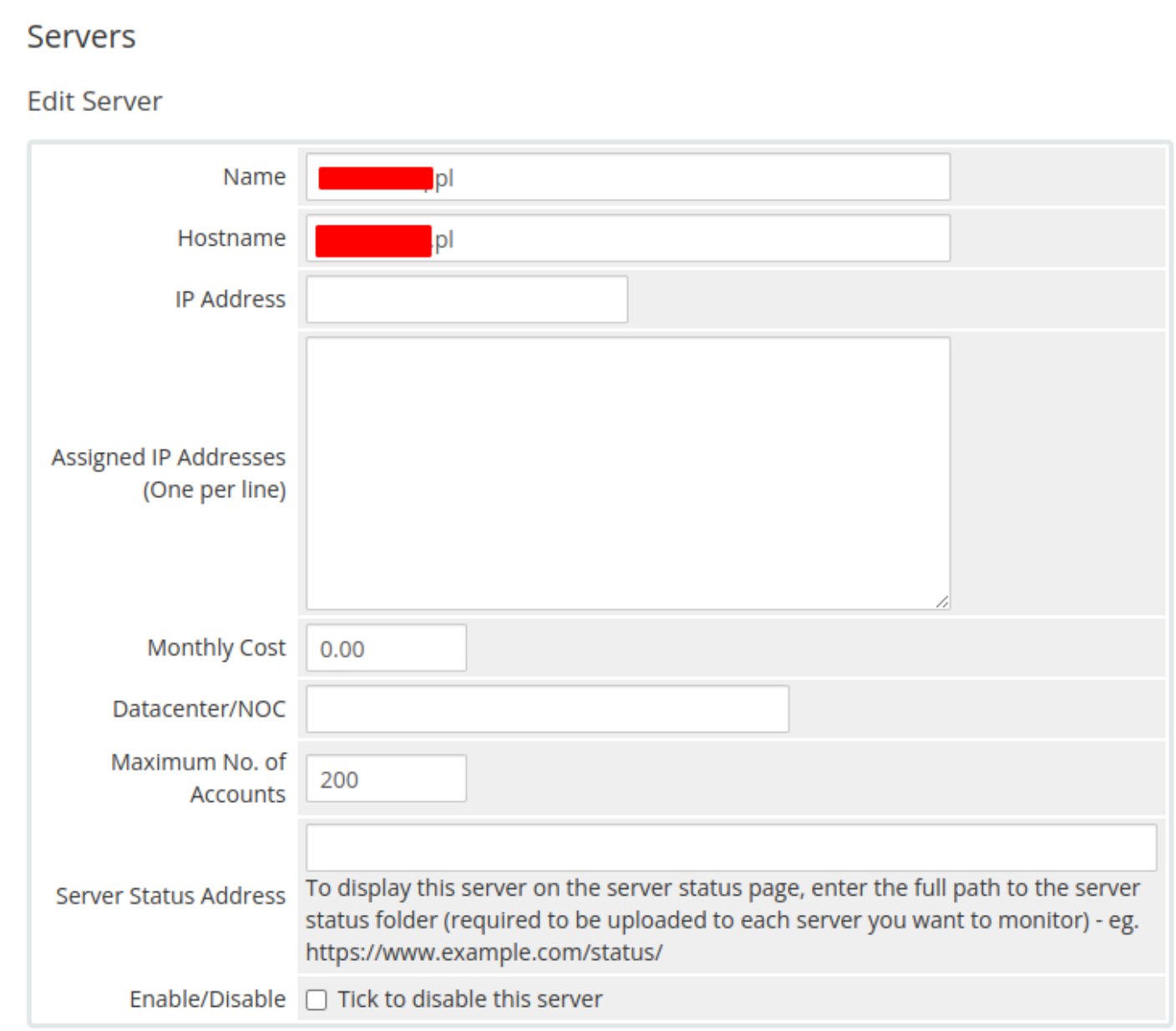
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Step 1: Add server in WHMCS

Navigate to:

