Synology WHMCS module

The module gives the company the ability to offer user accounts on Synology devices. Users can have multiple accounts. Accounts may differ with parameters defined in groups. The module requires an existing, fully deployed Synology machine with properly configured groups and other options (more information later in the manual).

- Description
- Changelog
- Installation and Configuration Guide
  - WHMCS Installation and Update
  - Synology part setup guide
  - Setup guide: WHMCS setup
  - Email Template (puqSynology Notification disk limit)
  - Add server (Synology NAS)
  - Product Configuration
- Client Area
  - Home screen
  - Email notification
  - Disk statistics
- Admin Area
  - Product Information

Description

Synology module **[WHMCS](https://puqcloud.com/link.php?

)**

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The **PUQ Synology module for WHMCS** turns your Synology NAS into a fully automated, self-service storage product. From the moment a client places an order, the module creates and manages their Synology DSM account end-to-end — no manual steps, no DSM logins, no spreadsheets. Everything is handled through the official Synology DSM Web API.

Built for resellers and hosting providers, the module lets you sell disk space on Synology devices with per-plan parameters defined by **Synology groups**, while your clients get a clean, modern self-service area.

> **Note:** The module requires an existing, fully deployed Synology machine with properly configured groups and other options (more information later in the manual).

> **Note:** The module does not install or configure DSM on Synology machines in any way — it only provisions and manages user accounts through the API.

Key features

Full account lifecycle automation

- Automatic account **creation and deployment** on Synology when an order is activated

- **Suspend, unsuspend, terminate, change password** and **change package** — all driven by the DSM API
- **Duplicate protection** — the module never overwrites an account that already exists on the NAS
- Smart, collision-safe **username generation** with macros (`{client_id}`, `{service_id}`, random digits/letters, date/time) — always DSM/Linux-compliant
- **DSM-policy-aware password generation** — generated passwords automatically satisfy your server's password-strength rules

Group-based plans (real limits on the server)

- Each product assigns the client to a **pre-configured Synology group**, chosen from a live drop-down of the groups that actually exist on your server
- The real disk quota and permissions are enforced by that Synology group — configure them once in DSM and resell with confidence
- On **package change**, the user is moved from the old group to the new one automatically

Disk usage monitoring & notifications

- Live **disk usage** with current and historical data (last 30 days and monthly averages)
- Automatic **email notification** when a client exceeds a configurable usage threshold
- Usage percentage and free/used breakdown shown to the client

Modern client area

- Redesigned, card-based interface with **copy-to-clipboard** for credentials and a **show/hide password** toggle
- Disk-usage **pie chart** and historical **usage statistics** charts
- One-click link to your **user manual / setup instructions**

Powerful admin tools

- **API connection status** indicator
- **User details** at a glance — username, status, group membership, email, expiry
- **Disk usage** progress bar and full breakdown directly on the service page
- Built-in **license verification** with proactive alerts on the admin dashboard

Localization & compatibility

- **25 interface languages** out of the box
- Works across the **entire Synology DSM 7 line**
- Compatible with **WHMCS 8+** and **PHP 8.1+**

System requirements

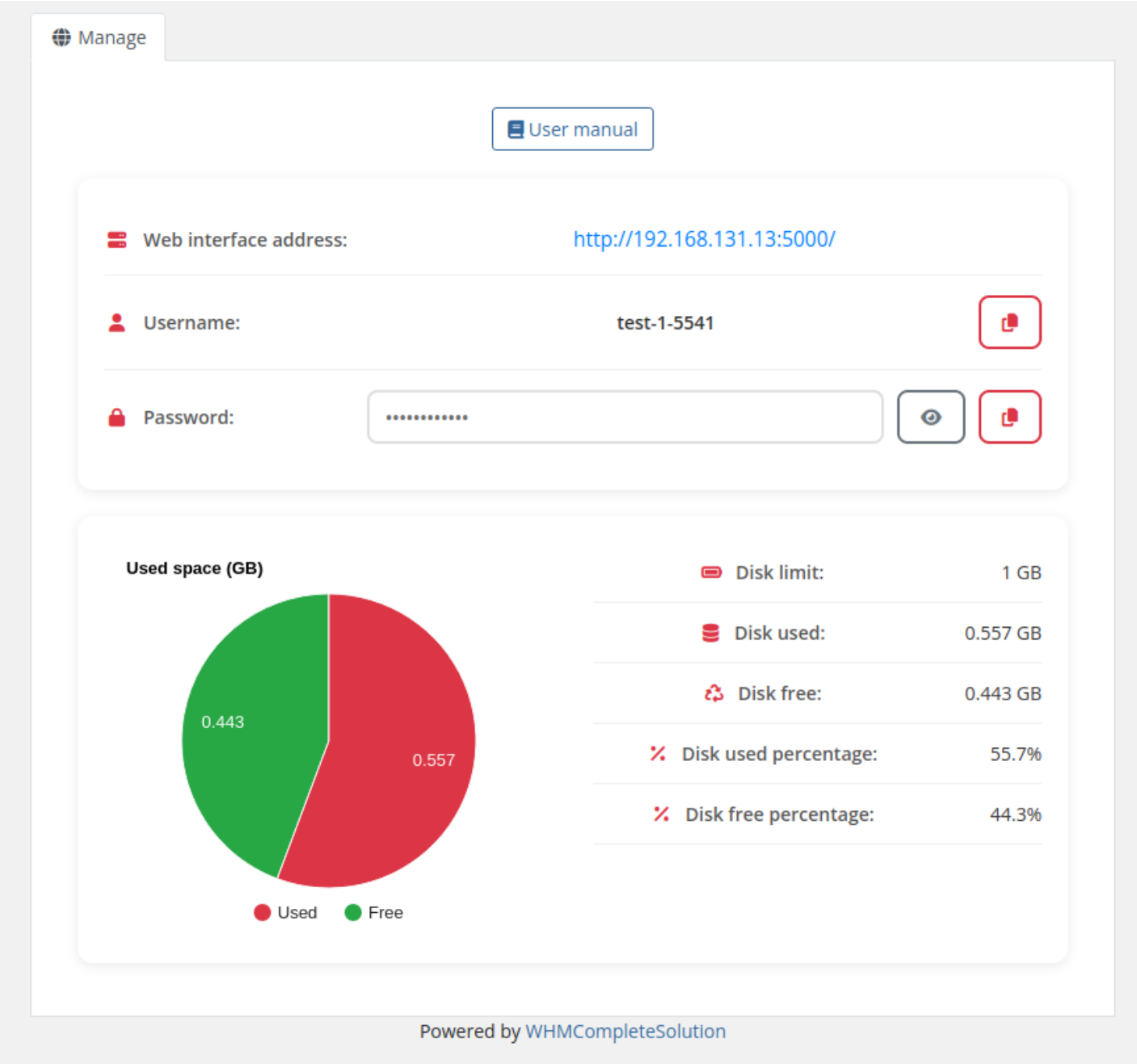
Requirement	Minimum
WHMCS	8.x+, 9.x+.
PHP	7.4, 8.1, 8.2, 8.3, 8.4
Synology DSM	Entire DSM 7.x line
ionCube Loader	v15+

Links

- **Product page:** https://puqcloud.com/whmcs-module-synology.php
- **Documentation:** https://doc.puq.info/books/synology-whmcs-module
- **Download:** https://download.puqcloud.com/WHMCS/servers/PUQ_WHMCS-Synology/
- **Support:** https://puqcloud.com/submitticket.php
- **Community:** https://community.puqcloud.com/

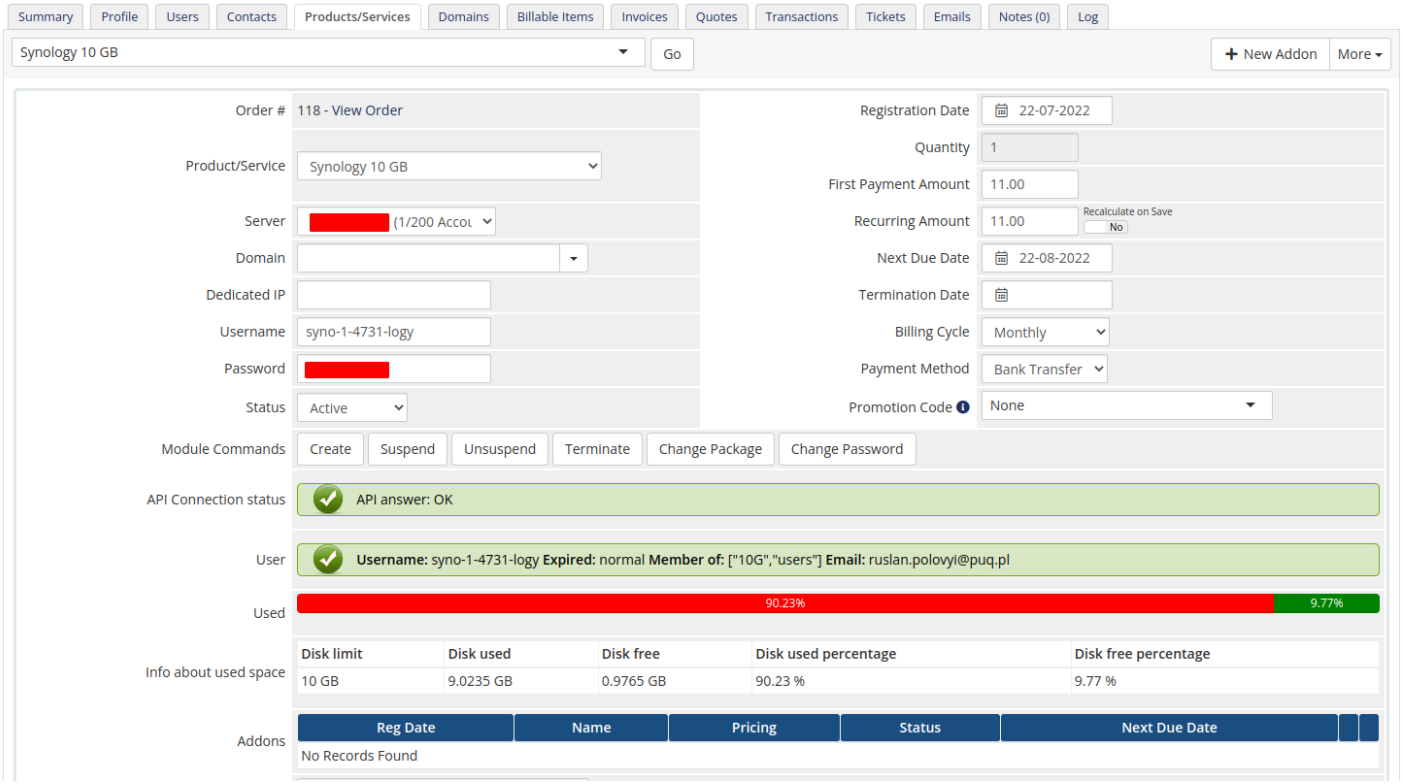
Screenshots

Client area — modern self-service



16-home-screen.png

Admin area — product information



15-product-information.png

Changelog

Synology module **WHMCS**

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v4.1.0 (30-09-2026)

- **Bulletproof Cron Disk Quota Synchronization.** Background disk usage updates and storage quota calculations are now strictly isolated per user account with dedicated diagnostics. Temporary Synology NAS connection delays or API timeouts will never abort the daily WHMCS cron automation.
- **Zero-Disruption Architecture & Error Isolation.** Replaced low-level exit calls with structured exceptions and guarded admin hooks, ensuring administrative product panels and client area sidebars remain responsive under all conditions.
- **Zero-Touch Settings Auto-Migration.** Legacy product configuration options are automatically migrated into modern unified settings (`configoption24`) directly in the database when saved or viewed.
- **Optimized Admin AJAX & WHMCS 9 UX.** Streamlined AJAX group population controllers and enhanced Select2 event detection for responsive product configuration in WHMCS 9.
- **Clean Module Logging.** Excluded repetitive local database license verification checks (`License_Verification(db)`) from the WHMCS Module Log, recording exclusively online verification calls to keep diagnostic logs clean.

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v4.0.0 (02-09-2026)

- Full compatibility with WHMCS 8.x and WHMCS 9+
- Universal **ionCube Loader v15** support for seamless encoding compatibility
- Modernized administrative product settings interface with dynamic injection and enhanced stability
- Enhanced DSM API session management and quota synchronization
- Performance and stability improvements across user provisioning workflows

---

v3.0 Released 28-06-2026

A major release — the module has been fully re-engineered and adapted to the latest Synology DSM.

- **Full support for the entire Synology DSM 7 line (up to and including the latest DSM 7.2+).** The whole DSM Web API integration was reworked and verified against current DSM: token-based session authentication (SID + SynoToken), correct user **group-membership** management, and live disk-quota statistics.
- **Reliable account lifecycle** — create, suspend, unsuspend, terminate, change password and change package — all aligned with the current `SYNO.Core.*` APIs.
- **Server-side group assignment.** Provisioned users are added to a **pre-configured Synology group**, chosen from a drop-down that is populated live with the groups that actually exist on your server. The real disk/permission limits are enforced by that Synology group.
- **New product configuration UI.** A dynamic "Module Settings" panel on the product page (JSON-based), which also keeps working on older WHMCS versions.
- **DSM-policy-aware password generation** (automatically matches your server's password-strength rules) and flexible **macro-based username rules** with collision protection.
- **Protection against duplicates** — the module never overwrites an account that already exists on Synology.
- **Redesigned client area** — modern cards, copy-to-clipboard for credentials, show/hide password, disk-usage pie chart and 30-day / monthly history charts.
- **25 interface languages.**
- **Broad compatibility** — PHP 7.4 / 8.1 / 8.2 and older WHMCS releases (per-PHP builds provided).
- **Hardened & maintainable** — comprehensive error handling and logging, safe data access throughout, and built-in license verification with proactive admin alerts.

> **Note:** Product reconfiguration is required after updating to v3.0 — product settings have moved to the new Module Settings UI.

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v1.2.1 Released 02-04-2023

1. Adaptation for Synology DSM 7.1.1

---

v1.2 Released 05-03-2023

1. Support for PHP 8.1 and PHP 7.4
2. Support for Synology DSM 6.x and Synology DSM 7.x
3. Changes made to templates, add icons
4. API timeout set to 30

---

v1.1 Released 23-01-2023

1. Support WHMCS V8.6
2. Support IonCube PHP Loader v12
3. Support for PHP 8.1
4. Changes made to templates
5. In the service settings, the choice of email template was changed to a drop-down menu
6. Added translations: German, Ukrainian

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v1.0 Released 01-08-2022

First version

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 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.

Download

> **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**

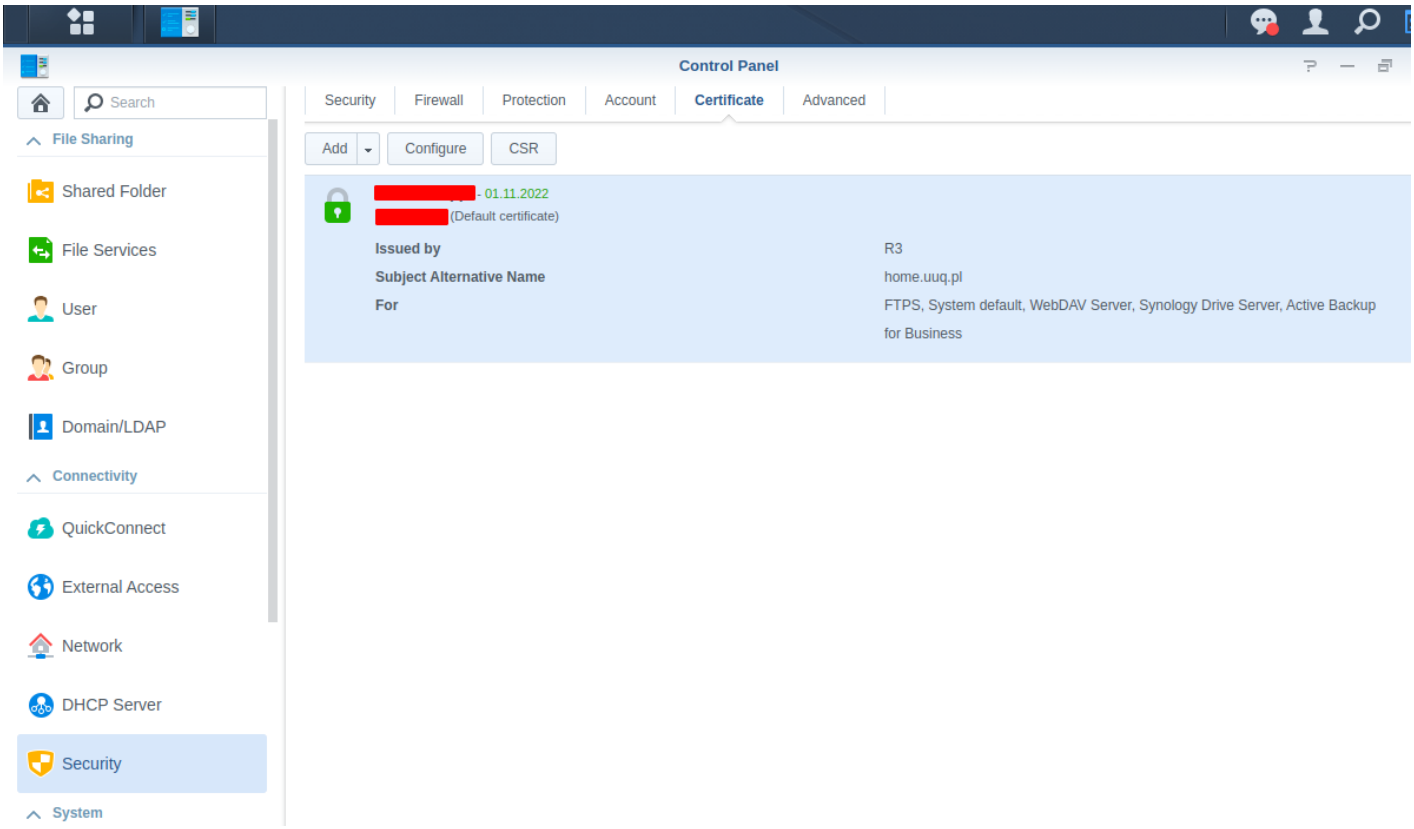
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Here are the initial steps of configuring Synology devices to prepare them for use with the WHMCS module.

> **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.

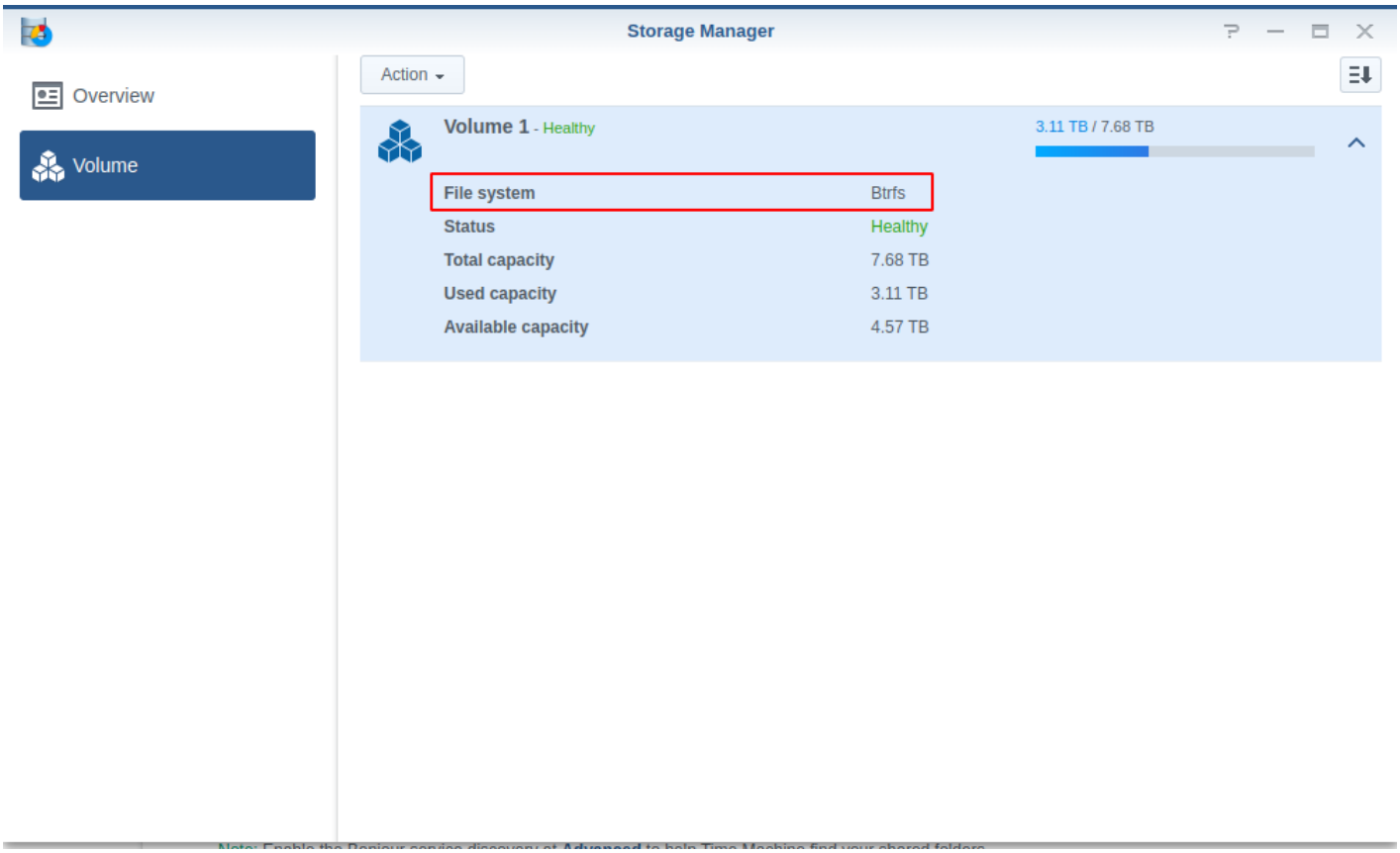
1. Generate an SSL certificate for your domain.