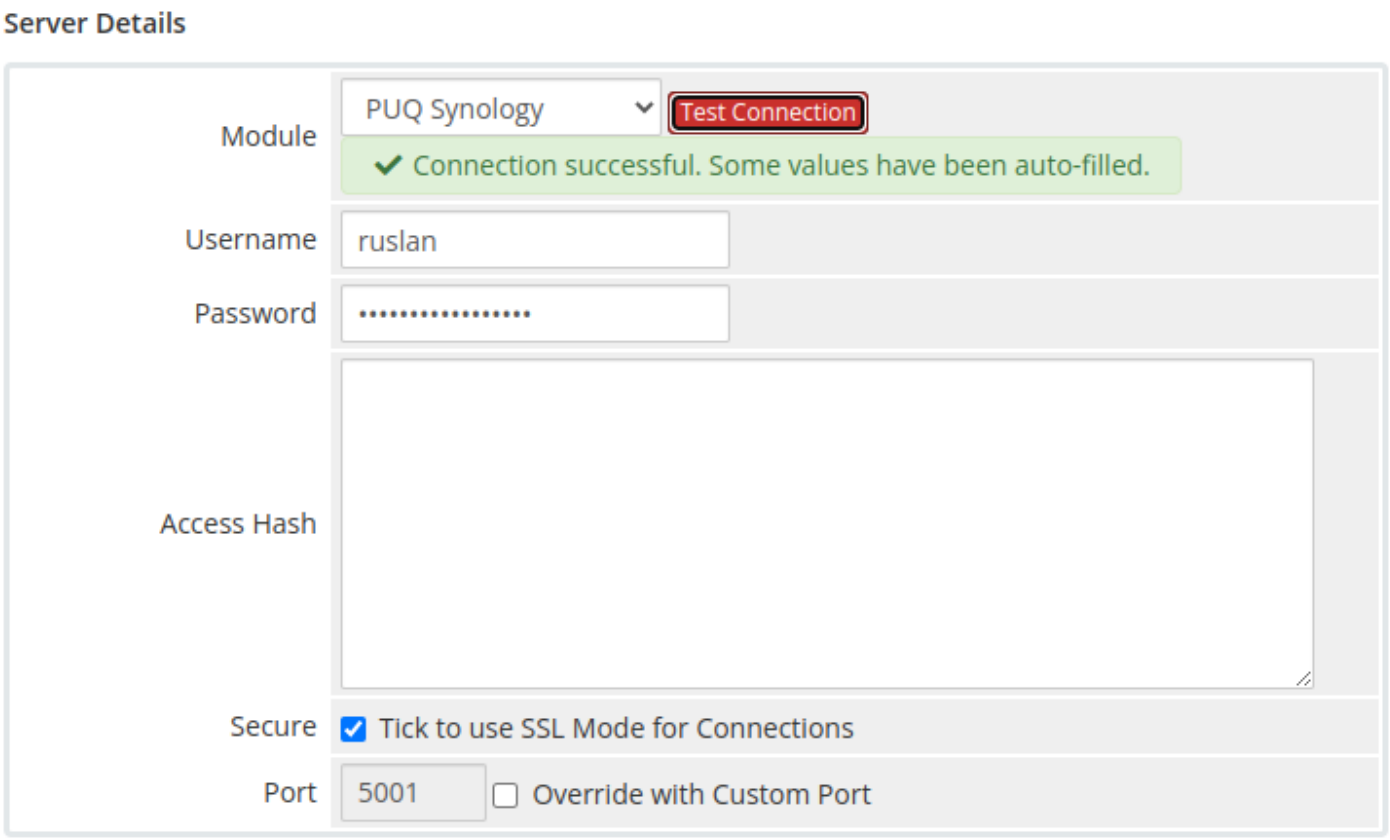
```
System Settings -> Servers -> Add New Server
```

1. Enter the correct **Name** and **Hostname**



10-add-server-1.png

2. In the **Server Details** section, select the **PUQ Synology** module and enter the correct **username** and **password** of the **Synology DSM** account.
3. Click **Test connection** to verify.



11-add-server-2.png

> **Warning:** The **ACCESS HASH** field is used to store the server access key and is updated automatically — do not edit it manually.

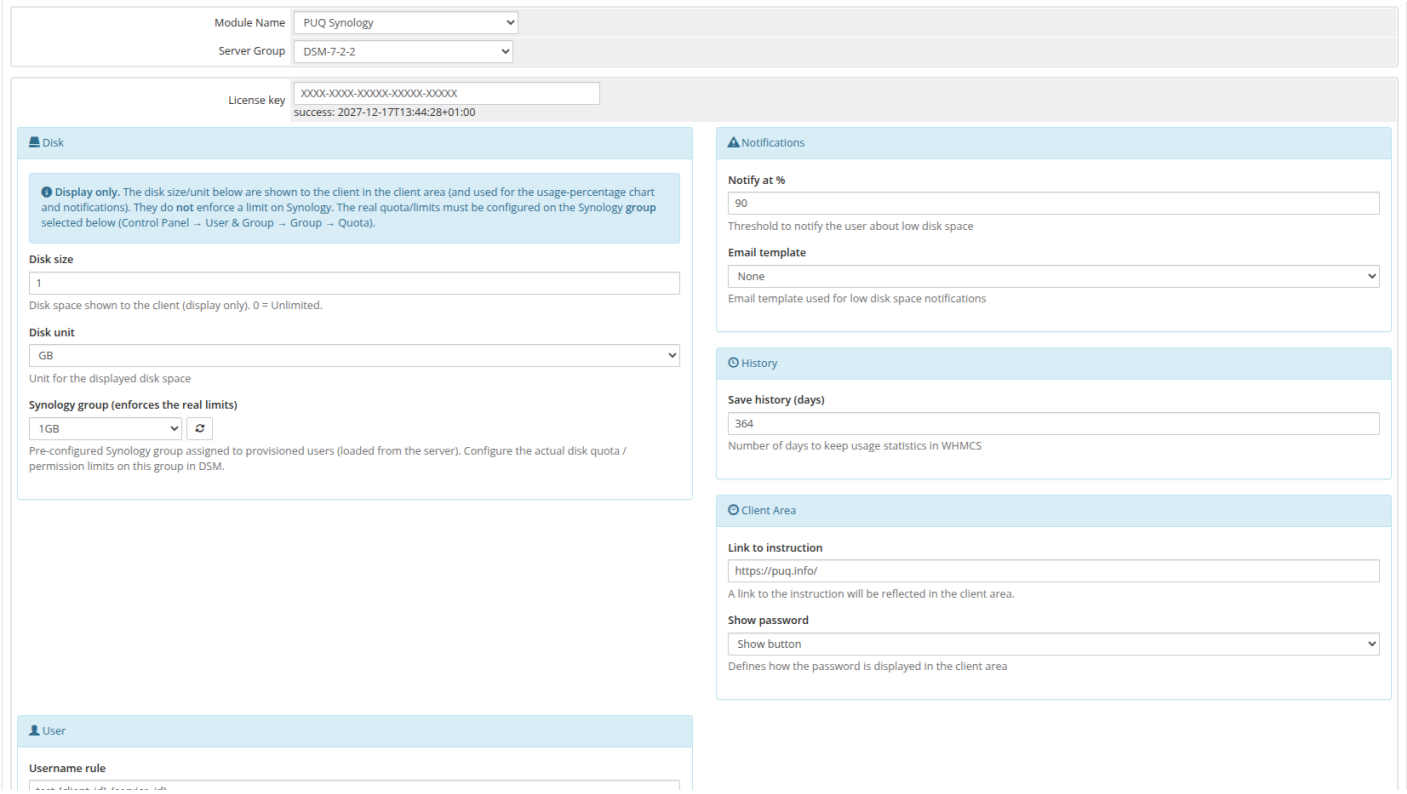
For more details, see **Add server (Synology NAS)**.

Step 2: Create product in WHMCS

Navigate to:

```
System Settings -> Products/Services -> Create a New Product
```

In the **Module Settings** section, select the **PUQ Synology** module and the **Server Group** that contains your Synology server, then click **Save Changes** to load the configuration panel.



14-product-configuration-overview.png

Every setting in this panel (License key, Disk, Synology group, Notifications, History, Client Area and User rules) is described in detail on the **Product Configuration** page.

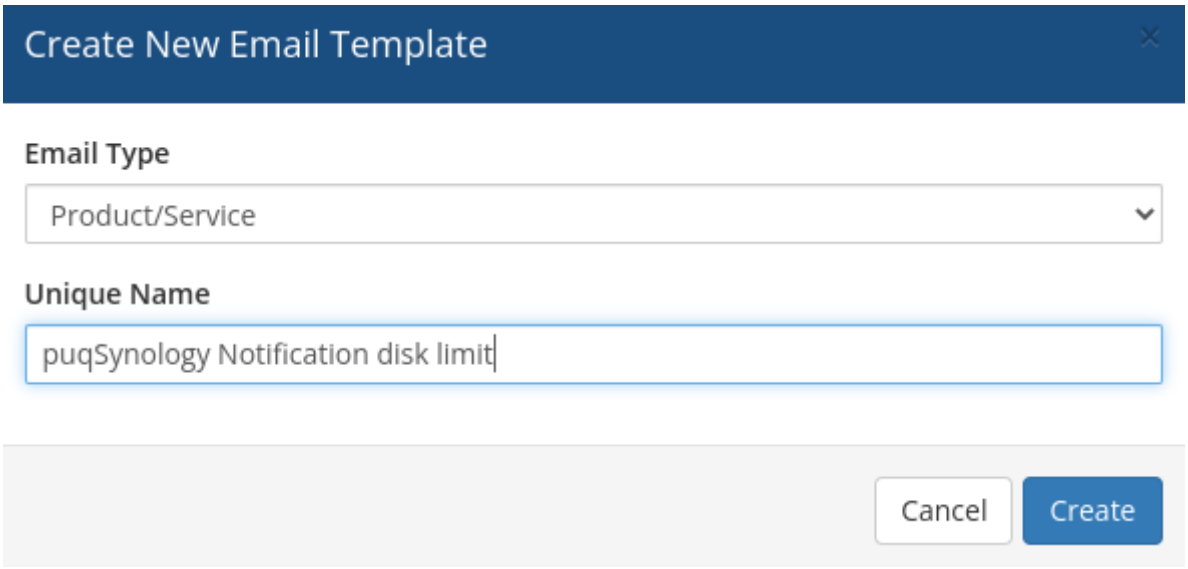
Email Template (puqSynology Notification disk limit)