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



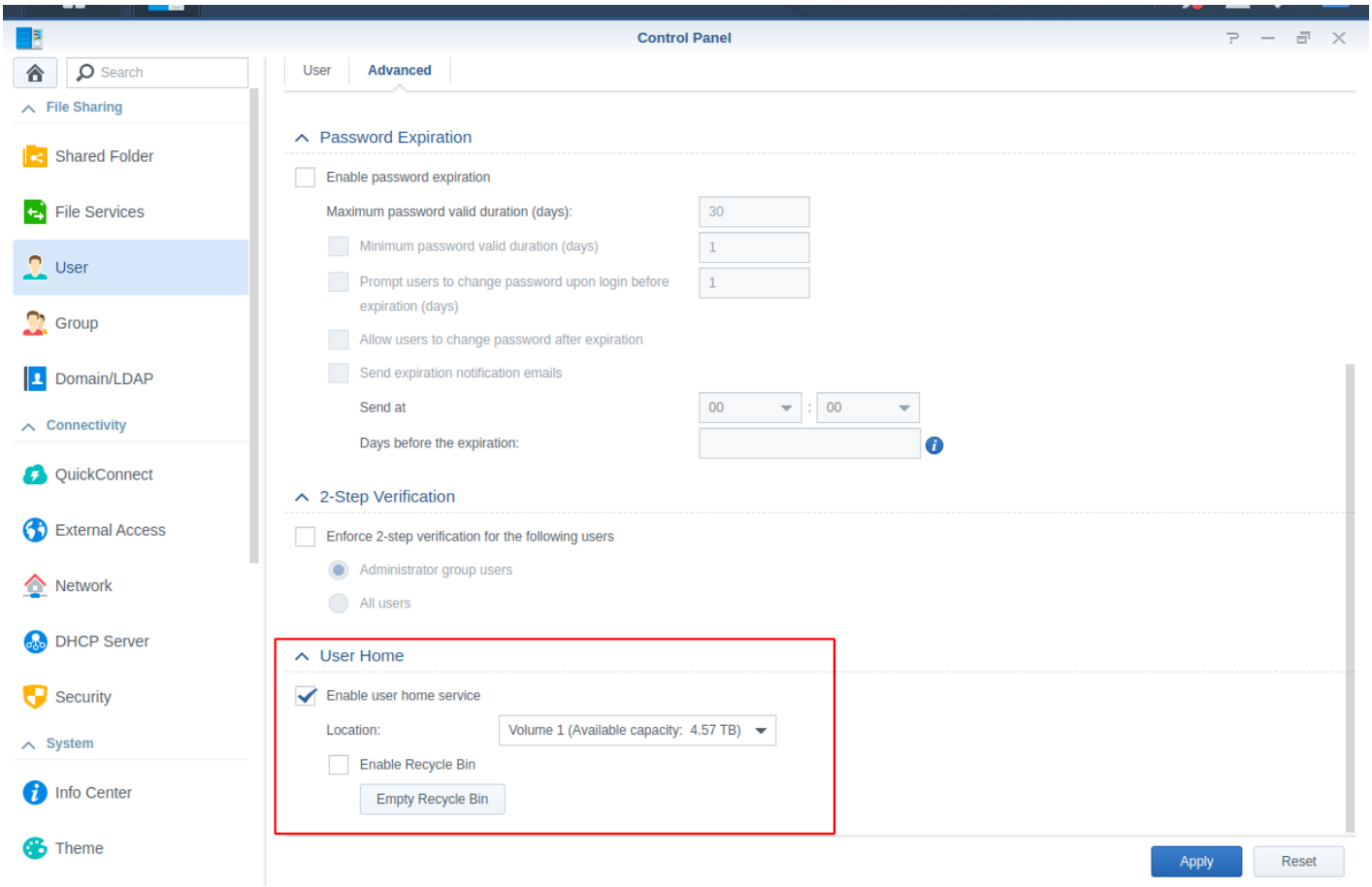
04-synology-setup-1.png

2. Make sure the partition is formatted in BTRFS



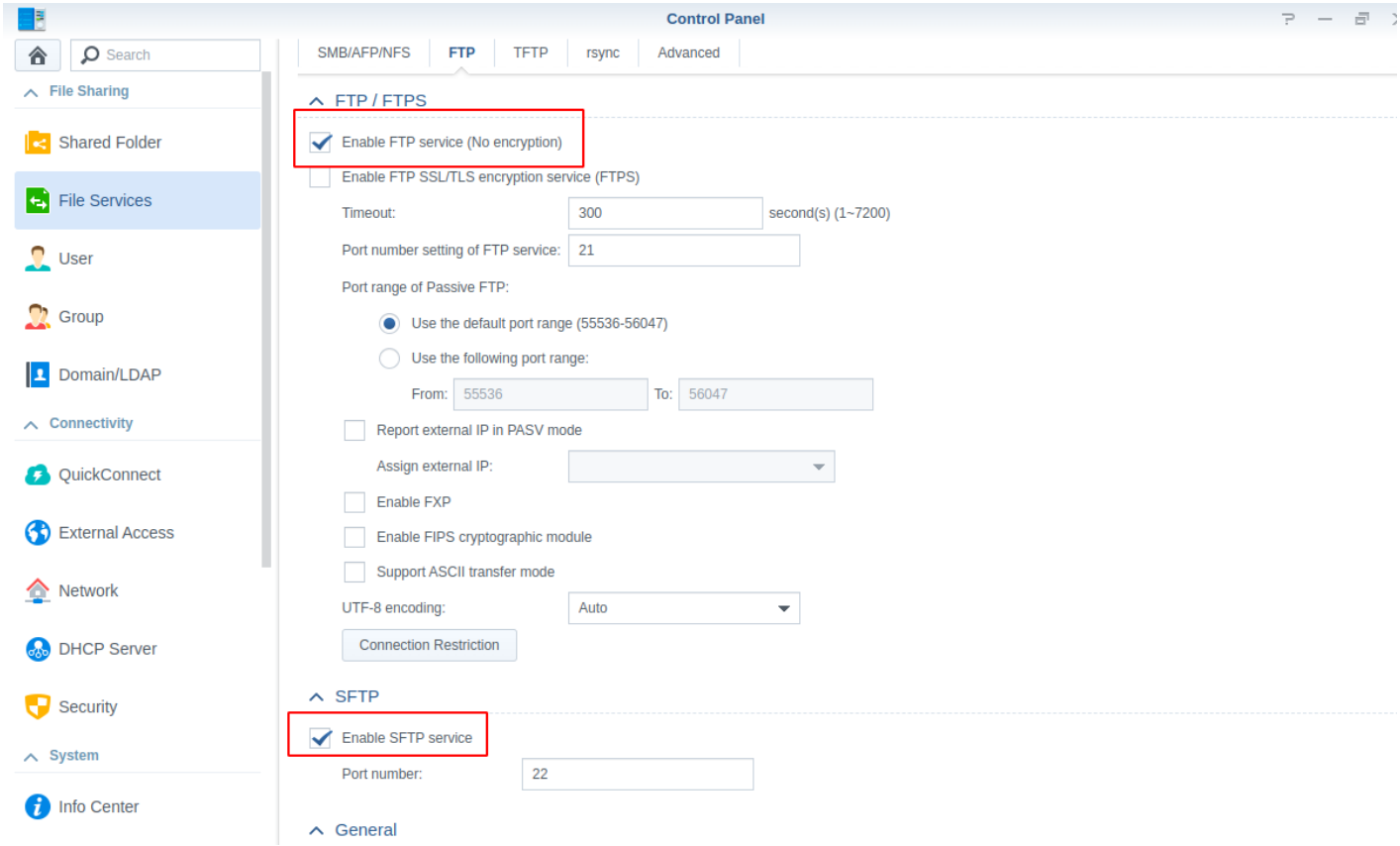
07-synology-setup-4.png

3. Enable the user's home folder.



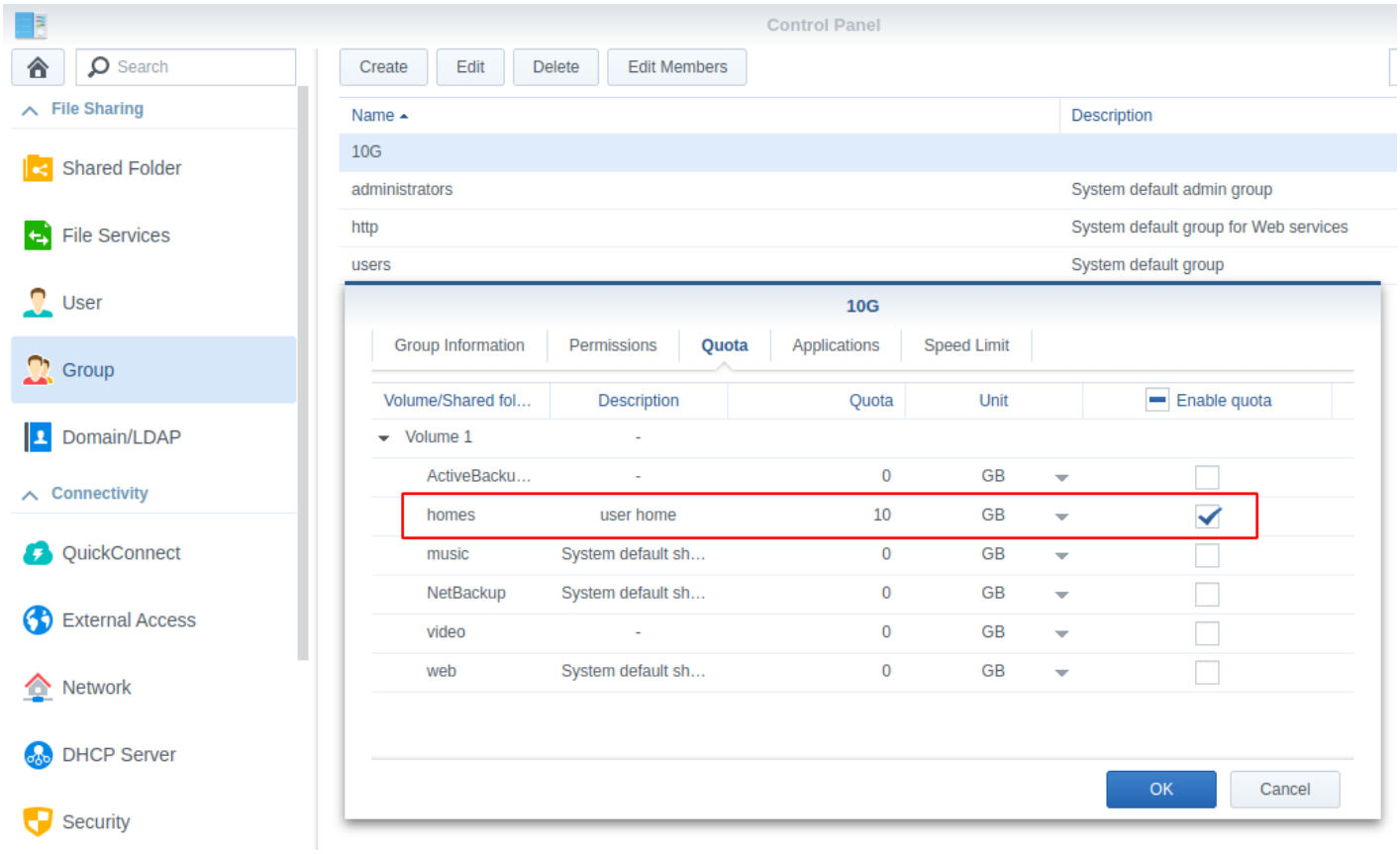