Synology module **WHMCS**

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Create an email template for customer notifications.

```
System Settings->Email Templates->Create New Email Template
```



12-email-template-1.png

Subject:

```
Disk space usage {$disk_used_percentage} % - {$username}
```

Body:

```
Dear {$client_name},

This letter informs you that the disk space usage limit is coming to an end.

Product/Service: {$service_product_name}
Due Date: {$service_next_due_date}

Username: {$username}

Disk limit: {$disk_limit_bytes*$unit_coefficient} {$unit}
Disk used: {$disk_used_unit} {$unit} ({$disk_used_percentage} %)
Disk free: {$disk_free_unit} {$unit} ({$disk_free_percentage} %)

{$signature}
```

Subject:

Disk space usage {$disk_used_percentage} % - {$username}

File Edit View Insert Format Table Help

Paragraph Verdana 11pt

Dear {$client_name},

This letter informs you that the disk space usage limit is coming to an end.

Product/Service: **{$service_product_name}**
Due Date: **{$service_next_due_date}**

Username: **{$username}**

Disk limit: **{$disk_limit_bytes*$unit_coefficient} {$unit}**
Disk used: **{$disk_used_unit} {$unit} ({$disk_used_percentage} %)**
Disk free: **{$disk_free_unit} {$unit} ({$disk_free_percentage} %)**

{$signature}

P 55 WORDS POWERED BY TINYMCE

13-email-template-2.png

Add server (Synology NAS)

Synology module **WHMCS**

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Add a new server to the system WHMCS.

```
System Settings->Servers->Add New Server
```

- Enter the correct **Name** and **Hostname**

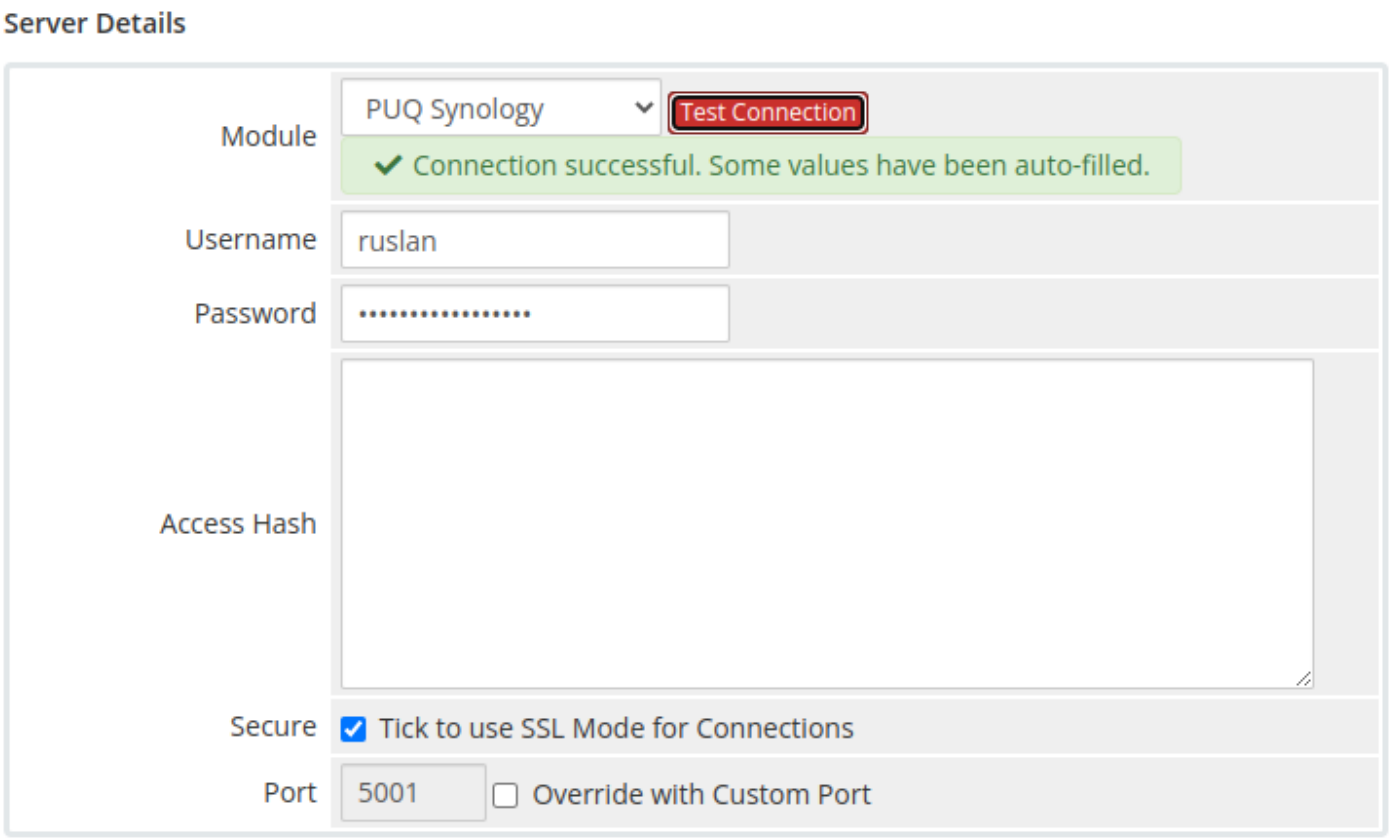
Servers

Edit Server

Name	[redacted]pl
Hostname	[redacted]pl
IP Address	
Assigned IP Addresses (One per line)	
Monthly Cost	0.00
Datacenter/NOC	
Maximum No. of Accounts	200
Server Status Address	To display this server on the server status page, enter the full path to the server status folder (required to be uploaded to each server you want to monitor) - eg. https://www.example.com/status/
Enable/Disable	☐ Tick to disable this server

10-add-server-1.png

- In the **Server Details** section, select the "**PUQ Synology**" module and enter the correct **username** and **password** for the **Synology NAS web interface**.
- To check, click the **"Test connection"** button



11-add-server-2.png

> **Warning:** WARNING: **ACCESS HASH** field Used to store the access key to the server and is updated automatically.