08-synology-setup-5.png

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

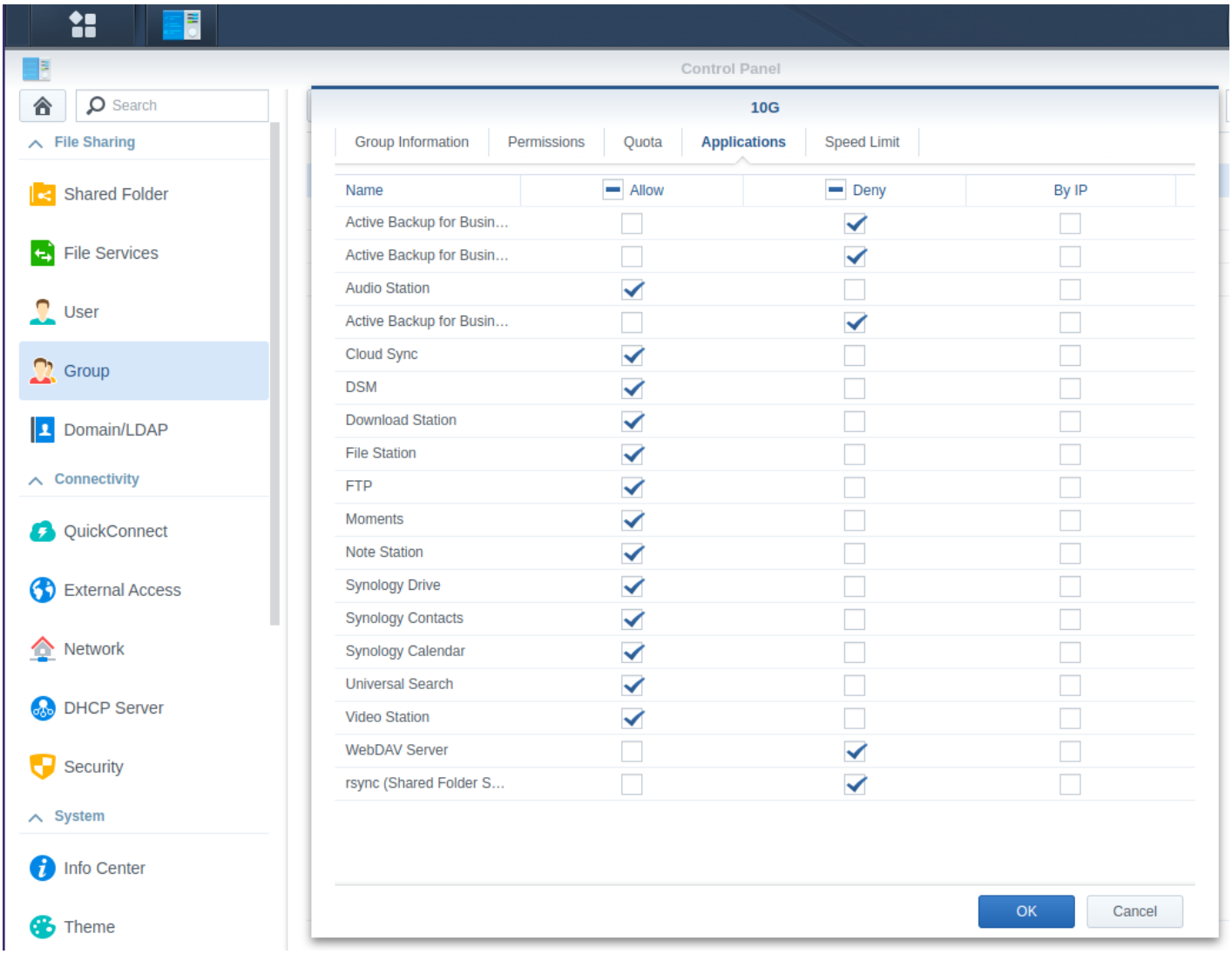


09-synology-setup-6.png

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**

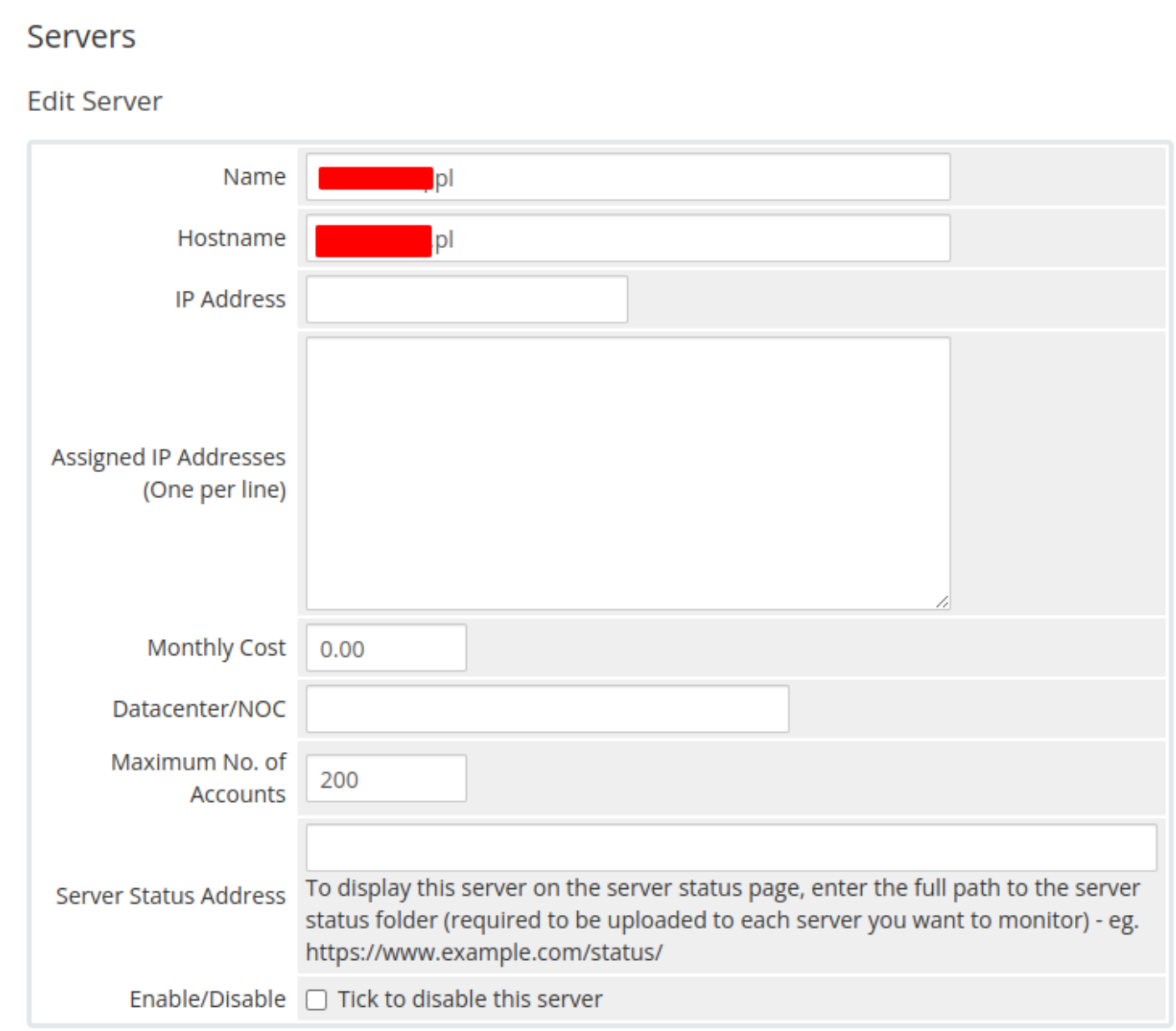
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Step 1: Add server in WHMCS