Product Configuration

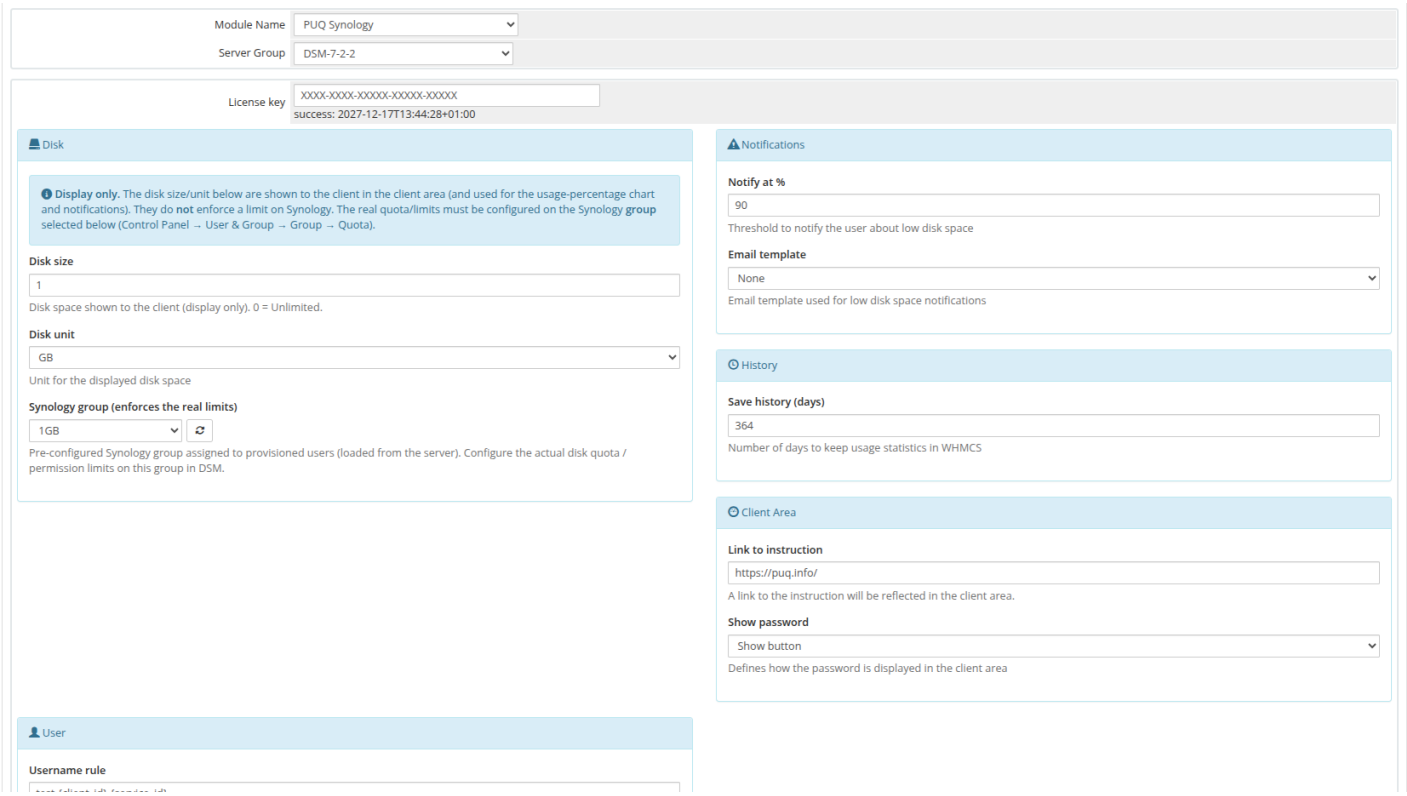
Synology module **WHMCS**

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Add a new product to WHMCS

```
System Settings -> Products/Services -> Create a New Product
```

In the **Module Settings** section, select the **PUQ Synology** module and the **Server Group** that contains your Synology server, then click **Save Changes**. The module then renders its modern configuration panel.