Navigate to:

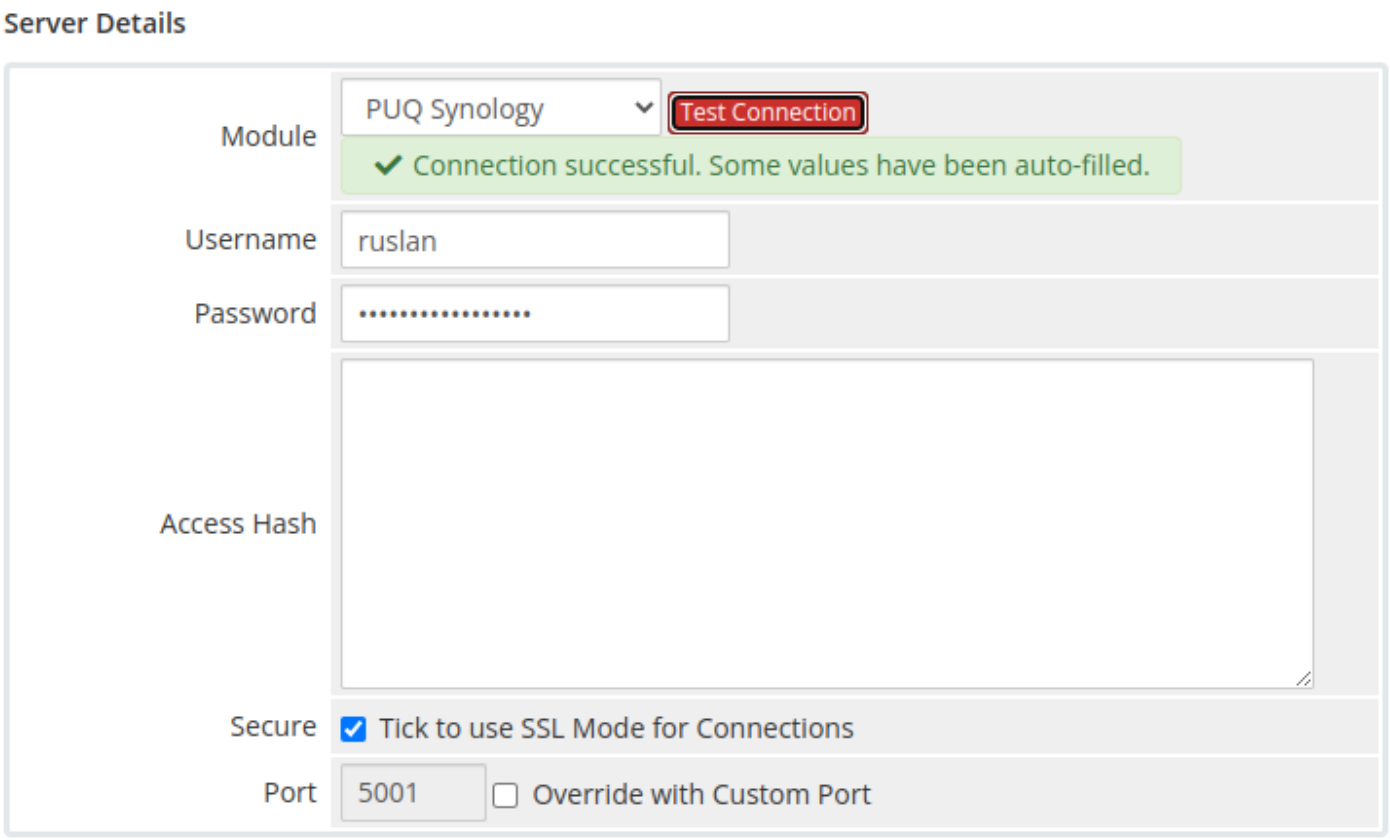
```
System Settings -> Servers -> Add New Server
```

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.

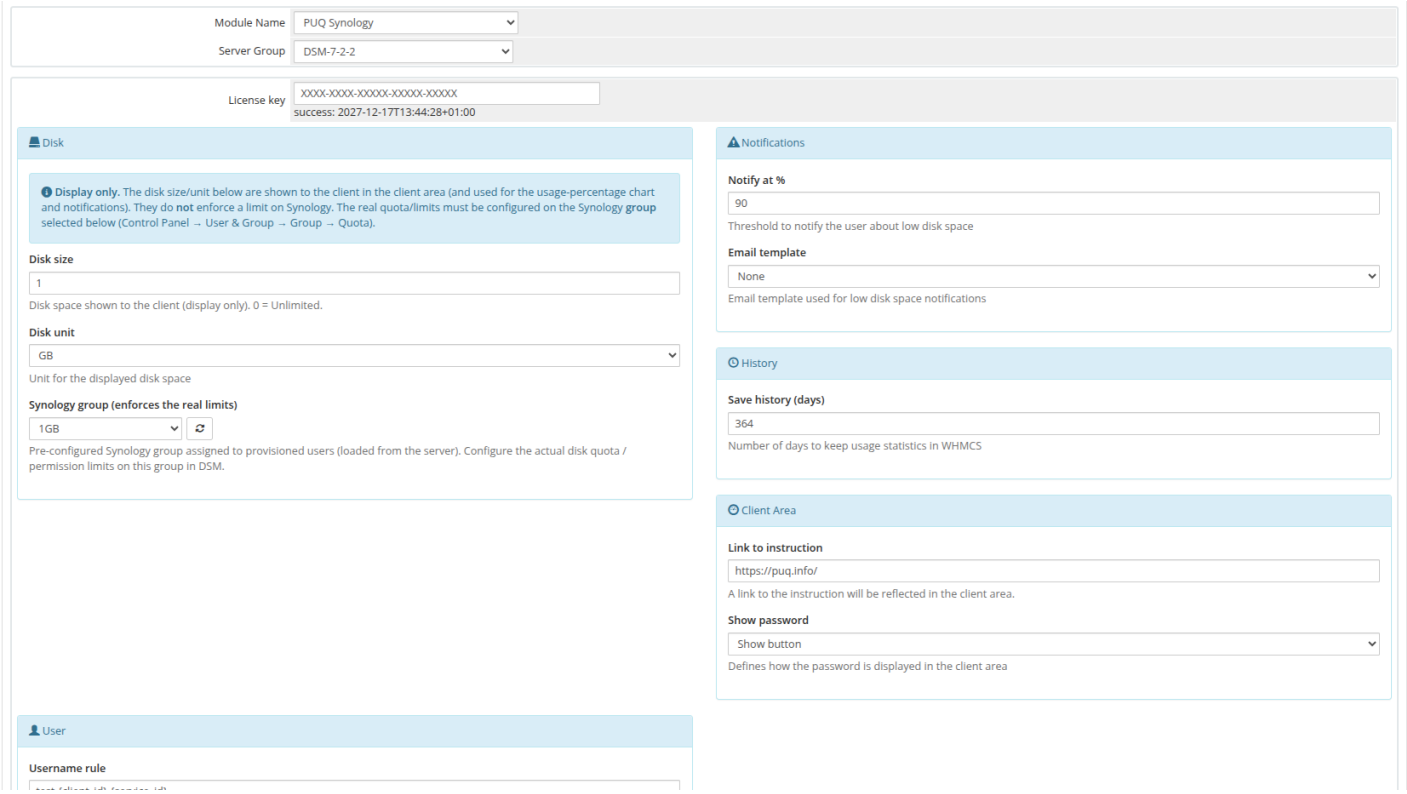
For more details, see **Add server (Synology NAS)**.

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.

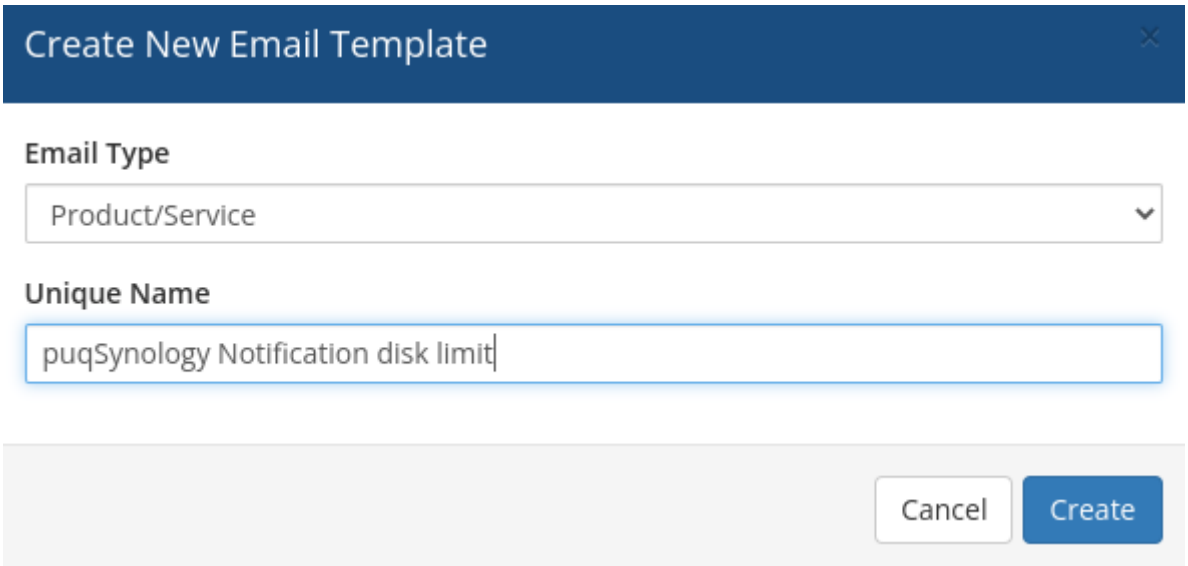
Email Template (puqSynology Notification disk limit)