14-product-configuration-overview.png

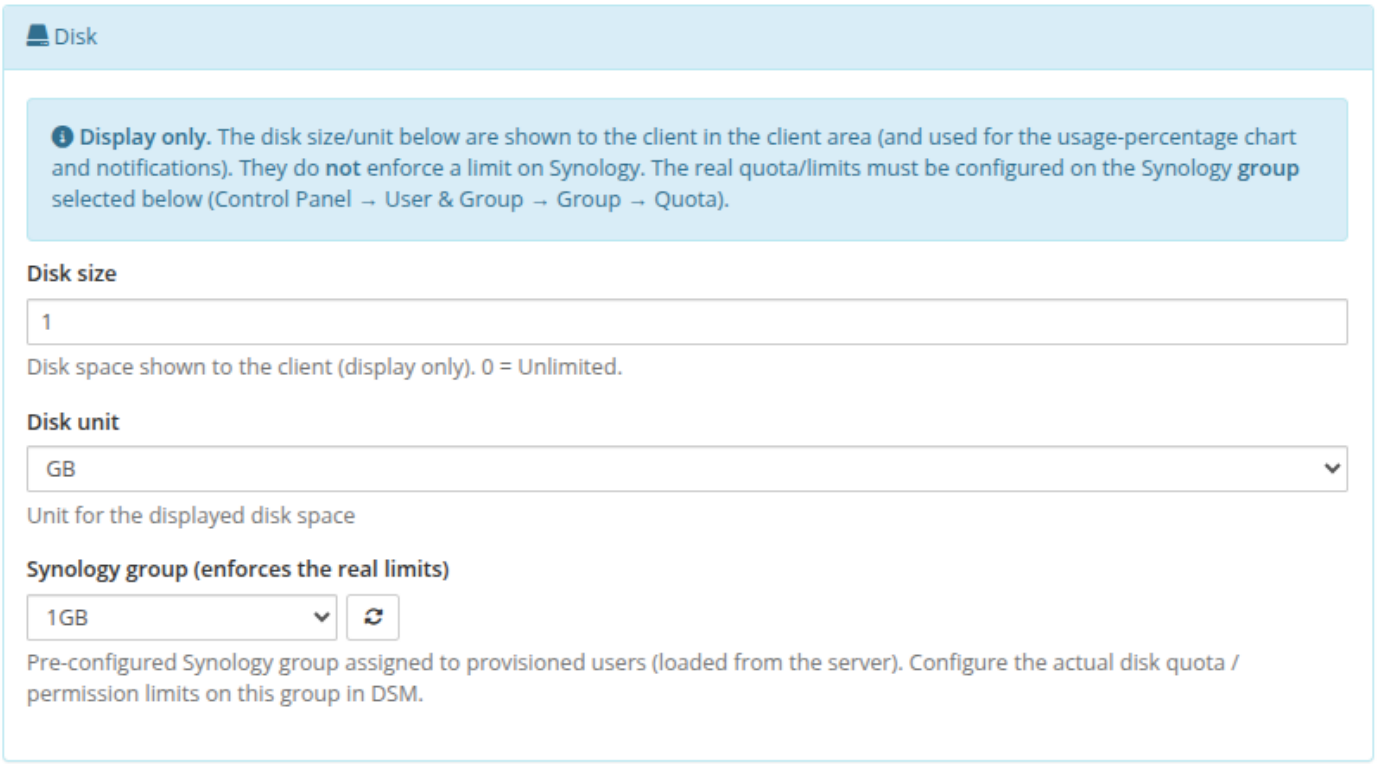
> “

> **Note:** Select the **Server Group** and save the product first — the **Synology group** drop-down (in the Disk section) is populated live from the server assigned to that group.

At the top of the panel:

- **Module Name** — the provisioning module (**PUQ Synology**).
- **Server Group** — the WHMCS server group whose Synology server this product is provisioned on.
- **License key** — your pre-purchased **PUQ Synology** license key. The validation status and the paid-through date are shown right below the field; the key must be **active** for the module to work.

Disk



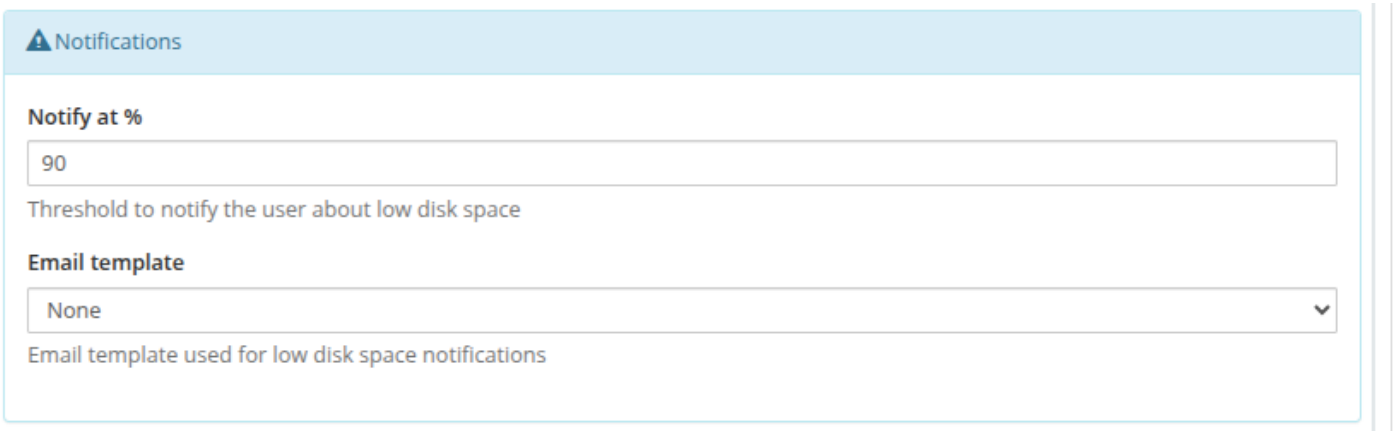
20-product-config-disk.png

> “

> **Note: Display only.** The disk size/unit are shown to the client in the client area (and used for the usage-percentage chart and notifications). They do **not** enforce a limit on Synology. The real quota/permission limits must beconfigured on the **Synology group** selected here (Control Panel → User &Group → Group → Quota).

- **Disk size** — disk space shown to the client (display only). `0` = Unlimited.
- **Disk unit** — unit (MB / GB / TB) for the displayed disk space.
- **Synology group (enforces the real limits)** — the pre-configured Synology group assigned to provisioned users, chosen from a live drop-down of the groups that actually exist on the server. Use the refresh button to reload the list. Configure the real disk quota / permissions on this group in DSM.