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**

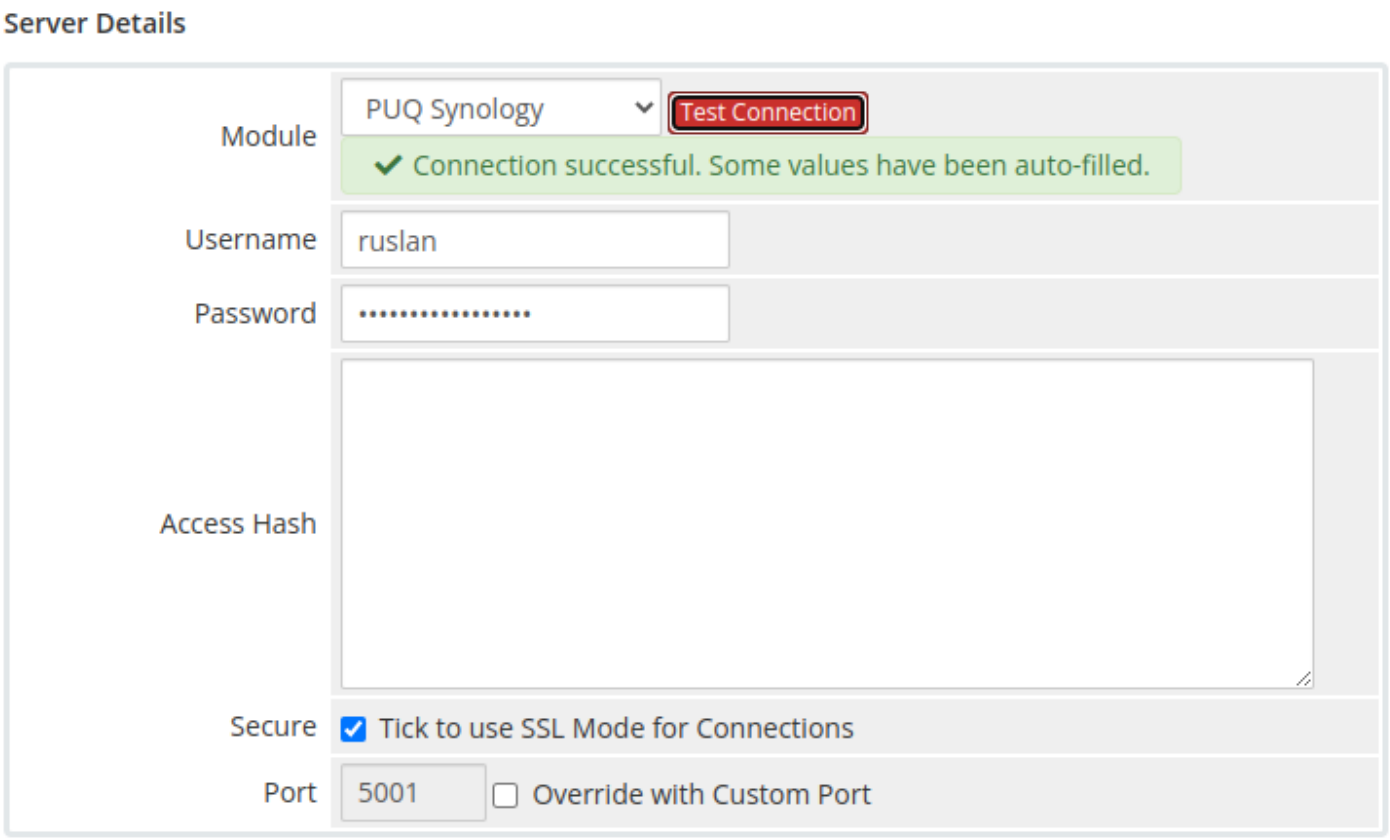
Servers

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

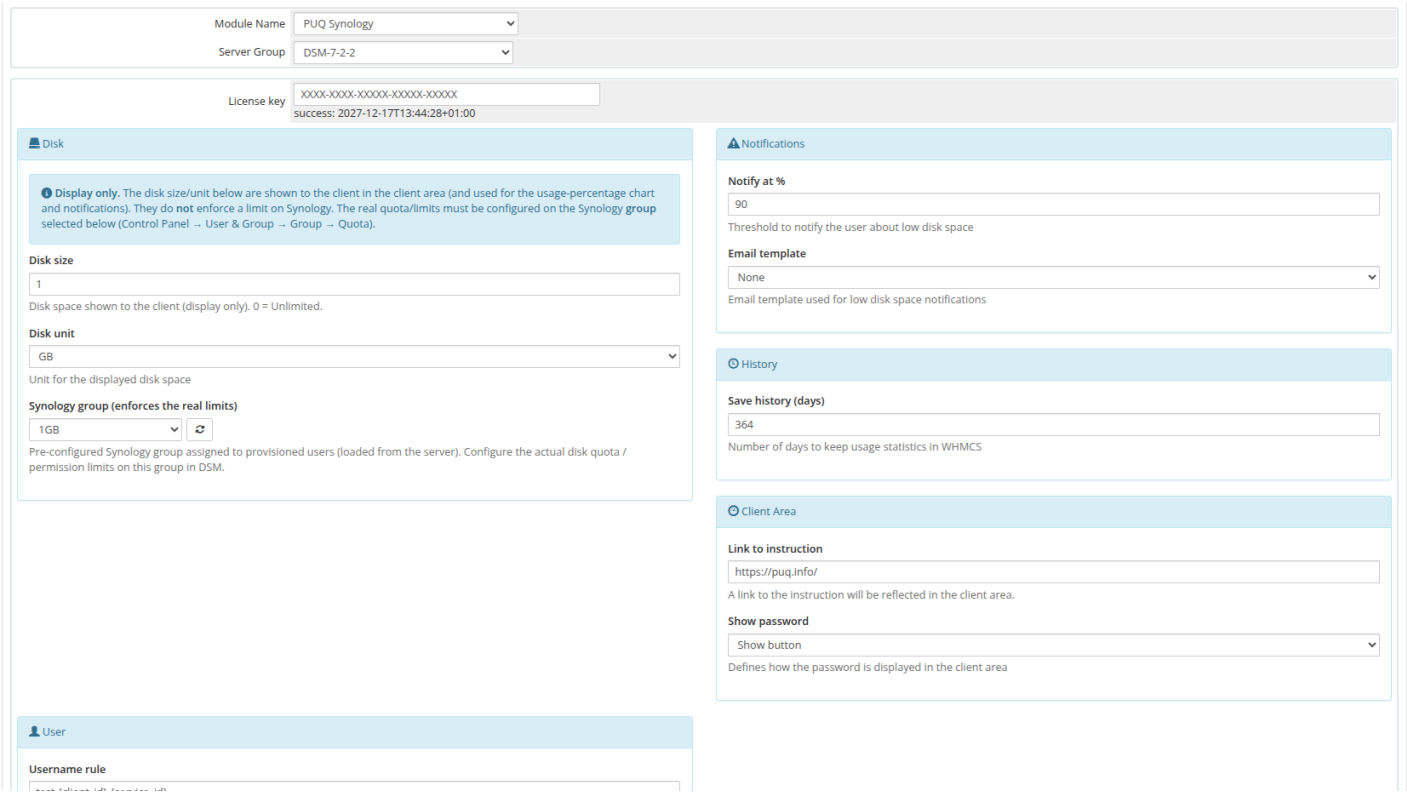
Synology module **WHMCS**

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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

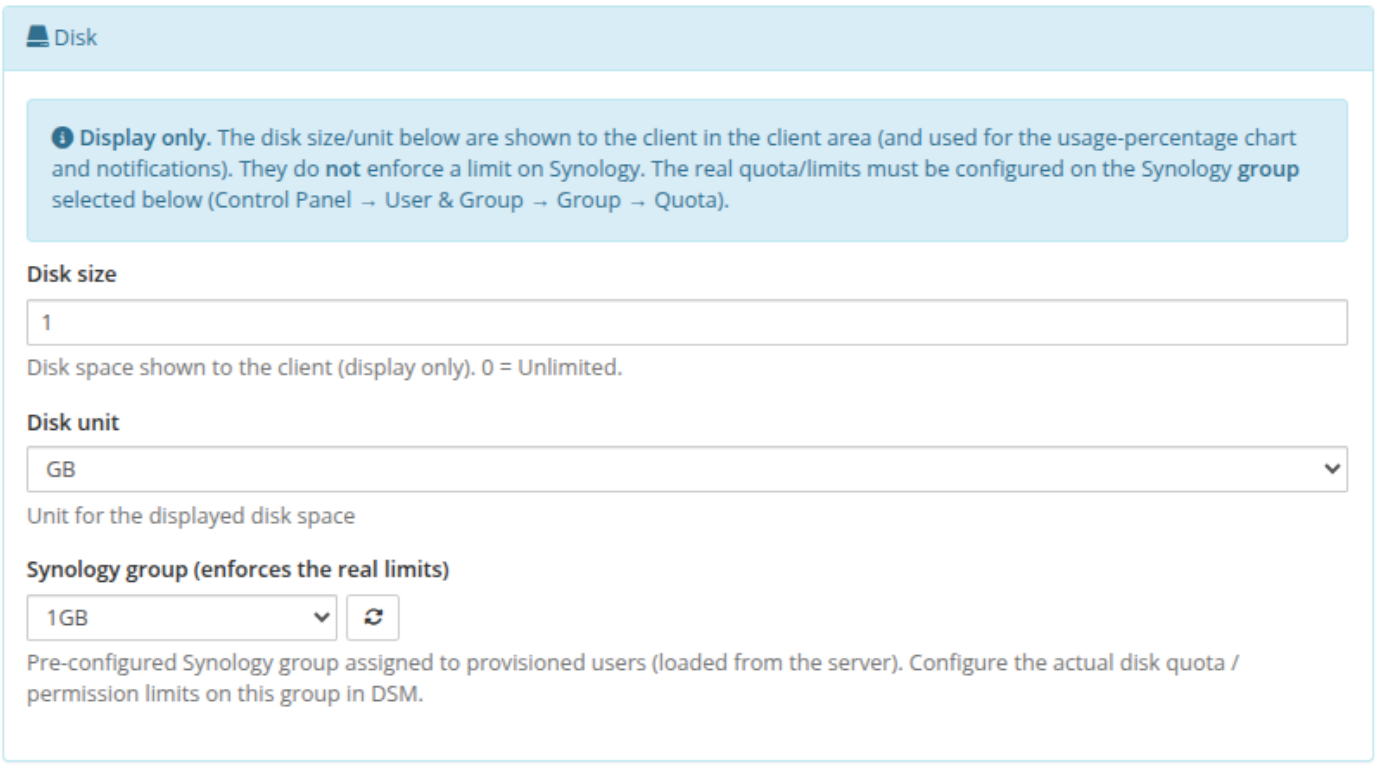
> **Note:** Select the **Server Group** and save the product first — the **Synology group**

> 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

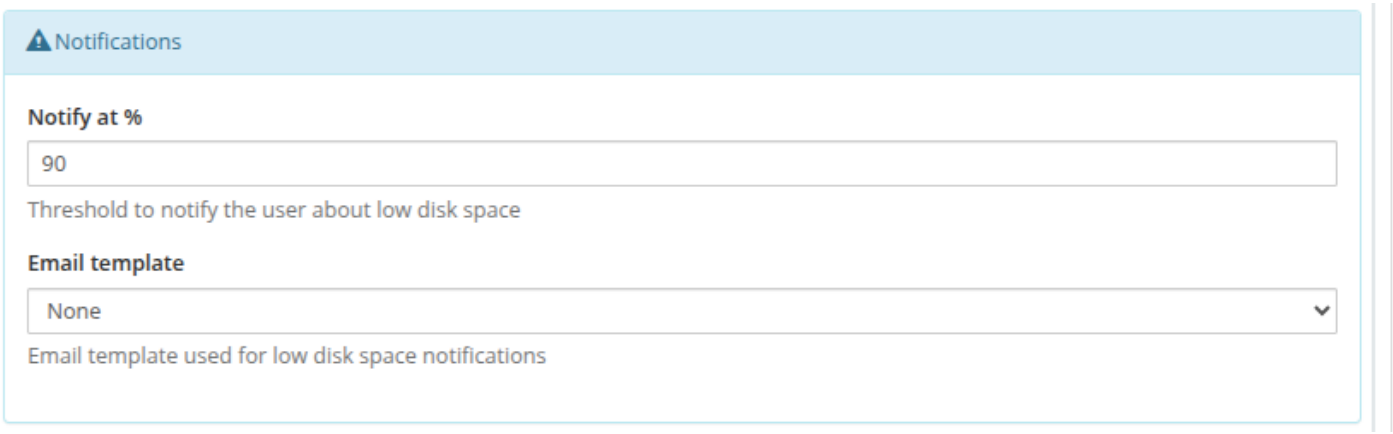


20-product-config-disk.png

> **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 be configured 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.

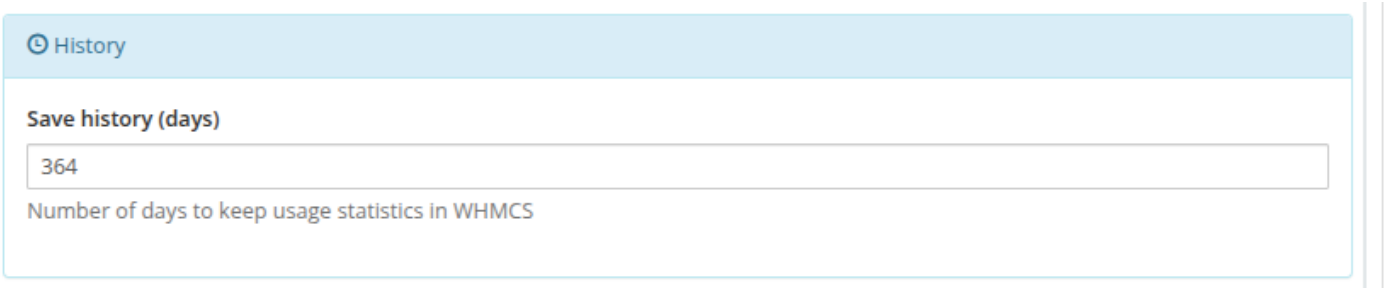
Notifications



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.

Client Area

Overview of the client-facing features available in the Synology WHMCS module, including the home screen, email notifications, and disk usage statistics.

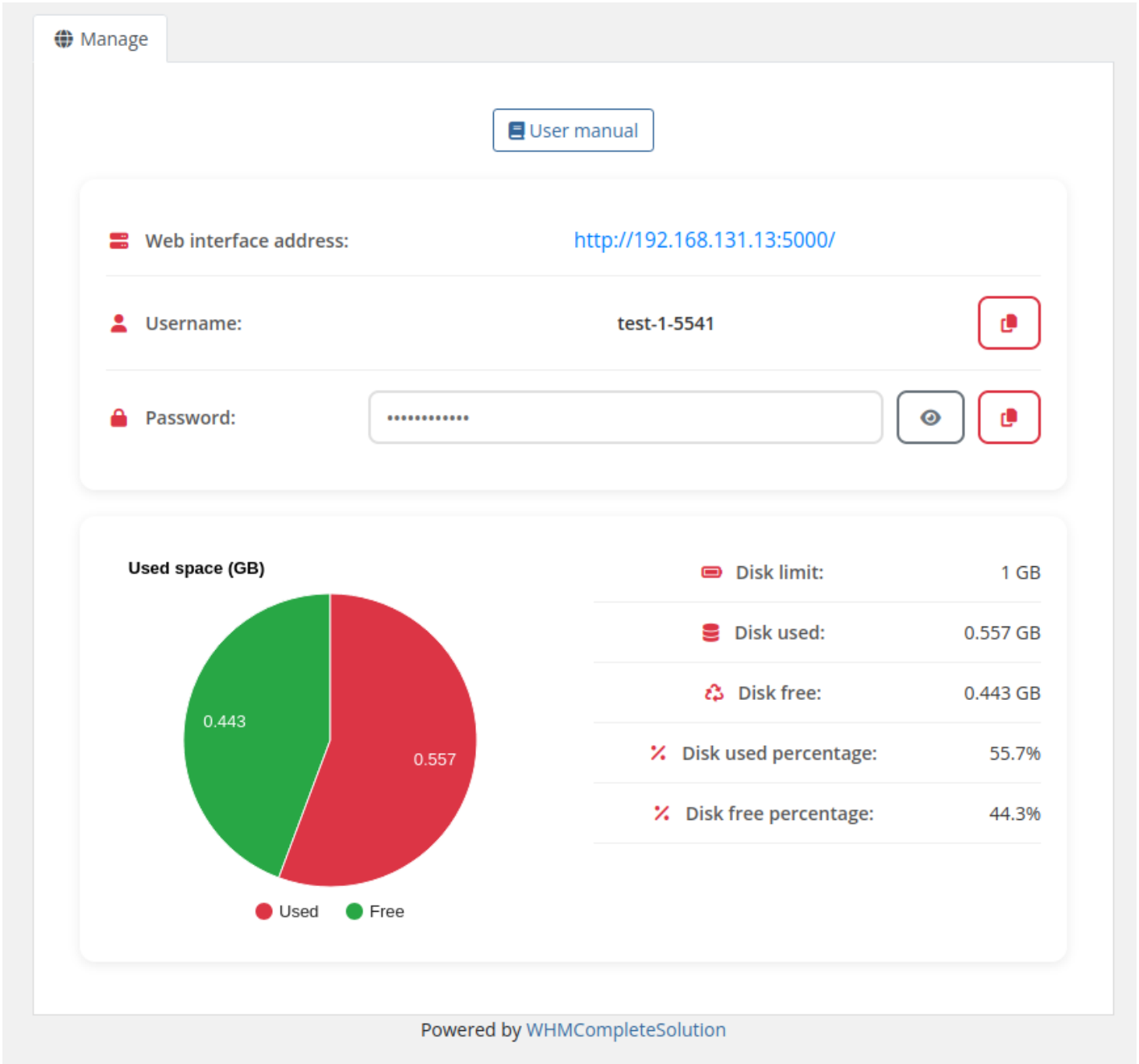
Home screen

Synology module **WHMCS**

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The end customer, after logging in to his own customer panel, has access to the following information and options

- Link to the user manual (*which was defined by the administrator when setting up the service.*).
- Synology server adress
- Authorization data
- Usage statistics graph
- Table with data on the use of the service