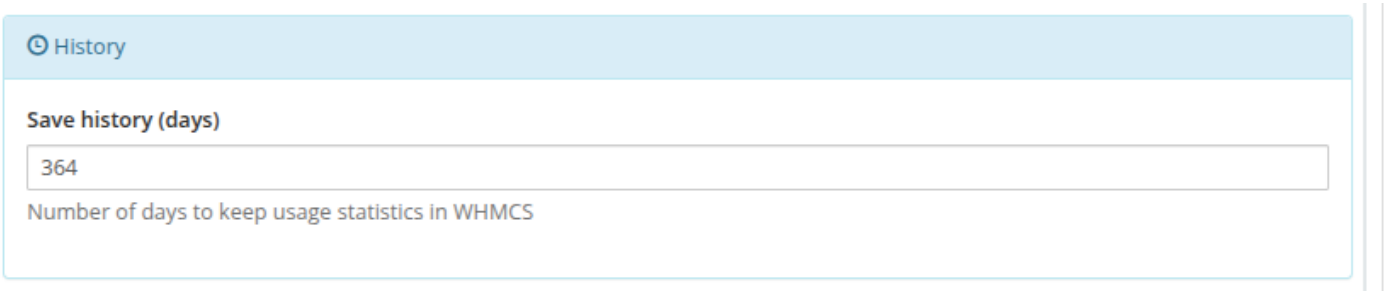
Notifications



21-product-config-notifications.png

- **Notify at %** — usage threshold; when a client exceeds it, a low-disk-space notification is sent.
- **Email template** — the WHMCS email template used for low-disk-space notifications (`None` to disable).

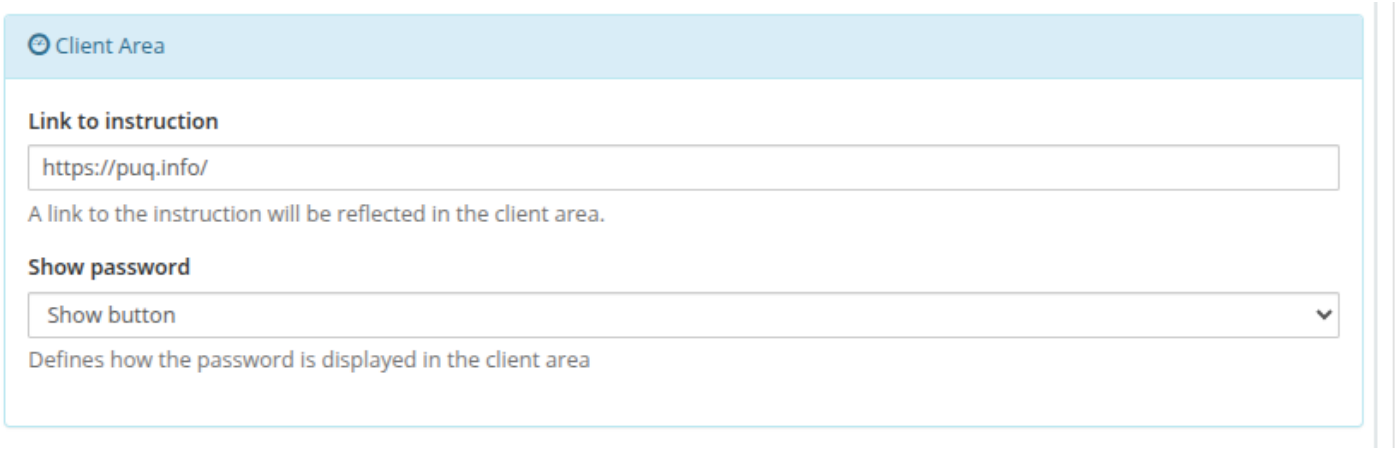
History



22-product-config-history.png

- **Save history (days)** — how many days of disk-usage statistics to keep in WHMCS.

Client Area



23-product-config-client-area.png

- **Link to instruction** — an optional URL; when set, a **User manual** button is shown in the client area.
- **Show password** — how the password is presented in the client area (**Show button** / plain text / hidden).

User



24-product-config-user.png

- **Username rule** — template for the generated username, using macros:
  - Base: `{client_id}`, `{service_id}`
  - Random: `{random_digit_x}`, `{random_letter_x}` (where *x* is the length, e.g. `{random_digit_4}`)
  - Date & time: `{unixtime}`, `{year}`, `{month}`, `{day}`, `{hour}`, `{minute}`, `{second}`
  - Example: `{client_id}-{service_id}-{random_digit_4}`
  - The generated name is automatically normalised to be Synology/DSM compliant, and collisions with other services are resolved automatically.
- **Password rule** — generated password length (minimum 8), e.g. `12`. The generated password always includes lowercase, uppercase, digit and special characters to satisfy the Synology DSM password-strength rules.