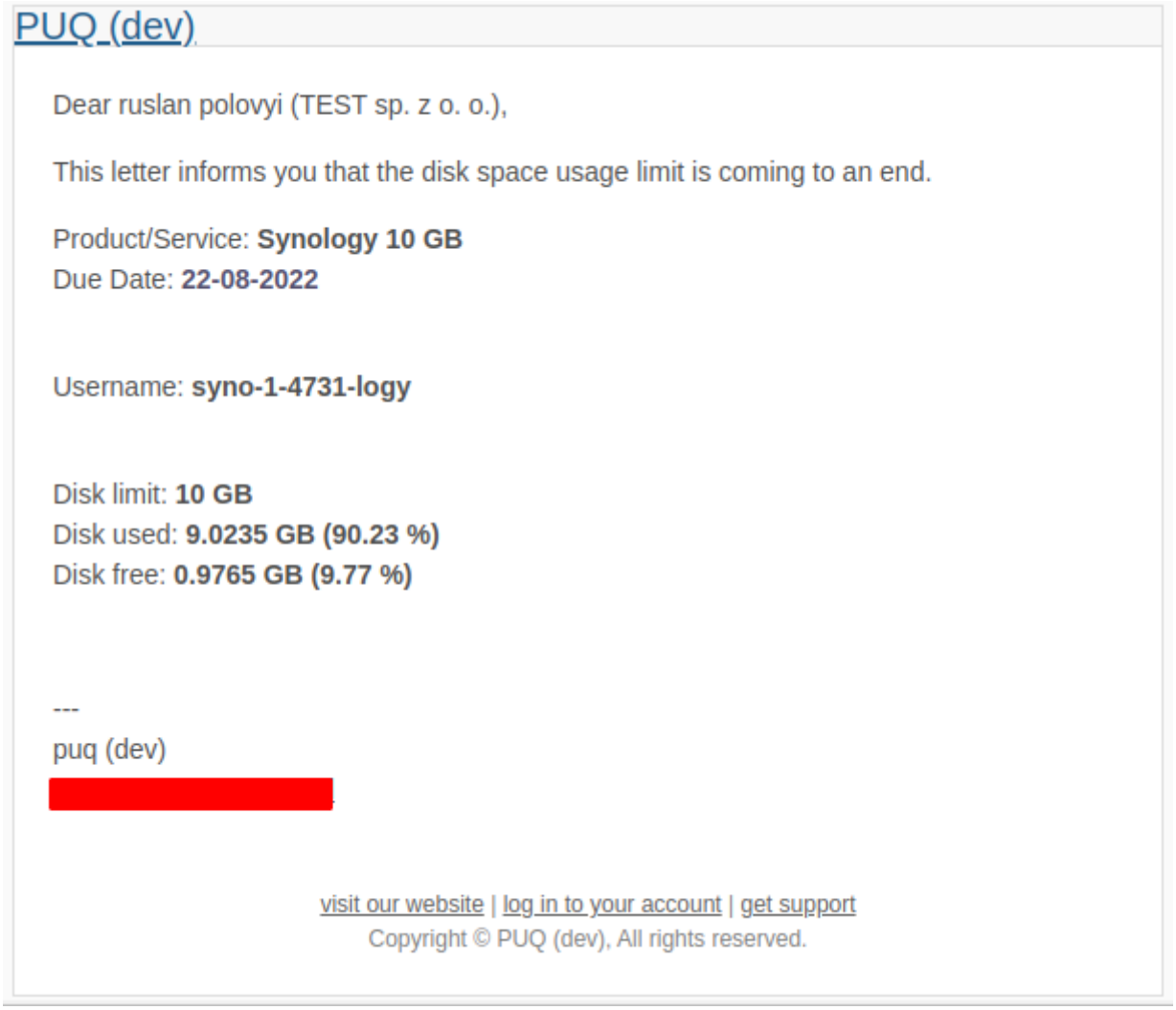
16-home-screen.png

Email notification

Synology module **WHMCS**

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Below you can see an example of an email notification regarding data limit

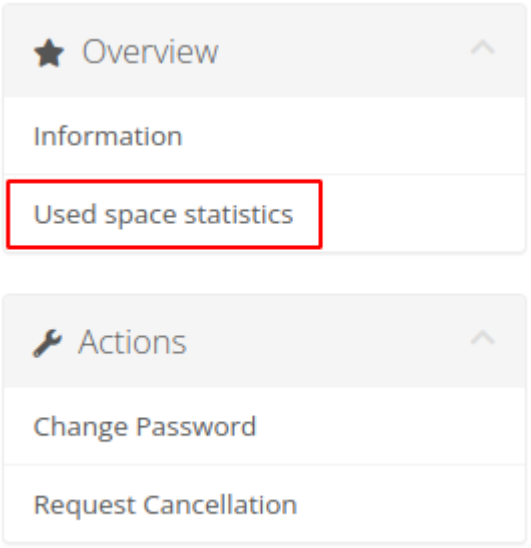


17-email-notification.png

Disk statistics

Synology module **WHMCS**

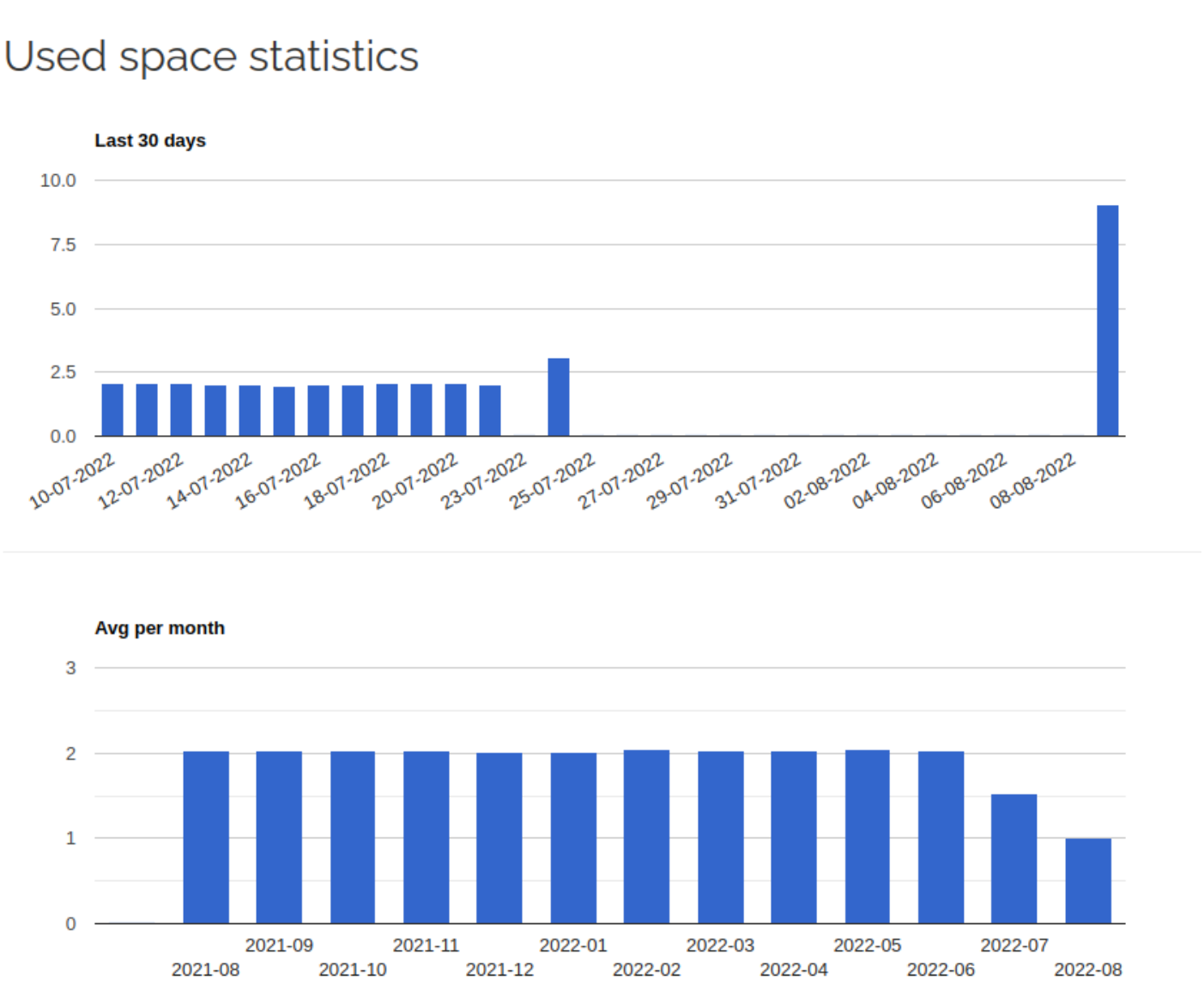
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; in the menu item **"Used space statistics"**

18-disk-statistics-1.png

Disk Usage Charts



19-disk-statistics-2.png

Admin Area

Administrative features and tools available in the WHMCS admin panel for managing Synology DSM services.

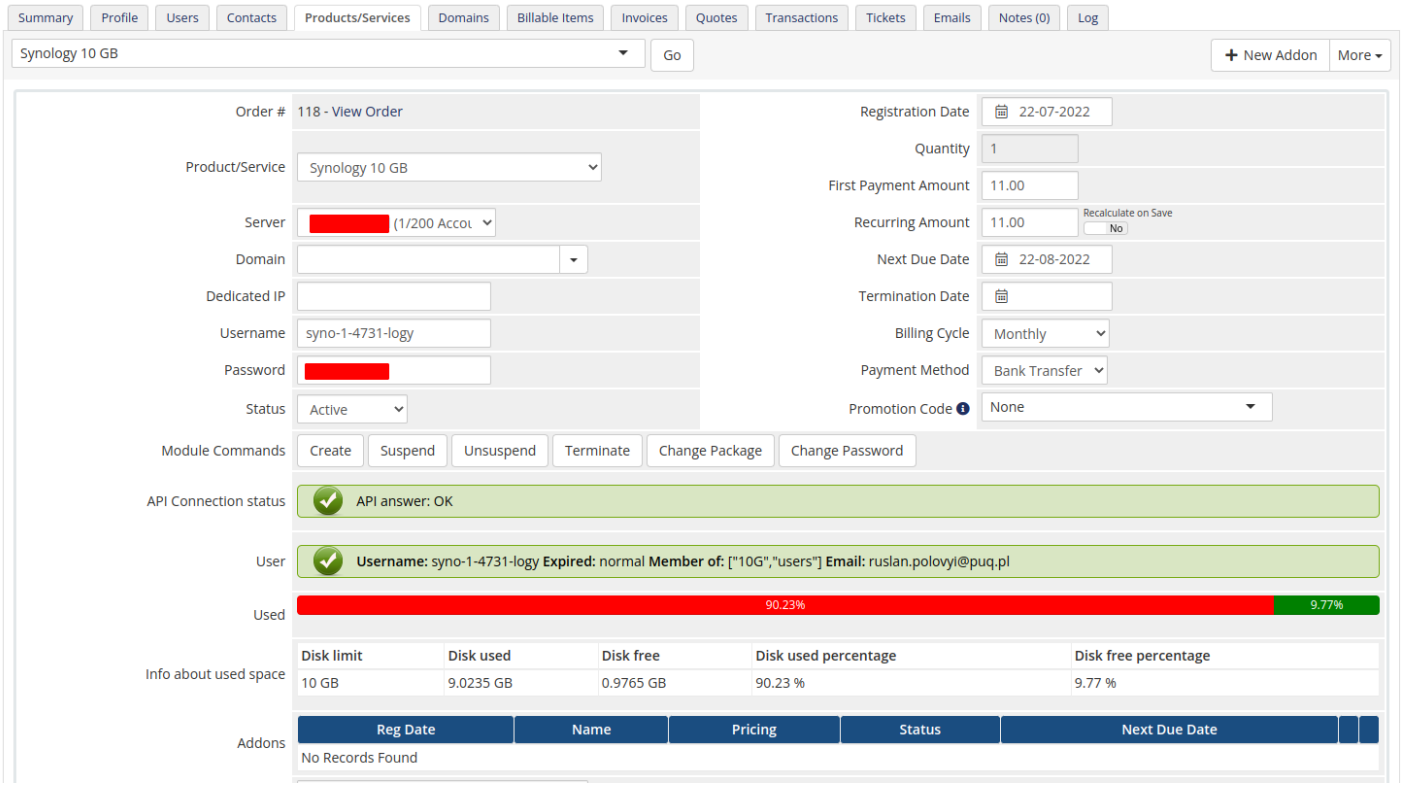
Admin Area

Product Information

Synology module **WHMCS**

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Product Information Screen



15-product-information.png